



**NOTICE OF A
REGULAR JOINT MEETING OF THE
CALOPTIMA HEALTH BOARD OF DIRECTORS'
MEMBER ADVISORY COMMITTEE AND
PROVIDER ADVISORY COMMITTEE**

THURSDAY, OCTOBER 12, 2023

12:00 P.M.

**CALOPTIMA HEALTH
505 CITY PARKWAY WEST, SUITE 109
ORANGE, CALIFORNIA 92868**

AGENDA

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda. To speak on an item, complete a Public Comment Request Form(s) identifying the item(s) and submit to the Clerk. To speak on a matter not appearing on the agenda, but within the subject matter jurisdiction of the Board of Directors' Member Advisory and Provider Advisory Committees, you may do so during Public Comments. Public Comment Request Forms must be submitted prior to the beginning of the Approval of the Minutes portion of the agenda and/or the beginning of Public Comments. When addressing the Committee, it is requested that you state your name for the record. Address the Committee as a whole through the Chair. Comments to individual Committee Members or staff are not permitted. Speakers are limited to three (3) minutes per item.

In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the Clerk of the Board's Office at (714) 246-8806, at least 72 hours prior to the meeting.

The Board of Directors' Regular Member Advisory and Provider Advisory Committees joint meeting agenda and supporting materials are available for review at CalOptima Health, 505 City Parkway West, Orange, CA 92868, 8 a.m. – 5:00 p.m., Monday-Friday, and online at www.caloptima.org.

Register to Participate via Zoom at:
https://us06web.zoom.us/webinar/register/WN_WuvhABhuQI-xmJuJoXEQ2w **and Join the Meeting.**

Webinar ID: 819 2616 2125

Passcode: 281242 – Webinar instructions are provided below.

1. **CALL TO ORDER**

Pledge of Allegiance

2. **ESTABLISH QUORUM**

3. **MINUTES**

A. [Approve Minutes from the August 10, 2023 Joint Meeting of the Member and Provider Advisory Committees](#)

4. **PUBLIC COMMENT**

At this time, members of the public may address the Member and Provider Advisory Committees on matters not appearing on the agenda, but within the subject matter jurisdiction of the Member or Provider Advisory Committees. Speakers will be limited to three (3) minutes.

5. **CEO AND MANAGEMENT REPORTS**

- A. [Chief Executive Officer Update](#)
- B. Chief Operating Officer Update
- C. [Chief Medical Officer Update](#)

6. **INFORMATIONAL ITEMS**

- A. [Cultural and Linguistics Update](#)
- B. [Provider Dispute Process](#)
- C. [Kaiser Transition Update](#)
- D. Committee Member Updates

7. **COMMITTEE MEMBER COMMENTS**

8. **ADJOURNMENT**

Webinar Information

Please register for the Regular Member Advisory and Provider Advisory Committees Joint Meeting on October 12, 2023 at 12:00 p.m. (PDT)

To **Register** in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_WuvhABhuQI-xmJuJoXEQ2w

Join from a PC, Mac, iPad, iPhone or Android device

On day of meeting, please click this URL to join:

<https://us06web.zoom.us/s/81926162125?pwd=s7EAaVwivMkXWt8VhiwdeBmwWYFCb6.1>

Passcode: **281242**

Or One tap mobile:

+16694449171,,81926162125#,,, *281242# US

+12532050468,,81926162125#,,, *281242# US

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 444 9171 or +1 253 205 0468 or +1 253 215 8782 or +1 346 248

7799 or +1 719 359 4580 or +1 720 707 2699 or +1 507 473 4847 or +1 564 217

2000 or +1 646 558 8656 or +1 646 931 3860 or +1 689 278 1000 or +1 301 715

8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209

5623 or +1 386 347 5053

Webinar ID: 819 2616 2125

Passcode: 281242

MINUTES

REGULAR JOINT MEETING OF THE CALOPTIMA HEALTH BOARD OF DIRECTORS' MEMBER ADVISORY COMMITTEE, AND PROVIDER ADVISORY COMMITTEE

August 10, 2023

A Regular Joint Meeting of the CalOptima Health Board of Directors' Member Advisory Committee (MAC) and the Provider Advisory Committee (PAC) was held on Thursday, August 10, 2023 at the CalOptima offices located at 505 City Parkway West, Orange, California.

CALL TO ORDER

MAC Chair Maura Byron called the meeting to order at 12:05 p.m. and PAC Chair Jena Jensen led the Pledge of Allegiance.

ESTABLISH QUORUM

Member Advisory Committee

Members Present: Maura Byron, Chair; Christine Tolbert, Vice Chair; Meredith Chillemi; Josefina Diaz; Sandy Finestone (12:20 p.m.); Keiko Gamez; Connie Gonzalez; Hai Hoang; Sara Lee (Remote); Lee Lombardo; Iliana Soto-Welty

Members Absent: Linda Adair; Alyssa Vandenberg

Provider Advisory Committee

Members Present: Jena Jensen, Chair; Junie Lazo-Pearson, Ph.D., Vice Chair; Tina Bloomer, WHNP; Ji Ei Choi, L.Ac; Gio Corzo; M.D.; John Nishimoto, O.D.; Mary Pham, Pharm.D.; Jacob Sweidan, M.D (Remote); Christy Ward

Members Absent: Alpesh Amin, M.D.; Andrew Inglis, Timothy Korber, M.D.; Patty Mouton; Alex Rossel

Others Present: Michael Hunn, Chief Executive Officer, Yunkyung Kim, Chief Operating Officer; Richard Pitts, D.O., Ph.D, Chief Medical Officer; Veronica Carpenter, Chief of Staff; Peter Bastone, Chief Strategy Officer, Donna Laverdiere, Executive Director, Strategic Development, Javier Sanchez, Executive Director, Medicare; Troy Szabo, Outside Legal Counsel; Sharon Dwiars, Clerk of the Board; Cheryl Simmons, Staff to the Advisory Committees; Kami Long, Executive Assistant

MINUTES

Approve the Minutes of the June 8, 2023 Regular Joint Meeting of the CalOptima Health Board of Directors' Member Advisory and Provider Advisory Committees

MAC Action: ***On motion of MAC Member Lee Lombardo, seconded and carried, the Committee approved the minutes of the June 8, 2023 Regular Joint Meeting (Motion carried 10-0-0; Members Adair, Finestone and Vandenberg absent)***

PAC Action: ***On motion of PAC Member Christy Ward, seconded and carried, the Committee approved the minutes of the June 8, 2023 Regular Joint Meeting. (Motion carried 9-0-0; Members Dr. Amin, Dr. Inglis, Dr. Korber, Mouton and Rossel absent)***

PUBLIC COMMENTS

There were no public comments.

REPORTS

Consider Recommendation of MAC CalWORKs Candidate

Chair Maura Byron on behalf of the MAC Nominations Ad Hoc Committee reviewed the qualifications of Nicole Mastin for the open CalWORKs Representative seat and asked the MAC members for a motion to approve a recommendation to the Board for appointment.

MAC Action: ***On motion of MAC Vice Chair Christine Tolbert, seconded and carried, the Committee approved the MAC Slate of Candidates (Motion carried 10-0-0; Members Adair, Finestone, and Vandenberg absent)***

CEO AND MANAGEMENT REPORTS

Chief Executive Officer Report

Michael Hunn, Chief Executive Officer, provided an update on the on-going redetermination initiative being undertaken from the Orange County Social Services Agency. He noted that the Department of Health Care Services (DHCS) is preparing to put forth several reports that would show how high CalOptima Health and other organizations ranked in the state with regards to the services offered through CalAIM. Mr. Hunn also updated the committees on the efforts being undertaken with redetermination and noted that CalOptima Health was getting a lot of recognition because of the substantial partnership with the Orange County Social Service Agency to get the word out to members with regards to enrolling. This was evidenced by the attendance of over 4,200 individuals at the event held at Ponderosa Park in July that were assisted by over 50 volunteers to help them sign up for benefits.

Chief Operating Officer Report

Yunkyung Kim, Chief Operating Officer, notified the committees that due to a Board resignation, the Member Representative seat on the CalOptima Health Board was available and that the Orange County Health Care Agency would be recruiting for this seat as soon as possible and asked the committees to share the news of the opening. She also provided the committee with some updates on questions by the members that pertained to deeming periods should a member lose their benefits through CalOptima Health.

