

Los Angeles Member Advisory Committee Meeting Minutes

March 8th, 2023, 01:30PM

Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> • Member B, 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 • Member G, Blue Shield of California Promise Health Plan Member • Member H, Blue Shield of California Promise Health Plan Member • Member I, 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 • Margie Harper, National Alliance Mental illness • Richard Ayoub, Project Angel Food 	<ul style="list-style-type: none"> • Member A, Blue Shield of California Promise Health Plan Member • Member C, Blue Shield of California Promise Health Plan Member • Kristine Choulakian- Personal Assistance Council • Lisa Cahill- Pathways LA 	<ul style="list-style-type: none"> • Araceli Garcia, Program Manager, Sr. • Jennifer Schirmer, Vice President, Medi-Cal Growth • Laretta Kim, Sr. Manager, Duels Program Integrity • Ron Bauer, Program Manager Quality • Sandra Rose, Sr. Director of Community and Provider Engagement • Stephanie Stephens, Sr. Manager Strategic Outreach Initiatives

Topic	Presenter	Decisions/Action items
<p>Welcome and Introductions</p> <p>Anwar Zoueihid, called the meeting to order at 1:30 PM</p>	<p>Anwar Zoueihid/Sandra Rose</p>	
<p>Blue Shield Promise Health Plan Updates</p> <p>Jennifer Schirmer our new Vice president of Medi-Cal Growth introduced herself to the committee. She comes to us with more than 25 years in the health insurance industry. Most of that time spent in the Medi-Cal space. She is very excited to be working with this Promise team in a different role and continuing to build out product and work with the communities in both San Diego and Los Angeles Counties.</p> <p>Jennifer updated the committee on the state bid protests process. Stating that it has come to an end, and it has resolved itself. We are thrilled to be remaining as a health plan in the San Diego County as well as Los Angeles County. We continue to look forward to additional growth opportunities for the Medi-Cal line of business across the state.</p> <p>Richard Ayoub asked Jennifer to explain what she just mentioned a little further.</p>	<p>Jennifer Schirmer</p>	

Jennifer stated that the bid process with the RFP, was our opportunity as a health plan to expand into other counties throughout the state. Through the process, the initial awards were several health plans that went through what is called a protest process and that has now been resolved. This means that our participation in the Medi-Cal program remains unchanged. So, we will remain in the San Diego market. Los Angeles market is a separate process, and it was not subject to the RFP.

Sandra Rose thank the committee for their ongoing support through this process and invited the everyone to our newest Community Resource Center ribbon cutting. It will take place on March 23rd, in the city of Norwalk, and you will have the chance to meet Jennifer at this event.

Q4 -2022 Discussion Topic Recap and Update

Stephanie Stephens provided a recap of our last meeting.

Every meeting we will provide an update to let the committee know what we heard and what we are doing with their feedback.

Website Updates

- Since we last meet, we moved to a new website system.
- We shared your feedback with our workgroup, and this helps us maneuver through the website and the information that we have on the website.
- We prioritized the top 4 web pages to be updated, the first one being our Homepage.
- Next steps – we are digging deep into the content, making sure it’s up to date and easy to understand and easy to find.

Dual Eligible Special Needs Plan (D-SNP)

