

San Diego Member Advisory Council Meeting Minutes

October 28, • 1:30pm – 3:30pm

Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none">• Member A- Member• Jack Dailey – Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego• Jessica Romero- Southern Caregiver Resource Center• Nancy Vera – Access to Independence• Member B- Member• Steve Carroll- LGBT Center• Tanissha Harrell- 211• Cathryn Nacario- National Alliance Mental Illness• Erin Murphy- Interfaith Community Services	<ul style="list-style-type: none">• Member C- Member• Kari Logan-YMCA	<ul style="list-style-type: none">• Sandra Rose- Sr. Director Community and Provider Engagement• Dr. James Cruz- Chief Medical Officer• Joselito Marquez, Program Manager• Jennifer Miyamoto Echeverria- Director Social Programs & Services• Stephanie Williams- Rogers- Sr. Manager Stakeholder Engagement• Araceli Garcia- Sr. Program Manager

Topic	Presenter	Decisions/Action items
<p>Welcome Araceli Garcia, Sr. Program Manager, called the meeting to order at 1:30 pm.</p>	<p>Araceli Garcia</p>	
<p>Blue Shield Promise Updates Sandra Rose, Sr. Director Community and Provider Engagement reported:</p> <p>Sandra shared our most recent "Hear Me" video from our "Who We Stand For" campaign. This video aims to amplify the voices of the unheard while also celebrating the strength, resilience, power, potential, and accomplishments of girls and women everywhere. Sandra asked the committee if they had any questions or comments regarding the video. Overall, the feedback was very positive.</p> <p>Carrie Anne Blevins, Sr. Manager Outreach and Engagement, reported: Blue Shield Promise Health Plan sponsored NCAAWA Event and provided a Scholarship to support a woman of color pursuing psychology/ mental health in college. They sponsored the 211 San Diego Community Information Exchange (CIE) Summit. They kept the Valencia Stairs "Day of Activation," where residents cleaned up the stairs to prepare for an art mural painted by the Community to help beautify their neighborhood. MANA de San Diego Brindis Gala-supporting the Hermanitas Program, where at-risk Latina youth are mentored to complete high school and pursue college. In addition, she shared some of our upcoming events. Throughout November, The Boys and Girls Club of Oceanside and The North County LGBTQ Resource Center will be implementing the Kindness Rocks Art projects virtually and in person with four schools in the Oceanside School District, impacting more than 550 youth, staff, and families. We are hosting six pieces of training throughout October and November for community-based organizations on adverse childhood experiences (ACEs). The training will cover how to identify Trauma and ACEs and Integrate Trauma-Informed Care and workforce wellness and self-care practices for employees. Our community partners have provided services to our Community, and they are seeing and experiencing high amounts</p>	<p>Sandra Rose Carrie Anne Blevins</p>	

<p>of trauma. Providing these training provides resiliency-building tools and resources to continue to support their clients and practice some necessary self-care.</p> <p>Sandra reported on the year-to-date membership as of August 2021. Blue Shield Promise Health Plan in San Diego County monthly membership growth remains positive at 1,235. This seems to be an emerging trend for the rest of 2021 across California. With the planned resumption of redeterminations in January 2022, we expect to see a membership loss in 2022, which is steepest in the first quarter. There is a wide range of uncertainties around the impact of redetermination resumption and economic recovery in Medi-Cal enrollment.</p> <p>Member B asked what are we doing to increase membership for Promise? Topic will be included in Q1 2022 meeting.</p>		
<p>Highlight Committee Organization: <i>Cathryn Nacario, Chief Executive Officer from National Alliance on Mental Illness San Diego, and Imperial gave an overview of its services.</i></p> <p>One in three Americans has experienced a mental concern in the past year. 40% of U.S adults reported struggling with mental health or substance abuse in June 2020, and the delay of treatment is up from 11 to 13 years. One in six U.S youth aged 6-17 experience a mental health disorder each year. NAMI San Diego and Imperial Counties Services include virtual/phone services and in-person services. They have multiple applications available for members to download and share some critical numbers for members. The San Diego warmline is 800-930-9279, and the crisis line is 888-724-7240.</p>	<p>Cathryn Nacario</p>	
<p>Chief Medical Officer Report <i>Dr. James Cruz, Chief Medical Officer Report, reported:</i></p> <p>In all California counties, Medi-Cal enrollees have been vaccinated at substantially lower rates than the overall population. As of October 15, 87.7% of all Californians are vaccinated, 56.5% of all Medi-Cal beneficiaries are vaccinated, and 60.9% of all Promise Health Plan members are vaccinated.</p> <p>As of October 15, in San Diego County, 52,844 Blue Shield Promise Medi-Cal members are fully vaccinated, and 36,740 are not fully vaccinated yet. In San</p>	<p>Dr. James Cruz</p>	

