Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor’s Office, in order to minimize the spread of the COVID-19 virus, Alliance offices will be closed for this meeting. The following alternatives are available to members of the public to view this meeting and to provide comment to the Advisory Group.

1. Members of the public wishing to join the meeting may do so as follows:
   a. Via computer, tablet or smartphone at: [https://global.gotomeeting.com/join/388191189](https://global.gotomeeting.com/join/388191189)
   c. New to GoToMeeting? Get the app now and be ready when your first meeting starts: [https://global.gotomeeting.com/install/759946981](https://global.gotomeeting.com/install/759946981)

2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
   a. Email comments by 5:00 p.m. on Wednesday, August 5, 2020 to the Clerk of the Board at mmiddleton@ccah-alliance.org
      i. Indicate in the subject line “Public Comment”. Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
      ii. Comments will be read during the meeting and are limited to five minutes.
   b. Public comment during the meeting, when that item is announced.
      i. State your name and organization prior to providing comment.
      ii. Comments are limited to five minutes.

3. Mute your phone during presentations to eliminate background noise.
   a. State your name prior to speaking during comment periods.
   b. Limit background noise when unmuted (i.e. paper shuffling, cell phone calls, etc.).

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

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:**

5. **Approve Member Services Advisory Group minutes of May 14, 2020.**
   - Reference materials: Minutes as above.

6. **Accept Plan Staff Reports:**
   A. Current Enrollment
   B. July 2020 Call Statistics Report
   C. Q2 2020 Member Grievance Report
      - Reference materials: Reports as above.

**Regular Agenda Items:**

7. **Behavioral Health Presentation**
   - *(10:30-11:00 a.m.)*
   *Informational:* Jennifer Mockus, Community Care Coordination Director will provide an update on Behavioral Health.

8. **COVID-19 Update & Member Outreach**
   - *(11:00 – 11:25 a.m.)*
   *Informational:* Lilia Chagolla, Regional Operations Director will provide an update on the Alliances outreach to members during this pandemic.

9. **Adjourn**

The next meeting of the Member Services Advisory Group, after this August 13, 2020 meeting:
- Santa Cruz – Monterey – Merced
  Thursday, November 12, 2020, 10:00 – 11:30 a.m.
  Locations: Videoconference via GoToMeetings

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](http://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, May 14, 2020
10:00 – 11:30 a.m.

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

In Monterey County:
Central California Alliance for Health
950 East Blanco Road, Suite 101, Salinas, California

In Merced County:
Central California Alliance for Health
530 West 16th Street, Suite B, Merced, California

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

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

Monterey County:
Maria Lopez                      County of Monterey, CH & DP
Enid Donato                      Natividad Medical Center
Elsa Quezada                     Commissioner
Tamara McKee                     HICAP – Alliance on Ageing

Merced County:
No Members Present

Members Absent:
Doris Drost                      Consumer
Yona Adams                       HSA/CareTEAM
Lupe Chavez                      Consumer
Enid Donato                      Natividad Medical Center
Ashley Lynne Gregory            Consumer
Alexandra Heidelbach             Consumer
Linda Jenkins                    Consumer
Myisha Reed                      First 5 Merced County
Rex Resa                         Consumer
Linda Villa                      Consumer
Silvia Wilson                    Monterey County-CalHeers
Vivian Pittman                   Consumer
Rebekah Capron                   Merced HAS
Michael Molesky                  Commissioner
Humberto Carrillo                Consumer
1. Call to Order by Chairperson Beleutz.
Mr. John Beleutz, Chairperson, called the meeting to order at 10:01am. Self-introductions were made.

2. 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.

3. Comments and announcements by Advisory Group members.
Mr. Beleutz opened the floor for Advisory Group members to make comments.

No comments from Advisory Group members.

4. 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:
5. COVID-19 Updates and Alliance Response:
Dana Marcos, Member Services Director provided an update regarding the Alliance’s response to the Covid-19 pandemic. The Alliance has prioritized Covid outreach to members, providers and community partners. 65,000 automated calls and 5,000 live calls were completed to share resources with Alliance members who are at risk due to the pandemic. Outreach to providers is also underway to ensure alignment and access to care. Additionally, the Alliance’s Board approved a Covid Response Fund totaling one million dollars in grant funding. $600,000 has been granted to local food banks to address food insecurity in all three counties within the Alliance service area.