Stephanie Stephens

Lauretta Kim

<p>Lauretta Kim is part of the Blue Shield dual eligibles team. she provided an update on our new D-SNP program.</p> <ul style="list-style-type: none"> • Dual eligible members on the Medicare side of benefits are referred as D-SNP members. • These members are on Medicare side, seniors or persons that qualify for Medicare and also qualify for Medi-Cal side of the benefits. • Dual Eligible Promise Health Plan members will join this committee for 2023. • Main Contact: Lauretta Kim, Senior Manager Program Integrity • D-SNP Benefits will change every January and we want to listen to our members on our committee to hear what they are looking for. • We received great feedback from our members. • Member were asked a few questions about some of our supplemental benefits, over the counter benefits, health, grocery, and modification. • Members stated that they like the over-the-counter benefits, they used it every single quarter. Using this benefit both in store and online. There was a learning carve when using this benefit online. So, they felt like they needed to ask a friend or family for help to place their orders. • Members were really interested in the healthy grocery benefit. They were concerns about a food benefit and food insecurity, but also how valuable a food benefit would be and to be able to use it in stores. <p>Anwar stated that a lot of members have recently called in asking what this dual member eligibility mean and how does it work. He is happy to see this team join the call and committee.</p> <p>Anwar asked if a member has both Medi-Cal and Medicare, are they automatically enrolled in D-SNP?</p> <p>Lauretta answered no, members are not automatically enrolled. There is a process that we would have to enroll the member and onboard them and make sure that they have all the education and material that they needed to join a plan.</p>		
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<p>Sandra emphasized that we will continue to provide these kinds of updates to our committee. Last month Stephanie Stephens updated us on the website and last month we spoke on the sunseting of the Cal MediConnect program and now in its place we now have the new D-SNP program. Jennifer, Laretta, and other enrollees like the current committee members that our part of the D-SNP program will now be attending our committee calls to give Blue Shield input on how to make our programs and services better.</p> <p>Member D asked how often will we be updating our webpages?</p> <p>Sandra stated that we will update on our progress on a quarterly basis. Providing the committee on our progress and bring what we will be working on next.</p> <p>Member B stated that she is a Medicare member only and she should be eligible for Medi-Cal in 2024. She asked if the food/grocery benefit is in place already? Or is it in the development process?</p> <p>Laretta stated that these benefits were planning for 2024 and we were looking into. Nothing's been confirmed, but it's an exciting benefit that we're trying to push for. Once things are finalized, she will provide an update.</p> <p>Sandra reminded the committee if they know anyone that is looking in enrolling to please let Araceli know so we can assist in the enrollment process and we are always open on the Medi-Cal side for Blue Shield Promise.</p> <p><u>Member Newsletter</u></p> <p>Ron Bauer from our member experience team spoke about our Newsletter. His team makes sure that our members are getting the care that they need in a timely way.</p>	<p>Ron Bauer</p>	
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<ul style="list-style-type: none"> • Timing: 2 newsletters sent to all members per year – spring and fall. • Purpose: to provide mandated health information to members. Topics are selected by the state – vaping, breastfeeding, flu, etc. • Changes in 2021/2022 <ul style="list-style-type: none"> • Improved look • Increased from 4 to 8 pages to include both mandated and additional topics. • Changes in 2023 <ul style="list-style-type: none"> • Increase translations from 1 language (Spanish) to all threshold languages. • Versions for San Diego and Los Angeles will be different to reflect local resources. <p><u>Survey Results</u></p> <p>What do you like about the Newsletter?</p> <ul style="list-style-type: none"> • Very informative / It has plenty of information. • I like everything from the newsletter. • Make the message more concise and less wordy to avoid confusion. • It has a good layout and is easy to read; good topics. <p>What changes do you recommend?</p> <ul style="list-style-type: none"> • Broader perspective on the subject matter / an article on restless leg syndrome • Certain information needs to be highlighted or printed larger such as the free transportation service, the interpretation service and filing a grievance. • I would like to see more photos. <p>What other topics do you recommend?</p> <ul style="list-style-type: none"> • Restless leg syndrome <p>Rate these topics:</p>		
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<ul style="list-style-type: none"> • Parental support - Resources for families, how to navigate care for family 7.88 • Home care support - family caregivers 7.75 • Maternity program - doula and more 6.63 • Caregiver support 6.13 • Tele-Health 6 • What is available at your Community Resource Center (LA) 5.75 • Wellvolution Benefits - headspace, losing weight, quitting smoking 4.88 • Navigating your care (how to access the most appropriate care, when and where you need it) 4.75 • Mental Health 2.75 • Diabetes and Prediabetes 2.5 <p>Member B stated that she has restless leg syndrome, and she would like more information on that subject.</p> <p>Ron stated that he will take that back and investigate on how to add information on this syndrome.</p> <p>Sandra mentioned to committee and member can access our online library, we have a larger amount of education materials on an array of conditions and syndromes.</p>		<p>Araceli to talk to Member B offline to provide her education materials on restless leg syndrome.</p>
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<p>Dr. Cruz stated that we he will make sure that he will covers on this syndrome in our next newsletter.</p> <p>Member D stated that she hears about all the different medical problems and issues that various members have. She asked if we have information on cures for certain illnesses?</p> <p>Dr. Cruz stated that for the most part most illnesses are not curable. We can manage them, we can control them but most do not have cures.</p> <p>Member B added that she read that there are 20,000 conditions and illnesses.</p> <p>Dr. Cruz stated that that sounded about right, and the list is consistently growing.</p> <p><u>Medi-Cal Redetermination</u></p> <p>Helping Members keep their coverage through redetermination.</p> <p>Sandra provided an overview on the Redetermination process that will start back up in April of this year.</p> <ul style="list-style-type: none"> • Redetermination is an annual process for Medi-Cal beneficiaries go through at least once a year to see if they still are eligible for Medi-Cal. • It was put on pause for three years during the pandemic, but it going to start back up next month. <p>High Touch Support</p> <p>Help Members navigate the redetermination process.</p> <ul style="list-style-type: none"> • Provide telephonic and in-person assistance with renewal paperwork, troubleshooting and address updates. <ul style="list-style-type: none"> • Growth & Retention Call Center 	<p>Sandra Rose</p>	<p>Araceli to send out the link to our online library (Health Education Materials) to all our committee members.</p>
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- Community/Information Resource Centers
- Conduct additional outreach in areas with high levels of members facing homeless or housing insecurities.

