

HEALTH PLAN OF SAN MATEO
CONSUMER ADVISORY COMMITTEE MEETING
Meeting Minutes
Wednesday, April 19, 2023
801 Gateway Blvd. – 1st Floor Boardroom
South San Francisco, CA 94080

Committee Members Present: Amira Elbeshbeshy, Ricky Kot, Ana Avendano, Ed.D, Hazel Carrillo

Committee Members Absent: Mary Pappas, Cynthia Pascual, Angela Valdez, Marmi Bermudez

Staff Present: Amy Scribner, Megan Noe, Keisha Williams, Clara Jennings, Daniel Le, Mackenzie Moniz, Talie Cloud, Sarah Munoz, Rustica Magat-Escandor, Sharon Bongolan, Chris Esguerra, M.D., Kiesha Williams, Michelle Heryford

- 1.0 Call to Order/Introductions:** The meeting was called to order by Ms. Elbeshbeshy at 12:03 pm, a quorum was not met.
- 2.0 Public Comment:** There was no public comment.
- 3.0 Approval of Meeting Minutes for January 18, 2023:** The minutes from the January 18, 2023, will be distributed to the group for approval via email.
- 4.0 HPSM Operational Reports and Updates:**
 - 4.1 CEO Update:** Chief Health Officer, Amy Scribner provided an update on behalf of Chief Executive Officer, Pat Curran. She reminded the group that redeterminations are in process. They are working with the coverage unit and getting data from the Human Services Agency (HSA). Redetermination will impact HPSM membership. Member Services Director, Kiesha Williams, will provide more information about this later in the agenda.
 - 4.2 CMO Update:** Ms. Scribner also provided an update on behalf of Chief Medical Officer, Dr. Chris Esguerra, focusing on HPSMs dental program. Prior to HPSM integrating and covering dental benefits in 2022, there were around 30 providers in San Mateo County contracted with the state Medi-Cal Dental program. Now that HPSM covers dental benefits, there are over 370 contracted dental providers. Members are being seen and getting services. HPSM has also partnered with the County using Measure K funds to promote orthodontic services for younger members to ensure they get access to this

oral care. Coming up, they will be announcing updates to the dental benefit that will promote prevention and overall oral health.

4.3 Health Education Update: Health Promotion Supervisor, Sarah Munoz provided a Health education update. She shared health education mailers recently sent to HPSM members. The first being the well-visit mailer; they have one for 12-17-year-olds and one for 18-21-year-old members. It emphasizes why well-visits are important, it also includes age-appropriate vaccination information and shows members how they can find their primary care provider information. It also includes additional items like the service line and rate benefit information. She also shared their cancer screening reminder letter that will be sent to members who are due for a cancer screening. This includes breast cancer, colorectal and cervical cancer screenings. At the last meeting Sarah spoke about the diabetes and tobacco cessation newsletters that were mailed to members and are currently on the HPSM website. They are planning a third newsletter, around mental health. It includes information on how to access mental health services, how to prepare for a visit with a mental health provider as well as resources. This newsletter will also be added to the website in about a month. They are conducting an assessment on the diabetes and nutrition support services with the Provider network and community partners. The goal is to get the current state and feel of the program as there have been many shifts since the pandemic. At the next meeting they would like to present their findings on the assessment and share how they plan to disseminate that information.

4.4 Provider Services (PS): Provider Services Contract Supervisor, Daniel Le provided an update on behalf of Director of Provider Services, Luarnie Bermudo. They continue to work with Providers for Oral Surgery and Endodontics, there are Non-Medi-Cal dental specialty Providers that have never worked with Managed Care Medi-Cal before and would like to build a relationship with HPSM, they hope to move them to a contract soon. They are also finalizing the addition of UCSF Endodontic and Prosthodontic departments to the network. Neither have worked with Medi-Cal Dental in the past. Blende Dental will be fully in-network soon. They are a high-cost provider that does not negotiate rates, but they are able to see urgent members with special needs that require sedation or hospital dentistry. There is an Oral Health Coalition created to address concerns around capacity and increasing the Provider network for general and specialty dentists. They have support from the dental societies, Federally Qualified

