

Board of Governors
Regular and Special Supplemental Meeting Minutes #283
November 7, 2019

L.A. Care Health Plan, 1055 W. 7th Street, Los Angeles, CA 90017



Members

Hector De La Torre, <i>Chairperson</i>	Antonia Jimenez
Alvaro Ballesteros, MBA, <i>Vice Chairperson</i>	Hilda Perez
Robert H. Curry, <i>Treasurer</i> *	Honorable Mark Ridley-Thomas
Layla Gonzalez, <i>Secretary</i>	G. Michael Roybal, MD, MPH
Stephanie Booth, MD	Ilan Shapiro, MD
Christina R. Ghaly, MD *	Nina Vaccaro
George W. Greene, Esq.	<i>*Absent **Via teleconference</i>

Management/Staff

John Baackes, *Chief Executive Officer*
Terry Brown, *Chief of Human Resources*
Augustavia Haydel, *General Counsel*
Thomas Mapp, *Chief Compliance Officer*
Marie Montgomery, *Chief Financial Officer*
Richard Seidman, MD, MPH, *Chief Medical Officer*
Tom Schwaninger, *Senior Executive Advisor Digital*

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
WELCOME	<p>Hector De La Torre, <i>Chairperson</i>, called the meeting to order under a regular and Special Supplemental Agenda at 2:05 p.m.</p> <p>He welcomed Member Nina Vaccaro to the Board.</p> <p>Chairperson De La Torre announced that members of the public may address the Board on matters listed on the agenda before or during the Board’s consideration of the item, and on any other topic in the public comment section on the agenda.</p> <p><i>(Member Roybal joined the meeting.)</i></p>	
APPROVAL OF MEETING AGENDA	<p>The agenda was approved as submitted.</p>	<p>Unanimously approved. 9 AYES (Ballesteros, Booth, DeLaTorre, Gonzalez, Perez, Ridley-Thomas, Roybal, Shapiro and Vaccaro)</p>
PUBLIC COMMENT <i>Comments are summarized, not verbatim.</i>	<p>Elizabeth Cooper, <i>RCAC 2 Member</i>, asked for a moment of silence for Californians and all people impacted by recent wildfires. She asked each Board member to please take notice of her comments. She asked the Chair why she has to speak after the Board Members speak about an item.</p>	

APPROVED

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	<p>Chair De La Torre noted that the intent of the law is for the public to comment ahead of the Board discussion so the public comment can be taken into consideration in the Board's discussion.</p> <p>Maggie Belton, <i>RCAC 3 Vice Chair</i>, informed the Board that the Personal Assistance Services Council, a public service agency for In-Home Support Services workers, is having an open house. L.A. Care is invited to come on Wednesday November 13 at the California Endowment Center.</p> <p><i>(Member Green joined the meeting.)</i></p>	
<p>CONSENT AGENDA ITEMS APPROVED BY A COMMITTEE</p>	<p>The items on the Consent Agenda and the Recommended Consent Agenda Items Not Approved by a Committee were considered by the Board:</p> <ul style="list-style-type: none"> • Approve September 5, 2019 meeting minutes Member Booth asked about a comment by California Health and Human Services Secretary Ghaly regarding designing programs for the most vulnerable will likely lift all populations. Richard Seidman, MD, MPH, <i>Chief Medical Officer</i>, indicated that in population health, we can focus on overall outcomes and on disparities. He believes that when we focus on the most difficult situations and programs for the most vulnerable people, we can design programs that can improve outcomes for all people. Member Booth then asked about Department of Public Social Services support for L.A. Care's Pomona Community Resource Center. Mr. Baackes will take the question under advisement and will answer the question as soon as possible. • Toney HealthCare Consulting Contract Extension <u>Motion FIN 100.1119*</u> To authorize an amendment extending the current contract with Toney HealthCare Consulting through June 30, 2020 in an additional amount not to exceed \$2,700,000 (for a total cost not to exceed \$3,500,000). • VMware's Virtual and Cloud Computing Software Products and Services Renewal <u>Motion FIN 101.1119*</u> To authorize staff to renew VMware software products and services to continue to support L.A. Care's virtual computing solution for a three-year term in an amount not to exceed \$4 million. 	

