



L.A. Care
HEALTH PLAN

For All of L.A.

BOARD OF GOVERNORS MEETING SUPPLEMENTAL MEETING PACKET

June 4, 2020 • 2:00 PM

L.A. Care Health Plan

1055 W. 7th Street, Los Angeles, CA 90017



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997



SPECIAL SUPPLEMENTAL AGENDA
BOARD OF GOVERNORS MEETING
L.A. Care Health Plan
Thursday, June 4, 2020, 2:00 PM
 L.A. Care Health Plan, 1055 W. 7th Street, 1st Floor, Los Angeles, CA 90017

DRAFT

California Governor issued Executive Order N-25-20, N-29-20, which among other provisions amends the Ralph M. Brown Act and Executive Order N 33-20, ordering all residents to stay in their homes, except for specific essential functions. Accordingly, members of the public should now listen to this meeting via teleconference as follows:

Teleconference Call-In Information/Site

Call (844) 907-7272 or (213) 438-5597

Participant Access Code 73259739 (ENGLISH) / 990061589 (SPANISH)

Members of the Board of Governors or staff may also participate in this meeting via teleconference. *The public may hear the Board of Governors' meeting by teleconference. The public is encouraged to submit its public comments or comments on Agenda items.*

You can e-mail public comments to boardservices@lacare.org, or send a text or voicemail to: 213 628 6420.

The text, voicemail, or email should indicate if you wish to be identified or remain anonymous, and should also include the name of the item to which your comment relates.

Comments received by voicemail 2:00 pm on May 7, 2020 will be provided to the members of the Board of Governors. Public comments submitted within this timeframe shall be read for 3 minutes into the record.

Once the meeting has started, emails and texts for public comment should be submitted before the item is called by the meeting Chair. If you wish to submit public comment on an item, you must submit it at any time PRIOR to the time the Chair starts consideration of the item. The Chair will ask for public comment and will announce the item. The Chair will announce when public comment period is over.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act please contact L.A. Care Board Services staff prior to the meeting for assistance by text to 213 628-6420 or by email to boardservices@lacare.org.

NOTICE OF SPECIAL SUPPLEMENTAL MEETING

NOTICE IS HEREBY GIVEN that the Chairperson of the Board of Governors of the Local Initiative Health Authority for Los Angeles County has called a Special Meeting to be held as indicated above for the purpose of conducting business listed in this Notice of Supplemental Special Meeting and Agenda.

No business shall be conducted at this meeting other than that indicated below.

Welcome

Hector De La Torre, *Chair*

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| 1. Approve today's Agenda | <i>Chair</i> |
| 2. Public Comment (<i>Please read instructions above.</i>) | <i>Chair</i> |
| 3. Chief Medical Officer Report p.4 | Richard Seidman, MD, MPH
<i>Chief Medical Officer</i> |
| 4. Approval of resources to Los Angeles County Department of Public Health relating to COVID-19 public health emergency
(BOG 102) Copy of the motion will be provided tomorrow. | Richard Seidman, MD, MPH |

Adjournment

Chair

The next meeting is scheduled on July 30, 2020 at 2:00 PM

and may be conducted as a teleconference meeting.

The order of items appearing on the agenda may change during the meeting.

THE PUBLIC MAY SUBMIT COMMENTS TO THE BOARD OF GOVERNORS BEFORE DISCUSSION OF EACH ITEM LISTED ON THE AGENDA BY SUBMITTING THE COMMENT BY VOICE MESSAGE OR IN WRITING BY TEXT MESSAGE TO 213 628 6420, OR IN WRITING BY EMAIL TO boardservices@lacare.org. Please follow additional instructions on the first page of this Agenda.

ACTION MAY NOT BE TAKEN ON ANY MATTER RAISED DURING THE PUBLIC COMMENT PERIODS UNTIL THE MATTER IS SPECIFICALLY LISTED ON A FUTURE AGENDA, according to California Govt Code Section 54954.2 (a)(3) and Section 54954.3.

NOTE: THE BOARD OF GOVERNORS CURRENTLY MEETS ON THE FIRST THURSDAY OF MOST MONTHS AT 2:00 P.M. AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION AT <http://www.lacare.org/about-us/public-meetings/board-meetings> and by email request to boardservices@lacare.org

Any documents distributed to a majority of the Board Members regarding any agenda item for an open session after the agenda has been posted will be available for public inspection at <http://www.lacare.org/about-us/public-meetings/board-meetings> and can be requested by email to boardservices@lacare.org.

An audio recording of the meeting is made to assist in writing the minutes and is retained for 30 days.

Meetings are accessible to people with disabilities. Individuals who may require any accommodations (alternative formats - i.e., large print, audio, translation of meeting materials, interpretation, etc.) to participate in this meeting and wish to request an alternative format for the agenda, meeting notice, and meeting packet may contact L.A. Care's Board Services Department at (213) 628 6420. Notification at least one week before the meeting will enable us to make reasonable arrangements to ensure accessibility to the meetings and to the related materials.



