AGENDA
MEMBER SERVICES ADVISORY GROUP

DATE: Thursday, February 13, 2020
TIME: 10:00 – 11:30 a.m.
PLACE: In Santa Cruz County:
Central California Alliance for Health Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA
In Monterey County:
Central California Alliance for Health Board Room
950 East Blanco Road, Suite 101, Salinas, CA
In Merced County:
Central California Alliance for Health Board Room
530 West 16th Street, Suite B, Merced, CA

******************************************************************************

1. Call to Order by Chairperson Beleutz. 10:00 a.m.
   A. Introductions

2. Oral Communications. 10:05 a.m.
   A. Members of the public and may address the Advisory Group on items not listed on
today’s agenda, up to a maximum of 3 minutes per person, with oral communications
time not to exceed 20 minutes in total.
   B. If any member of the public wishes to address the Advisory Group on any item that is
listed on today’s agenda, they may do so when that item is called.

3. Comments and announcements by Advisory Group members.
   A. Advisory Group members may provide comments and announcements.

4. Comments and Announcements by Plan Staff.
   A. Plan staff may provide comments and announcements.

Consent Agenda Items: 10:10 a.m.

5. Approve Member Services Advisory Group minutes of November 14, 2019.
   - Reference materials: Minutes as above.

6. Accept Plan Staff Reports:
   A. Current Enrollment
   B. January 2020 Call Statistics Report
   C. Q3 2019 Member Grievance Report
   - Reference materials: Reports as above.
Regular Agenda Items: 10:15 a.m.

7. Elect Advisory Group Chair (10:15 – 10:20 a.m.)
   Open nominations and elect Chair for 2020

8. Transportation Benefit (10:20 – 10:35 a.m.)
   Informational: Edna Torres, Member Services Call Center Manager to present on this topic.

9. 2019 CCAH Outreach Program (10:35 – 10:55 a.m.)
   Informational: Lilia Chagolla, Regional Operations Director – Monterey to present on the 2019 Outreach program.

10. Member Wellness: Opioid Safety (11:05 – 11:20a.m.)
    Informational: Suzette Reuschel-DiVirgilio, RN, Quality Improvement Nurse to present.

11. Adjourn

The next meeting of the Member Services Advisory Group, after this February 13, 2020 meeting:

- Santa Cruz – Monterey – Merced
  Thursday, May 14, 2020, 10:00 – 11:30 a.m.
  Locations: Videoconference from Alliance Offices in Scotts Valley, Salinas and Merced

Members of the public interested in attending should call the Alliance at (831) 430-5523 to verify meeting dates and locations prior to the meetings.

*****************************************************************************

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at www.ccah-alliance.org/boardmeeting.html. The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact Maura Middleton at least 72 hours prior to the meeting at (831) 430-5567. Committee meeting locations in Salinas and Merced are directly accessible by bus.
Meeting Minutes  
Thursday, November 14, 2019  
10:00 – 11:30 a.m.

In Santa Cruz County:  
Central California Alliance for Health  
1600 Green Hills Road, Suite 101, Scotts Valley, California

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530 West 16th Street, Suite B, Merced, California

***********************************************************************************************

Advisory Group Members Present:
Santa Cruz County:  
John Beleutz               Health Projects Center  
Martha Rubbo               Consumer

Monterey County:  

Merced County:  
Tracy Clark for Rebekah Capron  Merced HSA

Members Absent:  
Michael Molesky            Commissioner  
Yona Adams                HSA/CareTEAM  
Lupe Chavez               Consumer  
Enid Donato               Natividad Medical Center  
Ashley Lynne Gregory     Consumer  
Alexandra Heidelbach      Consumer  
Linda Jenkins             Consumer  
Maria Lopez               County of Monterey, CH & DP  
Erika Peterson           Merced County Head Start  
Elsa Quezada             CCCIL  
Myisha Reed              First 5 Merced County  
Rex Resa                 Consumer  
Linda Villa              Consumer  
Humberto Carrillo        Consumer  
Silvia Wilson            Monterey County-CalHeers  
Doris Drost              Consumer  
Tamara McKee             HICAP – Alliance on Ageing  
Vivian Pittman           Consumer  
Rob Smith                Commissioner

Support Staff Present:  
Dana Marcos               Member Services Director  
Maura Middleton          Member Services Administrative Assistant  
Brandon Harrison        Process Improvement Advisor
Call to Order by Chairperson Beleutz.
Mr. John Beleutz, Chairperson, called the meeting to order at 10:00am. Self-introductions were made.