Health Center (FQHC) dentists, and oral health professionals in San Mateo County. There is a need for more pediatric dentists for pediatric dental emergencies in San Mateo county. They are in negotiations now with one general practice provider in San Mateo and a Periodontist. The focus this year is to increase general dentists in San Mateo and neighboring counties. New dental benefits are scheduled for May 1st as well as enhancements. A new referral management system (built internally) will begin testing soon, the planned go live date is July 2023. This will help to close the loop on referrals and will link directly to HEALTHsuite (HS) for updated comments and information for Member Services and CareAdvantage (CA) to access. There are new doula benefits in the network. They provided a webinar for interested doulas where they went over rates, the network, and support for Providers. The Grove Pilot was launched with the Palo Alto Medical Foundation (PAMF). This pilot will focus on supporting the CA population and developing strategies in PCP investments, there is more to come. Mr. Le also reported on Lyon Martin Health Services, which recently contracted with HPSM. They provide high quality, compassionate and trauma-informed medical, gynecological, and mental health care services to non-binary, gender nonconforming and intersex communities and cis-gender women with specific sensitivity to LGBTQ sexual orientation, disability, size, race, ethnicity, and language regardless of immigration status or ability to pay. Legal Aid has also noted that they are ready to help members who encounter barrier or access problems to these services.

- 4.5 Member Services (MS) Report:** Director of Member Services, Kiesha Williams reviewed the Member Services (MS) Call Center and Enrollment Report for Q1. As of March 2023, HPSM has a total of 175,911 members across all lines of business (LOBs). Enrollment numbers by LOB, shows that the Medi-Cal line has the highest enrollment with 141K members. Medi-Cal renewals started on April 1, 2023. For the June renewal HPSM has an established process with HSA that will commence on May 1st. HSA will send HPSM a report of members who have not returned their packets. HPSM will then reach out to their community partners to enlist their help in ensuring packets are returned in time. There will also be a robo call campaign by the CA and MS, they will reach out to all members that are in the report. There is also an option for members to call HSA directly, the agency is aware that they may receive an uptick of calls about this topic. The MS department will set up two call tents starting at 9:00 am and 4:00 pm each day for 14 months.

Call Center reporting is still on hold. There is a current Request for Proposal (RFP) effort going on right now for a new phone system. Call monitoring goals set at 95% for Q1 was not met. This was due to internal processes with their representatives that they are working on. They did meet their email goal which was also set at 95% for Q1. They received a little over 19K incoming emails from members and met the timeliness response for all of them. In April, the Call Center worked remotely and experienced high call volumes. In May, the Call Center staff will return to the HPSM offices as the building will be open to the public. There is a hybrid call schedule planned for MS. The Call Center staff will be on site Monday through Friday from 8:00am to 4:00 pm and they will also provide service to HPSM members on the 1st floor at the HPSM offices. She included an update on their recruitment efforts. They have successfully hired a Call Center Supervisor and a new Call Center Manager, Clara Jennings. There are a few Call Center Representative Positions open. They are looking for Chinese speaking reps in particular to fill a void that currently exists. There was a question about the types of emails they receive. The majority consist of individual emails from members either requesting information or sending in information, sometimes it's documentation of other health coverage (OHC).

- 4.6 CareAdvantage (CA) Enrollment and Call Center Report:** Call Center Supervisor, Rustica Magat-Escandor gave a report on behalf of CareAdvantage Manager Charlene Barairo. She provided an overview of CA Call Center data, analysis, call monitoring, performance, and enrollment analysis. The Call Center data measures call response size, the data is pulled from HPSMs automatic call distribution (ACD) system. The system records all incoming and outbound calls as well as all data regarding call volume, speed to answer and the call abandonment metric. Call monitoring is done by Customer Support (CS) Quality Monitoring analysts who take three calls every month from the Navigators and from there criteria is measured based on the accuracy of the information provided, courtesy and demeanor of the representatives or navigators as well as the level of service provided. They meets monthly with Navigators and if they miss their goals, they look for opportunities for improvement.