MSAG provided feedback about how the pandemic is impacting members. In general, members are aware that ongoing preventative care is also important during the Covid pandemic, but fear is a barrier to accessing this care. Members may feel hesitant to resume preventative or elective care. To encourage members to resume needed care, MSAG recommended the following:

- **Address Member Fears:** Ensure messaging to members recognizes and addresses fears and educate members about what providers are doing to ensure patient safety.
• **Telehealth:** Educate members about how to use telehealth services, particularly in rural areas and/or among non-English speaking populations.

• **Testing Sites:** Community messaging encourages individuals to access testing sites even without provider recommendation. In some areas, such sites are a free community service. Clarify messaging about testing sites for members, encourage members to access testing sites and align communications with provider recommendations.

6. **Department of Health Care Services (DHCS) Pharmacy Carve Out**

Navneet Sachdeva, Pharm D., Alliance Pharmacy Director provided information about the upcoming Pharmacy Carve Out. In January 2019, California Governor Gavin Newsom signed an Executive Order to transition pharmacy services from Medi-Cal managed care plans into a Fee for Service delivery system which is to go into effect on January 1, 2021. This new service will be identified as Medi-Cal Rx and will be contracted through Magellan Medicaid Administration. Magellan will be responsible for administering the following when billed by a pharmacy on a pharmacy claim:

- Covered Outpatient Drugs
- Medical Supplies
- Enteral Nutritional Products

The Alliance developed an internal project team to ensure all requirements are met on January 1, 2021. Alliance staff is actively participating in various external stakeholder meetings, such as: Medi-Cal Rx Advisory Workgroup, Medi-Cal Rx Public Forum, DHCS Managed Care Pharmacy Carve-Out Workgroup, LHPC Meetings, and the Magellan Technical Subgroup to ensure a smooth and successful transition. Alliance members will be sent 90, 60 and 30 day notices informing them of these changes and the current member handbook will be updated. DHCS is proposing a policy that will allow members to continue their Alliance approved medications for up to 120 days before transitioning to Magellan.

7. **Member Wellness: Preventive Care**

Hillary Gillette-Walch RN, Clinical Decision Quality Manager shared information about the state of health care services during the COVID-19 pandemic. The pandemic has resulted in a reduction of some preventative and elective services. Providers have instituted procedures to ensure patient safety when accessing in-person care. Including, using Telehealth services for medical appointments, completing phone screenings before visits, and establishing drive through locations for testing and vaccinations. The Alliance encourages members to consult with their providers to identify the best way to maintain preventative or needed medical care.

*Population Needs Assessment:* Ms. Gillette-Walch also informed the MSAG about a population health needs assessment currently underway. The findings of this survey will be used to plan and implement health education and quality improvement programs that are culturally competent and linguistically appropriate for members. Survey results are expected for completion later this year. Ms. Gillette-Walch will report back findings to the MSAG when complete.

**Meeting adjourned at 11:25 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)
July 2020
MS Queue Calls: 13,134

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<td>14,539</td>
<td>12,593</td>
<td>13,079</td>
<td>14,737</td>
<td>13,796</td>
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<td>12,406</td>
<td>11,828</td>
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<td>14,031</td>
<td>10,104</td>
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<td>12,655</td>
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<td>513</td>
<td>445</td>
<td>462</td>
<td>522</td>
<td>486</td>
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<td>473</td>
<td>446</td>
<td>424</td>
<td>485</td>
<td>524</td>
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<td>Rate PTMY 2020</td>
<td>662</td>
<td>546</td>
<td>506</td>
<td>361</td>
<td>361</td>
<td>438</td>
<td>454</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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<td>2019: 2020 AQI: 80% of calls answered within 30 seconds</td>
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<td>Percentage of 2019 Member Services calls answered within 30 seconds</td>
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July 2020 Score = 80%

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<tr>
<td>Actual 2019</td>
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<td>79%</td>
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<tr>
<td>Actual 2020</td>
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<td>78%</td>
<td>73%</td>
<td>94%</td>
<td>86%</td>
<td>83%</td>
<td>80%</td>
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Central California Alliance for Health
Member Services Telephone Statistics - 2019/2020

Transportation Call Volume
Per Thousand Members Per Year (PTMY)
July 2020
Transportation Queue Calls: 4999