Oral Communications.
Mr. Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.
No members of the public addressed the committee.

Comments and announcements by Advisory Group members.
Mr. Beleutz opened the floor for Advisory Group members to make comments.
No comments from Advisory Group

Comments and Announcements by Plan Staff.
No comments from Plan Staff.

Consent Agenda Items:
Chairperson Beleutz opened the floor for approval of the Consent Agenda
Action: All consent items approved.

Regular Agenda Items:
1. The Grievance Process
Sarah Sanders, Grievance Manager and Dana Marcos, Members Services Director reviewed the Alliance grievance process and shared Grievance data and trends. The presentation began by describing what a grievance is and how a member can file a grievance. As of Q3, 1,861 grievances were filed in 2019. 23% were in Santa Cruz, 41% in Merced and 36% in Monterey. A trend in grievances involving transportation issues was discussed, including active interventions the Alliance completed with the transportation vendor to resolve issues.

2. Alliance’s Emergency Plan
Jenice Santana, Business Resiliency Program Manager presented about how the Alliance responded to the recent PG&E power outages that occurred in October. The Alliance was closed for business on October 10th and then again on October 28th and 29th. The Alliance was given three notices by PG&E that power would be shut off to the Scotts Valley office. Mission critical staff was deployed to the Merced and Salinas offices to assist members and providers. Information was posted on the Alliance website about how to contact the Alliance. At risk members were contacted and given emergency phone numbers and advised that the Nurse Advice Line would still be operational. Staff activated a 5-day override for prescription refills and implemented automatic authorizations for services. Staff continue to further optimize the Alliance’s emergency preparedness process.
3. Member Feedback Process
   Brandon Harrison, Process Improvement Advisor presented a new internal Alliance process to capture feedback from Alliance members. The process documents, tracks and monitors feedback shared by the MSAG and the Whole Child Model Family Advisory Committee to ensure member perspectives are considered to improve benefits and services.

4. Member Wellness: American Diabetes Month
   Hillary Gillette-Walch, Clinical Decision Quality Manager provided an informative presentation on type one, type two and gestational diabetes, including how members are diagnosed and ways to delay or prevent onset. Prevention activities such as such as walking, exercising, keeping weight under control and eating a well-balanced diet were discussed. The Alliance continues to educate members about risks associated with diabetes and how members can engage in prevention activities. Three Alliance Programs that support this work include the Diabetes Self-Management program, the Diabetes Prevention Education and the CDC-Diabetes Prevention Program.

5. Proposed meetings dates for the 2020 calendar year were accepted.
   - Thursday, February 13, 2020
   - Thursday, May 14, 2020
   - Thursday, August 13, 2020
   - Thursday, November 12, 2020

Meeting adjourned at 11:31 a.m.
Respectfully submitted,
Maura Middleton
Clerk of the Advisory Group/Member Services Administrative Assistant
Central California Alliance for Health
Member Services Telephone Statistics - 2020/2019

Member Services Call Volume
Per Thousand Members Per Year (PTMY)
January 2020
MS Queue Calls: 18,149

Member Services Speed to Answer
Monthly Administrative Quality Indicator (AQI)
Calls Answered within 30 seconds of entering the ACD

Member Services Call Volume
Per Thousand Members Per Year (PTMY)
January 2020
MS Queue Calls: 18,149

Member Services Speed to Answer
Monthly Administrative Quality Indicator (AQI)
Calls Answered within 30 seconds of entering the ACD

Call Volume

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AQI

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Central California Alliance for Health
Member Services Telephone Statistics - 2019/2020

Transportation Call Volume
Per Thousand Members Per Year (PTMY)
January 2020
Transportation Queue Calls: 8538

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<th>2020 PTMY</th>
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<td>8,538</td>
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<td>8,046</td>
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<td>Dec</td>
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Member Services Speed to Answer
Monthly Administrative Quality Indicator (AQI)
Calls Answered within 30 seconds of entering the ACD