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	<ul style="list-style-type: none"> • Regional Community Advisory Committee (RCAC) Members <u>Motion ECA 100.1119*</u> To approve the following as members to the Regional Community Advisory Committee (RCAC), as reviewed by Executive Community Advisory Committee (ECAC) at its October 9, 2019 meeting: <ul style="list-style-type: none"> ○ Guadalupe Yepiz, Consumer, RCAC 7 ○ Juan R. Alfaro, Consumer, RCAC 7 ○ Elizabeth Mitchell, Consumer, RCAC 9 • Ratify nomination of RCAC 11 Chair <u>Motion ECA 101.1119*</u> To ratify the nomination of Maria Angel Refugio, the current Vice Chairperson as Chairperson of Regional Community Advisory Committee (RCAC) Region 11 for the remaining term vacated by Elda Sevilla. • Children’s Health Consultant Advisory Committee Members <u>Motion CHC 100.1119*</u> To approve the following nominees as members of the Children’s Health Consultant Advisory Committee (CHCAC), effective October, 2019: <ul style="list-style-type: none"> ○ Hilda Perez representing the 3rd of the 3 Undesignated seats; and ○ James Kyle, M.D. the Medical Director for Quality Management of L.A. Care Health • Technical Advisory Committee Members <u>Motion TAC 100.1119*</u> To approve Stephanie L. Taylor, PhD, and Elan Shultz as members of the Technical Advisory Committee, as reviewed by the Committee at its October 31, 2019 meeting. 	<p>The Consent Agenda and Recommended Consent Agenda items were unanimously approved. 10 AYES (Ballesteros, Booth, DeLaTorre, Gonzalez, Greene, Perez, Ridley-Thomas, Roybal, Shapiro and Vaccaro)</p>
<p>RECOMMENDED CONSENT AGENDA ITEMS NOT APPROVED BY A COMMITTEE</p>	<ul style="list-style-type: none"> • Annual Review of Investment Policy AFS 008 <u>Motion BOG 100.1119*</u> To approve Financial Services Policy AFS-008 (Annual Investment Policy) as submitted. Member Booth asked when the last investment audit was conducted. Marie Montgomery, <i>Chief Financial Officer</i>, responded that the investments are audited every year by the outside auditor. 	

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	<p>Member Booth asked about the specific term “impairment”. Ms. Montgomery noted when the amortized value is higher than the market value of an asset, the asset is written down. For impairment related to fixed assets, it typically occurs when you are not using a system and it is being “sunset” prior to expiration of the term for depreciation.</p> <p>Member Booth suggested alternate language in section 6.1 on the last page which refers vaguely to reports. She suggested eliminating the statement or making it more specific to capital assets instead of referring broadly to financial statements. She also noted that the definition of the term <i>designees</i> (page 81 and 90) could be explained more clearly as “authorized designee(s) . . . (instead of <i>qualified employees</i>). Ms. Montgomery stated that staff will review the suggested changes clarifying the policy.</p> <p><i>(Member Jimenez joined the meeting.)</i></p> <ul style="list-style-type: none"> • Annual Review of Accounting and Finance Policies AFS 002 and AFS 004 <u>Motion BOG 101.1119*</u> To approve the following Accounting & Financial Services Policies as attached: <ul style="list-style-type: none"> ○ AFS-002 (Capital Assets) ○ AFS-004 (Non-Travel and Other Expenses) • Oracle Technical Support Renewal <u>Motion BOG 102.1119*</u> To authorize staff to renew Technical Support Services for L.A. Care’s Oracle Software Products in an amount not to exceed \$2,210,000 through November 10, 2020. • Salesforce, Inc. Contract Renewal <u>Motion BOG 103.1119*</u> To authorize staff to execute a contract with Salesforce in an amount up to \$2,800,000 for subscription services through October 31, 2020. • Cognizant Contract Amendment <u>Motion BOG 104.1119*</u> To authorize staff to amend the existing contract with Cognizant for an additional \$1,800,000 (total contract not to exceed \$3,175,000) for continued Salesforce implementation activities through December 31, 2020. 	

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	<ul style="list-style-type: none"> • iColor Printing Contract Amendment <u>Motion BOG 105.1119*</u> To authorize staff to amend the contract with iColor Printing with a new scope of work in the amount not to exceed \$1,402,500 effective in November 2019. • Additional Funds for Tenant Improvement for Metro LA Community Resource Center <u>Motion BOG 106.1119*</u> To delegate to John Baackes, <i>Chief Executive Officer</i>, discretionary authority to authorize staff to enter into contractual agreements for capital improvements, furniture, equipment and contingency for one-time leasehold capital improvement construction at the Metro L.A. CRC not to exceed \$2,713,680 with any further budget details approved by the Finance & Budget committee. • Health Dialog Contract Amendment for Nurse Advice Line and Health & Wellness Portal Services <u>Motion BOG 107.1119*</u> To authorize staff to execute a three-year contract with Health Dialog to provide Nurse Advice Line and Health & Wellness Portal services for a total cost not to exceed \$9,000,000. Member Booth noted it was not clear when the previous contract expired, and she asked if L.A. Care will run out the prior contract before the requested new contract will begin. Dr. Seidman responded that the goal is to get a single vendor for these services to save money and simplify management of the program. 	
CHAIRPERSON'S REPORT	<p>Chair De La Torre asked Board members for their committee preferences for 2020. The Committee membership will be announced at the December Board Meeting.</p> <p>Board Members were also requested to send the name of a charitable organization to be nominated to receive donated Board Member stipends. A motion with two organizations randomly selected will be presented for a vote at the December meeting.</p> <p>PUBLIC COMMENT: Ms. Cooper commented that she had issues she wanted to discuss which were on the Consent Agenda earlier in the meeting. She asked for help for consumers at the Board Meetings.</p>	

