

2012 ANNUAL REPORT of the CCHP MANAGED CARE COMMISSION to the
CONTRA COSTA COUNTY BOARD OF SUPERVISORS

Chair: Joan Lautenberger

Meeting Time/Location: 3rd Wednesday of every other month, 4-5:30 p.m.
595 Center Avenue, Suite 200B, Martinez

Staff: Deboran Everist

The primary topics discussed throughout 2012 were people enrolled in both the federal Medicare program and the state-run Medi-Cal program known as “dually eligible beneficiaries” or “dual eligibles”, Health Care Reform, Care Transitions Intervention Program, and the implementation of the electronic medical record system – ccLink.

Managed Care Commission – Activities and Accomplishments for 2012

- The Managed Risk Medical Insurance Board (MRMIB) honored the Quality Management group for the second year in a row for superior performance with CCHP HEDIS measures submitted. Out of 11 measures, 5 of the measures scored above the national commercial 90 percentile. CCHP was 1 of 7 Healthy Families plans statewide to receive this honor and 1 of 2 local initiatives.
- Monitored status of key CCHP units throughout the year with standing reports from Quality Assurance, Customer Relations and Resource Management including Pharmacy, Authorizations / Utilization Management, Case Management, Marketing and Member Services and the Advice Nurse units.
- Apprised of the successful transition of thousands of Seniors and Persons with Disabilities (SPDs) into the Medi-Cal Managed Care System.
- Apprised of the Implementation of the Care Transitions Intervention Program to improve quality and safety of care during care transitions.
- Kept apprised of the successful implementation of the new electronic health record system (ccLink) and current delivery.
- Continuous update on health care reform legislation through reports of meetings, testimony, and detailed analysis reports.
- Reviewed monthly Grievance Report reflecting the small numbers of complaints. The complaints ranged from <1% to <5% consistently.
- Updated on enrollment numbers for all the health plan products at each meeting and reviewed the growth trends in populations served with 10% of county residences receiving CCHP services.
- Accepted resignations –
 - Member-At-Large Seat #6 resigned by letter.
- Approved **reappointment** of three Commissioners whose terms were expiring. CCHP is grateful that all Commissioners wished to continue service on the MCC.
- Welcomed 3 new appointments for two Member-at-Large and one Commercial Subscriber seats

Managed Care Commission – Focus Topics

- CCHP started the year with the Governor's Budget Changes to Managed Care to expand managed care to other populations and services. The State changed and added new benefits under Medi-Cal Managed Care. The first part of 2012 focused on changes in the Adult Day Health Center (ADHC), skilled nursing care and Long term care, and In Home Supportive Services (IHSS) changing to CBAS – Community Based Adult Services on March 1, 2012.
- The Contra Costa Coordinating Council was established by CCHP to encompass a broad continuum of home and community based service providers to partner with CCHP in improving the dual population's access to long-term services and supports through the county.
- The completion of the successful transition of thousands of Seniors and Persons with Disabilities (SPDs) into the Medi-Cal Managed Care System.
- The new electronic health record (EHR) product, ccLink, was launched on July 1, 2012. This system takes advantage of federal funds available for EHR implementation and benefits patients by improving health outcomes. Additionally, this product is the EHR for many of the hospitals and health systems in the Bay Area.
- The joint pilot between Advice Nurses and clinic physicians was established. This successful pilot reduced the number of appointments by giving callers the ability to talk with an Advice Nurse who screened callers wanting same day appointments with a promised 2-hour turnaround callback from a physician. The physician can order a lab, change a prescription, order an x-ray and/or schedule a visit if necessary.
- The Implementation of the Care Transition Intervention Program which improves the quality and safety of care during care transitions. This transition model is a skill transfer model. It is a coaching model which teaches the patient to take care of themselves. The patient and caregiver are coached to be self empowered and comfortable in making their own healthcare decisions.
- 2013 is the preparation year for Health Care Reform. CCHP is preparing for the advent of Health Care Reform (Affordable Care Act) in 2014, which will necessitate NCQA accreditation, and application to participate in the California Health Benefit Exchange (CoveredCalifornia) effective 2014. An early phase of Health Care Reform is the transition of CCHP's Healthy Families Children into Medi-Cal Managed Care in March 2013.