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AQI
- 2019-2020 AQI: 80% of calls answered within 30 seconds
- Percentage of 2019 Member Services calls answered within 30 seconds
- Percentage of 2020 Member Services calls answered within 30 seconds

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<th>Month</th>
<th>Actual 2019</th>
<th>Actual 2020</th>
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**Q3 2019 Appeals and Grievances: 630**

Appeals: 16% [56% in favor of Plan, 40% in favor of Member; 4% n/a]
Exempt Grievances: 6%
Grievances: 76%
Other: 2% (inquiries, duplicates, withdrawn, state fair hearing)

**Category Figures**

<table>
<thead>
<tr>
<th>Referrals</th>
<th>3%</th>
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<tbody>
<tr>
<td>Access Issues</td>
<td>7%</td>
</tr>
<tr>
<td>Benefits and Coverage</td>
<td>7%</td>
</tr>
<tr>
<td>Quality of Care Issues</td>
<td>16%</td>
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<tr>
<td>Other</td>
<td>67%</td>
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- Transportation: 50% of “Other” Category
- Provider Billing Issues: 17% of “Other” Category
- Interpersonal Issues: 2% of “Other” Category
- Medication Dispensing Issue: 5% of “Other” Category

**Analysis and Trends**

* A high percentage of “Other” grievances involved transportation issues for late, missed rides to appointments and quality of service issues.
* No other significant trends noted for grievances in Q3 2019.

**Grievance Percentage by County**

- Santa Cruz County: 21%
- Monterey: 33%
- Merced: 44%

**Mental/Behavioral Health: Beacon Grievances: 9**

All regulatory timeframes met.

**Appeal and Grievance Rate PKPM**

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<tr>
<td>2018 Enrollment</td>
<td>352,395</td>
<td>353,316</td>
<td>352,944</td>
<td>352,657</td>
<td>352,175</td>
<td>351,434</td>
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<td>349,544</td>
<td>349,830</td>
<td>347,206</td>
<td>346,236</td>
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<tr>
<td>A &amp; G Issues</td>
<td>151</td>
<td>118</td>
<td>122</td>
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<td>Rate PKPM*</td>
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| 2019 Enrollment | 343,495 | 343,022 | 342,393 | 343,413 | 343,111 | 341,701 | 338,551 | 337,861 | 337,057 |
| A&G Issues | 190 | 200 | 287 | 225 | 214 | 150 | 191 | 223 | 216 |
| Rate PKPM* | 0.55 | 0.58 | 0.84 | 0.66 | 0.62 | 0.44 | 0.56 | 0.66 | 0.64 |

*Grievances Per 1,000 Member Month
GOAL

• Update MSAG about Alliance transportation services in 2019.
• Obtain MSAG feedback about member experience with transportation services.
TRANSPORTATION BASIC

The Alliance covers two types or levels of transportation services.

- Non-Emergency Medical Transportation (NEMT)
- Non-Medical Transportation (NMT)

NEMT

NEMT is available when prescribed by a provider and when the member’s medical condition requires:

- Ambulance/gurney van
- Litter van
- Wheelchair van
- Air transport
TRANSPORTATION BENEFIT

NMT

NMT is transportation to medical services by passenger cars, taxicabs, or other forms of public or private transport, such as:

- Using a vendor to arrange private vehicle transport.
- Providing bus passes.
- Paying mileage reimbursement.

TRANSPORTATION LEVEL

APPROVED TRANSPORTATION LEVEL

The Alliance determines the transportation level that best meets the member’s needs, based on:

- NEMT physician requests using a Physician Certified Statement (PCS) Form.
- NEMT Alliance clinical review.
- Member requests for NMT services.
Member Services call center received **88,161** calls related to the transportation benefit.

