Board of Governors Meeting Minutes #254 – May 5, 2016

L.A. Care Health Plan Conference Room 1017-1018-1019 1055 W. Seventh Street, Los Angeles, CA 90017

Members

Mark Gamble, *Chair* Louise McCarthy, *Vice Chair* Michael Rembis, *Treasurer* Alexander Li, MD, *Secretary*** Hector De La Torre Jann Hamilton Lee Thomas Horowitz, DO Ozzie Lopez, MPA Hilda Perez G. Michael Roybal, MD, MPH Honorable Hilda Solis* Sheryl Spiller Kimberly Uyeda, MD, MPH **Absent* ***Via teleconference*



All votes during a teleconferenced portion of the meeting were by roll call

Management/Staff

John Baackes, Chief Executive Officer Phinney Ahn, Chief of Staff Gertrude S. Carter, MD, Chief Medical Officer Henry Charoen, Executive Director, Medi-Cal Plan Partners Maribel Ferrer, Executive Director, Medicaid Coverage Expansion & TANF John Freedman, Chief Strategy Officer Augustavia Haydel, General Counsel Dino Kasdagly, Chief Operating Officer Noah Paley, Chief of Enterprise Integration Marie Montgomery, Chief Financial Officer Bruce Pollack, Executive Director, Medi-Cal, SPD & CCI

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
WELCOME	Mark Gamble, Chair, called the meeting to order at 2:06 p.m.	
Mark Gamble	He announced that the public may address the Board on any matter at the Public Comment section at the beginning of this meeting, before or during the Board's consideration of items listed on the Agenda. Guests are welcome to introduce themselves or can choose to remain anonymous. He welcomed the public and thanked them for coming to the meeting.	
APPROVAL OF MEETING AGENDA Mark Gamble	The meeting agenda was approved as submitted.	Approved unanimously by roll call. 11 AYES (Gamble, Hamilton Lee, Horowitz, Li, Lopez, McCarthy, Perez, Rembis, Roybal, Spiller, and Uyeda).
PUBLIC COMMENT	Elizabeth Lyons, <i>Chair, CCI Council Area 2</i> , thanked L.A. Care for responding to member concerns about a lack of exam tables for disabled. She asked for more information regarding	



٢

	the applicability of the Code of Conduct, because an L.A. Care representative interrupted her when she was speaking with L.A. County Supervisors at a meeting for another agency. She suggested that eligible beneficiaries use ACCESS to attend L.A. Care meetings. John Baackes, <i>Chief Executive Officer</i> , asked that staff follow up with her on the Code of Conduct and ACCESS. (<i>Member De La Torre joined the meeting.</i>)	
	Andria McFerson, <i>member of RCAC 6</i> , asked how it can be made easier for the public to use L.A. Care services. She recounted her experience in trying to get transportation for several appointments for medical services. She noted that for people with disabilities it would be very difficult to get assistance to make visits. Mr. Baackes asked Dino Kasdagly, <i>Chief Operating Officer</i> , to follow up with Ms. McFerson. Chair Gamble noted that communication from members is an important and unique feature of L.A. Care, and thanked Ms. McFerson for her advocacy efforts.	
	Wilma Ballew, <i>Vice Chair, CCI Area 2,</i> commented that she went to the ACCESS meeting this morning, where there was a discussion about serving blind and low sighted riders. There have been concerns with driver language and driving ability for L.A. Care. She suggested that the information provided at the ACCESS meeting be shared with L.A. Care's transportation companies. It is very important that transportation is appropriate for the member (handicapped van). She noted that L.A. Care staff met with ACCESS representatives. She suggested that L.A. Care attend an ACCESS meeting. Mr. Baackes asked Ms. Ballew to provide information with L.A. Care staff.	
ACCEPTANCE OF MINUTES OF MEETING Mark Gamble	The minutes of the April 14, 2016 meeting were approved as submitted.	Approved unanimously by roll call. 12 AYES (DeLaTorre, Gamble, Hamilton Lee, Horowitz, Li, Lopez, McCarthy, Perez, Rembis, Roybal, Spiller, and Uyeda)
APPROVAL OF CONSENT AGENDA Mark Gamble	 Chair Gamble asked for any public comment on the Consent Agenda. There was no public comment on the Consent Agenda. FIN 100 Quarterly Investment Report FIN 101 Pacific Health consulting Group Contract ECA 100 RCAC Membership 	Approved unanimously by roll call. 12 AYES

