

**Contra Costa Health Plan/Board of Supervisors  
Joint Conference Committee Meeting Minutes  
Friday, December 11, 2020**

**Present:**

Supervisor Candace Andersen, Dist. II\*  
 Joe Cardinali, PharmD, CCHP Pharmacy  
 Christine Gordon, CCHP UM Manager  
 Patricia Munoz-Zuniga, RN, CCHP ANU Director  
 Otilia Tiutin, CCHP QM C&L Program Manager  
 Angela Choy, CCHP COO  
 Bob Sessler  
 Pat Godley, HSD CFO, COO  
 Jill Ray, Field Representative, BOS Staff  
 Alicia Higgins  
 Kimberly Ceci, LifeLong Medical\*

Dennis Hsieh, M.D., CCHP Medical Director\*\*  
 Sharron Mackey, M.H.S., M.P.A., CCHP CEO\*\*  
 Supervisor Federal Glover, Dist. V\*  
 Nicole Branning, CCHP QM Program Manager  
 Barbara Hockett, MCC Chair  
 Alvaro Fuentes  
 Gabriela Sullivan  
 Arnold DeHerrera, Secretary Advanced Level

\*JCC Voting Member= 5 Total

ITEM # & SUBJECT	DISCUSSION	ACTION / WHO
<b>Call to Order</b>	<p><b>1.0 <u>Call to Order</u></b>            Supervisor Federal Glover called the meeting to order on September 11, 2020 at 9:30 AM.</p> <p><b>1.1 <u>Agenda</u></b>            Agenda/Minutes for December 11, 2020 reviewed and approved unanimously.</p> <p><b>1.2 <u>Approve September 11, 2020 Minutes</u></b>            Minutes approved unanimously.</p> <p><b>1.3 <u>Public Comment</u></b>            None</p> <p><b>1.4 <u>JCC Comment</u></b>            None</p>	<p>Supervisor Federal Glover</p> <p>JCC Committee</p> <p>JCC Committee</p> <p>Public</p> <p>JCC Members</p>
<b>CEO Updates</b>	<p><b>2.0 <u>CEO Updates</u></b>            The CCHP CEO, Sharron Mackey, presented Third Quarter Operational Highlights including: Centralizing Member Services, Clinical Enhancements of the Quality Program, New Clearing House for Claims Adjudication, Stronger Oversight of Memorandums of Understanding (MOUs)</p>	<p>Sharron Mackey, MHS, MPA, CCHP CEO</p>
<b>Medical Director's Report</b>	<p><b>3.1 <u>CCHP Medical Management Program</u></b>            With the retirement of the Quality Director, Kevin Drury, there is focus on the Quality Management group to ensure that they have leadership and support.</p> <p><b>3.1 <u>Highlights for Quality Plan 2021</u></b>            The Quality Road Map Summary for 2021 was presented including: HEDIS, NCQA, Regulatory Requirements, CAHPS, Delegation Audits, DMHC Timely Access Standard Compliance.</p> <p>Key Performance Improvement Projects currently handled by Quality include Diabetes, Well Child Visits and Immunization, Asthma. Improving Access to Prenatal Care and the Birthday Letter with Preventive Care Reminders are other projects.</p>	<p>Dennis Hsieh, MD, JD</p>

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	Other major areas of focus include: Health Education, Population Health Management, Patient Safety, Service Excellence, and General Program Management.	
<b>Focus Topics</b>	<p><b>4.1 Cultural Linguistics</b> The C&amp;L Program Manager, Otilia Tiutin, presented the CCHP Population Needs Assessment Summary. The Needs Assessment identifies member health status and behaviors, member health education and cultural and linguistic needs, health disparities, and gaps in services about these issues. Key findings of the summary were discussed.</p> <p><b>4.2 Advice Nurses</b> The CCHP Advice Nurse Unit Director, Patricia Munoz-Zuniga presented this report. An overview of the statistical summary showed the abandonment rate goal of 5% was not met due to the increase in call volume regarding COVID-19, and callbacks significantly increased the percentage of calls answered in greater than 5 minutes.</p> <p>There was an implementation of Work from Home scheduling, COVID-19 test results provided to callers, and requested to open recruitment for 5 vacant permanent positions in the Unit.</p> <p><b>4.3 Utilization Management</b> The CCHP UM Manger, Christine Gordon, presented the Turnaround Time report. The reports showed improved progress in the UM Unit as the year has proceeded. Denials and modifications were discussed in more detail.</p> <p><b>4.4 Quality Management</b> The CEO and Medical Director will work directly with the Quality Improvement team during transition between directors for the Unit; Kevin Drury retired in the beginning of December 2020. One focus of this time will be Initial Health Assessments (IHA); Telehealth will be utilized to reach more new members for their IHA. Health Education will be another major area of focus.</p> <p><b>4.5 Pharmacy</b> The Interim Pharmacy Manager, Joseph Cardinalli, presented the report. It was an overview of the Pharmacy Unit. The update included a Flu Shot status, the delay of Medi-Cal Rx, and a COVID-19 Pharmacy Testing update.</p>	<p>Otilia Tiutin</p> <p>Patricia Munoz-Zuniga, RNC</p> <p>Christine Gordon, RN</p> <p>Sharron Mackey, MHS, MPA, CEO</p> <p>Joseph Cardinalli, PharmD</p>
<b>CEO Report</b>	<p><b>5.1 DHCS 2020 Audit</b> The CEO covered highlights of the DHCS audit. We challenged several findings with supporting documentation (22 challenges). Some areas that need redesigning to ensure compliance with the DHCS contract: Compliance Department, Health Risk Assessment Program for SPD, Fraud, Waste and Abuse, and Design a Health Education System</p> <p><b>5.2 Behavioral Health “Low to Moderate”</b> Areas of focus: Behavioral Health Integration Pilot, expanding the BH Network to include more E-psychiatry services (deficiencies are in BH Therapy, performing an analysis on current services with BH to ensure Mental Health Parity, and deciding on outsourcing the low to moderate services to an outside vendor to expand the network and capacity of BH/MH for moderate to high services</p> <p><b>5.3 Operational Enhancement</b></p>	<p>Sharron Mackey, MHS, MPA, CEO</p>

