AGENDA
WHOLE CHILD MODEL CLINICAL ADVISORY COMMITTEE

DATE: Thursday, June 18, 2020
TIME: Noon – 12:10 p.m.: Call to Order
12:10 – 1:00 p.m.: Meeting of the Committee
PLACE: Pursuant to Governor Newsom’s Executive Order N-29-20 to minimize the spread of COVID-19, this will be a teleconference meeting and we will not be offering physical location.

Join the meeting via the GoToMeeting information provided below:

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• Limit the background noise (i.e. shuffling of paper, cell phone calls, etc.)
• Mute your phone when you are not speaking to eliminate background noise.
• If joining after the meeting has started, wait for the conference leader to ask who joined.
• When speaking, please state your name and your organization, followed by your comment and or question.

*****************************************************************************
1. Call to Order by Chairperson Bishop. 12:00 p.m.
   A. Roll call.
   B. Supplements and deletions to the agenda.
2. **Oral Communications. 12:10 p.m.**
   A. Members of the public may address the Committee on items not listed on today’s agenda that are within the jurisdiction of the Committee. Presentations must not exceed five minutes in length, and any individual may speak only once during Oral Communications.
   B. If any member of the public wishes to address the Committee on any item that is listed on today’s agenda, they may do so when that item is called. Speakers are limited to five minutes per item.

**Consent Agenda Items: 12:15 p.m.**

3. **Approve WCMCAC meeting minutes of March 19, 2020.**
   A. Reference materials: Minutes as above.
   B. Grievance Update                           S. Sanders

**Regular Agenda Items: 12:20 p.m.**

4. **Old Business**
   A. Alliance WCM Program Optimization         M. Brusuelas, T. Brass, D. Diallo, MD

**New Business**

   A. COVID-19 Discussion                       D. Bishop, MD
   B. Resuming Care                             D. Bishop, MD

5. **Open Discussion**
   A. Committee may discuss any urgent items.   All

6. **Adjourn: 12:50 pm**

The next Whole Child Model Clinical Advisory Committee meeting will take place on Thursday, September 17, 2020, from 12:00 – 1:00 p.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) 430-5556 to verify meeting dates and locations prior to the meetings.
Meeting Minutes  
Thursday, March 19, 2020  
12:00 p.m. 1:00 p.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

Committee Members Present:  
Liz Falade, MD Provider Representative  
Robert Dimand, MD Provider Representative  
Gary Gray, DO Board Representative  
Salem Magarian, MD Provider Representative

Committee Members Absent:  
Amanda Jackson, MD Provider Representative  
Karen Dahl, MD Provider Representative  
Jennie Jet, MD Provider Representative  
John Mark, MD Provider Representative  
Patrick Clyne, MD Provider Representative

Staff Present:  
Dale Bishop, MD Chief Medical Officer  
Maya Heinert, MD Medical Director  
Jennifer Mockus Regional Operations Director  
Lila Chagolla Regional Operations Director  
Mary Brusuelas, RN Utilization Management Director  
Michelle Stott, RN Quality Improvement Director  
Hillary Gillette-Walch, RN, MPH Clinical Decision Quality Manager  
Sarah Sanders Grievance and Quality Manager  
Tammy Brass, RN UM Manager - Prior Authorizations  
Tracy Neves Clerk of the Committee

Hospital Representatives Present:  
Lori Foreman Hospital Representative

1. Call to Order by Chairperson Bishop.

Chairperson Dr. Dale Bishop called the meeting to order at 12:05 p.m.
Roll call was taken.
Dr. Bishop added COVID-19 to the agenda.

2. Oral Communications.

Chairperson Dr. Dale Bishop opened the floor for any members of the public to address the Committee on items not listed on the agenda.

No members of the public addressed the Committee.

3. Consent Agenda Items.

A. Approval of WCMCAC Minutes
   Minutes from the December 19, 2019 meeting were reviewed.

B. Grievance Update
   Sarah Sanders, Grievance and Quality Manager, noted grievances have gone down in Quarter 4.

M/S/A Consent agenda items approved.

4. Old Business

A. Quality Update
   Hilary Gillette-Walch, Clinical Decision Quality Manager stated in the last meeting it was noted some metrics would no longer be reported. Work is being done on obtaining data and working out the current data issues.
   • The January census was shared with the Committee for all 3 counties. Data by county and month was shared on eligible WCM members seen by a special care center.
   • Data for members with follow-up visits within 28 days of discharge shows there is room for improvement in this area. The Alliance is encouraging providers to call members to ensure they are receiving the care they need. It was noted that having case managers involved with members earlier in medical plans may help to improve outcomes.
   • Hilary noted work will continue on data and what outcomes to measure.