DRAFT

ADJOURN TO CLOSED SESSION	There was no Public Comment on the closed session items. Augustavia J. Haydel, Esq., <i>General Counsel</i> , announced the following items to be discussed in closed session. The Board adjourned to closed session at 2:15 p.m. PUBLIC EMPLOYEE PERFORMANCE EVALUATION Section 54957 of the Ralph M. Brown Act Title: Chief Executive Officer CONFERENCE WITH LABOR NEGOTIATOR Pursuant to Section 54957 of the Ralph M. Brown Act Agency Negotiator: Mark Gamble Unrepresented Employees: Chief Executive Officer	
RECONVENE IN OPEN SESSION Mark Gamble	The Board reconvened in open session at 3:15 p.m. There was no report on action taken during the closed session.	
CHAIR'S REPORT Mark Gamble	The June 2 Board meeting will be held in Lancaster (in the Antelope Valley) and will start at 12 Noon. There is a lot of interest from members in attending this meeting to meet the members of this Board. Board Services has prepared directions for us. This is the first offsite meeting and we will schedule meetings in other areas of Los Angeles County in the future.	
Consideration of Chief Executive Officer Compensation	 Augustavia J. Haydel, General Counsel, presented two motions regarding compensation for John Baackes, Chief Executive Officer: <u>Motion BOG 100.0516</u> To approve a salary increase of 3.5% of the base salary for John Baackes, Chief Executive Officer, for a total base salary of \$486,450 effective March 23, 2016. In addition, to provide an additional \$2,100 in benefits to mirror benefits provided to L.A. Care's senior management staff for dental care and long term care benefits. 	Approved by roll call. 11 AYES (De La Torre, Gamble, Hamilton Lee, Horowitz, McCarthy, Li, Lopez, Rembis, Roybal, Spiller, Uyeda,), 1 ABSTENTION (Perez)
	Motion BOG 101.0516 To approve a 23% performance based incentive of \$108,100 for 2014 for John Baackes, <i>Chief Executive Officer</i> , for the period March 23, 2015 through March 22, 2016. Chairperson Gamble commended Mr. Baackes and all the L.A. Care Staff for many accomplishments during his first year at L.A. Care.	Approved by roll call. 9 AYES (De La Torre, Hamilton, Hurwitz, Li, Rembis, Roybal, Uyeda, McCarthy, Gamble) 3 ABSTENTIONS (Lopez, Perez, Spiller)



CHIEF EXECUTIVE OFFICER REPORT	John Baackes, <i>Chief Executive Officer</i> , referred to his written report included in the materials for this meeting.
ohn Baackes	 Mr. Baackes announced that all positions in the new matrix management structure have been filled. He introduced Garrison Rios, <i>Executive Director for Cal MediConnect</i>. Mr. Baackes reported that Linda Greenfeld will join L.A. Care as the <i>Executive Director for Commercial Products</i>. He reported that regrettably, Jonathan Freedman, <i>Chief Strategy Officer</i>, will leave L.A. Care at the end of May. He thanked Mr. Freedman for his many important contributions and noted that he has been an asset to him during his first year with L.A. Care. Mr. Freedman thanked the Board for the opportunity to participate in L.A. Care's success for the last 3¹/₂ years. Board members commended Mr. Freedman for his accomplishments and wished him the best in his new leadership position with consulting firm Health Management Associates (HMA).
	Operations Report
	 Mr. Baackes reviewed a presentation on improvements in claims processing (a copy of the presentation can be obtained by contacting Board Services). Staff's root cause analysis identified significant areas for resolving barriers to efficient claims processing, and staff has implemented actions to reduce the backlog of claims in process and increase the rate of claims paid. The backlog of aged claims is expected to be reduced to an acceptable level by June. Medi-Cal eligibility redetermination process resumed at the beginning of 2016, although L.A. Care enrollment has continued to increase; 13,000 members were added to Medi-Cal in May, bringing L.A. Care's total enrollment to 2,018,000 for all product lines. In the next five months there could be as many as 80,000 disenrolled. Some of those may be retroactively reinstated. Disenrollment is not retroactively applied. It was previously reported that passive enrollment would be applied to Cal-MediConnect beneficiaries. However, in response to advocacy about the problems with passive enrollment, it was retracted and may be reapplied in 2017. L.A. Care continues to work with providers to encourage participation and to actively market the product. A major voluntary enrollment campaign will be launched this fall. Staff is preparing a report for a future Board meeting about care management, provider relations and community outreach to serve these members.
	Second Quarter Strategic Vision Progress Report
	Mr. Baackes reviewed two aspects of the strategic vision:
	• Conversion to QNXT operating system is moving along well and is meeting deadlines. Changes will begin to be implemented in June for the September deadline.

