



L.A. Care
HEALTH PLAN®



**L.A. Care Health Plan
Health Net Community Solutions**

JOINT CCI STAKEHOLDER MEETING

Thursday, June 13, 2013

1:00 pm – 3:00 pm

Meeting Summary

- Welcome and Introductions

- Purpose and Frequency of Joint Stakeholders Meetings and Proposed Charter
 - L.A. Care and Health Net will host joint meetings on a quarterly basis and will continue to host separate, plan specific, meetings as needed.
 - The purpose of the meeting, as described in the proposed charter, is to discuss high level aspects of the CCI and the Pilot.
 - This will not be the place to discuss operational or specific plan issues.

- Update on CCI Timeline
 - The transition will begin no sooner than January 2014.
 - Plans have received draft rates, but nothing is final.
 - Plans are preparing for the Readiness Review, which is being conducted by the University of Chicago.
 - The desk review has been completed, awaiting the letter of deficiency.
 - This is an opportunity to identify areas for improvement.
 - Plans are working on the network validation and preparing for the on-site review.

- The draft three way contract is anticipated to be released in early August with the expectation by CMS to be executed by the end of August.
 - Stakeholders would like to be involved in the review process if possible.
 - The Massachusetts agreement will serve as the model until plans have the contract.
- The enrollment strategy has not been released, but if the January start date remains, the first notices will go out in October.
 - CMS would like passive enrollment to be complete by the end of 2014.
 - No specifics for Los Angeles County have been released
- Plans are still waiting for the final health risk assessment guidance as well as the interdisciplinary care team guidance.
- Per the all plan letter released by DHCS, in lieu of benefits are now being referred to as Care Plan Options.
- The State has included a poison pill in new trailer bill language:
 - The Department of Finance can terminate any part of the CCI if savings expectations are not met within three years.
 - The language also creates a new public authority and continues outreach and education efforts for all three years.
 - The language is a part of the budget process and still needs to be approved.

➤ DHCS Outreach Plan to Consumers- Jaime Mulligan, Harbage Consulting

- When the Los Angeles County enrollment strategy is released, there will be a 30-day stakeholder review process.
- The State is focusing on what it can change, the policy is already written.
- A major challenge is health literacy, explaining the process and benefits as well as trying to explain that change can be for the better.
- The State has learned from the SPD transition and is avoiding the mistakes of the past.
- The goal is to get people the most useful information in a timely manner.

- They will be focusing on natural touch points, where people already frequent such as religious institutions, libraries, and community resources.
- They are exploring updating the 211 system to include information as well.
- The homeless population poses an issue for outreach, but the State will target the places they already frequent (shelters, soup kitchens, etc.).
- Howard Kahn, CEO of L.A. Care, noted that the plans recognize the complexity of Cal MediConnect as well as the homelessness problem and they are working together to try and solve it.
- Given the lack of details thus far, the State is focusing on the more technical aspects and making sure systems are in place to handle the population.
- The State will be producing user-friendly fact sheets and templates.
 - Most of the products will be translated in the 13 threshold languages.
- There are plans to station staff members in County offices to help understand the transition, but as of now there are no plans to have any “on the ground” staff personally engaging consumers.

➤ Stakeholder Plans for Consumer Outreach

- Aileen Harper, Center for Health Care Rights, shared what her organization is doing to prepare for the CCI:
 - They are engaging stakeholders and hosting trainings;
 - There has been one small consumer training thus far;
 - As shared previously, there is a concern about reaching the homeless as well as those with undiagnosed mental illness;
 - Ms. Harper encouraged stakeholder engagement now and consumer engagement once there are more specifics.
- Toni Vargas, Neighborhood Legal Services, shared her experience:
 - There have been trainings;
 - The Part D transition received a lot of media attention, but what really makes a big difference is the one on one interactions with consumers;
 - Can't make the same mistakes as the SPD transition, there must be adequate outreach.

- Amber Cutler, National Senior Citizens Law Center, discussed her agency's activities:
 - They have helped design and give input on the consumer material;
 - They have hosted trainings as well, the first advanced training will be on July 23, 2013;
 - She reiterated the importance of one on one counseling and assistance, and suggested a dedicated agency to perform such counseling;
 - The Part D transition was fraught with marketing abuse, we will need to be vigilant and have systems in place for real time reporting.
- Other suggestions included:
 - Having material in Braille and audible formats;
 - Once there are specifics, making sure the stakeholders have that information;
 - There should be a focus on people transitioning out of institutions;
 - Use social media as well as television advertisements and radio to get the message across;
 - Target the caregivers;
 - Tailor the message to focus on the positives of Cal MediConnect and managed care.

➤ Next Meeting and Next Steps

- The next joint meeting will be September 12.