Call Volume
- 2019 PTMY
- 2020 PTMY

Rate PTMY

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<td>6,401</td>
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<td>7,780</td>
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<td>6,586</td>
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<td>8,572</td>
<td>7,503</td>
<td>6,963</td>
<td>7,265</td>
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<tr>
<td>Rate PTMY</td>
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<td>226</td>
<td>243</td>
<td>233</td>
<td>274</td>
<td>278</td>
<td>307</td>
<td>269</td>
<td>251</td>
<td>263</td>
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<tr>
<td>Call Volume</td>
<td>8,538</td>
<td>7,467</td>
<td>6,749</td>
<td>3,042</td>
<td>3,659</td>
<td>4,654</td>
<td>4,999</td>
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<tr>
<td>Rate PTMY</td>
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<td>268</td>
<td>243</td>
<td>109</td>
<td>129</td>
<td>161</td>
<td>172</td>
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Member Services Speed to Answer
Monthly Administrative Quality Indicator (AQI)
Calls Answered within 30 seconds of entering the ACD

Score = 80%

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<td>AQI</td>
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<tr>
<td>Actual 2019</td>
<td>81%</td>
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<td>82%</td>
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<td>71%</td>
<td>67%</td>
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<tr>
<td>Actual 2020</td>
<td>40%</td>
<td>57%</td>
<td>59%</td>
<td>95%</td>
<td>84%</td>
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</table>
Q2 2020 Appeals and Grievances: 377

Appeals: 14% [51% in favor of Plan; 49% in favor of Member]
Exempt Grievances: 4%
Grievances : 77%
Other: 5% [Inquiries, Duplicates, Withdrawn]

Category Figures
Referrals: 3%
Access Issues: 4%
Benefits and Coverage: 1%
Quality of Care Issues: 13%
Other: 73%
  ❖ Transportation: 64% of “Other” Category
  ❖ Provider Billing Issues: 21% of “Other” Category
  ❖ Medication Issues: 7% of “Other” Category
  ❖ Communication Issues: 8% 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.
❖ Decline in Grievances filed during COVID 19 SIP
❖ No other significant trends noted for grievances in Q2 2020.

Highest Grievances Filed by County
1. Merced: 47%
2. Monterey: 34%
3. Santa Cruz: 18%

Behavioral Health Beacon Grievances:
❖ Member Grievance: 3

HSS Summary:
❖ Member Grievance: 1

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<thead>
<tr>
<th>Month</th>
<th>Jan</th>
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<td>2019 Enrollment</td>
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<td>343,060</td>
<td>342,453</td>
<td>343,500</td>
<td>343,242</td>
<td>341,899</td>
<td>338,929</td>
<td>338,408</td>
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<td>337,428</td>
<td>336,508</td>
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<tr>
<td>A &amp; G Issues</td>
<td>190</td>
<td>200</td>
<td>287</td>
<td>225</td>
<td>214</td>
<td>150</td>
<td>191</td>
<td>223</td>
<td>216</td>
<td>158</td>
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<tr>
<td>Rate PKPM*</td>
<td>0.55</td>
<td>0.58</td>
<td>0.84</td>
<td>0.66</td>
<td>0.62</td>
<td>0.44</td>
<td>0.56</td>
<td>0.66</td>
<td>0.64</td>
<td>0.47</td>
<td>0.50</td>
<td>0.46</td>
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<tr>
<td>2020 Enrollment</td>
<td>334,162</td>
<td>337,290</td>
<td>336,960</td>
<td>339,295</td>
<td>343,018</td>
<td>346,849</td>
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<td>A&amp;G Issues</td>
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<tr>
<td>Rate PKPM*</td>
<td>0.52</td>
<td>0.50</td>
<td>0.42</td>
<td>0.32</td>
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*Grievances Per 1,000 Member Month

In Control
Not in Control
A lower rate demonstrates a good or positive result when compared to Upper Control Limits (UCL) and Lower Control Limits (LCL) which represent three (3) standard deviations from mean or average performance.
BEHAVIORAL HEALTH PRESENTATION

Beacon and Alliance Staff
Jennifer Mockus & Kristen Slater
August 13, 2020

AGENDA

• Who Provides Behavioral Health (BH) Services Within the Medi-Cal Benefit?
• How do you Arrange for BH Services?
• How are BH Services Coordinated?
• Are there Educational Materials Available?
Who Provides Behavioral Health Services Within the Medi-Cal Benefit?