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<tr>
<td>Call Volume</td>
<td>6,296</td>
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<td>7,780</td>
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<td>6,963</td>
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Scheduled reservations:

Call the Car (CTC) = 275,193
Curb2Curb (Lyft) = 208,586
Door2Door (CTC Fleet) = 483,779
**2019 STATISTICS**

Vendor completed rides: 197,320
Bus Passes Issued: 3,329
Mileage Reimbursement: 3,984

**BREAK DOWN BY COUNTY**

Unique NMT Users
Santa Cruz = 3,928
Monterey = 7,212
Merced = 10,656

21,000+ members took advantage of this benefits
TRANSPORTATION GRIEVANCES:

Repeat Issues:
- Rural locations
- Late pick ups
- Missed trips
- Long wait times to arrange scheduling

Interventions
- Monthly collaborative calls with vendor
- Delivered feedback and escalation status

Monitoring Root Causes
- Missed appointments with clinical component and/or specialist visits
- Transportation for rurally located members
- Limited driver availability in Merced area

What’s Next
- Continue monthly calls with vendor
- Encourage additional driver availability in Merced
- Remain informed about CTC phone complications
- Escalate high risk or vulnerable members to Care Management for additional support

OPPORTUNITIES FOR IMPROVEMENT

The Alliance is working with Call the Car to:
- Improve arrival and pick-up times in remote areas.
- Inform drivers about medical equipment.
- Explore preferred provider options for members.
- Increase fleet presence for longer trips and driver availability in Merced county.
- Allow for additional attendants for families with multiple children
MSAG FEEDBACK

• Have you used the Alliance transportation benefit?
• What is your experience?
• What transportation needs should we pay attention to for members and families with disabilities?

QUESTIONS?
AGENDA

1. 2019 accomplishments
2. Opportunities for 2020
3. 2020 next steps
COMMUNITY OUTREACH 2019
Santa Cruz County
• 17 events (Children & Families-13, High Utilizers-2, Latino Communities -2)

Monterey County
• 52 events (Children & Families-23, Latino Communities-9, High Utilizers-5, Children with Special Needs-10, Rural Communities-6)

Merced County
• 42 events (Children & Families-8, Rural Communities-26, High Utilizers-5, Latino/Hmong Communities-5, Rural Communities-4)

• 50 Outreach Program Volunteers
• Department Representation:
  Analytics, Claims, Compliance, Facilities & Administrative Services, Grievance, Health Programs, Member Services, Pharmacy, Process Improvement, Provider Services, Strategic Development, Utilization Management, Case Management
• Trainings: Launched in Q4 2018 - 11 volunteers attended
  • Remainder volunteers were trained in early 2019
WHO ARE THE MEMBERS SURVEYED

- 19,000+ members reached
- 1517 members surveyed
- More women participated in Surveys than men 1000+ vs. 300+
- Of 1517 surveyed over 1000 have been Alliance members for more than 5 years
- Q2 is the busiest Quarter across all counties – Total surveys completed 630
- Preferred Language: Spanish - Monterey/Santa Cruz, English - Merced

SURVEY RESULTS

- Knowledge gained (Goal 10% increase knowledge gained)
  - Q1 89% (NAL, Urgent Care Visits, Flu vaccine)
  - Q2 148% (NAL, Urgent Care Visits, IZ)
  - Q3 85% (IZ, BH, well care visits/physicals)
  - Q4 95% (Flu vaccines, BH, How to contact PCP)

- Request to learn more about...
  - #1 Transportation (#2 SC)
  - #2 Benefits, coverage, PCP changes, Eligibility (#1 SC)
  - #3 Dental
  - #4 CCS Services / Vision
SURVEY RESULTS

• Satisfaction with the Alliance:
  Completely Satisfied – 1300
  completely dissatisfied/somewhat dissatisfied - 20

• Preferred contact method:
  What is the best way for the Alliance to get in contact with you?
    1st Phone
    2nd Mail
    3rd Text

2020 OPPORTUNITIES

• Continue to reach focus groups
  Rural Communities, High Utilizers, Children

• Provide basic Alliance benefit information
  Provide assistance with access to services, eligibility verification, PCP information.

• Work with other Departments to align and support work.
  partner during outreach events to address project work & have dept SME attend events.
2020 FOCUS GROUPS

1. Rural Communities
2. Children
3. High Utilizers

WHY THESE PRIORITIES?

