

## San Diego Member Advisory Committee Meeting Minutes

September 8, 2022, 01:30PM

### Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> <li>● Member A, Blue Shield of California Promise Health Plan Member</li> <li>● Member B, Blue Shield of California Promise Health Plan Member</li> <li>● Member C, Blue Shield of California Promise Health Plan Member</li> <li>● Member D, Blue Shield of California Promise Health Plan Member</li> <li>● Jack Dailey, Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego, Inc.</li> <li>● Leticia Zuno, Access to Independence</li> <li>● Rick Ochocki, National Alliance Mental Illness</li> <li>● Stephen Carrol, LGBT Center</li> <li>● Tanissha Harrell, SD 211</li> </ul>	<ul style="list-style-type: none"> <li>● Filpa Rios, Interfaith Community Services</li> <li>● Martha Ranon, Southern Caregiver Resource Center</li> <li>● Nancy Sasaki, United Way of San Diego County</li> </ul>	<ul style="list-style-type: none"> <li>● Kristen Cerf, President, and CEO</li> <li>● Sandra Rose, Sr. Director of Community and Provider Engagement</li> <li>● Dr. James Cruz, Chief Medical Officer</li> <li>● Araceli Garcia, Program Manager, Sr.</li> <li>● Lucy Ventura-Nunez, Sr. Manager Enrollment and Retention</li> <li>● Christine Nguyen, Director, Clinical Quality</li> <li>● Stephanie Stephens, Sr. Manager, Strategic Planning</li> <li>● Julianne Holloway, Director of Medicare Duals</li> <li>● Mary Katherine, Sr. Manager Program and Project Management</li> <li>● Som Florendo, Program Manager, Consultant</li> <li>● Eileen Moscaritolo, Consultant</li> <li>● Patricia Mowlavi, Sr. Director, Finance Analytics</li> <li>● Lindsay Garvacio, Shield Emerging Leader</li> </ul>

Topic	Presenter	Decisions/Action items
<p><b>Welcome and Introductions</b> Araceli welcomed the group and proceeded with introductions, called the meeting to order at 01:32pm</p>	<p><b>Araceli Garcia/Sandra Rose</b></p>	
<p><b>Recap of Q2 2022 meeting</b> Christine provided a recap from our last meeting Topic: Medi-Cal Quality Improvement Initiatives</p> <p><b>Discussion Recap</b></p> <ul style="list-style-type: none"> <li>• Blue Shield Promise wants to ensure our members get the best health care.</li> <li>• We have a quality improvement program to ensure our members get quality care.</li> <li>• Each year, we set goals to improve our care and services.</li> <li>• One goal is to help our members take better care of their health. We want to create programs and services to meet the needs of our members. We measure whether our members are receiving certain preventive screenings and treatment care they need. This tells us what we are doing well or may need to change.</li> </ul> <p><b>Key Takeaways/Action items</b></p>	<p><b>Christine Nguyen</b></p>	

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<ul style="list-style-type: none"> <li>• We are evaluating our new comprehensive member incentives program and considering member's feedback to revise as necessary in 2023.</li> <li>• We are working with our provider partners to make it easier for our members to get needed services completed in settings that are convenient for our members.</li> <li>• We will be working on sharing impactful messages in a variety of ways that can influence members to get preventive care services completed.</li> </ul>		
<p><b>Blue Shield Promise Health Plan Updates</b></p> <p>Our President Kristen Cerf provided an update on the Medi-Cal Procurement and bureaucratic government process. She stated that this process doesn't happen frequently in California. She sheared that we submitted a competitive bid on order to have a Medi-Cal contract and we were not successful in San Diego County. She is super disappointed but there is no immediate impact whatsoever. She wanted to be the first to personally speak on this matter directly with our members and plan partners. She emphasized that nothing is going change anytime soon. January 1, 2024 would be the date that we see change, but She let the group know that we will be appealing this decision. For right now no one needs to do anything right now, and she is super committed as and ladder ship team to our San Diego market. She expressed her appreciation on the support our members and community partners have given us.</p> <p>Steven asked if the information that Kristen shared is public knowledge?</p> <p>Sandra Rose answered yes, this information is public knowledge and available to our partners and member to read.</p> <p>Eileen Moscaritolo added to the conversation by letting the group know where they can find this information. She shared what health plans are involved and let the group know that the appeal process can take a long time. She offered herself if anyone had further questions, she would make herself available.</p> <p>Jack Dailey added the site information in case folks are interested in looking up site with the info - <a href="https://www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx">https://www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx</a></p>	<p><b>Kristen Cerf</b></p>	<p>Eileen will share the sites where our members and plan partners can read the information on the bid process.</p>