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CHIEF EXECUTIVE OFFICER REPORT	<p>John Baackes, <i>Chief Executive Officer</i>, referred to his written report in the meeting materials (<i>a copy of his report is available by contacting Board Services</i>).</p> <ul style="list-style-type: none"> Mr. Baackes described the opening event for the seventh community resource center (CRC) yesterday in Pomona. It is the first co-branded CRC with Blue Shield Promise Health Plan. He thanked everyone who participated. <p>He thanked Lance MacLean, <i>Director of Facilities Services</i>, for his work in opening all the resource centers.</p> <ul style="list-style-type: none"> He congratulated Dr. Seidman on achieving a 4-star rating (out of 5 stars) from the National Committee on Quality Assurance (NCQA) for the Medi-Cal program. Dr. Seidman noted that NCQA has rated L.A. Care's Medi-Cal program as Commendable. L.A. Care is the only 4-star health plan in Los Angeles County with a Commendable rating. L.A. Care's proportion of auto assigned members in Medi-Cal is now 76% (up from 52%) for 2020. He reported on Elevating the Safety Net program: <table border="1" data-bbox="485 732 1587 1333"> <thead> <tr> <th></th> <th>Since report on August 30, 2019</th> <th>As of November 1, 2019</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Elevating the Safety Net Grants for primary care physicians</td> <td>—</td> <td>92 grants awarded</td> </tr> <tr> <td>4</td> <td>62 physicians hired</td> </tr> <tr> <td>Elevating the Safety Net Grants for medical school loan repayment</td> <td>3</td> <td>23</td> </tr> <tr> <td>Elevating the Safety Net Grants for medical school scholarships</td> <td>—</td> <td>16</td> </tr> <tr> <td>Housing for Health Housing secured for homeless households</td> <td>3</td> <td>252</td> </tr> <tr> <td>IHSS+ Home Care Training IHSS worker graduates from CLTCEC program</td> <td>—</td> <td>2,130</td> </tr> </tbody> </table> <p>L.A. Care is the only health plan with a home care training program in Los Angeles County.</p>		Since report on August 30, 2019	As of November 1, 2019	Elevating the Safety Net Grants for primary care physicians	—	92 grants awarded	4	62 physicians hired	Elevating the Safety Net Grants for medical school loan repayment	3	23	Elevating the Safety Net Grants for medical school scholarships	—	16	Housing for Health Housing secured for homeless households	3	252	IHSS+ Home Care Training IHSS worker graduates from CLTCEC program	—	2,130	
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	<p>Cynthia Carmona, <i>Senior Director of Safety Net Initiatives</i>, described the community health worker (promotoras) training. The current training underway has 25 participants and will end on November 20. A new group will begin training in January.</p> <p>Mr. Baackes noted that these community health workers will begin working out of L.A. Care’s community resource centers alongside the care management staff to assist members.</p> <p>Tanisha Johnson, <i>Supervisor, Health Promoters Program</i>, described the program which has trained 16 health promoters.</p> <ul style="list-style-type: none"> • Mr. Baackes reported on L.A. Care’s work to support the homeless population. Los Angeles County has the largest homeless population in the nation (approaching 60,000). It is estimated that 1,000 people who are homeless will die this year. In addition to the \$20 million, multiyear commitment made by L.A. Care in 2017 to Housing for Health, more needs to be done. L.A. Care and co-sponsors Hospital Association of Southern California and the Community Clinic Association of Los Angeles County and Health Net, hosted a homelessness summit and invited providers – clinics and hospitals with homeless individuals among their clients. The summit provided information for participants about the impact of homelessness on the health of patients and clients. A list of recommendations will be distributed at a future meeting. • A change has been proposed to immigration policy which will add public health assistance to the public charge. Called the “chilling effect”, this rule change could mean that accepting public health and welfare assistance could count against some immigration applications. The rule was stayed by multiple courts by injunction. The rule cannot be applied retroactively, so those currently using public benefit programs may not have that count against them. <p>Member Jimenez noted that it is not known if the injunction will be prospective or retroactive.</p> <ul style="list-style-type: none"> • The President recently issued a proclamation that will require immigrants to prove they can obtain health care insurance before they are issued a visa. The effective date of this requirement is November 3, 2019. The types of coverage that are considered insurance include employer-based, family plans, unsubsidized individual coverage, catastrophic, or short term coverage. However, immigrants would not be able to obtain a visa if they use any government-sponsored coverage programs, such as Affordable Care Act (ACA) subsidies, Medi-Cal, or CHIP. Visa applicants will have to demonstrate that they will be covered with approved health insurance within 30 days of entry in the United States or possess the financial means to “pay for reasonably foreseeable medical costs”. Basically, this proclamation creates a health insurance mandate for immigrants. The requirement will 	