360 Touchpoints

At every touchpoint, remind members to update their contact info and recertify.

- With every contact, remind members to update their contact information, recertify and connect them to enrollment support services.
- Providers and CBOs are encouraged to sign up for the DHCS Coverage Ambassador Program for information and resources. Blue Shield Promise providers may access member eligibility reports on the provider portal.

Member E stated that since she can't read or write in order to complete the renewal forms she would like to receive a call to complete this process or have someone help her read the forms.

Sandra reiterate that we have a team that are trained enrollment specialist that are ready to assist any member that calls in for assistance and can help complete these forms. We also have our Community Resources Centers (CRC) all across Los Angeles County. Here members can receive in person assistance at no cost to the member. All representatives are bilingual English and Spanish, as well as on demand interpreters in 240 languages so they can help anyone that needs the assistance. These representatives all have been certified under Covered California. They are called certified plan-based enrollers. We have a lot of experience are a part of our high touch support experience and is one of differentiators we have here at Blue Shield Promise.

Member E stated that the renewal packets include words that she is unable to full understanding, but know she knows that she can get assistance from Blue Shield to fill out these forms. Her acquaintance and herself have a hard time understanding these forms as they have lower education level. She would like for the county to simplify these forms.

<p>Sandra stated that she understands and relates to our members concerns and encourages them to seek assistance from one of Community Resources Centers.</p> <p>Member D asked how long do members have to fill out their Redetermination forms?</p> <p>Sandra shared.</p> <ul style="list-style-type: none"> • Redetermination will start in April, and the first group that have to renew their Medi-Cal are people whose renewal date is in June. So, for Medi-Cal beneficiaries the month in which they first got their Medi-Cal is when they will need to renew on a yearly basis. • About half of Medi-Cal beneficiaries will never see a Redetermination packet, they will get a letter in the mail that says you're renewed again. • There is a process that does these renewal in the back end that the county social services department verifies eligibility. • They use state and federal databases to verify member's income and other criteria. • For the other half of Medi-Cal beneficiaries this process does not pass successfully, and then the county cannot verify it, automatically, they will mail those members a renewal packet which will be yellow. • Members will have 60 days to return their forms with all their supporting documents. • The packet will have a returning address and a due date. • Members can also do the renewal online. • If it is not completed in those 60 days Medi-Cal coverage will end. • Once you have been disenrolled Medi-Cal beneficiaries will have 90 days on an On-hold status. Benefits will continue during this time to give you time to fill out the paperwork and send back the renewal packet. • Our Enrollment Specialists and our community resources center representatives can help fill out these forms and contact you to the county office. 		
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<p>Member D stated that that made sense, she is one of the beneficiaries that has never received these forms and understands how many members may choose not to fill out these forms. Members with low literacy levels may have problems with this.</p> <p>Member D stated that she has a sister that is very sick, and she has had a hard time getting her to enroll in Los Angeles County. Her previous county continues to show active and is not able to enroll in this county.</p> <p>Sandra stated that we can help member D offline to assist her to get her sister’s case resolved.</p> <p>Outreach and Member Communications</p> <p>Optimize multiple communications channels and partnerships.</p> <ul style="list-style-type: none"> • Use an omni-channel approach, including direct mail, social media, health fairs and community events, to improve member awareness and offer a clear call to action. • Provide informational sessions to providers and CBOs to help conduct member outreach. <p>County Partnerships</p> <p>Coordinate with county agencies to update member contact information.</p> <ul style="list-style-type: none"> • Collaborate with county social service agencies (Los Angeles Department of Public Social Services through L.A. Care; San Diego Health and Human Services through Healthy San Diego) to update member contact information, coordinate outreach efforts and share DHCS and county collateral to ensure consistent messages to members. <p>Renewal reminder prepares Members of upcoming changes (direct mail #1)</p> <p>On-Hold” notice prompts Members to act to restore their benefits (direct mail #2)</p>		<p>Araceli to contact with member D to provide enrollment assistance for her sister.</p>
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DHCS Keep Medi-Cal Coverage Campaign