<p><b>Cal MediConnect ends</b>          Julianne shared the latest updates on Cal MediConnect and what to expect as it comes to an end.</p> <ul style="list-style-type: none"> <li>Blue Shield Promise Cal MediConnect will end on December 31, 2022, and all members will automatically transition to an Exclusively Aligned Dual Eligible Special Needs Plan (D-SNPs); also known as <b>Medicare Medi-Cal Plans</b>, effective <b>January 1, 2023</b>.</li> </ul> <p><b>What is a Medicare Medi-Cal Plan D-SNP?</b></p> <ul style="list-style-type: none"> <li>A D-SNP is a special Medicare Advantage plan for dual eligible beneficiaries. The Medicare Medi-Cal Plan D-SNPs require members to receive their Medicare and Medi-Cal coverage through the same company.             <ul style="list-style-type: none"> <li>Blue Shield TotalDual Plan (HMO D-SNP) and Blue Shield Promise Medi-Cal Plan are both offered by Blue Shield of California.</li> </ul> </li> </ul> <p><b>Transitioning Member Experience</b></p> <ul style="list-style-type: none"> <li>Members currently in Blue Shield Cal MediConnect Plans <b>will not</b> have to do anything to move into their new plans for 2023.</li> <li>Provider network (doctors, specialists, medical groups) will be bigger.</li> <li>Existing authorizations and prescriptions will be copied from the current plan to the new plan.</li> <li>Members will still work with one plan to receive all their <b>Medicare</b> and <b>Medi-Cal benefits</b> and services.</li> <li>Members will have <b>one ID Card</b> that works for Blue Shield Total Dual Plan and Blue Shield Promise Medi-Cal Plan.</li> <li>Concierge Customer Service team to answer all questions.</li> </ul> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Are we missing anything from a member experience?</li> <li>Do you understand what will happen with the transition and when?</li> </ul>	<p><b>Julianne Holloway</b></p>	
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**Comments and Feedback**

Member D asked, does this only have to do with Cal MediConnect or Medi-Cal too?

Julianne answered this update is in regard to Cal Medi Connect members and program changes.

Member A asked if you are enrolled in December will you be transitioned?

Julianne answered yes, anyone that is enrolled by December they will be transitioned over to our new D-SNP program.

If member have questions, they can call The California Health Insurance Counseling & Advocacy Program (HICAP) phone number is 1-800-434-0222 (TTY: 711) if you want to talk with a health insurance counselor for free about plan choices or changes.

**Cal MediConnect Transition Timeline**

- [Last week of August 2022](#) – First letter about Blue Shield Promise Cal MediConnect Plan ending
- [September 30, 2022 – October 2, 2022](#) – Blue Shield Promise Cal MediConnect members receive their Annual Notice of Change (ANOC) and 90-day plan non-Renewal letter, notifying them their plan is ending and comparing their current plan benefits to their new plan's benefits.
- [October 3, 2022 – October 31, 2022](#) – Blue Shield Promise Cal MediConnect members receive provider change notices. Telephone outreach will also occur.
- [November 15, 2022](#) – Blue Shield Promise Cal MediConnect members receive a 45-day reminder about their plan ending.
- [December 31, 2022](#) – Blue Shield Promise Cal MediConnect Plans end.
  - No gap in coverage
  - No application required
- [January 1, 2023](#) – Members are effective in Blue Shield TotalDual Plan and Blue Shield Promise Medi-Cal Plan.