Enrollment/Disenrollment Supervisor, Sharon Bongolan reported that CA enrollment decreased by .4% compared to last quarter. Overall CA enrollment has decreased by

.8%, which comes to 72 members over the last year. The baseline went from 8,870 members in January 2022 to 8,745 in March 2023. The Medicare open enrollment period, which is an annual window from January 1st to March 31st, allows beneficiaries of Medicare Advantage to make a one-time change in their current coverage. Between January and March of 2023, HPSM enrolled 224 members, of these 218 are new and 6 were re-enrolled, meaning that they returned to the Plan. This is an average of about 90 members per month. 139 members were disenrolled at this time. The most common reasons being death, enrollment in another plan or a move out of the County. She went over member enrollment and overall net enrollment, For Q1, there were 85 members that came to about 41 for January. She also shared the top Health Plans that HPSM members have left for, the top plans are Anthem Medical for Care More, Anthem MediBlue Prime, Kaiser, and New Day.

She reminded the group that all Cal-MediConnect (CMC) members have transitioned to the dual eligible, special needs plan (D-SNP) which became effective January 1st, 2023. Another 93 voluntarily enrolled during the Medi-Cal enrollment period but 22 cancelled their enrollment prior to January 1, 2023. Sharon went over more of the Call Center metrics including the abandonment rate. She confirmed that HPSM is currently under RFP for a new phone system. As this occurs, they continue to monitor the daily call status of staff, to address any issues they might identify. The Call Monitoring goal is set at 95%, they surpassed that at 98%. Analysis of call metrics are on hold. The CA unit are busy assisting members with new benefits, such as the over-the-counter benefit offered by Nations, there is also a worldwide emergency benefit and enhanced patient care. CMS surveillance call monitoring is also under way at this time. It started on February 1st and will go until May 31. Medi-Cal renewals are starting in April for June 2023 renewals. Letters were sent to Medi-Cal beneficiaries to inform them of the steps they need to take in order to minimize the risk of losing their Medi-Cal. They are also encouraged to contact HSA and submit the renewal packet. Members will have a 4-month deeming period. They recently hired two CA navigators and are conducting interviews now to hire three more CA navigators; they hope to find some that speak Spanish or Chinese. There were questions about qualifying for the OTC benefit with some Committee members noting it's hard to explain to HPSM members why some in the D-SNP may not be entitled to the additional benefits when often their friends, or even their own family

members are. HPSM employees have also heard these questions and concerns as well. They may consider looking at the data again and the 20 chronic conditions currently listed there.

4.7 Grievance and Appeals (G&A) Report: Chief Health Officer, Amy Scribner reviewed the Grievance and Appeals (G&A) report. Her numbers were a bit different from the MS report, as her report ended on December 31st and the MS report is current. As of December 31st, HPSM had 174K members. Medi-Cal numbers continue to increase because there have been no redeterminations during that period. Volume for all grievances and appeals decreased slightly from Q4 of 2022 to Q1 of 2023. Rate of complaints per 1,000 members were outside the goal for CA, CCS and Healthworx (HW). CA has been high for more than a year. Timeliness is above goal at 99.15%. Behavioral Health Therapy (BHT) access grievances increased in Q1 of 2023. Action steps taken include improved oversight and monitoring, transparency, and additional care coordination. It was noted that often a first appointment is available within regulatory timeframes, however, family schedules may not allow for acceptance. Kaiser grievances have increased significantly. They will address this directly with Kaiser and discuss opportunities for improvement during upcoming joint operations meeting. PCP change requests are stable and attributes to mostly larger clinics.

5.0 New Business: The committee discussed the CAC member survey conducted by Program Manager, Member Experience & Engagement, Mackenzie Moniz. She has not received feedback from all CAC members, she is asking those who have not responded to complete the survey, she offered a QR code to assist with this process. The committee also discussed streaming upcoming meetings. At current streaming is only available to HPSM employees but they hope to have it available to the public soon. The committee responded favorably to that update.

6.0 Adjournment: The meeting was adjourned at 1:17 pm by Ms. Elbeshbeshy in honor of former CAC member Judy Garcia.

Respectfully submitted:

M. Heryford

M. Heryford

Assistant Clerk to the Commission