Chief Medical Officer Report

June 4, 2020

COVID-19 Update

The World Health Organization is now reporting nearly 5 million cases and over 325,000 deaths due to COVID-19 worldwide. While Europe and Western Pacific (China, Japan, Singapore, etc.) nations are seeing a decline in cases, there is a concerning upward trend in Africa, the Americas (notably in Peru and Brazil), in Eastern Mediterranean nations (Iran, Saudi Arabia and Pakistan) and in Southeast Asia (India, Bangladesh and Indonesia). The United States is reporting over 1.5 million cases and nearly 100,000 deaths with a declining number of cases across the nation since late April. California's case total is nearing 90,000 with 2,016 deaths reported, and Los Angeles County is now reporting over 42,000 cases and over 2,000 deaths.

Los Angeles County is now producing daily reports displaying the metrics needed to guide the pace of our ability to continue to relax the Health Officer's Stay at Home Order, and monitor the response. The 7-day average death rate, now averaging 34 deaths per day, has declined by 15% from the prior week, as have hospitalizations. The Department of Public Health is also reporting target levels of personal protective equipment (PPE), testing and contact tracing capacity.

With the uncertainty COVID-19 presents, our members need us more than ever to connect them to helpful resources. Our Care Management department is leading a cross functional effort to identify resources we can address including food, income, housing and legal assistance. These resources are shared with Aunt Bertha/Community Link so the platform can be quickly updated and made available to our network of Community Based Care Management Entities (CB-CMEs).

L.A. Care is continuing its outreach efforts to high risk members, including those in communities enduring a disproportionate share of infections and deaths. Our Customer Solutions Center has started an outreach effort to address these disparities, beginning with live calls to our high risk African American members, targeting over 30,000 members. To date, our call center agents have connected with over 10,000 members to reinforce general COVID-19 messaging and ask if they need any further assistance. More than 500 members who requested further assistance were provided additional information or referred to the City/County testing website to schedule an appointment for a test (35%), for assistance obtaining their medications (20%), and food resources (90%). Eighty-five percent (85%) of call recipients found the information provided useful.

Additional outreach to members since March includes **Operation Outreach**: The Care Management (CM) team implemented an outreach campaign to all members who have cases open in case management as well as members who had been identified as candidates for CM over the last

few months, and either declined to participate or were unable to be contacted. These outreach efforts are carried out by our Care Managers and Community Health Workers telephonically.

- Identified the largest gap in resources: meal delivery for homebound and high risk members.
- Procured funding to establish a COVID-19 meal delivery program to provide meal delivery and coordination for ongoing food support for over 600 members (All LOBs) via MLTSS.
- Worked with health plan partners to establish unified message to the CBAS Centers to provide guidance on how they can continue to support their assigned members. Currently 109 out of 159 CBAS Centers are providing meal services.
- Partnered with the Southern California Resource Services for Independent Living to deliver care packages (toilet paper, canned goods, hand sanitizer etc.) to our high risk and homebound members.
- Collaborating with DHS and LAHSA to ensure our members who are experiencing homelessness have access to appropriate shelter and medical care during this time.
- The Care Management team, under guidance from Dr. Susan Stone, is working on an initiative to reach out to members who have been identified as COVID-19 positive and are or have been hospitalized, to support their safe return to the community. The initiative will focus on the highest risk members: those already in care management and members participating in the Health Homes program. Dr. Stone and Noach Kaplan will be providing training to the CBCMEs on the 10 steps to educate members on when they are COVID 19 positive (based on CDC guidelines). The staff are also making calls to members previously attending now closed CBAS centers.
- Healthy Pregnancy & Healthy Heart Program
Due to the current “Safer-at-Home” order, L.A. Care has contracted with Western Drug and Medical Supply to make available a blood pressure cuff and monitor as well as a weight scale to members who are pregnant or who have been diagnosed with congestive heart failure (CHF). Health Services in collaboration with the Provider Network Management, Health Education, Safety Net Initiates, and Medi-Cal Product departments, launched the Healthy Pregnancy and Healthy Heart initiative to support provider telehealth services with those contracted with the L.A. Care Direct Network and Department of Health Services. L.A. Care is promoting the initiative through the delivery of a provider communication letter, which informs providers about the availability of the DME, eligibility requirements, and instructions on how to request the DME from Western Drug. Prior authorization will not be required, to assure a seamless referral process and quick delivery of the DME. The program went live on May 15, 2020 and will run for as long as Los Angeles County Department of Public Health requires the “Safer-at-Home” order. The Healthy Pregnancy and Healthy Heart program aims to increase positive birth outcomes and is launched in parallel to other COVID-19 maternal health initiatives such as the inclusion of COVID-19 resources made available by the California Department of Public Health through a social media campaign targeting the perinatal population and on the L.A. Care’s Pregnancy landing page.

L.A. Care has played a leadership role in establishing weekly calls with the L.A. County Department of Public Health and Department of Health Services (DHS) to facilitate information sharing and coordination of activities between the County and all of the Medi-Cal Managed Care plans in Los Angeles County. These calls have provided a forum for first hand updates from Public Health and DHS and for discussions related primarily to increasing access to lab testing and developing a strategy to control outbreaks in Skilled Nursing Facilities.

Outsourcing and New Population Health Management (PHM) System Update

On June 1, L.A. Care will outsource select Utilization Management and Care Management functions to a contracted vendor. This outsourcing is being done to enable L.A. Care internal teams to focus on the new Population Health Management System implementation preparation efforts in advance of the scheduled launch this Fall. Both of these efforts are huge undertakings that have and will continue to consume a significant amount of staff time and resources across many different parts of the organization, and play key strategic roles in the development and support required as we continue to grow our Direct Network.