• Support the Alliance Organizational Objectives moving forward into 2020

  1. Ensure the delivery of preventative services to children
  2. Cultivate partnerships in community to advance mission
  3. Improve outcomes for patients with complex needs
Current Outreach Events for 2020

• Atwater Community Discovery Day
• Ciclovía Salinas 2018
• Livingston Community Health Fair
• Breastfeeding Awareness Walk Health Fair
• Día del Trabajador Agricola Celebration Community Resource Fair
• Earth Day / Day of the Child
• Los Banos Homeless Connect
• Mercy Family Health Fair
• Santa Cruz County Homeless Connect
• Watsonville Homeless Connect
OPIOID SAFETY AT THE ALLIANCE

Suzette Reuschel-DiVirgilio, DNP, WHNP-BC

02/13/20

NATIONAL HEADLINES
OPPIOID PRESCRIPTIONS BY COUNTY (AGE ADJUSTED RATE)

Source: California Opioid Overdose Surveillance Dashboard

OPPIOID OVERDOSE EMERGENCY ROOM VISITS BY COUNTY (AGE ADJUSTED RATE)
(HEROIN EXCLUDED)

Source: California Opioid Overdose Surveillance Dashboard
OPIOID OVERDOSE DEATHS BY COUNTY (AGE ADJUSTED RATE)

Merced  Monterey  Santa Cruz  CALIFORNIA

<table>
<thead>
<tr>
<th>Year</th>
<th>Merced</th>
<th>Monterey</th>
<th>Santa Cruz</th>
<th>California</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>8</td>
<td>3</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>2016</td>
<td>10</td>
<td>2</td>
<td>12</td>
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<td>2017</td>
<td>8</td>
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<td>8</td>
<td>5</td>
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<tr>
<td>2018</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>5</td>
</tr>
</tbody>
</table>

Source: California Opioid Overdose Surveillance Dashboard
ROLE OF THE HEALTH PLAN

- Develop educational **resources** for patients and providers
- Identify and intervene with **high risk members**
- Deploy internal and external resources
- **Partner** with community coalitions
- Design formularies to **promote** safer prescribing

SMART CARE PRIORITY AREAS

- **PREVENT**
- **MANAGE**
- **TREAT**
- **STOP**
- Data design, creation, and integration
  - QI & Pharmacy initiative
  - Accessed and merged data from internal systems, claims and the State

- Data reports:
  - MAT prescribing
  - Opioid utilization
  - Benzodiazepine utilization
  - Strategic goal development and tracking
  - Network adequacy
### OPERATIONAL INTERVENTIONS

- **Cross-Departmental Communication**
- **External Communication**
  - Website
  - Provider Bulletin and Member Newsletter
- **Case Management**
- **Quality Improvement**
- **Pharmacy**
  - Quantity limits, MME ceiling, PA criteria + RF Policy
    - No forced tapers
  - Expansion of formulary for opioid alternatives
  - QI/Pharmacy engagement with regional + local retail pharmacy leadership
- **Provider Education & Targeted Communication**

### CCAH INTERVENTIONS

- **Incentives**
  - MAT network capacity through X-license CBI
  - PCP-MAT Program
  - DHCS Behavioral Health Integration Incentive Program
- **Capacity Grants**
  - Expanding access to SUD services
  - Provider recruitment
  - Developing and strengthening high utilizer support resources
- **Member Benefits**
  - Acupuncture self referral
  - Chiropractic self referral
  - Removal of PA for Physical Therapy
COMMUNITY PARTNERSHIPS

ACCOMPLISHMENTS

Merced County Drug Medi-Cal Organized Delivery System

BHRS The Center & Judicial Treatment 237 E 4th St. Merced, CA 95340 Phone Number: (209) 372-9010 Fax Number: (209) 372-9006
BHRS Youth Treatment 237 E 4th St. Merced, CA 95340 Telephone Number: (209) 372-9010 Fax Number: (209) 753-6404
BHRS Soledad 46 West St. Soledad, CA 93960 Telephone Number: (831) 768-6100 Fax Number: (831) 657-0009
BHRS Livingstone 1727 El Roy, Dublin, CA 95618 Open Monday - Friday, 9am - 5pm Telephone Number: (209) 372-9010 Fax Number: (209) 394-4011
BHRS Treatment Center 300 W Main Street Merced, CA 95340 Telephone Number: (209) 372-9010 Fax Number: (209) 372-9064