- DHCS launched a statewide awareness campaign that will run from February 2023 through June 2024
- The campaign will reach individuals across traditional and digital media channels, such as:
 - Radio
 - Facebook
 - Display advertising.
 - Out-of-home advertising (billboards and public transit signage)
 - Direct mail
 - Text messaging
 - Email
- Collateral materials, including flyers, one-page fact sheets, and infographics, are available for government agencies, county enrollment offices, and community partners.

KeepMediCalCoverage.org

Richard asked if someone call us does an actual person answer these calls?

Sandra Rose answered yes, we have live people answering these calls and have many years' experience in helping our members through a hand holding experience and they are experts. They will even contact members to the county office and stay on the call to assist the member through the process.

- We also have call center metrics where they have to answer it in a certain amount of time.
- We monitor these calls by listening in and make sure that they're delivering the best kind of care that is worthy of our family and friends.

Member B stated that the word Redetermination is a hard word and she can't imagine our members knowing what this word means.

<p>Sandra hears our members and understands and if anyone needs help to please call us for help.</p> <p><u>Discussion:</u></p> <ol style="list-style-type: none"> 1. What was your experience with redetermination before the pandemic? 2. What is your organization doing to remind and/or assist Medi-Cal beneficiaries with redetermination? <p>Anwar stated that they are trying to outreach out to 100% of their members through their engagement center and through their social work care mangers. They are being proactive making these call ahead of April. They call everyone to inform them of details of the Redetermination process ahead of their due date. They also are sending out flyers and are doing outreach to get the word out there. They have done an analysis to see which members will be mostly impacted. They are also signed up as a Department of Health Care Services Ambassador site. So, they are opening their phone lines for the public to call them and ask questions.</p> <p>Richard stated that his organization is currently not doing anything at this moment, but he is open to partnering with us.</p> <p>Halina stated that as enrollment assistors this is part of their objectivity. So, they make sure that their clients are connected to the appropriate services.</p> <ol style="list-style-type: none"> 3. How do we reach members who the state has lost contact with? 4. What insights can you share about Medi-Cal beneficiaries, the renewal process and/or things we should keep in mind as redetermination starts again? 		<p>Araceli to follow up with Richard to see how we can partner and assist him to get the word out there regarding the redetermination process.</p>
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<p>Donna stated that she is a fan of YouTube, and she sees the ads for Blue Shield and she thinks that would be a good way to get to more members information on this topic.</p> <p>Community Advisory Committee</p> <p>Stephanie Stephens provided an overview on changes to the Member Advisory Committee and Provider Advisory Council in 2024</p> <p>New requirement states that we must have a community advisory committee to give us input and feedback on our programs, policies, and initiatives to make sure they meet the needs of our members. And we do that today through this advisory committee and through our provider advisory committee.</p> <ul style="list-style-type: none"> • The state is asking us to bring these two committees together. • First change is that we will combine our two advisory committees into a community advisory committee in 2024 and the name change. <p><u>Today</u> Member Advisory Committee (MAC) Provider Advisory Council (PAC)</p> <p><u>Future State 2024</u> Community Advisory Committee (CAC)</p> <p>What is changing?</p> <ul style="list-style-type: none"> • Selection Committee, <ul style="list-style-type: none"> ○ Will help us find and select the participant of community advisory committee. ○ Will assist to make sure we select representatives that are from our medical population that we serve. ○ this selection committee is also going to help us create a participant questionnaire that every one of our participants is going to fill out. 	<p>Stephanie Stephens</p>	
