

Los Angeles Member Advisory Committee Meeting Minutes

December 15, 2022, 01:30PM

Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> • Member A, Blue Shield of California Promise Health Plan Member • Member B, Blue Shield of California Promise Health Plan Member • Member C, Blue Shield of California Promise Health Plan Member • Member D, Blue Shield of California Promise Health Plan Member • Member E, Blue Shield of California Promise Health Plan Member • Member F, Blue Shield of California Promise Health Plan Member • Anwar Zoueihid, Partners in Care Foundation • Connor Hannigan- Neighborhood Legal Services/Ombudsman • Halina Fardin, Worksite Wellness LA • Kristine Choulakian- Personal Assistance Council • Lisa Cahill- Pathways LA • Alex Rivera – Spanish Interpreter 	<ul style="list-style-type: none"> • Hector Ochoa, Southern California Services for Independent Living • Margie Harper, National Alliance Mental illness • Richard Ayoub, Project Angel Food 	<ul style="list-style-type: none"> • Araceli Garcia, Program Manager, Sr. • Dr. James Cruz, Chief Medical Officer, Promise • Eileen Moscaritolo, Consultant, Promise • Laretta Kim, Sr. Manager, Duals Program • Linda Fleischman, Sr. Manager, Lifestyle Medicine Promise - Health Education • Lindsay Gervacio, Government Affairs Analyst • Lucy Ventura-Nunez, Sr. Manager, Enrollment and Retention Promise • Patricia Mowlavi, Senior Director, Finance Analytics Transformation Program Labor • Sandra Rose, Sr. Director of Community and Provider Engagement Promise • Sandra Saenz, Program Coordinator Promise • Som Florendo, Program Manager, Consultant Quality • Stephanie Stephens, Sr. Manager Strategic Outreach Initiatives

Topic	Presenter	Decisions/Action items
<p>Welcome and Introductions</p> <p>Araceli Garcia, called the meeting to order at 01:30 PM</p>	<p>Araceli Garcia/ Sandra Rose</p>	
<p><u>Blue Shield Promise Health Plan Update</u></p> <p>Eileen Moscaritolo provided an update on the Department of Health Care Services Medi-Cal Managed Care Procurement.</p> <ul style="list-style-type: none"> • She reminded the group that Blue Shield of Ca Promise administers the Medi-Cal program in two counties. • San Diego, where we have a direct contract with the state. • Los Angeles County we contract with La Care Health Plan, and they have the contract with the state. • In San Diego County there was an opportunity for us to submit a request for proposal to continue to be a Medi-Cal plan, as DHCS was looking at all the plans commercial plan, not the public plans and did an RFP process. • We were informed that our contract in San Diego was not going to be re-awarded. • In San Diego Molina and Health Net were the commercial plans that we would be awarded a contract. 	<p>Eileen Moscaritolo</p>	

- The news was disappointing, but this process does not impact our La Care contract.
- When you are not awarded a contract, you can submit an appeal.
- The appeal goes to the state of California DHCS Department of Health Care Services.
- DHCS is responsible for reviewing the appeal.
- Community Health Group in San Diego also has submitted an appeal and Health Net did as well.
- The appeal asks the state to please look at why we feel it was not a fair process or competitive process.
- The state assign an adjudicator for the appeal.
- We are still waiting for the state to give us information on the appeal.
- BSCPHP, Community Health Group, and Health Net came together and submitted a temporary restraining order.
- Which allows us to file through the court system to get a disposition on whether DHCS had fulfilled a public records request that we had submitted adequately and gave us all the documents.
- DHCS was instructed by the judge that was overseeing the case, to provide additional documents to the three plans.
- DHCS has until February 9th to provide the documents.
- Meanwhile we are waiting for DHCS to get back to us on what the plan to do administratively.
- Many things can happen, we may have to re-bid or at worst lose our contract in San Diego County.

Sandra Rose emphasized that nothing changes as of now and that this whole process does not affect Los Angeles County.