<p>Diego County, 1,881 Blue Shield Promise Duals members are fully vaccinated, and 644 are not fully vaccinated yet.</p> <p>Dr. Cruz shared the Medi-Cal COVID vaccination incentive plan progress as of October 18. Member incentive \$50 gift card distribution to begin in November. Text messaging campaign starting in November, and outreach teams began calls on November 13. In the Community, we work on agreements with community-based organizations to engage community health workers to outreach to members. Collaborate with Boys and Girls Club for vaccination events and explore additional opportunities. We organized and are driving a weekly call with health plans to collaborate on our COVID vaccination strategies. We are collaborating with the various health plans on vaccine clinic days at particular provider groups. We have also partnered with a provider group on extending their COVID vaccine clinic hours. We are working with our provider groups and communicating that we can help fund their COVID initiatives through grants and help with resources needed to increase vaccination rates (e.g., clinic days, member outreach, working with CBOs).</p> <p>Member A asked how are the COVID-19 incentive gift cards provided? - Process to be shared with committee members.</p>		
<p>Medi-Cal Pharmacy Benefit Becoming "Medi-Cal Rx."</p> <p><i>Joselito Marquez, Program Manager, reported:</i></p> <p>Medi-Cal Rx is scheduled to start on January 1, 2022. This change is for eligible members for Medi-Cal only; members enrolled in Cal MediConnect will continue to receive pharmacy benefits from their Cal MediConnect Plan. Blue Shield Promise Health Plan will continue to provide medical help. Members will need to present their benefits identification card at the pharmacy to get their medications. Some of the communication efforts to help stay informed are that members will receive 60 and 30- day letters about the change. Digital flyer to provide carve out information and answers to frequently asked questions. Notice to providers and pharmacies about training offered by the State Department by the State Department of Health Care Services. Provider education at Blue Shield of California hosted forums. Notice to providers and pharmacies about training offered by the State Department of Health Care Services and provider manual</p>	<p>Joselito Marquez</p>	

<p>updated to include Medi-Cal Rx information. If members have questions about their medications or other pharmacy services, they can Blue Shield Promise at 800-541-5555. Members are highly encouraged to talk to their doctor to get a new prior authorization if needed.</p>		
<p>California Advancing and Innovating Medi-Cal (CalAIM) <i>Jennifer Miyamoto Echeverria, LCSW Director of Social Programs, reported:</i> California Advancing and Innovating Medi-Cal is a term California uses to describe the plan to work with health plans to offer new and better ways to provide services for our Medi-Cal members. Health Plans are working together with the State, County, and Community Providers over the next couple of years. The main goal of CalAIM is for members to get the proper care at the right time. Set up a new process, so members have less difficulty receiving the service and care they need.</p> <p>Enhanced Care Management is designed to help eligible members with their fundamental health needs. The member's care team provides high quality, high touch care coordination and improves member access to providers, services, and supports. People can qualify for Enhanced Care Management based on one or more of the eligibility criteria. For adults and youth, they have to be experiencing homelessness, frequent emergency room. For adults, if they have severe mental illness or substance use disorder, transitioning from incarceration, are at-risk for institutionalization and eligible for Long Term Care and nursing facility residents transitioning to the Community. In addition, for youth, if they have a severe emotional disturbance, they are enrolled in California Children's services, involved in, or have a history of involvement in child welfare and transitioning from incarceration. Jennifer also shared more about Community Support. The managed health plan can offer additional services to members that are different from your Medi-Cal benefits. Some of these services are home-delivered meals, personal care, and recuperative care. Members can be referred for Community Supports including, community providers, members' doctors, and members can also call Blue Shield Promise directly to be connected to a social service team. Jennifer also shared that San Diego County will start by providing all 14 community supports services.</p>	<p>Jennifer Miyamoto Echeverria</p>	

<p>Ombudsman <i>Jack Dailey, Health Consumer Alliance Coordinator, reported:</i></p> <p>The Consumer Center began offering services in 1999. The team is comprised of knowledgeable consumer health advocates and experienced health care attorneys. They help educate consumers to obtain/maintain needed coverage and access needed services.</p> <p>Jack shared Cal MediConnect Specific Updates. CMS and DHCS inquired about plans regarding PCP and member involvement in Inter-disciplinary Care Team (ICT) meetings and Individual Care Plan (ICP) development.</p> <p>Mandatory managed care enrollment expanding statewide starting 1/2022. Those with a Shared Cost will not be allowed to enroll in Managed care starting 1/2022. Medi-Cal Rx program (fee-for-service medication) begins 1/2022.</p>	<p>Jack Dailey</p>	
<p>Closing Remarks and Adjournment Araceli adjourned the meeting at 3:30 pm.</p>	<p>Araceli Garcia</p>	