<p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>• Do you think additional communications are necessary?</li> <li>• What can Blue Shield do to make this transition easier for its members?</li> </ul> <p><b>Comments and Feedback</b></p> <p>Member D asked beside letter and mailer are we sending text messages?</p> <p>Julianne answered that we won't be sending text messages for this campaign, but we are sending emails. For members that have provided their email addresses. We will also be doing telephonic outreach. Promise would have to get a special approval from our regulators to be able to send text to our members.</p> <p>Our partner Jack Dailey stated that he appreciates all our efforts to engage with our members and he asked who will be making the calls to these members?</p> <p>Julianne answered that the calls will be conducting by a subset of her team. They are a special programs and enrollment retention team. They are ready and are well equipped and fully trained to make these calls to our members. They have the LIS and Medicare/Cal MediConnect knowledge to be able to answer members questions and concerns.</p> <p><b>Annual Culturally and Linguistically Appropriate Services (CLAS) Program and Program Evaluation Report</b></p> <p>Som Florendo spoke on the results from our annual CLAS report.</p> <p>Cultural and Linguistic Appropriate Services (CLAS) is a way to improve the quality of services to all individuals, to help reduce health disparities and achieve health equity. The CLAS report help us:</p> <ul style="list-style-type: none"> <li>• Better understand our members' cultural and language needs, and</li> <li>• See if the doctors in our system can meet the cultural and language needs of our members</li> </ul>	<p>Som Florendo</p>	
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When doctors can tailor services that are respectful of and responsive to each person's culture and communication needs, they can improve the health of all members.

**Doctors:**

- Culturally competent
- Use interpreter services
- Provide quality services

**Member:**

better experience  
More engaged  
Improved health

**Member Race and Ethnicity**

- African American 7%
  - American Indian/Alaskan 0%
  - Asian/Pacific Islander 5%
  - Caucasian 8%
  - Hawaiian 0%
  - Hispanic/Latino 16%
  - Other 35%
  - Unknown 29%
- *Unknown is defined as race/ethnicity is not assigned, undefined, or declined to report by member.*

**Comments and Feedback**

Our partner steven stated that the unknown number is high. Are we doing work on better understand who these members are?

Mary Katherine stated that this data comes from our member data when we first get their member file from the state. Her team is going to outreach to members to update this data and we have updated our member portal. Where members can self-identify their ethnicity. This should help obtain this data in a better way.

<p>Member D stated that members under that unknown may not want to disclose their ethnicity out of fear of prejudice and unfair treatment.</p> <p>Mary Katherine stated that we safe grad members information, so members shouldn't be fearful to share their personal information with us. We really monitor and ensure that their information is kept secure</p> <p>Dr Cruz thanked the group for their comments. He wanted to clarify what our member Ruth is bring up. The reality is for immigrants and individuals that have had a very traumatic experience here in the United States. The information that we're sharing doesn't really fall upon deaf ears because, what they have heard before and it hasn't been a positive experience. So, it's going to be a process and we must expect that. For individuals that are here undocumented there's a lot at stake for even a small slip up of sharing information. We are committed to show with actions that this coming to Promise is a safe place and that their needs will be met and that they don't need to fear any type of outside interventions that might compromise their living arrangements in the U.S.</p> <p>Tanisha Harrell added that is its helpful and important to let the members know what information is shared and thinks it important to highlight the terms of agreement and the what community partners are involved so that way members are aware and lessen the distrust.</p> <p><b>Member Languages</b></p> <p>Based on current data Blue Shield of Promise Health Plan, <a href="#">60.2%</a> of the <a href="#">452,738</a> total members speak a language other than English. Members in Los Angeles (LA) and San Diego (SD) Counties are represented by the following language categories:</p> <ul style="list-style-type: none"> <li>• Armenian 1.01%</li> <li>• Cantonese/Yue Chinese (LA) 0.01%</li> <li>• English 50.20%</li> <li>• Mandarin 0.37%</li> <li>• Tagalog 0.50%</li> </ul>		
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- Spanish 32.20%
- Vietnamese 0.68%

**What are we doing well?**

**Interpreter Services**

- 13,853 Blue Shield Promise Health Plan members called to request interpretation services in 2021.
- We met all interpreter services requests.

**Member and Provider**

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.

**Top 5 Languages**

- Armenian
- Cantonese
- Mandarin
- Spanish
- Vietnamese

**Opportunities for Improvement & Action Plan**

**Scenario #1**

**Opportunity for Improvement**

- Increase member and doctor awareness of translation services to improve member satisfaction.