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	<p>not be implemented at this time as a federal judge issued a 28-day hold for consideration of a preliminary injunction.</p> <ul style="list-style-type: none"> • The current waiver pilot program ends December 31, 2020. Mr. Baackes presented information about a new draft waiver program under development called CalAIM (<i>a copy of the presentation is available by contacting Board Services</i>). The public comment period will last until February, 2020. <p>It is important to note that this proposal does not include information about the Governor’s previous proposal to disintegrate pharmacy benefits from health plan benefits, which would eliminate funding available to some safety net providers through the 340B program. This change could lead to a significant decrease in funding available for safety net providers.</p> <ul style="list-style-type: none"> ○ A fundamental change in Medi-Cal is a proposed annual 45-day enrollment period; Medi-Cal currently has continual enrollment. ○ The proposal requires health plans to have NCQA accreditation by 2025. ○ Population Health Management will be incorporated into health plan contracts by January 2021, which will include significant data reporting by health plans. ○ Implementation of Enhanced Care Management (ECM) and In Lieu of Services (ILOS) benefits by January 2021 for mandated populations and January 2023 for individuals transitioning from incarceration, which will also include significant data reporting by health plans. ○ Stepped integration of long term care and special needs programs into health plan benefits. ○ Implementation of regional rates for managed care plans in targeted counties by January 2021 and statewide no sooner than January 2023. ○ Transition of certain aid codes now eligible for fee for service into managed care by January 2023. ○ Implementation of a standardized mental health assessment to determine eligibility and transition to a new reimbursement methodology for behavioral health by January 2021. ○ Integrate the county mental health plan and substance use disorder plan (currently DHCS has two contracts with each county) by January 2026, and encourage counties to explore mechanisms to jointly contract with DHCS for delivery of specialty mental health and SUD services. <p>These changes will affect operations of managed care plans and payment methodologies.</p>	

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	<p>Member Booth asked if there were any corresponding reductions in current data requirements, to which Mr. Baackes replied that plans will be required to transmit significantly more data.</p> <p>Member Greene asked if the proposed enhanced care management will become covered benefits. Mr. Baackes responded that this pilot program could lead to having ILOS become covered benefits.</p> <p>Chair De La Torre cautioned Board Members to consider this a wish list to be presented to the federal regulators which may generate a negative response for part or all of the requested policies.</p> <p>PUBLIC COMMENT Mary Jo Fernando, <i>Member</i>, RCAC 2, is concerned about no pharmacy benefits and she asked how will members survive without pharmacy benefits? Mr. Baackes noted that coverage will be provided separately for Medicare Part D beneficiaries before the change is implemented in 2021. Medicare Part D benefits will not be affected after the change.</p> <p>Ms. Cooper noted that at the last board meeting she had several questions and the Chair was very gracious in his response. Ms. Cooper asked Dr. Seidman about having the Deans of medical schools present to members how the new doctors are trained. She is concerned about sensitivity to diversity. She is proud to see Afro-American doctors and asked what L.A. Care is doing to ensure diversity. She is concerned when a person gets a write up for exercising their constitutional right to speak and she would like the Board to address that. She appreciates what L.A. Care is doing and noted that the Chair is gracious. She would like to see someone who is disabled on the Board.</p> <p>Mr. Baackes indicated that her request concerning diversity was noted and staff is considering it. He added that of 16 scholarships awarded, the students are a mix of Afro-American, Asian, Latino and two Lebanese student.</p> <p><i>(Ms. Cooper made additional remarks that were not picked up by the microphone.)</i></p>	
MOTIONS FOR CONSIDERATION		
Chief Financial Officer Report	<p><i>Member Ridley-Thomas left the meeting.</i></p> <p>PUBLIC COMMENT: Ms. Cooper feels she has been denied participation as a parent of a regional center consumer and she was grandfathered as a member of the advisory committees. When the Coordinated</p>	