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<ul style="list-style-type: none"> ○ Will help create an interview guide, this will help ask to get to know our member advisory committee members. ● Term limits <ul style="list-style-type: none"> ○ Committee participants will now commit to serving for two years. They can absolutely serve longer if they choose to. ● Meeting Management <ul style="list-style-type: none"> ○ Our selection committee is going to help us recruit. we will need to fill any vacant slots within 60 days. ○ We will need to post on our website our meeting minutes and dates and times of our meetings. ○ we need to keep our meeting minutes for certain period so that we can make them available to the state when they ask for them. ○ we now need to submit an annual report with a list of our participants because the state wants to ensure that it is representative of the population that we serve. ○ The state will now be hosting a medical member advisory committee and we are asked to identify one member from our committee advisory to participate in the state committee. ● June 2023 <ul style="list-style-type: none"> ○ We are going to ask you to help us get this all-in order. ○ Help us create what we need for our selection committee. ○ identify anyone you know who is interested in participating and helping us build this moving forward. <p>Member D asked if members can come back and serve on the committee if they have served their two-year commitment?</p> <p>Stephanie answered yes, members can rejoin.</p>		
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<p>Member D stated that she is ready to assist us, and she would like to join our selection committee and would also help our Medicare committee as she is now a Medi-Cal and Medicare member.</p>		<p>Lauretta to connect with member D to see how she can assist with the D-SNP advisory committee.</p>
<p><u>Ombudsman:</u></p> <p>CCI Ombudsman Report: Q1 <u>Case Numbers:</u> December: 30 cases January: 38 cases February (1st-21st): 35 cases</p> <p><u>Trending Issues:</u></p> <ul style="list-style-type: none"> • Non-Emergency Medical Transportation: Rides late or not showing. • Appealing denials for dental treatment from Denti-Cal • Answering questions related to Exclusively Aligned Enrollment insurance changes and denials of Medical Exemption Requests • Appealing reductions of hours for In-Home Supportive Services (IHSS) <p>COVID-19 Update Medi-Cal renewals are suspended until June 2023. Negative actions should not occur until the last day of June 2023 (exceptions for death, out of state, fraud conviction, voluntary request, computer input error).</p> <ul style="list-style-type: none"> • As of April 1, 2023, there will no longer be a link between the COVID-19 Public Health Emergency (PHE) and Medi-Cal’s Continuous Coverage requirement. <ul style="list-style-type: none"> • Individuals enrolled in the COVID-19 Uninsured Group will still be discontinued at the end of the month in which the PHE ends. 	<p>Connor Hannigan</p>	

<ul style="list-style-type: none"> • Redeterminations are scheduled to occur on a rolling monthly basis, rather than all at once. <p>Richard ask if he has a client that is being evicted can he send them to the state ombudsman organization?</p> <p>Connor stated that they can help connect that client connect with housing services. Just send an email and Connor will send them to the appropriate team.</p> <p>Richard would like to talk to Connor offline to create a streamline process to assist these clients bypass the bureaucracy.</p> <p>Connor is open to assisting and if the client is within the Los Angeles area they can help.</p> <p>Member B stated that she doesn't have Sandra Rose's telephone number and she would like it when she needs help.</p> <p>Sandra will send her information to all our committee members.</p>		<p>Araceli to send out our contact info to our committee members to contact Sandra Rose and other leaders.</p> <p>Araceli to contact with member B to provide the information for neighborhood legal.</p>
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<p>Closing Remarks</p> <p>Meeting ended at 3:00PM</p>	<p>Anwar Zoueihid/Sandra Rose</p>	
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