Anwar spoke on behalf of CBOs in Los Angeles and San Diego; he and others were very shocked when they heard the news regarding the state bid. He stated that he is advocating for Blue Shield of Ca Promise to remain in San Diego. He wanted the group to

<p>know that his voice and the voices of many supporters are out there making sure that whoever can hear them maintains the wonderful relationship we have with the people in San Diego.</p> <p>Member B Stated that she knows how long we have been a part of the San Diego Market and would like to support. She asked if BSCPHP member can show their support in any way?</p> <p>Eileen answered that at the beginning of the RFP process members and CBOs and other health plans like La Care were able to write reference letter.</p> <p>Sandra Rose mentioned that if any Member Advisory Committee member would like to support us, there are ways that you can. Please reach out to Araceli Garcia, she can set up a call and together we can figure out an appropriate way to support our efforts in a way that you feel comfortable do so.</p> <p><u>Q3-2022 Discussion Topic Recap and Update:</u></p> <p>Som Florendo provided a recap and update on our Q3 2022 meeting. Discussion Topic: Annual Report and Evaluation of the Culturally and Linguistically Appropriate Services (CLAS) Program</p> <p>Discussion Recap:</p> <ul style="list-style-type: none"> • Providing Culturally and Linguistically Appropriate Services (CLAS) is a way to improve the quality of services to all individuals, to help reduce health disparities, and achieve health equity. • 13,853 Blue Shield Promise Health Plan Members called to request interpreter services in 2021. We met all interpreter services requests. 	<p>Som Florendo</p>	
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<ul style="list-style-type: none"> • We compared languages spoken among our members and doctors and found we are meeting the language preferences of our Members in both Los Angeles and San Diego counties. <p>Takeaways/Action Items:</p> <ul style="list-style-type: none"> • Add a new webpage on Find a Doctor that provides Members with information about how to contact Member Services to learn more about their provider’s race and ethnicity – In development – go live Q1-2023 • Give providers information on how Members can request interpreter services – Completed • Inform providers on how to update their information in the provider portal – Completed <p>Comments and Feedback</p> <p>Sandra Rose emphasized that this committee and their feedback is taken very seriously, and it is so important to us. So that is the reason we carve out some time during these meetings to let you know that you are being heard and this is what we did with your feedback.</p>		
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<p>Committee Discussion:</p> <p><u>Medi-Cal Blue Shield Promise Website</u></p> <p>Stephanie Stephens, Senior Manager of Strategic Outreach Initiatives is now overseeing and co-managing our Promise website.</p> <p>Stephanie provided some background on why we are seeking the committees feedback, regarding how to improve our website to make it easier for members to find information they need, to get care, and to stay healthy.</p> <ul style="list-style-type: none">○ Throughout 2022 we have been asking our members for their feedback about the overall experience of Blue Shield of Ca Promise Health Plan.○ We use something called Net Promoter Score survey to seek the feedback.○ The first question asked is, on a scale from zero to ten how likely are you to recommend Promise Health Plan to a friend or a family member?○ Member responses that we get from this question, give us a score of how satisfied members are or how happy they are with Promise health plan.○ 2022 overall we are doing well but we want to do better.○ For that reason, we ask some more questions like, how is easy is it to understand what the plan covers? Do you feel like you can get help when you need it? Do we answer your questions on the first call? Do we help solve your problems? Can you find what you are looking for on the website? Is the website easy to use? And do we give you the information you need?○ This helps us find the areas where we need to improve.○ These questions really focus on how the members feels about the plan.○ There is also another survey called CAHPS survey. This survey asks about a member’s experience with the quality of care and services that they get.○ Based on the response we have received this year; we’re finding two major areas where we need to improve, and one area is the website.	<p>Stephanie Stephens</p>	
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<ul style="list-style-type: none"> ○ Specifically finding information on the website and the ease of the use of our website. ○ Another area is understanding what the health plan covers. ○ So, getting this feedback will hopefully help improve our scores. <p>Actions taken from the feedback we received:</p> <ul style="list-style-type: none"> ○ We've created a plan to improve the content and the navigation of the website throughout 2023. ○ Ideally, we are going to be making small incremental changes to increase the satisfaction with the information that is on there until we present it. ○ There are parts we cannot change but we can present and change how we say and present the information and how members navigate through the site. <p>Comments and Feedback:</p> <p>Member B asked if there were a lot of people having problems? Or was this plan developed in hopes of helping members learn more about BSCPHP?</p> <p>Stephine answered we came up with this plan based on the response we received from the survey but yes, we want to make it better and easier for our members as well.</p> <p>Member C was not even aware that our website existed. Navigating the internet is very difficult for her and she assume the pages are only in English. For that reason, she will not pay an attention to it.</p> <p>Stephine answered that is why we are here and that is great feedback. In addition to making, it better we want people to know about it. Our website is available in Spanish, and</p>		