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	<p>Care Initiative (CCI) Council was taken over, she was not allowed to participate as she should have. She wants the Chief Legal Officer to work with her because she feels she was not given the opportunity to participate. She wants to be a good steward of L.A. Care but she was thrown out to the wolves. She asked Community Relations staff to look into that. She asked Mr. Baackes to look into that and meet with her personally. Mr. Baackes ask legal staff to review this.</p> <p>Chair De La Torre reported that the Finance & Budget Committee met on September 23 (<i>Minutes are available by contacting Board Services</i>). The Committee reviewed and approved two contracts that were approved earlier in this meeting on the Consent Agenda, Toney Health Care and VMware Software.</p> <p>Ms. Montgomery presented highlights of the August 2019 financial reports included in the meeting materials.</p> <ul style="list-style-type: none"> • Membership in the month of August is 2,168,416, approximately 8,000 members unfavorable to the forecast, and about 16,000 member months unfavorable to the forecast year to date. • Medi-Cal Membership is expected to continue to decline in fiscal year 2019-20. • There was a net deficit of almost \$19 million in the month of August, which is unfavorable to forecast by close to \$30 million for the month. • Year to date surplus is almost \$233 million, about \$29 million less than forecast, but overall still a strong result for the fiscal year. • Revenue year to date is favorable to forecast by \$14 million. • Medical expenses are unfavorable to forecast by \$62 million, driven by higher fee for service claims. Administrative expenses are favorable to forecast by \$3 million. • Non-operating expenses are favorable to forecast by \$16 million. • Overall Medial Cost Ratio is 92% versus forecast of 91.4% • Key ratios are positive except Cash to Claims is slightly behind forecast. • Tangible Net Equity is 652% but represents 46 days' cash on hand. <p><u>Motion BOG 108.1119</u> To accept the Financial Report as submitted, for the period ended August 2019, as submitted.</p>	<p>Unanimously approved. 10 AYES (Ballesteros, Booth, De La Torre, Gonzalez, Greene, Jimenez, Perez, Roybal, Shapiro and Vaccaro)</p>

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	<p>Ms. Montgomery referred to the report on investment transactions included in the meeting materials for Committee member review. <i>(A copy of the report can be obtained by contacting Board Services).</i> As of August 31, 2019, the market value of L.A. Care’s investments was \$ 1.7 billion.</p> <ul style="list-style-type: none"> • \$1.6 billion managed by Paydel & Rygel and New England Asset Management • \$61 million in Local Agency Investment Fund • \$104 million in Los Angeles County Pooled Investment Fund 	
<p>Community Health Investment Fund Priorities FY 2019-20</p>	<p>PUBLIC COMMENT</p> <p>Chair De La Torre noted that he looked up the proportions for physicians in California:</p> <ul style="list-style-type: none"> 29% White 28% Asian American/Pacific Islander 5% Latino 3% African American <p>Chair De La Torre noted that we can’t make up for people who aren’t there for the care that Ms. Cooper is talking about. He noted it would be interesting to know L.A. Care’s proportions for the diversity of physicians. The diversity challenge is statewide, not just for L.A. Care.</p> <p>Ms. Cooper noted that the challenge is that African Americans have contributed so much, including doctors, and the challenge is to keep the numbers great. Chair De La Torre stated that L.A. Care is clearly focused on diversity. Ms. Cooper is concerned that L.A. Care’s investments have a broad perspective, and she encouraged the Board to reach out to underserved communities with investments.</p> <p><i>Members Ballesteros, Curry, Gbaly, Greene, Roybal and Vaccaro may have financial interests or trade secret concerns in Plans, Plan Participating Providers or other programs and as such refrained from the discussion and vote on this motion.</i></p> <p>Member Booth noted that, as discussed in the past, she does not feel progress has been made in providing information about how the funds are used.</p> <p>Roland Palencia, <i>Director, Community Benefits Programs</i>, reviewed the priorities of the Community Health Investment fund for 2019-20. A report submitted annually to the Board includes outcomes and accomplishments about every grant.</p> <p>Member Booth indicated she has yet to see the kind of results that the Board has discussed in the past. Mr. Palencia offered to resend the annual report. A monthly report includes information about current grants. Member Booth stated that she does not think the Board has received information as previously requested. A monthly report was added last year. Member Booth would like to see information on the results of grants before approving this motion.</p>	