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	<p>Created an End-Stage Renal Disease program to identify members who are eligible for Medicare as the Primary Payor; established a cost containment process/bill review in Claims when hospitals are not on the APR/DRG fee schedule; change process where Sutter claims come directly into EPIC system; Automation project to get providers to use the Provider Portal and Electronic Billing</p> <p><b>5.4 Telehealth</b>            There is a bill in Sacramento that would require the department, by January 2022, to convene an advisory group with specified membership to provide input to the department on the development of a revised Medi-Cal telehealth policy that promotes specified principles. The bill would require the department, by December 2024, to complete an evaluation to assess the benefits of telehealth in Medi-Cal, including an analysis of improved access for patients, changes in health quality outcomes and utilization, and best practices for the right mix of in-person visits and telehealth. The bill would require the department to report its findings and recommendations from the evaluation to the appropriate policy and fiscal committees of the Legislature no later than July 1, 2025. Use of telehealth is strong with BH leading in usage, followed by Endocrinology, Rheumatology, and Neuro. Since April 2020, CCHP had over 80,000 telehealth visits.</p>	
<b>Legislative Updates</b>	<p><b>6.1 Important Legislation</b>            CalAIM: We are looking to build the infrastructure for the Enhanced Care Management Program; in the County, we call it Community Connect. This includes getting all waivers handled.</p>	Sharron Mackey, MHS, MPA, CEO
<b>Review &amp; Approval of Progress Reports</b>	<p><b>7.1 Medi-Cal Enrollment Trend Report</b>            The Enrollment Trend showed an increase over the last 6 months due to the COVID-19 pandemic. Enrollment has increased an average of 3000 members each month since April. CCHP is now over 200,000 members; 90% of our member population is Medi-Cal.</p> <p><b>7.2 Medi-Cal Choice Rate</b>            The Medi-Cal Choice Rate in Contra Costa has CCHP receiving about 84.8% of eligible Medi-Cal lives on average throughout 2020.</p> <p><b>7.3 CCHP Operations Dashboard</b>            The Dashboard shows that our operations are stable. One highlight shows in Care Management: 14,365 health assessments were completed in 3Q2020. There was an increase in received claims. This was attributed to Shelter-In-Place orders due to the pandemic. There was also a decrease in the number of denied claims due to improving the accuracy in the claims system; the turnaround time has also improved. Grievances remains stable but working to improve the process to minimize grievances.</p> <p><b>7.4 Finance Report</b>            Analysis of End of Year results for 6/30/2021 to date shows a surplus of \$12,552,524.</p> <p><b>7.5 Meeting Reminders 2021 Dates</b>            The next Joint Conference Committee meeting will occur on Friday, March 12, 2021 at 9:30 AM.</p>	<p>Angela Choy, MBA, MS, COO</p> <p>Patrick Godley, MBA, COO, CFO</p> <p>Sharron Mackey, MHS, MPA, CEO</p>
<b>Adjournment</b>	Meeting adjourned at 11:20 AM.	Supervisor Candace Andersen

*Carla K. Chubb*

Approved:

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Date:

July 27, 2021

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**Contra Costa Health Plan/Board of Supervisors  
Joint Conference Committee**

**Friday, December 11, 2020  
9:30 AM — 11:30 AM**

**Virtual Meeting via Zoom  
Martinez, California**

**Minutes for Meeting**

Unless otherwise indicated below, Contra Costa Health Plan—Community Plan, hereby adopts all issues, findings, or resolutions discussed in the Agenda for Contra Costa Health Plan’s Joint Conference Committee, dated Friday, December 11, 2020 and attached herein.

Excepted Matters: None