5. New Business

A. Alliance WCM Program Optimization
   Mary Brusuelas, UM/CCM Director and Tammy Brass, UM Manager shared organization changes with the Committee. Background was shared with the group regarding the changes:
   • Department Assessments were completed at the end of 2019 to plan for 2020.
   • Staff interviews completed by Operational Excellence Department.
   • Staff members in both Utilization Management (UM) and Care Management (CM) identified a need to work together more closely.
   • Approval to combine Complex Case Management (CCM) and UM to enhance coordination of care.
   • Effective March 16, the Pediatric Team was merged into the UM Department and Department was renamed Utilization Management-Complex Case Management. (UM-CCM).
The reporting structure and organizational chart for UM-CCM were also shared with the Committee which includes pediatric complex case management and authorizations.

UM and CM collaborated on a SWOT analysis to identify gaps and opportunities for the WCM program. Areas for optimization were prioritized based on the current state and future state. There were 5 specific areas identified and are in process:

- Risk Stratification
- Individualized Care Plan
- Eligibility
- Age Out Process
- Communication

Additional interventions were discussed and Mary asked the Committee to share any suggestions. Tammy noted that staff has been trained to better identify high-risk members. Discussions are occurring regarding member needs and outreach during hospitalization and discharge. Outreach activities have been increased to the counties. Also, individualized care plans are being used to coordinate care.

Complex Case Management is working on members that age-out and making the transition smoother. Provider noted it would be helpful to be aware of eligible members prior to 12 months, and their follow-up care. Also noted, when CCS children drop-off of Medi-Cal the county program is not notified. Dr. Bishop noted there are opportunities but collaboration will need to happen with the county. Another issue is lack of data for NICU and high-risk referrals; Tammy noted work is being done with providers on the issue.

B. Corona Virus (COVID-19)
Dr. Bishop inquired with providers about the effects of the Corona virus on patient care. Provider noted they activated their incident command last week and are doing split triage in the ED. There are several PUIs that are inpatient with results pending; testing is an issue. Visits are being restricted and elective surgeries canceled. There are also plans to convert a unit into a negative pressure unit for COVID.

Also discussed was the possible need for a space for recovering patients, particularly the homeless population. Optimizing bed capacity would be helpful.

6. Open Discussion
Chairperson Bishop opened the floor for Committee to have open discussion.

No further discussion.

The meeting adjourned at 1:00 p.m.

Respectfully submitted,

Ms. Tracy Neves
Clerk of the Advisory Committee

The Whole Child Model Clinical Advisory Committee is a public meeting.
WCM Grievances By County

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter</th>
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<th>Monterey</th>
<th>Merced</th>
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<td>Q2</td>
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Q1 WCM GRIEVANCES BY TYPE

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<tr>
<th>Quarter</th>
<th>Appeal</th>
<th>DME</th>
<th>Other</th>
<th>Provider</th>
<th>Timely Access</th>
<th>Transportation</th>
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<tr>
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</tbody>
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Grievance Type:
- Appeal
- DME
- Other
- Provider
- Timely Access
- Transportation
• WCM Grievances closely monitored and trended by the Staff Grievance Review Committee (SGRC)
• WCM Grievances decreased over the past several months, indicating a stabilized reduction
• Immunotherapy Appeal reduction throughout 2019
• Recurring Appeal theme includes:
  ◆ Genetic Testing
WCM Case Review #1

- Member notified by phone in 2020 of bill from 6/2016.
- Provider did not bill CCS nor CCAH correctly and agreed to pull the bill from collections.
- Member balance was adjusted to zero successfully by provider.

WCM Case Review #2

- Member requested an expedited appeal for Humira.
- Provider submitted addt’l info with the review.
- During Grievance review, the Authorization was approved as Members records indicated inflammation was not well controlled w/ existing tx.

WCM Case Review #3

- Assigned Lyft driver refused to drive MBR to OOA appt.
- Driver began trip and returned MBR back home w/o completing the trip. Future pairings b/w MBR and driver are now blocked.
- Member rescheduled and visit occurred successfully.
QUESTIONS
WHOLE CHILD MODEL CLINICAL ADVISORY COMMITTEE
MEETING CALENDAR FOR 2020

Thursday, March 19       12:00 PM to 1:00 PM
Thursday, June 18        12:00 PM to 1:00 PM
Thursday, September 17   12:00 PM to 1:00 PM
Thursday, December 17    12:00 PM to 1:00 PM