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	<p>Member Perez asked about practices in grant making. Mr. Palencia responded that reports are submitted every six months by grantees.</p> <p>Member Gonzalez suggested adding a monthly report. It was noted that the monthly reports include information on completed grants.</p> <p>Chairperson De La Torre asked that the 2019 Report be resent to Board members and that Board members provide feedback on information to be included in the report monthly and annually.</p> <p><u>Motion BOG 109.1119</u></p> <ol style="list-style-type: none"> 1. To approve the recommended use of the Community Health Investment Fund (CHIF) FY 2019-20 allocation of up to \$10 million in the following priority categories: <ol style="list-style-type: none"> (1) Support safety net clinics' infrastructure to provide high quality and coordinated services to help them thrive in a managed care environment at \$2.5 million, (2) Expand access to high-barrier services for low-income and vulnerable populations at \$1.5 million, (3) Improve community health for underserved populations by addressing the social determinants that lead to poor health outcomes at \$2.0 million, (4) \$4.0 million is recommended for Brilliant Corners, in partnership with the Los Angeles County Department of Health Services' Flexible Housing Subsidy Pool fund, to provide housing for homeless individuals, including L.A. Care members. These funds will also support the goals of the Whole Person Care initiative under the new California Medi-Cal waiver. 2. Delegate authority to implement the CHIF program to the CEO and also to approve grant investments of up to \$150,000 per applicant. Allow for CEO to adjust maximum or minimum priority category amounts noted above to align with community needs and requests. All other policies and approvals related to grant making investments will remain in place. 	<p>The motion was not approved and will be brought to the December Board Meeting for consideration.</p>
<p>Accept Grant from Los Angeles County Children and Families First Proposition 10 Commission (First 5 LA) and Authorization to</p>	<p>PUBLIC COMMENT</p> <p>Ms. Fernando asked about First 5 LA and the vendors to be involved in this grant. Dr. Seidman responded that L.A. Care is proposing to accept a grant from First 5 LA. First 5 LA is funded by tobacco tax dollars. First 5 LA provides grants throughout the community to many different grantees for many different programs. This is one program that grew out of efforts to provide developmental screening for children with developmental delays. L.A. Care worked</p>	

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<p>execute contracts with vendors</p>	<p>with First 5 LA on a program called, Help me Grow, and First 5 LA wanted to continue this work.</p> <p>We have worked with First 5 LA in the past toward this work. The program will help provide technical assistance for ten community clinics to help validate screening for developmental delays. It is very good timing for this project because with increased focus on screening for developmental delays throughout the state, the legislature has increased pressure on the California Department of Health Care Services to improve screening for developmental delays. This pilot will help add to what we know about successful implementation measures, will help us measure the extent to which screening is done, and help us connect children to resources once they have been identified.</p> <p>Member Booth asked if there would be any conflict of interest in accepting money from First 5 LA. Mr. Baackes responded that there has not been any conflict in the past.</p> <p>Member Booth noted that it would be great to have quality screening tools provided to primary care physicians. Mr. Baackes indicated that the state identifies the tools to be used.</p> <p>Member Gonzalez asked how the funds will be tracked to be sure it is not diverted to other needs. Ms. Montgomery indicated that staff in Finance will oversee and control the use of funding.</p> <p>Dr. Seidman indicated that Health Information Technology staff will be supported by these funds. This is another practice transformation effort to apply what we've learned from the transforming clinical practices initiative. This grant will support staff in helping providers implement and use screening tools to appropriately identify children with developmental delays and connecting patients to resources.</p> <p><i>Members Ballesteros, Shapiro, and Vaccaro may have financial interests in Plans, Plan Participating Providers or other programs and as such refrained from the discussion and vote on this motion.</i></p> <p><u>Motion BOG 110.1119:</u> To authorize L.A. Care to accept a grant from Los Angeles County Children and Families First Proposition 10 Commission (First 5 LA) in the amount of \$1,209,460 for the approximate period of November 1, 2019 to October 31, 2023.</p>	<p>Unanimously approved. 7 AYES (Booth, De La Torre, Gonzalez, Greene, Jimenez, Perez, Roybal); 3 ABSTENTIONS (Ballesteros, Shapiro and Vaccaro).</p>
<p>Collective Medical Technologies Contract Amendment</p>	<p>PUBLIC COMMENT: Ms. Fernando asked about the possible effect on skilled nursing facilities. Dr. Seidman responded that skilled nursing facilities do not currently participate in health information exchange under this vendor contract. Ms. Fernando asked what types of technology are</p>	

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	<p>involved, and Dr. Seidman clarified that Collective Medical Technologies is the name of the vendor which coordinates the health information exchange services to communicate hospital admissions, discharges and transfers to L.A. Care.</p> <p><i>Member Jimenez left the room.</i></p> <p>Dr. Seidman summarized the motion requesting Board authorization to execute a contract amendment with Collective Medical Technologies (CMT) to provide health information exchange services which includes hospital admissions, discharge and transfer (ADT) data. Prior shorter term contracts with this vendor were very successful, for 24 hospitals in L.A. Care's network. The Health Information Technology (HIT) transmissions helps L.A. Care provide timely care management for members. This amendment will extend the contract to September 29, 2020 and open the services to the Health Homes program</p> <p>Member Booth noted that the five stated use cases make it look like if you don't have one of those conditions your data won't be collected. Dr. Seidman noted that a host of data on all L.A. Care members is collected and available; these are the use cases on which we are focusing.</p> <p>Member Booth also asked about the percentage of hospitals in Los Angeles County using this service. Dr. Seidman indicated there are about 80 hospitals total, with 40 or more that care for 80% of L.A. Care's members. Participation by 24 hospitals is a start. There are over 200 hospitals participating statewide, and we receive data from outside Los Angeles County for L.A. Care members.</p> <p>Member Booth also asked about the \$300,000 service credit. Dr. Seidman indicated that this is a result of a vigorous negotiation process with the vendor.</p> <p>Member Roybal asked if this will help L.A. Care with out of network (OON) services. Dr. Seidman indicated the data is available in an expanding network of hospitals, and it helps L.A. Care manage post discharge patient services.</p> <p>Member Vaccaro asked if L.A. Care had done full diligence to ensure Los Angeles Network Enhanced Services (LANES) given L.A. Care's financial support/investment in LANES, didn't have the sufficient technology to use for the Health Homes program and thus requiring a contract with CMT. Dr. Seidman responded that data from LANES is a more comprehensive, robust universe of data but involves a smaller number of contracted hospitals. Over time it is hoped that LANES will continue to expand participation network with more hospitals. L.A. Care currently participates on three Health Information Exchanges and at this time CMT offers complementary functionality to other platforms.</p>	