**Why is it important to our members?**

- Sandy speaks Spanish and needs an interpreter at her next doctor's appointment.
- Her doctor's office does not have a Spanish-speaking interpreter for Sandy.
- Sandy is upset that the doctor's office cannot help her.

**What are we doing?**

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- Educating doctors and giving them materials on how to request interpreter services at a doctor's office.

**What ELSE can blue shield Promise health plan do?**

- How can we help Sandy get an interpreter at her doctor's visit?

**Comments & Feedback**

Member D shared that she has witnessed that SD Health Centers will call an interpreter service for members in real time. She thinks if all provides offer these services it would help these members. She asked if we have this service? A place where doctors can call an interpreter service. She also thinks we should send a reminder once a year, to all our contracted doctor, to remind them of this service.

Som answered yes, we have resources for interpreter service, and we plan to send a fax next week to all our doctors letting them know and reminding them of this service and how to use it. We will send this reminder annually.

Member B stated that when she was a child she used to interpreter for her father, and she thinks that the members children can assist with interpretation.

Som stated that we want to avoid that and don't want to put that pressure on the child to have to do that.

Dr. Cruz added that it isn't a best practice, and it is best that a certified translator is the one helping the member.

Member B stated that she really appreciates everything that agrees Dr Cruz shared and she agrees, sometimes you don't want that family member to hear what the doctor is saying to the patient.

Member D stated that we need to remind our members that provide transportation services to medical appointments. Members that living far from the clinic they wish to use to get seen by a doctor that speaks their language that can use transportation

<p>services. We should re-educate that there are these services by sending an annual letter reminding them of these services. She emphasized that not all members read this information when they first enroll. Also, we should send this information yearly to our providers as well.</p> <p><b>Scenario #2</b></p> <p><b>Opportunity for Improvement</b></p> <ul style="list-style-type: none"> <li>To better collect our doctor's race/ethnicity information.</li> </ul> <p><b>Why is it important to our members?</b></p> <ul style="list-style-type: none"> <li>Angie is a Filipina member.</li> <li>She wants to see a doctor that is Filipina like her.</li> <li>She looked at Blue Shield Promise for a list of doctors and didn't find a Filipino doctor near her home.</li> </ul> <p><b>What are we doing?</b></p> <ul style="list-style-type: none"> <li>Update the doctor's portal to include race/ethnicity and language fields for doctors to directly share their information.</li> <li>Send out notifications to doctors regarding this new opportunity to share race, ethnicity, and language information.</li> </ul> <p><b>What ELSE can blue shield Promise health plan do?</b></p> <ul style="list-style-type: none"> <li>What can we do to help Angie see a Filipino doctor?</li> </ul> <p><b>Comments and Feedback</b></p> <p>Member A shared that in 2011 when he started losing his vision, he remembers receiving something where it asked if he would need interpreter services and what was his preferred language. He thinks that sending this to our members would help identify their ethnicity.</p> <p>Araceli added that some clinics do this and have the information when they are making the appointments. So, introducing this prior to the appointment is a good idea.</p>		<p>Som will take the information regarding conducting a yearly services reminder for members and providers back to her team.</p>
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Steven asks if this information must be voluntary, or can it be a part that doctors are required to collect? He thinks that if maybe we should incentivize our doctor to share this information with us. And asked if we have received feedback from our doctors regarding why this information isn't being shared. He is interested in finding out what if any would be the doctor's hesitation to sharing the information.

Som answered that since it optionally members don't need to identify and yes, we are working on collecting this data from our providers.

Araceli added that having this information is important to connect them to the right doctor and this will create a safe environment for our members and to meet their needs.

Mary stated that we will share this feedback and see how we can implement these great suggestions. By collaborating internally on these awesome opportunities.

**Scenario #3**

**Opportunity for Improvement**

- To better collect the languages our doctors, speak.

**Why is it important to our members?**

- Johnny is 12 years old, and his parents speak Cantonese.
- They want to choose a Cantonese-speaking doctor for Johnny.
- Johnny's parents did not find any Cantonese-speaking doctors near their home.

**What are we doing?**

- Update our system to automate collecting and reporting on languages spoken.