	with representatives from provider groups have been positive and changes are being well- received.	
CHIEF MEDICAL OFFICER REPORT Gertrude S. Carter, MD	 Gertrude S. Carter, MD, <i>Chief Medical Officer</i>, referred to her written report in the materials for this meeting (a copy of the report can be obtained by contacting Board Services). Dr. Carter also reported: Auditors have completed their review of L.A. Care's continuing education program for providers. The auditors were pleased with the program, and were particularly impressed with the support of the Board of Governors for the program and that L.A. Care members attended the program. L.A. Care has hired Senior Directors in the case management and utilization management departments. Staff is working to complete the Healthcare Effectiveness Data and Information Set (HEDIS) submissions, which closes in the next week. L.A. Care's providers have been helpful in obtaining data. Despite challenges with a new vendor to process the data, we are working to maintain past performance. L.A. Care has results for the 2015 access and availability survey which shows significant improvement, although the results do not show that full compliance has been achieved. At the last Board meeting a request was made for L.A. Care to review the assignment methodology for prenatal care. Member assignment for medical care is to a primary care provider (PCP). All members are assigned to the PCP through a primary care physician group (PPG). Pregnant women are not assigned to an obstetrician unless that obstetrician is a PCP. Changes in provider assignments must be made by the 25th of each month to be effective by the first day of the following month. A member enrolled in L.A. Care could be assigned to an obstetrician within as few as five days, or as long as 37 days, if the assignment is not submitted by the 25th. In special circumstances, an expedited change in assignment is usually requested by a physician, and can occur within 24 to 72 hours to assure that a member receives appropriate care. A member is also allowed an expedited	