**Mild- Moderate Mental Health Services (Beacon/the Alliance)**
- Individual therapy (Family therapy for CCS families)
- Psychological Testing
- Psychiatric Consultation & Medication Management
- Treatment related to Autism (ages 3-21)

**Specialty Mental Health Services (County Mental Health Plan)**
- Outpatient Psychotherapy
- Psychiatric Services & Medication Management
- Outpatient laboratory tests
- Day Treatment Programs
- Crisis Services for Youth

**Substance Use Disorder Services (County Alcohol & Drug Department)**
- Outpatient Individual & Group Therapy
- Day Treatment Programs (Intensive Outpatient Programs)
- Residential Services
- Inpatient Detoxification Services
- Narcotic Treatment Programs

- Eating Disorders
- Adult Crisis Residential Services
- Adult Mental Health Residential Services
- Acute Inpatient Psychiatric Services
- Case Management
How do you Access Behavioral Health Services from Beacon?

Call (855) 765-9700

- 24 hours a day, 7 days/week
- A Beacon staff person will help you
- Visit: www.beaconhealthoptions.com

HOW DO YOU ACCESS ONLINE BEHAVIORAL HEALTH SERVICES FROM BEACON?
# How do you arrange for BH services from the counties?

<table>
<thead>
<tr>
<th></th>
<th>SANTA CRUZ CO. BH DIVISION</th>
<th>MONT. CO. BH</th>
<th>MERCED CO. BHRS</th>
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</thead>
<tbody>
<tr>
<td><strong>Contact Number</strong></td>
<td>1-800-952-2335</td>
<td>1-888-258-6029</td>
<td>1-888-334-0163</td>
</tr>
</tbody>
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## How do members access services?

- **No Wrong Door – Prior Authorization Not Required for Most Services**
- **PCP or Other Provider Referral**
- **Member Request for Referral**
- **Self Referral**
- **Alliance to Beacon Referral**
- **County to Beacon Referral**
- **Beacon to County Referral**
How are BH Services Coordinated through Beacon?

Many ways services are coordinated:
- Beacon can provide referrals for mental health providers
- Beacon can assist with scheduling an appointment on member’s behalf
- Beacon can assist with linkage to the County if specific services appear to be needed that the County provides
- Beacon can connect with your Medical Care Manager, PCP or referring party to update them on status of services
- Beacon Care Management team can assist with linkage to additional community services that may be impacting behavioral health

Are there Resource Materials Available?

- Beacon Resources:
  - Links to COVID-19 resources
  - [https://www.beaconhealthoptions.com/coronavirus/member-resources/](https://www.beaconhealthoptions.com/coronavirus/member-resources/)
  - Links to general resources
  - [https://www.beaconhealthoptions.com/members/member-health-tools/](https://www.beaconhealthoptions.com/members/member-health-tools/)
  - [https://www.beaconhealthoptions.com/](https://www.beaconhealthoptions.com/)
Are there Resource Materials Available?

• **Alliance/Beacon Pamphlet:**

![Alliance/Beacon Pamphlet Image]

- **Alliance (general and COVID)**
  - **Alliance Member Services Phone Number:**
    1 (800) 700-3874
  - **Alliance Behavioral Health Website:**
    https://www.ccah-alliance.org/behavioral-health.html
  - **COVID-19 FAQ:**
    https://www.ccah-alliance.org/pdfs/MEM_COVID_member-talking-points-F-ENG.pdf
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QUESTIONS OR COMMENTS?
YOUR HEALTH MATTERS PROGRAM

Lilia Chagolla – Regional Operations Director
Santa Cruz & Monterey Counties

August 13, 2020

AGENDA
1. 2019 overview
2. 2020 environment and shift
3. Resuming Care in 2020
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)

YOUR HEALTH MATTERS PROGRAM

• 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
MEMBERS

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

CHANGES IN 2020

March 2020  Shelter in Place order

• all staff ordered to work from home
• outreach and face to face events canceled
• virtual meetings continue in Quarter 2
• Shifting the way we communicate with members
• DHCS requires outreach to high risk populations
RESUMING CARE IN 2020

- YHM team joins HS to make outreach calls to members as required by DHCS
- YHM team adjusts goals and policy to meet the needs of members with SIP orders in place
- Outreach Calls continues in Q2 encourage members to resume care.
- YHM team adopts drive through events as outreach

2020 OPPORTUNITIES

- Continue to reach members in ways that are safe
calls, drive throughs, virtual meetings, and when safe in person

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

- Collaborate with County leaders to align messaging. Prevention of COVID spread, accessing care.
YOUR HEALTH MATTERS PROGRAM

BEYOND 2020

• Continue to adapt to changing environment
• Be ready to serve members in person when safe
• Listen to our members needs
QUESTIONS?