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<p>soon it will be translated into Chinese and Vietnamese in 2023. We can set time aside to meet with you and help you navigate through the site.</p> <p>Member C answered yes, she would like that, because then she can help other Latinos and people who are not educated and are from other countries navigate the site.</p> <p>Dr Cruz asked the committee members if they find the top bar on the website confusing to navigate through to the next pages.</p> <p>Member B stated that the choices look clear. But she still sees Cal-Medi Connect on the site, why is that there? Didn't the program end?</p> <p>Stephine answered that it will be updated, and it will be removed by the end of the year.</p> <p>Stephanie then asked the committee member a series of questions to gain feedback on what we can do to improve the website.</p> <p>What are the reasons you go to the website?</p> <p>Comments and Feedback</p> <p>Member B stated that she uses the website for many reasons. Keeping up with changes and stays connected with services we offer. She uses the information by going on the website when she recommends Blue Shield Promise to her family and friends. She really like that we have our telephone numbers accessible on the website.</p> <p>Stephanie summarized member B's response by stating that members would want to go to the website when they need to get care, to learn about the services that we provide, and to get to the doctor.</p>		
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<p>Member B answered yes, that summed it up and the fact that she has a family member that will be signing soon, with BSCPHP. She likes to be able to explain the information on the site. When navigating through the site, she really likes the Q&A section shows all the numbers she needs.</p> <p>Member C stated she does not use the website, but she has a small card with all BSCPHP telephone numbers. She uses it to find doctors, specialist, and services. She likes teach others how to navigate through the information.</p> <p>Member E shared that she thinks the website is excellent, but it is hard to find where she can change the language to Spanish. She finds the site helpful but that would make it better.</p> <p>Member A shared that she thinks there is not enough representation of mixed races on the home page picture.</p> <p>What is the most important information you want to see on the homepage?</p> <p>How can we make a great first impression on our homepage?</p> <p>Comments and Feedback</p> <p>Member B stated that she think we should add our motto on the homepage, and she would like to see a list of all services as well. She thinks this will help members feel welcomed onto the page.</p> <p>Stephanie summarized it by stating that what she heard is that we should make the page welcoming. You want to know who we are, what our motto is and for members to feel welcomed.</p>		
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<p>Member C would like to see how to videos that catch her attention.</p> <p>Member F would like to see the website to look more like Facebook and TikTok. She likes to connect with her family and friends.</p> <p>When you read "benefits," what does that mean to you?</p> <p>What benefits are most important to our members/you?</p> <p>What do you want to know about the Medi-Cal benefits?</p> <p>Comments and Feedback</p> <p>Member B stated that when she thinks about benefits, she thinks of what we will offer and what is covered under Medi-Cal. She knows that not everything is covered and thinks it important to make that very clear.</p> <p>Anwar as a CBO he knows that a lot of his social workers and nurses utilize the website when they are working with Promise members. To give them the information they need in order to explain the benefits and he thinks that it is explained beautifully and easy to navigate through. But he sees long term services and supports. There is community-based adult services and long-term care management has a link to CalAim. Which is great. He think it would be beneficial to add a complete list of long-term care services. The state does not advertise these programs and he thinks they can help many people.</p>		
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<p>What do our members/you need want to know about Blue Shield Promise and the Medi-Cal Program?</p> <p>We heard from members that they do not understand how to use their health plan. What do members/you want to know specifically?</p> <p>Comments and Feedback</p> <p>Member B stated that she would like she stated earlier she would like to see what is offered and what is not. Something that shows that we are here for our members. She shared that when she first set up her portal, she found the website easy to navigate and use.</p> <p>Member A stated that she does not see any mixed races on any of the website pictures and she thinks it does not look all inclusive. She thinks that we will also have to add all genders.</p> <p><u>Ombudsman Update</u></p> <p>Conner Hannigan provided the CCI Ombudsman Report: Q4 2022:</p> <p><u>Medi-Medi Case Numbers:</u></p> <ul style="list-style-type: none">○ Sept: 26 cases, Oct: 28 cases, Nov: 35 cases <p><u>Trending Issues:</u></p> <ul style="list-style-type: none">○ In Home Supportive Services: Enrollment, Hours Adjustments○ Medical Debt, Billing Problems with Skilled Nursing Facilities○ Non-Emergency Medi-Cal Transportation delays/no shows	<p>Conner Hannigan</p>	
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<p>COVID-19 Update (as of 12/1/2022):</p> <p>Medi-Cal negative actions suspended until the last day of April 2023</p> <ul style="list-style-type: none"> ○ Prohibits premium increases, negative Medi-Cal changes due to turning 65, and Share of Cost increases until end of Public Health Emergency” (PHE) ○ There should be a 60-day advanced notice before end of the PHE occurs. Impact on beneficiaries’ coverage not expected until a few months after end of PHE. <p>What can you do to get ready to request In Home Supportive Services (IHSS)?</p> <ul style="list-style-type: none"> ○ Check your eligibility. 1. Do you receive Medi-Cal/SSI? 2.Are you over 65, blind, and/or living with a disability? 3. Currently living outside of a hospital, skilled nursing facility or assisted living facility? 4. Do you need care/help to continue to live at home? ○ Create a ‘self-assessment’ of your needs including meal preparation, laundry, bathing, grooming, help with prescriptions/injections, safety monitoring. See: https://www.disabilityrightsca.org/system/files/file-attachments/548201-c.pdf ○ Talk to your health care provider about whether they support a request for IHSS. If they do, ask them to fill out the SOC 873 form. ○ Consider whether you have a family member/friend that will be assisting or if you will need to find one through an organization, such as the Personal Assistance Services Council (PASC). <p>Member B added that IHASS has a list of providers that are fingerprinted and available to members that don’t have anyone you know to help with becoming, your in- home supportive services caretaker.</p>	<p>Dr. Cruz</p>	
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Looking Ahead to 2023