Chief Medical Officer Report

Richard Pitts, D.O., Ph.D., Chief Medical Officer, provided updates on the resurgence of the MPox virus and noted that there was an active vaccination program that was available. Dr. Pitts also reviewed the resurgence of COVID, but also noted that hospitalizations in Orange County were still at normal rates. He also discussed the recent Board decision to provide \$15M in funds to purchase Naloxone for CalOptima Health members to combat the Fentanyl crisis going on in Orange County.

INFORMATION ITEMS

Medication-Assisted Treatment (MatConnect) Program

Jewel Loff, Program Director, MATCONNECT, presented on Medication-Assisted Treatment (MAT). She noted that MAT is the use of FDA-approved medications for alcohol and opioid use disorder, in combination with counseling and behavioral therapies, to provide a "whole-patient" approach to the treatment of substance use disorders. With the assistance of the Orange County Coalition of Community Health Centers the goal of MAT is to assist individuals to fully recover from substance use disorder, including the ability to live a self-directed life.

Workforce Development Grant Initiative – Stakeholder Discussion

Donna Laverdiere, Executive Director, Strategic Development presented on Workforce Development Grant Initiative – Stakeholder Discussion with the committees to gather their input and ideas that would best serve the community. Ms. Laverdiere noted that CalOptima Health's Board had approved an investment of \$50 million over five years for Health Provider Workforce Development. A robust discussion ensued, and the members agreed to submit via email suggestions for what is needed in the health care community.

Committee Member Updates

Chair Maura Byron notified the MAC that at the August 3, 2023 Board meeting, Members Adair, Chillemi, Finestone and Hoang and herself were reappointed to MAC. Chair Byron also reminded those members who sit as a Member Representative to please fill out the necessary paperwork for them to receive their stipend. She also formed an ad hoc committee to review the seat composition on the MAC. In addition to herself, Vice Chair Tolbert and Members Lombardo and Soto-Welty volunteered to sit on the ad hoc.

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PAC Chair Jena notified the PAC that in addition to herself, Members Dr. Amin, Rossel and Ward were reappointed to their seats by the Board. Chair Jensen also asked for three volunteers to be part of the ad hoc with the MAC to review the PAC seat composition. In addition to Chair Jensen, Vice-Chair Dr. Lazo-Pearson, Members Corzo and Ward volunteered to serve on the ad hoc committee.

Both chairs reminded the committees that compliance course information would be sent out the first week of September and members had until November 3, 2023 to complete these courses.

ADJOURNMENT

There being no further business before the Committees, PAC Chair Jena Jensen adjourned the meeting at 2:10 p.m.

/s/ Cheryl Simmons

Cheryl Simmons

Staff to the Advisory Committees

Approved by MAC on October 12, 2023

PAC did not achieve quorum at the October 12, 2023 meeting and will be asked to approve at the December 14, 2023 meeting.



MEMORANDUM

DATE: September 29, 2023

TO: CalOptima Health Board of Directors

FROM: Michael Hunn, Chief Executive Officer

SUBJECT: CEO Report — October 5, 2023, Board of Directors Meeting

COPY: Sharon Dwiers, Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; and Whole-Child Model Family Advisory Committee

A. Street Medicine Support Center Garners Media

CalOptima Health distributed a [press release](#) announcing plans to acquire, renovate and open a 52-room Street Medicine Support Center in Garden Grove to house individuals who qualify and are referred by our Street Medicine clinical team. The property closed escrow on September 25. Media coverage to date includes:

- On September 14, [KFI](#) aired an interview with Kelly Bruno-Nelson, Executive Director, Medi-Cal/CalAIM.
- On September 22, [ABC7](#) ran a package that featured an on-camera interview with Bruno-Nelson.

B. CalOptima Health Is a 4-Star Medi-Cal Plan in California

I am honored to share that, for the ninth year in a row, CalOptima Health is among the top plans in the state. We earned a rating of 4 stars out of 5 stars in the National Committee for Quality Assurance's (NCQA) Medicaid Health Plan Ratings 2023. No other Medi-Cal plan in the state earned higher than 4 stars. This latest NCQA rating measured performance in 2022 and is based on standardized, audited data regarding clinical performance and member satisfaction. NCQA assesses Medicaid plan quality based on 45 clinical measures, including preventive services to keep members healthy and treatments in response to illnesses and chronic diseases. NCQA also evaluates a plan based on customer satisfaction. This sustained record of quality care is truly remarkable, and on behalf of our members, I would like to thank our provider partners for their commitment to serving Orange County's vulnerable residents.

C. Medi-Cal Renewal Efforts Expand

CalOptima Health and the County of Orange Social Services Agency (SSA), along with the entire State of California, are approximately six months into the 14-month process to restart Medi-Cal eligibility renewals. Our multifaceted outreach and awareness efforts have been well received. CalOptima Health intends to maintain established activities and even expand in key areas, such as texting and advertising. Since membership numbers fluctuate during the month and outreach activities are continually adjusted, I will share further updates at the Board meeting on October 5. Please see below for brief summaries of several of our outreach tactics.

- **Customer Service Calls**

Our Customer Service staff continues to outreach to members who have not returned their renewal packets. We are prioritizing members at higher risk for losing coverage, such as dual-eligible members in OneCare. As a result, 138 OneCare members with a September renewal month were called. Also, 3,927 Medi-Cal members with a September renewal month were engaged through inbound and outbound calls. Further, our new community-based navigators are also adding to our capacity for outreach as they began participating in the call campaigns in September. As more navigators are added in the months ahead, we will be able to reach an even larger number of members needing to renew their coverage.

- **City Presentations**

In September, SSA Director An Tran and I made presentations about Medi-Cal renewal to city councils in Fullerton and Garden Grove. The material was well received, as the cities plan to help residents understand the need to take action to determine their continued eligibility for Medi-Cal.

- **Texting Campaigns**

In September, CalOptima Health launched a new type of text campaign to members whose coverage was terminated. Thus far, we have engaged members with a July renewal month (10,852 phone numbers) and August renewal month (10,682 phone numbers) to encourage them to take action to be reinstated during the 90-day window when there will be no gap in coverage. Our other text campaigns continue as well, with outreach to future monthly cohorts to collect address updates, as well as reminders for members to return their packets.

- **Advertising Campaign**

The Department of Health Care Services (DHCS) has been running a statewide advertising campaign to raise awareness regarding Medi-Cal renewal and options for the California Exchange. CalOptima Health's communications team will soon launch supplemental awareness advertising with a deeper reach within Orange County specifically. The comprehensive campaign will include digital, print, radio and outdoor advertising, from October 2023 through May 2024.

D. Chief Health Equity Officer Joins CalOptima Health

On September 25, CalOptima Health welcomed Michael Silva Rose, DrPH, LCSW, to the new role of Chief Health Equity Officer. DHCS asked all Medi-Cal managed care plans to appoint a leader to this position by January 1, 2024. Dr. Rose will have input on and oversight of key equity initiatives, benefits, policies and procedures, seeking to better identify and address health inequalities and social determinants of health for CalOptima Health members. She is a bilingual (Spanish) and culturally competent leader with public health and mental health expertise. She has more than 25 years of executive leadership in advocacy, strategic planning, program development, and promotion of equity and improved health outcomes for vulnerable populations. Most recently, Dr. Rose served as Director of Community Health at Hoag Health System where she worked in various leadership roles since 1998. She is currently a member of several boards and community advisory committees, including Be Well OC's Community Suicide Prevention Initiative, Families and Communities Together's leadership council, and Equity in OC's Community Health Improvement Leadership Academy. She has also received several honors and awards, including being named 2023 Woman of the Year by the 46th Congressional District. She earned a bachelor's degree in psychology and a Master of Social Work from California State University, Long Beach, and a Doctorate of Public Health from Loma Linda University School of Public Health.

E. State Legislature Adjourns for 2023

On September 14, the State Legislature adjourned for the remainder of 2023. Next, Gov. Gavin Newsom has until October 14 to sign or veto any legislation passed by the Legislature. Since this is the first year in the two-year 2023–24 legislative session, any unpassed bills may be reconsidered in 2024. In partnership with our state trade associations, CalOptima Health successfully educated legislators and advocated in consideration of proposed legislation’s potential impact on members. While more work remains next year, this is a testament to CalOptima Health’s growing influence in Sacramento. Staff will continue to monitor actions by the governor over the next several weeks and then provide a final update regarding significant legislation. In the meantime, Gov. Newsom has already signed into law Assembly Bill 271, authored by Assemblymember Sharon Quirk-Silva and formally supported by CalOptima Health, which authorizes counties to create Homeless Death Review Committees that facilitate in-depth data sharing to better identify factors contributing to deaths among unhoused individuals.