Habitic House 1010 Winn Road Merced, CA 95340 Telephone Number: (209) 372-9010 Fax Number: (209) 372-9064

Substance Use Disorder Services Helpline 1-800-532-4883 (available 24 hours/7 days per week)

ACCOMPLISHMENTS
12+ Pain Management/SUD/MAT CME Events

MAT Advisory Group

70+ credentialed, x-licensed providers in network (from 2 in 2016)

2018 DHCS Innovation Award (Runner-up)

SafeRx Pain Management Guidelines adopted by SC County clinics

Grants Result Summary

- Recruitment of 2 Physiatrist/Pain Management MDs & one SUD LMFT ($400K)
- Expansion or development of 5 residential and/or OP SUD facilities in Santa Cruz and Monterey Counties ($9.76M)
- $37K : Planning a new, short term residential treatment facility in Monterey County
- $31K : Expanding HIT systems supporting MAT
- 2 Technical Assistance Grants expanding IBH and SUD therapeutic services for ($77K)
- $2.5M for new Merced County BH & Recovery Services complex-Opened April 2018
Opioid Utilization by Volume**
(Annual average fills)

<table>
<thead>
<tr>
<th>Year</th>
<th>End Average</th>
<th>Year</th>
<th>End Average</th>
<th>Year</th>
<th>End Average</th>
<th>Year</th>
<th>End Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015 Q1 (PEAK)</td>
<td>463.1</td>
<td>2015 Year End</td>
<td>429.3</td>
<td>2016 Year End</td>
<td>377</td>
<td>2017 Year End</td>
<td>306.3</td>
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<tr>
<td>2018 Year End</td>
<td>228.8</td>
<td>2019 Year End</td>
<td>186.9</td>
<td></td>
<td></td>
<td></td>
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*Last updated: 01/30/20
**Members with a diagnosis of cancer, end stage renal disease, palliative care/hospice, HIV spectrum disease or transplant within the last 12 mos excluded

COUNT OF UNIQUE MEMBERS TREATED WITH MAT PER YEAR

<table>
<thead>
<tr>
<th>Year</th>
<th>Merced</th>
<th>Monterey</th>
<th>Santa Cruz</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>48</td>
<td>224</td>
<td>153</td>
<td>425</td>
</tr>
<tr>
<td>2016</td>
<td>82</td>
<td>393</td>
<td>282</td>
<td>757</td>
</tr>
<tr>
<td>2017</td>
<td>101</td>
<td>499</td>
<td>487</td>
<td>1087</td>
</tr>
<tr>
<td>2018</td>
<td>83</td>
<td>686</td>
<td>623</td>
<td>1392</td>
</tr>
</tbody>
</table>
EMERGING TRENDS & CHALLENGES
**NEXT STEPS AT THE ALLIANCE**

**Overall**
- Continue working with County MAT/SUD Program Directors
- Continue supporting and strengthening our community partnerships and coalitions
- Increase clinic access to individualized available data

**Provider Network & Member Support**
- Support the use of telehealth providers to increase access to MAT services
- Support placement of navigators in EDs to help facilitate entry into addiction treatment
- Support correctional settings in offering MAT & linking with community resources on re-entry
- Ensure pregnant women and youth with OUD have adequate access to MAT
- Work with hospitals to ensure evidence-based treatment for babies born with opioid dependence
- Work toward ensuring members at high risk of addiction or opioid overuse receive outreach from peers, recovery support, or a case manager

**COMMUNITY FOCUS AREAS**

Advance the screening and availability of evidence based treatment for opioid dependence/substance use disorder among:
- Newborns
- Youth
- Perinatal women
- Criminal justice involved individuals
- Those experiencing homelessness
Empathy

What if we replaced the word "addict" with:

“A human being who suffered so much that he or she finds in drugs or some other behavior a temporary escape from that suffering"?

What if we were forced to say that every time we wanted to say *addict*?

In other words, what if we actually began to care about and listen to the stories of these people?

Gabor Maté, MD

“The opposite of addiction is not recovery.
The opposite of addiction is connection.”

Johann Hari