Dr. Cruz shared that he would like to close out the year 2022 by sharing what to expect in 2023. There are three areas that he went go over.

- California Advancing and Innovating Medi-Cal (CalAIM)
 - Will be implemented January one, 2023
 - The Doula benefit will be added in 2023
 - Medi-Cal expansion to groups that have been a part of foster care system.
- Office of Health Equity
 - In 2023 we will fully implement our Office of Health Equity.
 - We have a new Chief Health Equity Officer, Valerie Martinez.
 - We will be providing updates on what we are doing and how we are doing in terms of eliminating health care inequities with our members.
- New Reports in 2023
 - We will provide regular reports and updates on the three areas below. We are working hard to improve our member satisfaction for CHAP survey results by focusing on these areas.
 - Membership
 - Interpreter Services
 - Appeals and Grievances

Appeals and Grievances:

<p>Dr Cruz provided a high-level explanation on the differences between the Appeals and Grievances process.</p> <ul style="list-style-type: none"> ○ Appeal: If a member thinks Promise Health Plan has made a mistake in denying a medical service or if they do not agree with our decision, a member can submit an appeal. <ul style="list-style-type: none"> ○ If an appeal is upheld, that means the decision to deny a medical service stays the same. ○ If an appeal is overturned, that means the decision was changed to approve a medical service. ○ Grievance: If a member is unhappy about any part of their care or with Promise Health Plan, they can submit a grievance (complaint). All grievances are resolved. <ul style="list-style-type: none"> ○ Member grievance may take longer <p>Top 3 reasons a member files an appeal (Q3 2022)</p> <ul style="list-style-type: none"> ○ Services and/or claims denied as not being medically necessary. ○ Claims denied for non-payment. ○ Pharmacy medication denials. <p>Top 3 reasons a member files a grievance (Q3 2022)</p> <ul style="list-style-type: none"> ○ Members are unable to access care in a timely manner. ○ The care received or not received adversely impacted or had the potential to adversely impact the enrollee's health. ○ The attitude/behavior of a provider's office, the Plan's staff and/or a provider contracted with the Plan. <p>Dr. Cruz stated that we will continue to do more research on this to make sure that we understand the underlying factors caused the grievances and appeal and continuing to</p>	<p>Sandra Rose</p>	
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trends. We will look at those reasons over the remainder of the year, as well as in 2023 and reporting them back to this committee.

Closing Remarks

Sandra ended the call with stating that she hopes that this meeting is an illustration of how much we value our committee members and our partners. Emphasizing the importance of this committee and we take the time to listen and taking your advice and suggestions. She hopes that they all see that we are a fully transparent and we want to tell you when we are doing something great. She lastly thanked the group for their services and time.

Sandra shared a short video with the group.

- The Best of California: Medi-Cal is Here for You
 - English: <https://www.youtube.com/watch?v=4aw2N98SvmQ>
 - Spanish: <https://www.youtube.com/watch?v=NH6OVAICGpM>

Meeting ended at 3:00 PM

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