F. Program of All-Inclusive Care for the Elderly (PACE) News

• PACE 10th Anniversary and Tours

CalOptima Health PACE celebrated its 10th anniversary with a week of activities from September 25–29. Across the decade, PACE has served more than 1,000 older adults in Orange County.

Recognition of this major milestone included daily events and entertainment for participants and their families. During the celebration, CalOptima Health and the Association of California Cities – Orange County (ACC-OC) co-hosted a PACE tour/lunch with several mayors and city council members. We will also be hosting a second event with federal and state legislators on October 10.

• PACE Participant Video

CalOptima Health is producing a series of inspirational videos about members as part of our brand awareness campaign. The videos will be used in community presentations and other outreach efforts to increase awareness and understanding of our agency. The most recent video features Lilia Lopez who shares her story about living with diabetes and how being a PACE participant for the past six years has helped her stay healthy. The video can be viewed [here](#).

• PACE Accolades

A PACE participant recently shared some thoughtful words of appreciation for the care she has received: “I am very grateful for PACE and all its amazing caring staff who are always willing to go above and beyond for me and my husband and for others. These past nine months since I have been enrolled, PACE has completely changed my point of view in my life. There have been times in my life when I felt like giving up due to current my medical problems. But coming to PACE makes me forget about all that and focus on the positive. I am very content with the music, activities, rehab, food, and the care that the staff provides for me. You all have given me a reason to smile and live longer. ¡Que viva CalOptima PACE!”

G. CalOptima Health Executives Earn Honors

• Chief Information Officer Named CIO of the Year

On September 14, Chief Information Officer Wael Younan was presented with The Global Leadership Institute Award for CIO of the Year during the HMG Strategy Conference in Huntington Beach. He also spoke on an executive panel at the conference on the topic of cybersecurity and artificial intelligence.

• Executive Director, Behavioral Health Integration Appointed to Behavioral Health Task Force

Dr. Mark Ghaly, Secretary of the California Health & Human Services Agency, has appointed Carmen Katsarov, LPCC, CCM, Executive Director, Behavioral Health Integration, to serve as a member of Gov. Gavin Newsom’s Behavioral Health Task Force (BHTF). Carmen’s unique

perspective and expertise will play a significant role in California's collective efforts to address systemic challenges, promote equity and drive positive change in behavioral health care. Her selection reflects her qualifications and demonstrated commitment to making a meaningful impact in Orange County and throughout California. Carmen's first quarterly BHTF meeting is on October 11.

H. COVID-19 Vaccine Data Shows the Rate of Vaccinations Among Members

As COVID-19 is increasing this fall, CalOptima Health is continuing to encourage members to get vaccinated. The Member Health Rewards program incentive for receiving a COVID-19 vaccination or booster will run until December 31, 2023. As of September 4, the number of members who have been vaccinated reached 562,794. Of note, the vaccination rate for members age 65+ is 81%. And, in our PACE program, 91% are fully vaccinated.

I. Hospital Association of Southern California Sends Letter to Board

On September 5, the Board received a letter from the Hospital Association of Southern California (HASC) sharing concerns about the status of safety net hospitals and physicians. At CalOptima Health's September 7 Board meeting, a representative from HASC spoke during the public comments and referred to the letter. In the letter, HASC proposes that CalOptima Health establish a permanent Board Ad Hoc Safety Net Subcommittee tasked with developing needed short-term and long-term safety net investments and initiatives, among other requests. Please see the attached letter.

J. CalOptima Health Gains Media Coverage and Public Recognition

With our ongoing innovation and program development, CalOptima Health continues to receive positive and valuable media coverage and public recognition.

- On September 4, the [California School Boards Association \(CSBA\)](#) published a blog about CalOptima Health's Student Behavioral Health Incentive Program (SBHIP) funding in Orange County schools. CSBA is the nonprofit education association representing the elected officials who govern public school districts and county offices of education.
- On September 6, Kelly Bruno-Nelson, Executive Director of Medi-Cal/CalAIM, was a featured speaker at the 2023 Southern California State of Reform Health Policy conference in Pasadena. She discussed how CalOptima Health is working to increase supportive and affordable housing in Orange County through CalAIM. State of Reform published this [article](#) after the conference.
- On September 7, U.S. Rep. Katie Porter posted on Threads about CalOptima Health's SBHIP investment: "Across the country, schools are struggling to find mental health professionals to support students. @caloptima's investment in behavioral health for Orange County children is an important example of how we address the youth mental health crisis."
- On September 15, [Becker's Payer](#) included CalOptima Health's NCQA rating in a listing of the best-rated Medicaid plans of 2023.



Fast Facts

October 2023

Mission: To serve member health with excellence and dignity, respecting the value and needs of each person.

Membership Data* (as of August 31, 2023)

Total CalOptima Health Membership 990,241	Program	Members
	Medi-Cal	971,994
	OneCare (HMO D-SNP)	17,815
	Program of All-InclusiveCare for the Elderly(PACE)	432
*Based on unaudited financial report and includes prior period adjustment		

Operating Budget (for two months ended August 31, 2023)

	YTD Actual	YTD Budget	Difference
Revenues	\$725,117,707	\$718,596,829	\$6,520,878
Medical Expenses	\$650,999,667	\$669,749,885	\$18,750,218
Administrative Expenses	\$34,102,163	\$41,194,042	\$7,091,879
Operating Margin	\$40,015,877	\$7,652,902	\$32,362,975
Medical Loss Ratio (MLR)	89.8%	93.2%	(3.4%)
Administrative Loss Ratio (ALR)	4.7%	5.7%	1.0%

Reserve Summary (as of August 31, 2023)

	Amount (in millions)
Board Designated Reserves	\$581.0*
Capital Assets (Net of depreciation)	\$84.6
Resources Committed by the Board	\$608.3
Resources Unallocated/Unassigned	\$443.2
Total Net Assets	\$1,717.2

*Total of Board designated reserves and unallocated resources can support approximately 93 days of CalOptima Health's current operations.

Total Annual Budgeted Revenue

\$4 Billion

NOTE: CalOptima Health receives its funding from state and federal revenues only. CalOptima Health does not receive any of its funding from the County of Orange.

CalOptima Health Fast Facts

October 2023

Personnel Summary (as of September 9, 2023, pay period)

	Filled	Open	Vacancy %
Staff	1,350.8	42.1	3.02%
Supervisor	80	4	4.76%
Manager	115	10	8%
Director	57.0	6.5	10.24%
Executive	21	1	4.55%
Total FTE Count	1,623.8	63.6	3.77%

FTE Count based on position control reconciliation and includes both medical and administrative positions.

Provider Network Data (as of August 31, 2023)

	Number of Providers
Primary Care Providers	1,289
Specialists	8,596
Pharmacies	561
Acute and Rehab Hospitals	43
Community Health Centers	52
Long-Term Care Facilities	104

Treatment Authorizations (as of July 31, 2023)

	Mandated	Average Time to Decision
Inpatient Concurrent Urgent	72 hours	10.97 hours
Prior Authorization – Urgent	72 hours	16.23 hours
Prior Authorization – Routine	5 days	1.75 days

Average turnaround time for routine and urgent authorization requests for CalOptima Health Community Network.

Member Demographics (as of August 31, 2023)

Member Age		Language Preference		Medi-Cal Aid Category	
0 to 5	8%	English	59%	Temporary Assistance for Needy Families	39%
6 to 18	25%	Spanish	27%	Expansion	38%
19 to 44	35%	Vietnamese	9%	Optional Targeted Low-Income Children	8%
45 to 64	20%	Other	2%	Seniors	9%
65 +	12%	Korean	1%	People With Disabilities	5%
		Farsi	1%	Long-Term Care	<1%
		Chinese	<1%	Other	<1%
		Arabic	<1%		



September 5, 2023

Mr. Clayton Corwin
Chair, CalOptima Board of Directors
505 City Parkway West
Orange, CA 92868

RE: A Shared Community Blueprint to Preserve Access to the Orange County Safety Net

Dear Chair Corwin:

The Hospital Association of Southern California (HASC), along with other community stakeholders and organizations, was integrally involved in founding, designing and implementing CalOptima Health three decades ago. Fundamentally, this launch involved a shared commitment to creating a better system of care for Orange County's Medi-Cal and other underserved residents through an unprecedented public-private partnership.