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	<p>Member Greene asked if there has been consideration for best practices to be shared among the entities. Tom Schwaninger, <i>Senior Executive Advisor Digital, IT</i>, responded that these services provide data to us. L.A. Care will build systems to ingest and use data internally. The industry is moving toward standards and L.A. Care will work with vendors over time to use standards being adopted nationally. L.A. Care is looking to get the most complete data set possible in an open format.</p> <p><u>Motion BOG 111.1119</u> To authorize staff to execute a contract amendment with Collective Medical Technologies to extend the term to twelve months through September 29, 2020, and increase total compensation by \$957,600 for a new total of \$1,314,300.</p>	<p>Unanimously approved. 9 AYES (Ballesteros, Booth, De La Torre, Gonzalez, Greene, Perez, Roybal, Shapiro and Vaccaro)</p>
<p>Ntootive Contract Amendment</p>	<p>Alex Gallegos, <i>Senior Director, Sales & Marketing</i>, summarized the motion included in the meeting materials. The contract includes marketing for the entire fiscal year.</p> <p>Mr. Baackes noted that art for the advertising is done internally. This motion is for the media placement of the advertising.</p> <p><u>Motion BOG 112.1119</u> To authorize staff to execute a new contract with Ntootive in an amount not to exceed \$5,261,983 for the period of October 1, 2019 through September 30, 2020.</p>	<p>Unanimously approved. 9 AYES (Ballesteros, Booth, De La Torre, Gonzalez, Greene, Perez, Roybal, Shapiro and Vaccaro)</p>
<p>COMMITTEE REPORTS</p>		
<p>Executive Community Advisory Committee (ECAC)</p>	<p><i>Ms. Jimenez rejoined the meeting.</i></p> <p>PUBLIC COMMENT</p> <p>Rachael Lucky, <i>Vice Chair, RCAC 4</i>, stated that it has come to her attention that during ECAC meetings there are members of staff who involve themselves in the deliberations of the ECAC body. They are not voting members of ECAC. They are staff. To Ms. Lucky, anything other than a point of information falls outside of Robert’s Rules of Order. She asked for oversight to be sure ECAC follows Robert’s Rules and Brown Act.</p> <p>Mr. Baackes noted that in his limited experience in attending ECAC, staff provides information for ECAC members. Dr. Seidman indicated that he hasn’t experienced anything differently than what Mr. Baackes has expressed.</p> <p>Chairperson De La Torre noted that even in this meeting the discussion is free flowing. The most important thing in the Brown Act is that any discussion is open and in public. The Brown Act focuses on the openness of the discussion.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>Ms. Lucky clarified that her comments were about Roberts Rules of Order and not necessarily the Brown Act. The instance that she has become aware of potentially indicates that interjection by staff into the deliberative body was disruptive to the proceedings. She wants to be sure there is proper oversight at ECAC meetings. Chairperson De La Torre asked legal staff to review past meetings and attend future meetings to observe.</p> <p>Member Gonzalez reported that the ECAC met on September 11 and October 9 (<i>minutes are available by contacting Board Services</i>).</p> <ul style="list-style-type: none"> • On September 11, ECAC members received a CEO update from Mr. Baackes. He shared information about changes in regulations related to public charge. He encouraged members not to disenroll from health care programs. • Michael Brodsky, MD, <i>Medical Director, Behavioral Health and Social Services</i>, presented information about L.A. Care’s Community Resource Platform, a new smartphone app and website that can help members find social services and other assistance in their community. • Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i>, provided updates in regard to Elevating the Safety Net, the CCI Restructure, and our Community Resource Center partnership with Blue Shield Promise. • On October 9, LisaMarie Golden, <i>Director, Customer Solutions Center, Appeals & Grievances</i>, provided updates on L.A. Care’s 1st Quarter 2019 Trend Analysis. She shared with members the actions that L.A. Care can take to address and resolve member grievances. • Mr. Oaxaca updated the Committee on the Pomona Community Resource Center opening on November 11. The Care Harbor LA Clinic will take place November 15-17 at The Reef in downtown LA. ECAC members voted to implement the Meeting Participation and Engagement ground rules for the November and December ECAC meetings. There were two leadership training sessions in September. <p>Member Perez thanked Ms. Gonzalez for her concern for members and her persistence in following up on member issues. She provided a summary of the fiscal year activities of the RCACs. She recognized the work of many groups - members, staff, community organizations.</p> <ul style="list-style-type: none"> • Work plans were developed to make wise use of the \$5,000 budget for each RCAC. • To reach out to more members, staff helped RCAC members focus on groups supporting social determinants of health that impact the community; specifically, food security and early childhood development. • Members have expressed concern regarding follow up on the funds provided to community groups to develop and meet objectives and goals. 	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> Member Perez asked that follow up is done on work plan funds and reports are provided on how the money was allocated and how many members were impacted. Members of the RCACs provide feedback to L.A. Care so we can build healthier communities together. <p>Ms. Perez thanked the Community Outreach & Engagement staff for their hard work, particularly in these areas:</p> <ul style="list-style-type: none"> Leadership training for chairs and vice chairs Conducting integration into RCACs that is welcoming and understanding First disability awareness training 22 members toured RCACs 4, 6 and 7 areas on a bus to see the effects of social determinants of health such as homelessness, safety and security issues in their neighborhoods, community clinic locations, and Department of Public Social Services offices “where it all starts”, in order to connect the social determinants of health that immediately impact their environment and their health. <p>RCAC members provided valuable input this fiscal year into the access and function issues with urgent care sites. The input, along with immediate action from L.A. Care, helped foster improvements, such as the minute clinics.</p> <p>Member Perez thanked Hannan Obeidi, <i>Senior Director Medi-Cal Administration</i>, for her efforts and outreach to members.</p> <p>In collaboration with health education staff, through the health promoters program, RCAC members reached out to at least 25 people each, about colorectal cancer awareness and screening. The Health Promoter program started in 2007, and has trained people to bring information to the community to improve health outcomes. L.A. Care enabled health promoters to attend the Vision y Compromiso annual conference in September.</p>	
Children’s Health Consultant Advisory Committee	<p>PUBLIC COMMENT:</p> <p>Genieve Favruel is concerned about children dying because the health hubs were not open despite funds allocated and a requirement that the health hubs are open. Ms. Favruel tried to visit health hubs and found that they were closed. She asked that something be done about this.</p> <p>Dr. Seidman reported that the members of the Children’s Health Consultant Advisory Committee met on September 17.</p> <ul style="list-style-type: none"> The September 2019 CMO report was presented. 	