MOTIONS FOR CONSI JAR Insurance Services Contract Amendment	Member Horowitz emphasized that providers should be aware of the expedited assignment available for high risk patients. Member McCarthy clarified that patients can choose a clinic instead of an individual physician as their PCP. DERATION Mr. Baackes summarized a motion to approve extension of a contract with JAR Insurance Services to pay the commission to brokers for enrollment services. Motion BOG 102.0516 Approval to amend the existing contract with JAR Insurance Services in the amount of \$696,000 (total contract not to exceed \$5,035,894) for Medicare Advantage Special Needs Plan (DSNP) Cal MediConnect member retention through May 31, 2017.	Motions BOG 102 and BOG 103 were simultaneously considered and approved by roll call: 12 AYES for motion
Echo, Inc. Contract for Nurse Advice Line	 Needs Fund (DOFT) Call Medicion Received interfect interfact recention through May 51, 2017. Members Gamble, Hamilton Lee, Horowitz, Li, Lopez, Rembis, Roybal, Uyeda may have financial interests in Plans, Plan Participating Providers or other programs and refrained from the discussion of and vote on this motion. Member McCarthy presided during discussion and vote on this motion. Mr. Baackes informed Board members that as part of L.A. Care's Safety Net Transition and Support Agreement, there is a quality improvement program to support Los Angeles County Department of Health Services (DHS) quality improvement and transformation efforts in connection with patient services. The vendor for this \$250,000 contract over two years was chosen through a competitive bidding process by a committee of DHS staff for competitive pricing and superior customer support. Motion BOG 103.0516 To authorize L.A. Care to execute a two-year contract with Echo, Inc. in an amount not to exceed \$250,000 from September 1, 2016 to August 31, 2018, for nurse advice line software to support the Los Angeles County Department of Health Services. 	100: (De La Torre, Hamilton Lee, Horowitz, Li, Lopez, Perez, Rembis, Roybal, Spiller, Uyeda, Gamble, and McCarthy). For Motion 101, 4 AYES (De La Torre, McCarthy, Perez and Spiller) and 8 members abstained or refrained from voting (Gamble, Hamilton Lee, Horowitz, Li, Lopez, Rembis, Roybal and Uyeda)
STRATEGIC DISCUSSION Information Security Management Program John Baackes Tom Schwaninger	 A presentation on the Information Security Management Program is included in the materials for this meeting, and will be presented for the information at the July meeting. Tom Schwaninger, <i>Chief Information Officer</i>, introduced Roberto Gomez, <i>Senior Director of I.T. Operations and Infrastructure</i>, and Louis Anumudo, <i>Information Security Officer</i>. He noted that L.A. Care has increased support for information security. 	



California's Waiver Proposal for Whole Person Care	This presentation was deferred to a future meeting.	
Jonathan Freedman Maria Calleros		
STANDING COMMITT	'EE REPORTS	
Executive Committee Mark Gamble	The Executive Committee met on April 27 (minutes are available by contacting Board Services).	
Government Affairs Update Cherie Fields	 Cherie Fields, <i>Director of Government Affairs</i>, reported that an updated legislative matrix was provided for this meeting (<i>copies of the document can be obtained by contacting Board Services</i>). A State Budget is expected to be released on May 13. No significant issues are expected. Government Affairs staff will provide a written report describing key elements impacting L.A. Care for the Board's consideration at the June Board meeting. The Centers for Medicare and Medicaid Services (CMS) recently released guidance on a payment methodology for Federally Qualified Health Centers (FQHC) which California has already enacted. Health plans in California are required to contract with at least one rural health clinic and FQHC in each service area, if available. A proposed Medicare rule was released concerning physician payment reform to allow Medicare providers to receive quality based payments in two ways. L.A. Care will work with trade associations and independently to submit comments by the deadline. Mr. Freedman announced that staff is preparing information for Mr. Baackes to present to the Board about the recently released regulations described above. He noted that most of the effects will occur in 2017. The impacts are not expected to be as great in California, as it is ahead of most other states in Medicaid network adequacy, beneficiary protections and so forth. 	
Brilliant Corners Grant John Baackes	 Mr. Baackes summarized a motion to award a grant to Brilliant Corners, a non-profit agency, to assist up to 100 homeless individuals. <u>Motion EXE 100.0516</u> To approve an award of up to \$200,000 to Brilliant Corners, a non-profit agency, to transition up to 100 homeless individuals with complex physical and behavioral health conditions into permanent supportive housing. The Board thanked Roland Palencia, Director of Community Benefits, and Mr. Baackes commended Mr. Palencia for his exemplary work in the community and in representing L.A. Care. 	Approved unanimously by roll call. 12 AYES