We also appreciate and want to acknowledge the interim, temporary COVID-19 rate augmentations your Board provided and subsequently extended. However, the generational COVID-19 pandemic has shaken the county's safety net to its core. Extraordinary increased costs and related issues continue impacting those who shoulder the greater burdens in providing care and services to CalOptima Health members.

Over the years, the original public-private partnership featured consistent, proactive collaboration in formulating short- and long-term strategies to help absorb the subsequent enormous increase in CalOptima Health enrollments. During this period, volunteer hospital and physician leaders stepped up from our organizations and were appointed by the Board of Supervisors to serve on the CalOptima Health Board and in other advisory capacities.

The benefits of a working and positive partnership cannot be understated. Orange County has no county hospital, primary or specialty care clinic, or network of care. Physicians, community clinics and hospitals are the de facto private safety net for all Orange County residents. Within that framework, the burden of caring for Medi-Cal enrollees is not shared equitably, placing an absolute premium on maintaining that foundational relationship and partnership.

Unfortunately, in recent years this critical dynamic has diminished. Very little consistent or proactive strategic planning has taken place, particularly with respect to major initiatives launched by CalOptima Health, including those directly impacting core safety net hospitals and physicians. Few, if any, meaningful collaborative efforts have materialized. Qualified physician and current hospital leaders nominated by our organizations have not been appointed to the CalOptima Health Board, while others who ably served were not reappointed.

At the same time, over the past two years the agency has voted to allocate hundreds of millions of dollars (including from reserves) for an array of new programs that often have not directly related to the provision of medical services or served to stabilize critical core safety net providers and our services.

One major example is the hospital quality improvement program initiative recently adopted by CalOptima Health. This major investment of \$153 million over five years is also a major opportunity to benefit the safety net and enrollees — yet it was launched without any concerted input into its development from the very hospitals it is intended to assist. Our repeated efforts to engage with CalOptima Health leadership to work together and recast that program to truly benefit and strengthen the safety net have failed.

The fact that one in three Californians is now enrolled in Medi-Cal has dramatically escalated the ongoing financial impact of the program's chronic underfunding. Requests to CalOptima Health for urgent one-time supplemental payments to safety net hospitals to even modestly offset annual Medi-Cal funding shortfalls (typically exceeding \$500 million annually in Orange County) failed to gain traction. For physicians, direct base funding and rate increases — or even modest cost-of-living increases — have not occurred despite the unprecedented surge in Medi-Cal enrollees.

In summary, we believe that we no longer share a common “roadmap” with CalOptima Health. However, we do believe a key recommendation from the recent California State Auditor report on CalOptima Health provides an ideal vehicle to restore and reinvigorate a true public-private partnership between safety net providers and your agency, specifically in creating an annual spending and investment plan that includes short- and long-term deployment of a portion of the massive excess reserves identified in that audit.

As a result, on behalf of our hospital members in Orange County, HASC formally requests the following of the CalOptima Health Board:

- Establish a permanent Board Ad Hoc Safety Net Subcommittee tasked with developing needed short-term and long-term safety net investments and initiatives. This annual “Safety Net Preservation Blueprint” will help ensure the long-term stability of Orange County’s health care safety net and the providers who shoulder a disproportionate share of that burden;
- Direct the Ad Hoc Subcommittee to develop such a multiyear spending plan beginning in FY23-24 for incorporation into CalOptima Health’s upcoming budget year; and
- Freeze or postpone any new program or policy initiatives that would draw on CalOptima’s remaining unencumbered reserves. This action would permit the Ad Hoc Subcommittee to develop its initial and subsequent annual Safety Net Preservation Blueprint plans for consideration and adoption by the full Board.

Attached is our initial working list of such needed investments and initiatives. Please note that list items are not all related to increased rates, but also include programmatic and operational investments to ensure that CalOptima Health enrollees receive the right care at the right time and in the right setting. The preliminary list is compelling by any measure and, in many cases, reflects issues the provider community has raised previously to CalOptima Health.

We acknowledge that even this partial working list may be beyond CalOptima Health’s near-term ability to fund or that it will take time to implement certain operational and programmatic changes. That should not, however, be a reason for inaction. Moreover, such direct engagement may yield even more impactful solutions that enhance the quality of care for CalOptima Health enrollees and hopefully incentivize more providers to participate in Medi-Cal, thereby expanding access to care.

Such a permanent direct partnership will also permit CalOptima Health and the broader health care community to remain flexible and to better anticipate, integrate and maximize the impact of future state and federal funding and policy initiatives. These changes include the recently approved managed care organization tax on California’s health plans, the bulk of which is not anticipated to flow into the Medi-Cal

program until CY2025.

HASC's leadership and member organizations are fully committed and stand ready to immediately begin this important work with the Ad Hoc Subcommittee and CalOptima Health executive leadership. We strongly believe that only by undertaking this effort can we renew and reinvigorate the historical public-private partnership between our organizations on behalf of the community we serve.

Please join us in this important work and thank you for considering our heartfelt views on these urgent matters.

Most sincerely,



George Greene President and CEO
Hospital Association of Southern California

cc: Michael Hunn, CEO, CalOptima Health
Members, Orange County Board of Supervisors
Orange County Hospital CEOs
William O. Woo, MD, President, Orange County Medical Association
James Peterson, Executive Director, Orange County Medical Association
Sharon Dwiers, Clerk of the Board, CalOptima

Annual Blueprint to Preserve Access to the Orange County Safety Net Recommended Partnership Initiatives and Investments

- Revise and maximize the impact of CalOptima Health's hospital quality improvement initiative.
- Annual cost-of-living and other base increases in physician and hospital funding or, in lieu of base funding increases, direct supplemental pass-through payments to physicians and hospitals based on the individual share of CalOptima enrollees to whom they provide care each year.
- Targeted increases for key physician inpatient and outpatient specialties, including but not limited to anesthesia, emergency medicine and others. These increases would include incentives or additional case rates to ensure adequate specialty coverage in all hospital emergency departments for physicians treating CalOptima Health enrollees.
- Eliminate operational barriers impacting hospital and physician throughput by creating suitable incentives to ensure patients are discharged or transferred in a timely manner to the most appropriate setting, including but not limited to intermediate care, skilled nursing and rehab facilities.



CalOptima Health

2023 Medical Director Summary

Introduction

CalOptima Health's main focus is the wellness of our members. To ensure the agency makes the best medical decisions, we have a diverse group of experienced, knowledgeable and talented physicians serving as medical directors. Each member of our medical management team has an average 36 years working in health care, including private practice, medical centers, hospitals and managed care. Together they provide strong leadership in making decisions affecting all aspects of care for our members.

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision by 2027

To remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

Richard Pitts, D.O., Ph.D.

Chief Medical Officer



Dr. Pitts oversees CalOptima Health's health care delivery system, including development and implementation of strategies, programs, policies and procedures. He is responsible for leading key CalOptima Health departments, including Clinical Operations, Utilization Management, Case Management, Long-Term Support Services, Pharmacy Management, Enterprise Analytics and the Program of All-Inclusive Care for the Elderly (PACE). Dr. Pitts is a physician and health care executive with a distinguished career spanning clinical practice and occupational health as well as medical groups and hospital leadership. Dr. Pitts holds a bachelor's degree in chemistry from Chapman University, a Doctor of Osteopathic Medicine from Des Moines University, and a Ph.D. in management and decisions sciences from Walden University.

39 Years Health Care Experience

Core Responsibilities

- Provides a strategic vision to support program development and clinical support for medical affairs
- Develops and implements medical protocols, policies and rules of conduct for medical personnel
- Manages medical review processes, reviews prior authorizations, and conducts reviews for claims and appeals
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Ph.D. in management and decision sciences – Walden University
- Doctor of Osteopathic Medicine – Des Moines University
- Bachelor of Science in chemistry – Chapman University

Work History

- Prospect Medical Systems – Outpatient Medical Director
- St. Joseph Heritage Healthcare – Vice President, Clinically Integrated Networks/ Senior Medical Director
- Arrowhead Regional Medical Center – Interim Hospital Director/Medical Director
- Kaiser Permanente – Occupational Medicine Staff Physician/Assistant Area Medical Director

Zeinab Dabbah, M.D., J.D., MPH

Deputy Chief Medical Officer



Dr. Dabbah works with the CMO to oversee CalOptima's health care delivery system, including developing and implementing strategies, programs, policies and procedures. She also helps establish standards for providers wishing to join CalOptima's programs. Dr. Dabbah is a Certified Health Insurance Executive with more than 25 years of experience as a primary care doctor, medical group leader, managed care specialist and health care executive for various health plans in Southern California. She earned her medical degree from Cairo University School of Medicine and a Juris Doctor degree from Chapman University. Dr. Dabbah also holds a Master of Public Health from George Washington University.

