

**HEALTH PLAN OF SAN MATEO
CONSUMER ADVISORY COMMITTEE MEETING
Meeting Minutes
Thursday, September 7, 2017
801 Gateway Blvd., 1st Floor Boardroom
South San Francisco, CA 94080**

Members Present: Judy Garcia, Barbara Erbacher, Robert Fucilla, Danilyn Nguyen, Ricky Kot, Mary Pappas

Staff Present: Maya Altman, Gabrielle Ault-Riche, Tonya Walters, Carolyn Thon, Jose Santiago, Rhonda Bibbins, Kati Phillips, Margaret Beed, M.D.

1.0 Call To Order/Introductions

Ms. Nguyen called the meeting to order at 12:06 pm.

2.0 Public Comment/Communications

3.0 Approval of Agenda

The Consumer Advisory Committee agenda was approved as presented by Ms. Pappas and seconded by Ms. Erbacher.

4.0 Approval of Meeting Minutes for June 8, 2017

The draft minutes of the June 8, 2017 meeting was approved as presented by Ms. Erbacher and seconded by Mr. Fucilla.

5.0 HPSM Operational Reports and Updates

5.1 CEO Update

Ms. Altman gave an update to the group:

- HPSM is pleased to be accredited with NCQA (National Committee for Quality Assurance). NCQA is a major accrediting body for health plans . She congratulated all who worked on this project.
- For the moment, healthcare has dropped from the agenda in Washington DC. HPSM is very happy that the ACA was not repealed, but they are still worried about the subsidies and are especially relieved that Medicaid is not as big a target as it was a few weeks ago.
- HPSM is looking at implementing the PACE program (Program of All Inclusive Care for the Elderly); the program is similar to CCI, except that HPSM would need to have a site to deliver services. HPSM was approached by the Institute on Aging and is studying the feasibility now. HPSM recently instituted the Wider Circle program. It started in

an affordable housing development. It is a social group that involves a series of meetings and helps members connect with others in their community, especially those that have recently moved out of nursing homes.

- Sonoma Developmental Center will be closing in the next year or two. It is an institution for people with developmental disabilities. HPSM has been asked to help transition people, such as we did with the closure of Agnews. There will be some 60 or 70 people who will be moving to San Mateo County. HPSM is focusing on good transitions with this fragile group who face challenges with the healthcare system.

5.2 Medical Director

Dr. Beed reported:

- DME Consulting Group, is expanding their program. When HPSM receives a request for certain types of durable medical equipment (DME), members will have a thorough home assessment done to determine the specific DME that would best meet the member's needs. Mr. Kot asked if assessment is just for requested items or if they will check for everything. Dr. Beed noted that they will do a total home assessment in addition to the members' requests. The assessment will consider home conditions to see if there are other equipment items or services the individual may benefit from before making their recommendations. She also noted their quick turn-around, sometimes responding with items in just a day, which also includes repairs. Mr. Curran noted that this service should help to reduce grievances and appeals. Ms. Garcia thanked Dr. Beed for their work in this area, noting how important DME is to members of the community.
- Landmark Health – HPSM has contracted with Landmark, at present they are fully staffed and serving over 700 members in in their homes. There has already been anecdotal data on how beneficial it's been for our members. More data will follow soon.
- HPSM is looking into a pilot program that would provide short term meals for fragile members such as those with kidney disease, severe diabetes or those living with ESRD. This service will not only provide nutritious meals it will also educate members about the diets that are beneficial for them based on their illnesses. Meals would be conveniently delivered to members' homes via FedEx or UPS.

5.3 Grievance and Appeals

Ms. Tonya Walters verbally reviewed the submitted Grievance and Appeals Report from Quarter2.

- The Care Advantage/CMC report noted that appeals were flat and grievances decreased significantly from Quarter 1 to Quarter 2. The biggest buckets in the Types of Appeals Received come from DME and Prescription Drugs. There were also significant numbers on the percentages of overturned appeals, 49% and 89% respectively for Part C- Medical Services/Supplies and Part D-Prescription Drugs. These numbers may have to do with processes in utilization management and prior authorization. Maya noted we'd like to address these issues as many times appeals are overturned simply because providers don't provide enough information.
- D-SNP numbers were very low as expected.
- The Number of Appeals and Grievances for Medi-Cal did increase slightly in the Medical/Services area and total appeals went up.
- Currently the biggest grievance under Medi-Cal is Quality of Care.
- The biggest type of appeal with Medi-Cal is prescription drugs. Many appeals were overturned.
- Numbers are up for Resolutions within 24 hours of Receipt. Member Services are often able to handle these calls within 24 hours, without forwarding to G&A.
- Rate of Complaints went down in most areas except for a slight uptick for Medi-Cal Only (Excluding CCS) and Healthworx .
- Numbers for Timeliness of Complaint Resolution are very high.

Ms. Nguyen had a question about how the G&A Unit is attempting to resolve billing issues, noting that members are often sent to collection for unpaid bills by their healthcare provider, even though they should not be. She said it's a problem and not only in this county. Ms. Walters stated that once in collections G&A works with the collection agencies to remove the members.

5.4 Member Services

Ms. Rhonda Bibbins reported

- HPSM has renewed their contract with Sutter Health effective August 1, 2017.

It allowed HPSM to clean up the contracts with the hospitals and instead have an all encompassing contract with Sutter. We now have an ongoing contract with PAMF, CPMC, St. Luke's, Mills-Peninsula and some surgery centers. Ms. Pappas asked if Sequoia was included. Ms. Altman noted that it is not and that the decision rests with the Dignity system, and not the CEO, who is interested in negotiating a contract. Mr. Kot asked if the contract had a time limit or was open ended. Mr. Curran and Ms. Bibbins noted it is an open ended contract.

5.5 Provider Services

Mr. Santiago verbally reviewed the written Members Services/Care Advantage report and Reported on the following:

- Enrollment is over 147,000 members
- Currently at 70% for answering calls within 30 seconds, goal is for 80%.
- Reducing lunch schedule to have more people available for calls has been helpful.
- Effective October 2017, HPSM will no longer participate in certain community meetings, due to low turnout. They will continue to participate in Health Fair events in San Mateo County.

Ms. Altman congratulated them on the good numbers. Ms. Nguyen asked if they had suggestions or ideas to increase turnout at the community events, noting that there may be other non-traditional ways to reach out to the community, such as texting, online access, emails, etc.

5.0 Adjournment

The meeting was adjourned at approximately 12:58 pm.

The next meeting is scheduled for December 4, 2017