Finance & Budget Committee	Committee Chairperson Rembis reported that the Committee met on April 27 (meeting minutes are available from Board Services).	
Louise McCarthy	 The Board delegated reports on the Core System project to the Finance & Budget committee, and the committee received an update on the project, which is proceeding on schedule. CSP<i>plus</i> spending in this current fiscal year is projected to be within budget. The Committee also received an update on Nurse Advice Line Outreach and Statistics (<i>a copy of the presentation is available by contacting Board Services</i>). 	
Motion Approved under Consent Agenda	Motion FIN 100.0516*To accept the Quarterly Investment Report for the quarter ending March 31, 2016, as submitted.Motion FIN 101.0516*To authorize staff to execute a contract extension in the amount of \$440,000 (total contract not to exceed \$1.215M) with Pacific Health Consulting Group to provide consulting services through May 31, 2017.	Approved unanimously by roll call on the Consent Agenda. 12 AYES.
Financial Report Marie Montgomery	 Mr. Reilly referred to the financial report included in the meeting materials and provided a summary of fiscal year financial performance for the period ending March 2016. (A copy of the report and his presentation can be obtained by contacting Board Services.) Mr. Reilly reviewed highlights of the financial reports: Financial performance resulted in a surplus of \$9.7 million in March. Year to date surplus is slightly behind budget at \$33.7 million. Operating lines of business are contributing to the surplus, and staff continues to improve financial performance for the Medi-Cal Seniors and People with Disabilities/Coordinated Care Initiative, the Cal MediConnect and commercial lines of business are performing well. Key financial ratios are within budget. The financial reserves are within budget at 3 times the level of minimum tangible net equity required by state regulators but not yet at the target (530% of minimum required). Motion FIN 102.0516 To accept the Financial Report for the period ended March 31, 2016, as submitted. 	Approved unanimously by roll call. 12 AYES
Monthly Investment Transaction Report	Ms. Montgomery referred to the March 2016 Investment Transaction Report included in the meeting materials. (A copy of the report can be obtained by contacting Board Services).	
Marie Montgomery		



ADVISORY COMMITTEE REPORTS

Executive Community Advisory Committee

Hilda Perez Ozzie Lopez Member Lopez reported that ECAC has not met since the last Board of Governors meeting, and he introduced members attending the meeting:

	0 0
RCAC 3	Roberto Santos
RCAC 4	Herceys Donis
RCAC 5	Romalda Meza
RCAC 6	Andria McFerson
RCAC 7	Maria Toscano
RCAC 8	Janeth Sevilla
CCI Council Area 2	Wilma Ballew, Estela Lara, Elizabeth Lyons

Member Perez distributed materials from the ECAC meeting and encouraged Board Members to attend the ECAC and RCAC meetings. She described the work of the ECAC members, and the upcoming Advocacy Day in Sacramento. She noted that ECAC has formed an ad hoc committee to discuss member recruitment. She also described the process for discussing issues with services for L.A. Care members. ECAC considered two motions about issues in the Antelope Valley. She informed the Board that the Health Promoter program is moving into a busy season of health fairs, expos and festivals. She encouraged the Board to consider opening additional Family Resource Centers. RCAC members are working on community programs. She emphasized that RCAC and ECAC members try to best represent L.A. Care and to bring issues to the Board of Governors that will improve health services to L.A. Care members.

Chairperson Gamble commended Members Perez and Lopez for their work in promoting interaction among members and the Board of Governors.

Motion ECA 100.0516*

To approve the following candidate(s) to the Regional Community Advisory Committees (RCAC) as reviewed by the Executive Community Advisory Committee (ECAC) during the April 13, 2016 ECAC meeting.

Name	RCAC/CCI	Type of Member (Agency, if applicable)
Maria Huerta	RCAC 4	Consumer
Nelly Martinez	RCAC 4	Consumer
Silvia Quezada	RCAC 4	Consumer
Belen Garcia	RCAC 8	Consumer