Steven Arabo, M.D.

Medical Director, Medicare Programs
Internal Medicine



Dr. Arabo serves as part of CalOptima Health's medical management team, providing physician leadership for the agency. He also oversees the agency's OneCare program, with responsibilities to improve care for senior members, implement quality improvements to raise OneCare's Star rating and serve members via interdisciplinary care teams. Board-certified in internal medicine, Dr. Arabo has 15 years of experience in clinical leadership positions, with expertise in utilization management and quality management. He earned his medical degree from the Universidad Autonoma De Guadalajara Facultad De Medicina and completed his internal medicine training at LAC+USC Medical Center.

31 Years Health Care Experience

Core Responsibilities

- Helps select providers to participate in CalOptima programs
- Ensures appropriate medical decisions for service requests and appeals
- Serves as a liaison between CalOptima and the provider community
- Oversees CalOptima's medical care delivery system, and helps develop and implement medical services policies and procedures
- Administers implementation of population health management programs

Education

- Master of Public Health – George Washington University
- Juris Doctor, emphasis in advocacy and dispute resolution – Chapman University
- Diplomate of the American Board of Internal Medicine
- Bachelor of Medicine, Bachelor of Surgery – Cairo University

Work History

- Blue Shield of California-Promise Health Plan – Senior Medical Director
- Medical Consulting Director – Private Practice
- Inter Valley Health Plan – Vice President, Chief Medical Officer
- Anthem Blue Cross – Regional Vice President, Chief Medical Officer
- Health Care Partners – Senior Partner, Regional Utilization Management Medical Director

15 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of medical management
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes
- Reviews and resolves grievances related to medical quality of care
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Internal Medicine Training – LAC+USC Medical Center
- Medical Degree – Universidad Autonoma De Guadalajara Facultad De Medicina
- Bachelor of Science in biology – San Diego State University

Work History

- Blue Shield of California Promise Health Plan – Medical Director of Operations, Medicare and Medi-Cal Senior Principal
- CareMore Health – Vice President, Medical Director Health Care Services
- Bright Health Physicians – Adult Hospitalist

Himmet Dajee, M.D., FACS

Medical Director, Medical Management
Thoracic Surgery



Dr. Dajee serves as part of CalOptima Health's medical management team, providing physician leadership for the agency. He has an extensive background in cardiovascular medicine and surgery, having served on the staff of several hospitals in Southern California, and is a fellow of the American College of Surgeons. Previously, he taught as an assistant professor of cardiovascular and thoracic surgery at the University of California, Los Angeles, where he received his training. Dr. Dajee earned a bachelor's degree from the University of Cape Town, South Africa, and medical degrees from the Royal College of Surgeons in Ireland and the University of London.

Natalie Do, Pharm. D., D.O.

Medical Director, Behavioral Health
Adult and Child and Adolescent Psychiatry



Dr. Do serves as part of CalOptima Health's medical management team, providing physician leadership for the agency with a focus on behavioral health. She is a double board-certified psychiatrist specializing in child and adolescent psychiatry and also holds a Doctor of Pharmacy and a Doctor of Osteopathic Medicine. Dr. Do has nearly a decade of hands-on experience in psychiatry in Los Angeles, Orange and San Diego counties. She earned a Doctor of Pharmacy from the University of Southern California, a Doctor of Osteopathic Medicine from Western University and did post-graduate work in psychiatry at Loma Linda University Medical Center and University of California, San Diego/Rady Children's Hospital.

48 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Medical Affairs
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes
- Reviews and resolves grievances related to medical quality of care
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Chief Resident of Thoracic Surgery – University of California, Los Angeles
- General Surgery Residency – Dalhousie University
- Doctor of Medicine – Royal College of Surgeons
- Bachelor of Medicine, Bachelor of Surgery – University of London
- Bachelor of Science – University of Cape Town

Work History

- Orange County Health Care Agency – Medical Director
- University of California, San Diego – Assistant Professor of Cardiovascular and Thoracic Surgery
- Kaiser Permanente – Cardiac Surgeon
- University of California, Los Angeles - Assistant Professor of Cardiovascular and Thoracic Surgery

19 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Behavioral Health
- Provides quality oversight and leads quality efforts for Behavioral Health
- Develops and implements medical policies for Behavioral Health
- Ensures medical decisions regarding behavioral health are rendered by qualified medical personnel
- Provides direction for current medical practices for Behavioral Health

Education

- Doctor of Pharmacy – University of Southern California
- Doctor of Osteopathic Medicine – Western University
- Post-Graduate Work in Psychiatry – Loma Linda University Medical Center and University of California, San Diego/Rady Children's Hospital

Work History

- Department of State Hospitals - Psychiatrist

Said Elshihabi, M.D.

Medical Director, Cranial and Spine Surgery
Neurosurgery and Spine Surgery



Dr. Elshihabi serves as part of CalOptima Health's medical management team, providing physician leadership for the agency. He also leads the development of CalOptima Health's value-based neurosurgery and spine program. He is a board-certified neurosurgeon with expertise in performing interventional spine procedures and managing spinal disorders, brain tumors and cranial trauma. Dr. Elshihabi has more than 15 years of private practice experience and five years of utilization and quality management experience in neurosurgery and spine surgery. He studied biology and biochemistry at Trinity University and completed his medical degree at the University of Texas Health Science Center before completing his internship and residency at the University of Arkansas for Medical Sciences.

Donna Frisch, M.D.

Medical Director, PACE
Internal Medicine



Dr. Frisch serves as part of CalOptima Health's medical management team, overseeing the clinical care provided by the CalOptima Health PACE program. She has more than 20 years of experience as a senior executive for medical organizations large and small, in addition to serving for two decades in her own practice as an internal medicine physician. Prior to joining the agency, Dr. Frisch held senior executive roles for Optum and OptumCare Medical Group and was a member of the Board of Directors for Monarch Health Care. She received her medical degree from the University of California, Irvine, a master's degree from Chapman University and a bachelor's degree from the University of California, Davis.

22 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for cranial, spinal, orthopedic spinal surgery/interventional spine, and pain management medical services
- Develops core strategies for specialty cranial/spine surgical and interventional spine procedures
- Leads in establishing practice standards and clinical practices for cranial/spine surgical and interventional spine medical services
- Establishes spine surgery selection criteria and decision protocols
- Oversees cranial and spine care medical review processes

Education

- Neurosurgical Residency – University of Arkansas for Medical Sciences
- General Surgery Internship – University of Arkansas for Medical Sciences
- Medical Degree – University of Texas Health Sciences Center

Work History

- Legacy Brain & Spine – Owner/Neurosurgeon
- MySpineConcierge – Founder/CEO
- Private Practice – Neurosurgeon
- Wellstar Medical Group – Neurosurgeon

30 Years Health Care Experience

Core Responsibilities

- Provides clinical leadership to the PACE program and participates in the development and implementation of the PACE program
- Supervises clinical PACE staff
- Works with PACE Program Director to develop, implement and update policies and procedures for PACE participant medical care
- Serves as a liaison between the program and the physician/provider community
- Reviews all appeals and grievances

Education

- Medical Degree – University of California, Irvine
- Master of Science in exercise physiology – Chapman University
- Bachelor of Arts in international relations – University of California, Davis

Work History

- Optum – Medical Director and Lead Physician
- OptumCare Medical Group – Vice President
- Marathon Medical Group – Owner and President

Kristin Gericke, Pharm. D.

Director, Clinical Pharmacy Management
Pharmacy



Dr. Gericke oversees all aspects of CalOptima Health's pharmacy management programs. She has spent a combined 25 years at the agency in both her current role and as a drug utilization manager. Before joining CalOptima Health she held a number of pharmacy roles for health plans and medical centers in California. In addition to her work, Dr. Gericke has also held a number of pharmacy-related positions, including clinical professor for the University of California, San Francisco's Department of Clinical Pharmacy and president of the Orange County Pharmacists Association. She earned her Bachelor of Science degree in biology from the University of California, Riverside, and her Doctor of Pharmacy from the University of California, San Francisco School of Pharmacy.