**What ELSE can blue shield Promise health plan do?**

- What can we do to help Johnny's family?

Mary will take this back to her team, on possibly incentivizing or providers to share this information with us.

<ul style="list-style-type: none"> <li>• Increase member and doctor awareness of translation services to improve member satisfaction.</li> </ul> <p><b>Why is it important to our members?</b> <b>Ombudsman Report</b></p> <p>Consumer Center for Health Education and Advocacy</p> <p>A project of the Legal Aid Society of San Diego</p> <p>Jack Dailey went over</p> <p>The Consumer Center or "CCHEA"</p> <ul style="list-style-type: none"> <li>○ Our team is comprised of knowledgeable consumer health advocates and experienced health care attorneys.</li> <li>○ We help educate consumers about and navigate health systems.</li> <li>○ We advocate for consumers to obtain/maintain needed coverage and access needed services.</li> <li>○ We serve as the Dept. of Health Care Services' Cal MediConnect Ombuds program; Dept. of Managed Health Care Consumer Outreach and Assistance (COAP) partners; and Covered California Consumer Assistance Program.</li> </ul> <p><b>Updates for Members</b></p> <ul style="list-style-type: none"> <li>• DHCS has released several guidance letters to counties about processing Medi-Cal when the COVID-19 Public Health Emergency (PHE) ends. Important:             <ul style="list-style-type: none"> <li>• Make sure you update your contact information with the county.</li> </ul> </li> </ul>	<p><b>Jack Dailey</b></p>	
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- The PHE has not ended yet, and we do not anticipate any negative actions on Medi-Cal cases until at least May 2023.
- Cal MediConnect transition to Dual Special Needs Plans - Members will begin receiving notices in early October regarding this transition.
- See our COVID-19 and Monkey Pox resource pages at [www.HealthConsumer.org](http://www.HealthConsumer.org)

**Trends and Questions: Focus on Dental**

- DHCS data shows that 61% of all Medi-Cal Dental Program prior authorization requests (called TARs) are denied. (See [8/22 fact sheet](#))
- Sometimes consumers have difficulty finding providers, being inappropriately billed, or set-up for treatment plans that Medi-Cal does not cover. Consumers have rights!
- Feedback from BSP Medi-Cal Advisory Board members:
- What other challenges with accessing dental care have you heard of consumers facing?
- Does your dentist tell you what the suggested treatment plan is and whether it is covered by Medi-Cal before beginning work?

**Comments & feedback**

Member D shared that her dental clinic doesn't share with her what Medi-Cal covers and what isn't covered. And stated that there needs to be better communication from the dental coverage.

**Contact information:**

<p>The Consumer Center for Health Education &amp; Advocacy</p> <p>Toll-Free: 1-877-734-3258</p> <p>Fax: 619-471-2782</p> <p><b>Key Managers:</b></p> <ul style="list-style-type: none"> <li>• Jack Dailey, HCA Coordinator/Director of Policy and Training - 619-471-2606 or <a href="mailto:JackD@lassd.org">JackD@lassd.org</a></li> <li>• Alexandria Forester, Senior Attorney – 619-471-2686, <a href="mailto:AlexandriaF@lassd.org">AlexandriaF@lassd.org</a>.</li> <li>• Carol Neidenberg, Program Manager - 619-471-2612 or <a href="mailto:CarolN@CCHEA.org">CarolN@CCHEA.org</a></li> <li>• Websites – <a href="http://www.lassd.org">www.lassd.org</a> and <a href="http://www.HealthConsumer.org">www.HealthConsumer.org</a></li> </ul>		
<p><b>Open Discussion</b></p> <p>Dr Cruz thanked the group for their engagement. He shared about the program Children's Health Services that is available to our members. It is a state program and announce that Isabel from BSCPHP was nominated to be a Co-Chair of this great program.</p> <ul style="list-style-type: none"> <li>• <b>Closing Remarks meeting ended at 3:03 PM</b></li> <li>• <b>Next meeting</b> <ul style="list-style-type: none"> <li>• Thursday, November 17, 2022</li> <li>• 1:30 PM – 3:00 PM</li> </ul> </li> </ul>	<p><b>Araceli Garcia/ Dr Cruz</b></p>	

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