Approved unanimously by roll call on the Consent Agenda. 12 AYES



PUBLIC COMMENT	Andria McFerson, <i>RCAC 6 Member</i> , noted that there is a new demographic that L.A. Care needs to work on: the homeless. L.A. Care provided \$200,000 grant to help the homeless. She asked, How do you touch people who have extreme situation? How do you help people who do not know what to do? Sometimes they just give up. Why even bother? She said some people just want to exist, so how do you reach those people with what they need? She said you reach those people with what they need? She said you reach those people with what they need? She said you reach those people as vagabonds who could do more for themselves. But many do not know what is available. They need assistance in obtaining services. They need caseworkers and someone to take them through the process.	
	Mr. Baackes indicated that a reason for the grant was to fund programs that use people who do know what to do. L.A. Care has more homeless members as a result of Medi-Cal expansion. L.A. Care also works closely with an FQHC that works with many homeless. L.A. Care works with L.A County Department of Health Services, and agrees with Dr. Mitch Katz who recognizes the need to make housing available to the homeless in order to improve health care. He noted that effective programs are needed and L.A. Care is building partnerships with organizations that serve the homeless. Chairperson Gamble noted that hospitals should be a partner in the conversations to avoid having homeless patients cycle through the system, and get needed care and programs for those patients. Member Horowitz added that it is also a mental health issues and it is important to support education to help providers understand how they can better serve the needs of these members.	
	Estela Lara, <i>RCAC 2</i> , noted that she is pleased that L.A. Care will have a meeting in the Antelope Valley, and members hope Board meetings will be held in their areas. She noted that volunteers have attended arduous training to participate in L.A. Care's Legislative Advocacy Day. They will visit members of the legislature to let them know that L.A. Care needs additional funding to support vulnerable populations in L.A. County. She noted that the Board of Governors is very important element to having our voice heard. The decisions made here directly affect the members. She and others are here to advocate for members. She wants legislators to know that L.A. Care needs to be a premium plan. She asked Board members to keep the members in mind, as the member is the most important element here. She wants members to know that they are very important.	
	Chairperson Gamble asked Member De La Torre for advice to the participants in the L.A. Care Legislative Advocacy Day. Member DeLaTorre responded that the personal stories are important, as too often discussions do not include direct personal experiences resulting from legislative decisions. It is important that legislators hear directly from people affected.	

Respectfully submitted by:



	Member Ballew, <i>CCI Council Area 2</i> , noted that she was excited that L.A. Care was going to do local legislative visits, and was disappointed that it was canceled. She is involved in another group that is going to Sacramento on May 20. She is proud of and excited for L.A. Care members going to Sacramento. She appreciates how much L.A. Care does to help the members. She stated that there is a lot of need. She noted that regarding member recruitment, we want to make sure that new members are involved and committed to helping the community. She went with Ms. Lara went to several other RCAC meetings. She was very impressed, she learned from it and brought information back to her RCAC.	
	Mr. Freedman indicated that there are many ways to impact legislators, not just by going to Sacramento. There are plans to visit local district offices.	
	Member Perez asked that local members in Lancaster be informed about the June 2 meeting. Chairperson Gamble indicated that information about the meeting had been sent to local members.	
	Romalda Meza, RCAC 5 Member, informed the Board that her 13-year old child has headaches and belly button pain, and no one knows what is wrong. She asked for assistance in getting help for her child. Chairperson Gamble asked that Dr. Carter speak with Ms. Meza following the meeting to assist her in getting appropriate services.	
RE-ADJOURN TO CLOSED SESSION	Augustavia J. Haydel, Esq., <i>General Counsel</i> , announced the following items to be discussed in closed session. The Board adjourned to closed session at 5:04 p.m.	
Mark Gamble	CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION Significant exposure to litigation pursuant to Section 54956.9(d)(2) of Ralph M. Brown Act CONTRACT RATES Pursuant to Welfare and Institutions Code Section 14087.38(m) • Plan Partner Rates • Provider Rates • DHCS Rates • Medi-Cal Managed Care Supplemental Payment REPORT INVOLVING TRADE SECRET Pursuant to Welfare and Institutions Code Section 14087.38(n) Discussion Concerning New Product Lines	
	Estimated date of public disclosure: May 2018	



RECONVENE IN OPEN SESSION Mark Gamble	The Board reconvened in open session at 5:40 p.m. There was no report on action taken during the closed session.	
ADJOURNMENT	The meeting was adjourned at 5:40 pm.	

Linda Merkens, *Manager, Board Services* Malou Balones, *Committee Liaison* Jennifer Carabali, *Committee Liaison*

APPROVED BY:	Alexander Li, MD, Secretary
Date Signed	6/2/16