Robin Hatam, D.O.

Medical Director, Office of Medical Management
Internal Medicine



Dr. Hatam works with our utilization management department and our delegation oversight team providing oversight of our contracted health network partners. He is a board-certified internist with experience working for prominent Medi-Cal and Medicare Advantage organizations, including as Senior Principal Medical Director for Blue Shield Promise Health Plan and Regional Medical Officer at CareMore Health overseeing the care of a complex Medicare Advantage population as well as oversight over STARS and out-of-network care. He is also a practicing hospitalist caring for patients in Orange County. Dr. Hatam holds a bachelor's degree in molecular and cell biology from the University of California, Berkeley, and a Doctor of Osteopathic Medicine from Western University.

36 Years Health Care Experience

Core Responsibilities

- Oversees all pharmacy network management and operations
- Develops and implements outreach programs for pharmacies and other providers
- Manages, develops and controls CalOptima Health's Drug Formulary
- Oversees the pharmacy prior authorization system
- Maintains drug utilization management programs

Education

- Hospital Pharmacy Residency – San Bernardino County Medical Center
- Doctor of Pharmacy – University of California, San Francisco School of Pharmacy
- Bachelor of Science in biology – University of California, Riverside

Work History

- CalOptima Health – Drug Utilization Manager
- Partnership HealthPlan of California – Clinical Pharmacy Consultant
- San Francisco Health Plan – Clinical Pharmacy Consultant

13 Years Health Care Experience

Core Responsibilities

- Assists utilization management department in review of concurrent review cases and prior authorization cases.
- Helps lead agency efforts to improve delegation oversight of contracted health networks and hospital relations
- Works to improve member transitional care, network access and availability, as well as performance on quality metrics.
- Serves as a medical expert for case management and ensures medical care meets acceptable standards

Education

- Internal Medicine Residency – University of Southern California + Los Angeles County Medical Center
- Doctor of Osteopathic Medicine – Western University
- Bachelor of Arts in molecular and cell biology – University of California, Berkeley

Work History

- Blue Shield Promise Health Plan – Medical Director, Senior Principal
- CareMore Health – Medical Director, Out of Network Care
- CareMore Health – Medical Director, STARS
- CareMore Health – Regional Medical Officer

Claus Hecht, M.D.

Medical Director, Street Medicine
Emergency Medicine



Dr. Hecht helps oversee and direct CalOptima Health's Street Medicine Program and works with the Quality Management Team. He is a board-certified Emergency Medicine Physician with over 20 years of clinical experience. Prior to joining CalOptima Health, Dr. Hecht served as the medical director for the Orange County Fire Authority and worked with their Urban Search and Rescue Team as a Medical Team Manager. Dr. Hecht received his bachelor's degree in economics from and completed biological sciences studies at the University of California, Irvine, and received his medical degree from the Saint Louis University School of Medicine.

Shilpa Jindani, M.D.

Medical Director, Population Health and Equity/Appeals and Grievance
Family Practice



Dr. Jindani is a member of CalOptima Health's medical management team and provides physician leadership. Prior to joining CalOptima Health, she practiced as a family medicine physician in California, served as medical director at Health Net and was a staff physician at Ventura County Medical Center. Dr. Jindani received her training at Sawai Man Singh Medical College in India and completed her residency in family medicine at the University of Vermont. She is a member of the American Academy of Family Physicians and the California Medical Association, and is a board-certified diplomate of the American Academy of Family Medicine.

25 Years Health Care Experience

Core Responsibilities

- Directs and assists team in carrying out the Street Medicine Program
- Collaborates with leadership and staff to support short and long-term goals and priorities for the Street Medicine Program
- Provides clinical oversight support of Street Medicine Program along with key stakeholders
- Develops core strategies and plans to build out clinical components of the Street Medicine Program
- Establishes evidence-based practice standards and clinical practice criteria and tracks outcome data and metrics.

Education

- Emergency Medicine Residency – Brody School of Medicine
- Medical Degree – Saint Louis University School of Medicine
- Bachelor of Science in economics – University of California, Irvine

Work History

- Orange County Fire Authority – Medical Director
- Kaiser Permanente – Emergency Medicine Clinician
- Orange County Fire Department – Firefighter/EMT
- Lifeguard International – Lifeguard

30 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Medical Affairs
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes
- Reviews and resolves grievances related to medical quality of care
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Residency in family medicine – Milton Family Practice, University of Vermont
- Residency in ophthalmology – Agarwal Eye Research Center
- Bachelor of Medicine and Bachelor of Surgery – Rajasthan University-Sawai Man Singh Medical College

Work History

- Health Net – Central Medical Director
- Alsana – Medical Doctor
- Ventura County Medical Center – Staff Physician
- Newbury Family Medicine – Family Practice Doctor

Richard Lopez Jr., M.D.

Medical Director, Transplant/Credentialing
Surgery Transplant



Dr. Lopez serves as part of CalOptima Health's medical management team and leads the design and implementation of a Transplant and Complex Cancer Surgical Oversight Program. He is board certified in general surgery with 20 years of experience in liver and kidney transplantation and 35 years of experience in liver, biliary system and pancreas surgery. Prior to joining CalOptima Health, Dr. Lopez held the position of Liver and Pancreatic Disease Center Director at Providence Little Company of Mary Hospital and Chief of Surgery at St. Vincent Medical Center. He earned a bachelor's degree in biology from the University of California, Los Angeles and a medical degree from Stanford University. Dr. Lopez completed his internship and residency at Oregon Health Sciences University.

Nguyen Luu-Trong, M.D., FAAFP, MBA

Medical Director, Medical Management



Dr. Luu-Trong serves as part of CalOptima Health's medical management team, providing physician leadership for the agency. In addition to being certified by the American Board of Family Practice, Dr. Luu-Trong has more than 30 years of experience in health care, particularly in utilization management and quality assurance. Dr. Luu-Trong's previous work includes regional medical director for UnitedHealthcare, medical director for Schaller Anderson of California, and a previous position as Medical Affairs physician advisor for CalOptima Health. Dr. Luu-Trong studied biochemistry at the University of Ottawa, and received a medical degree from the University of Toronto and a health care executive MBA from the University of California, Irvine.

38 Years Health Care Experience

Core Responsibilities

- Provides clinical support for the transplant/complex cancer surgical program
- Develops plans to build the high-value network for specialty transplant and complex cancer surgical procedures
- Leads CalOptima Health in establishing evidence-based standards and criteria specific to transplant and cancer surgical care
- Develops key performance indicators and outcome metrics for transplant patients
- Reviews and resolves specialty transplant and complex cancer procedure grievances

Education

- Chief Resident – Oregon Health Sciences University
- Internship – Oregon Health Sciences University
- Medical Degree – Stanford University
- Bachelor of Science in biology – University of California, Los Angeles

Work History

- Hepatobiliary, Pancreatic and General Surgery – Private Practice Doctor
- Liver and Pancreatic Disease Center – Director
- St. Vincent Medical Center – Director, Liver and Pancreatic Disease Center
- Vanderbilt University – Assistant Professor of Surgery

32 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Medical Affairs
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes
- Reviews and resolves grievances related to medical quality of care
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Health Care Executive MBA – University of California, Irvine
- Comprehensive Family Medicine Residency Program – University of Toronto
- Medical Degree – University of Toronto

Work History

- UnitedHealthcare – Regional Medical Director
- Schaller Anderson of California – Medical Director
- CalOptima Health – Medical Affairs Physician Advisor
- St. Jude Heritage Medical Group – Family Practice

Thanh-Tam Nguyen, M.D., FAAP, MS

Medical Director, Whole Child Model



Dr. Nguyen serves as part of CalOptima Health's medical management team, providing physician leadership for the agency's pediatric population and Whole Child Model program. She has spent 30 years serving in private practice and at hospitals, medical schools and public agencies. Prior to CalOptima Health, Dr. Nguyen held positions at the Orange County Health Care Agency, University of California, Irvine, and University of Nevada. Dr. Nguyen earned a bachelor's degree in biology from the University of Chicago, earned a medical degree from the Loyola Stritch School of Medicine, and completed a residency in pediatrics and internal medicine at the University of California, Irvine. She also earned a master's degree in clinical mental health counseling at Divine Mercy University.

Tanu Shweta Pandey, M.D., MPH, FACP

Medical Director, Appeals and Grievance/Case Management



Dr. Pandey serves as part of CalOptima Health's medical management team, providing physician leadership for the agency with a focus on transgender health, appeals and grievances, and quality. She is board certified in internal and preventive medicine with more than 20 years in clinical practice before becoming a physician executive. She has 15 years of utilization management experience, and her areas of expertise are transgender health, clinical documentation and durable medical equipment. Dr. Pandey also served as core faculty at Cook County Hospital and Rush University in Chicago, as well as at the Geffen School of Medicine at UCLA. She earned her medical degree from the Rajendra Institute of Medical Sciences in India and her Master of Public Health from the University of Illinois.

34 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Medical Affairs
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes
- Reviews and resolves grievances related to medical quality of care
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Residency – University of California, Irvine
- Medical Degree – Loyola Stritch School of Medicine
- Masters of Science in clinical health counseling – Divine Mercy University
- Bachelor of Science in biology – University of Chicago

Work History

- Orange County Health Care Agency – Public Health Medical Officer
- University of California, Irvine School of Medicine – Associate Clinical Professor
- University of Nevada School of Medicine – Associate Professor

25 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Medical Affairs
- Provides strategic vision in support of program development
- Identifies and resolves Utilization Management/ Quality Management issues
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes

Education

- Master of Public Health in medical informatics – University of Illinois
- Internal Medicine Residency – St. Francis Hospital
- Internship and Housemanship – Rajendra Institute of Medical Sciences
- Bachelor of Medicine and Bachelor of Surgery – Rajendra Institute of Medical Sciences

Work History

- Optum Enterprise Clinical Services – Regional Medical Director, Utilization Management and Commercial Coverage Review
- Blue Shield Promise Health Plan of California – Associate Medical Director

Mohini Sinha, M.D.

Medical Director, Quality
Pediatrics



Dr. Sinha provides physician leadership and is a member of CalOptima Health's medical management team. She is a physician leader with more than a decade of experience in the managed care industry, including familiarity with Medi-Cal, Medicare and commercial products. She has more than 20 years of direct clinical patient care experience. Prior to CalOptima Health, Dr. Sinha served as Medical Director for Quality at Optum Care Network (formerly Monarch) and Medical Director for Utilization Management and Quality for CHOC Health Alliance. She attended medical school at Patna Medical College and Hospital in India and completed her internship and residency in pediatrics at State University of New York-Kings County Hospital.



CalOptima Health

34 Years Health Care Experience

Core Responsibilities

- Provides clinical support and strategic vision for all areas of Medical Affairs
- Serves as a medical expert for case management and ensures medical care meets acceptable standards
- Manages medical review processes
- Reviews and resolves grievances related to medical quality of care
- Ensures medical decisions are rendered by qualified medical personnel

Education

- Pediatric Infectious Disease Fellowship – Long Beach Memorial Medical Center, University of California, Irvine
- Pediatric Residency and Internship – State University of New York
- Bachelor of Medicine and Bachelor of Surgery – Patna Medical College and Hospital

Work History

- Optum Care Network – Medical Director
- CHOC Health Alliance – Medical Director
- CHOC – Attending Physician, General Pediatrics

CalOptima Health, A Public Agency

505 City Parkway West, Orange, CA 92868

www.caloptima.org

Cultural and Linguistics Services

Member and Provider Advisory Committees Joint Meeting

October 12, 2023

Carlos Soto

Manager, Cultural & Linguistics

C&L Overview

- To ensure members can communicate clearly and in their preferred language with CalOptima Health and medical provider staff:
 - CalOptima Health provides members with linguistic interpreter services in any language, including American Sign Language (ASL), free of charge. Services include:
 - Face-to-Face (in-person) interpreting
 - Telephonic interpreting
 - Video interpreting
 - CalOptima Health ensures members have access to translation services of all member-facing materials, which are translated in our threshold languages, at no-cost to members

C&L Services Work Plan & Regulatory Updates

- C&L work plan accomplishments:
 - All Plan Letter (APL) 22-002 requires CalOptima Health to implement a process to capture, track and report member's Alternative Format Selection (AFS) requests to the Department of Health Care Services (DHCS)
 - On June 1, 2023, C&L began tracking and reporting to DHCS the data regarding members who request Alternative Format Selection (AFS)
 - This reporting process will be ongoing
 - C&L provides overviews of the program:
 - Each month to new employees during CalOptima Health's "Boot Camp" orientation
 - Each year through cultural competency training

C&L Work Plan & Regulatory Updates (cont.)

- 2023 C&L Work Plan includes the following elements:
 - CalOptima Health's C&L program translates all Annual Notice of Change (ANOC) materials in the required threshold languages to ensure that all member materials are in the member's hands by September 30 of each year
 - The ANOC materials were mailed to members on Monday, September 25, 2023.
 - CalOptima Health's C&L program translates the Member Handbook into the required threshold languages. The Member Handbook must be available to members by January 1, 2024
 - CalOptima Health's C&L department is currently translating the Member Handbook to ensure the translations are available for printing by the end of calendar year 2023

Our Mission

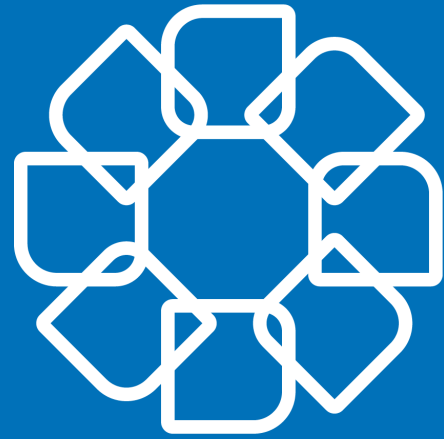
To serve member health with excellence and dignity, respecting the value and needs of each person.

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Provider Dispute Process

CalOptima Health Member Advisory and Provider Advisory committees
October 12, 2023

Ladan Khamseh
Executive Director, Operations

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

Current Process for Provider Disputes

- For CalOptima Health Direct (COD) or CalOptima Health Community Network (CCN) claim disputes, the provider has **365 days** from the date of the denial/remittance advice (RA) to submit a Provider Dispute Request (PDR) with supporting documentation to CalOptima Health's Claims Administration department for review
- Claim Administration has **15 calendar days** to acknowledge the receipt of the request and **45 business days** to submit a response to the provider
- If the provider is dissatisfied with the result of the Provider Dispute Resolution, they have **180 days** from the date of notice to request a secondary review of the provider dispute/appeal with CalOptima Health's Grievance and Appeals Resolution Services (GARS) and submit any additional supporting documentation

Current Process for Provider Disputes (cont.)

- GARS has **15 calendar days** to acknowledge the receipt of the request and **45 business days** to submit a final decision to the provider
- If the provider is not satisfied with the resolution and the claims meets specific criteria, they may request a government claims review within **90 days** of the GARS decision

One Level Provider Dispute

- Based on provider feedback, and to align with industry standards, starting January 1, 2024, providers will have one level for disputing a claim denial/underpayment with CalOptima Health
 - CCN and COD disputes will be submitted through GARS with a PDR form and supporting documents for review
 - Timely filing limits and processing turnaround times will not change
 - Reference the RA for dispute timely filing limits; it may differ by line of business and contract
 - If GARS upholds the initial claim decision, providers may reference Policy # AA.1217 for government claim submission requirements
- Other updates: Claims that require corrections or coordination of benefits (COB)/other health coverage (OHC) information will be handled as a corrected claim and must be resubmitted to Claims Administration

One Level Provider Dispute (cont.)

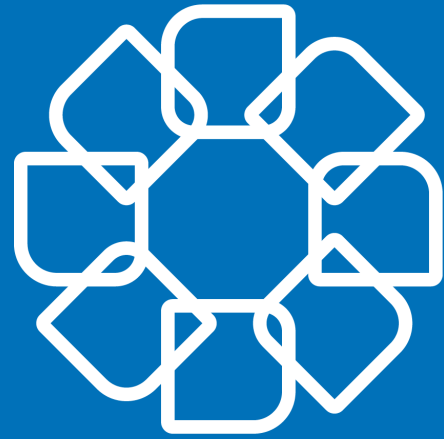
- Reference documents for the new process will be updated in the following areas:
 - Provider Manual
 - PDR form
 - Claims and GARS policies
 - HH.1101: Medi-Cal CalOptima Health Provider Complaint
 - MA.9006: Provider Complaint Process
 - MA.9009: Non-Contracted Provider Payment Dispute Process
 - FF.2001: Claims Processing for Covered Services for Which CalOptima Health is Financially Responsible
 - MA.3101 Claims Processing

One Level Provider Dispute (cont.)

- Reference documents for the new process will be updated in the following areas:
 - CalOptima Health website
 - RA
 - Resolution letters

Next Steps

- Provide information on the proposed new process to the provider community at various internal and external meetings
- Updating policies to reference new process
- Present information at the November CalOptima Health Board of Directors meeting for approval of process and policies
- Implement changes to provider notices starting in 2024 after the Board approves new process



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Kaiser Transition

October 12, 2023

Michael Gomez, Executive Director, Network Operations

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

Kaiser Transition Snapshot

- Joined CalOptima Health as a fully-delegated health network in 2010
- Capitated for all delegated responsibilities including
 - Utilization Management
 - Credentialing
 - Health Education
 - Case Management
 - Claims
 - Inpatient and Outpatient hospital services
- CalOptima Health Kaiser membership is 60,652 as of September 2023
- Direct contract with the State was approved and signed by Governor Newsom on June 30, 2022
- Statewide contract allowing Kaiser Permanente to directly cover Medi-Cal members,
- Kaiser-State contract takes effect January 1, 2024

Update on the Transition Process

- CalOptima will notify State (DHCS) a list of members enrolled in Kaiser as a subcontractor, December 4th, 22nd, and 31st
- CalOptima Health internal workgroup focusing on the Kaiser transition process that includes representation from all impacted departments
- CalOptima Health and Kaiser held a transition kick-off meeting last week on August 10th
- CalOptima Health has been monitoring state guidance and information on the Kaiser transition that is provided by the California Association of Health Plans (CAHP) and Local Health Plans of California (LHPC)
- CalOptima Health is committed to ensuring the smoothest transition possible with minimal member disruption.

Member Notices and Support

- CalOptima Health members delegated to Kaiser
 - CalOptima will provide to DHCS a list of members enrolled in Kaiser as a subcontractor, on December 4th, 22nd, 31st
 - Kaiser will transmit “60-day” and “30-day” notices to impacted members on 11/1/23, and 12/1/23
 - No action required by transitioning members, and no change to services
 - Members may choose to stay with CalOptima Health
 - Will need to choose new network through Health Care Options
 - Health Care Options will send “60-day” and “30-day” notices to Dual-eligible members in Kaiser’s Medicare Advantage plan informing them they’re automatically enrolled into Kaiser’s Medi-Cal MCP
 - Children receiving California Children Services (CCS) Whole Child Model services
 - “60-day” and “30-day” services – no action and no change to services
- Member Support
 - Kaiser team working to develop FAQs and call scripts by 10/30/23
 - We do not anticipate calls to county agencies HCA/SSA, however if received refer to CalOptima Health or Kaiser if applicable.

Continuity of Care

- The Continuity of Care (CoC) Policy includes 3 protections for Medi-Cal members:
 - Continuity of Care for Providers
 - Continuity of Care for Covered Services
 - Continuity of Care Coordination and Management Information
 - CalOptima will provide data necessary for effective CoC including applicable authorizations for services, information on providers accessed by members with continuing care needs, etc.
 - Ongoing discussions regarding Whole Child Model, Long-Term Care and dual-eligible members in Kaiser's Medicare Advantage plan

Transition Timeline

Action Step	Due Date
Notice of contract termination to CalOptima Health	June 26,2023
Review and revise policies as necessary (inc. Continuity of Care)	August 21, 2023
Develop FAQs	October 30, 2023
60-day notice to transitioning members	November 1, 2023
Data sharing to facilitate continuity of care begins	November 2, 2023
Submit list of Kaiser members to DHCS (as of Sept MOE)	November 3, 2023
30-day notice to transitioning members	December 1, 2023
Final Reconciliations, Audits, payments	Post January 2024

MOU Requirements

○ **Background**

- MCPs are required to execute MOUs with several entities (“Third Party Entities”).
 - Local health departments, local educational and governmental agencies, such as county behavioral health departments for specialty mental health care and substance use disorder (SUD) services, and other local programs and services (“Third Party Entities”).
- Programs identified in the County MOUs are not delegated to Kaiser today
- Kaiser will need to duplicate MOU agreements that CalOptima Health holds with the County of Orange Health Care and Social Services Agencies.

MOUs Effective January 1, 2024

Department	Program	MOU on file	MOU Effective Date	Current CalOptima MOU Document
County Behavioral Health Departments	Substance Use Disorder Services	Yes	2/1/2015	Amendment 1
	Specialty Mental Health Services	Yes		Amendments 2 & 3
Local Health Departments	Including, without limitation, California Children's Services (CCS),	Yes	1/1/2019	Amendment 1
	¹ Maternal, Child, and Adolescent Health (MCAH),			Attach A-Part VII of 6/1/13 County Public Health Contract.
	TB Direct Observed Therapy			Attach A-Part II of 6/1/13 County Public Health Contract
Local Health Departments	Women, Infant, & Children (WIC)	No		There is not a specific MOU or a section in the Public Health Contract specific to WIC; There is reference to coordinate WIC services in Attach A, Part V of 6/1/13 County Public Health Contract which is under CHDP (page 52)
Regional Centers	Behavioral Health Treatment; Intermediate Care Facility – Developmentally Disabled Services	Yes	12/1/2018	BHT MOU with RCOC
			11/1/2011	ICF-DD: MOU with RCOC
Local Government Agencies	In-Home Services and Supports (IHSS)	Yes	5/18/2022	County SSA IHSS MOU.
Local Government Agencies/County Social Services Departments	County Social Services programs and Child Welfare	No		
Local Government Agency	Targeted Case Management	Yes	6/1/2013	County Public Health Contract
			7/1/2015	Amedment 1 - Attachment A- PartX

MOUs Effective January 1, 2025

- HCBS Waiver Agencies and Programs
- LGA/Jails, Juvenile Facilities and Probation Departments
- Continuum of Care
- First 5 Program
- Area Agencies on Aging
- California Caregiver Resource Centers
- Local Education Agencies (LEAs)
- Indian Health Services/Tribal Entities

**Previous communication from DHCS states that MOU templates for 1/1/2025 MOUs will be provided no later than June 2024.*

Next Steps

- Identify areas where collaboration is needed between CalOptima Health and county partners
- Identify open questions from HCA and SSA where CalOptima can help facilitate obtaining answers
- Conduct 3-way meeting between CalOptima Health, Kaiser, and County of Orange Health Care and Social Services agencies for coordination of MOUs and other areas.

Kaiser Contacts and DHCS Guidance References

Kaiser Contracting Contacts

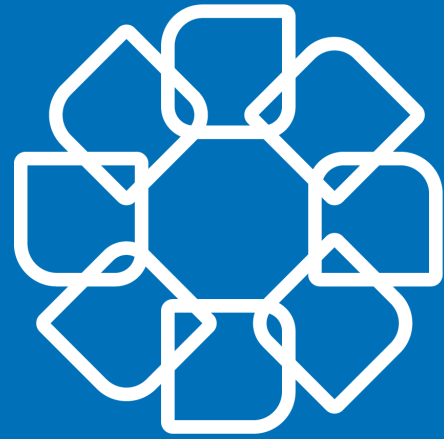
- Orange County Health Care and Social Services agencies will need to work with Kaiser to implement MOUs for all services rendered January 1, 2024.
- Please see the contact information below to initiate discussions with Kaiser to formal new MOUs:

Martin Levario	Sr Account Manager Medi-Cal and State Sponsored Programs	Martin.A.Levario@kp.org	916-949-9701
Tiffany Weisberg	Interim director Medi-Cal and State Sponsored Programs	Tiffany.N.Weisberg@kp.org	626-616-4691

Other Key Contacts at Kaiser		
	Title	Email Address
Amanda Flaum	Vice President of Medicaid Line of Business for California and Hawaii	Amanda.J.Flaum@kp.org
Marcus Hoffman	SVP, CFO, SCAL and HI Market	marcus.j.hoffman@kp.org
Arif Shaikh	Interim Regional Executive Director, SCAL	Arif.U.Shaikh@KP.org

DHCS Guidance (APL 23-018)

- Managed Care Plan (MCP) Transition Policy Guide , V. 3 (8/17/23)
 - Continuity of Care Data Sharing Policy
 - Updates to previously released sections
- APL 23-018:
 - <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-018.pdf>
- MCP Transition Policy Guide:
 - https://www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf



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