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	<ul style="list-style-type: none"> • Michael Brodsky, MD, presented information and engaged the Committee in a discussion of Trauma Screening. Assembly Bill 340 requires the California Department of Health Care Services with the California Department of Social Services and other partners, to convene an advisory group to update, amend, or develop appropriate tools and protocols for screening children and adults for trauma. • The Committee welcomed new members Hilda Perez, Member Representative, Board of Governors, and James Kyle, MD, Medical Director of Quality Improvement. 	
Technical Advisory Committee	<p>Dr. Seidman reported on the relaunch of the Technical Advisory Committee (TAC) took place on Thursday October 31.</p> <ul style="list-style-type: none"> • TAC will bring together thought leaders from multiple organizations in government, health policy, hospitals and government and will focus on transformation of health care services. • TAC members will identify opportunities to collaborate and improve health care delivery throughout the county. • John Baackes, CEO, gave Committee members a brief history of L.A. Care. He highlighted the Elevating the Safety Net initiatives, L.A. Care’s work in social determinants of health and Housing for Health. • The Board had previously approved initial members, and at this meeting the Committee added two new members Stephanie L. Taylor, PhD, and Elan Shultz. 	
Executive Committee	<p>Chairperson De La Torre reported that there was a motion to approve advisory committee members and a legislative update at the September Executive Committee meeting. There was no October meeting.</p>	
Finance & Budget Committee	<p>Chairperson De La Torre reported that the Finance & Budget Committee met on September 23. Minutes are available through Board Services. There was no October meeting.</p> <ul style="list-style-type: none"> • In September the Committee reviewed and approved contracts that were approved earlier in this meeting on the Consent Agenda. <ul style="list-style-type: none"> ○ Toney Health Care Contract amendment ○ Renewal of VMware Software Products and Services 	
Compliance & Quality Committee	<p>Member Booth reported that the Committee met on September 19. <i>(Minutes are available through Board Services)</i>. There was no scheduled October meeting.</p> <p>Member Booth outlined a correction to the August 15, 2019 meeting minutes.</p> <p>Members Perez and Booth attended the opening of the Community Resource Center in Pomona. She feels the partnership between L.A. Care and Blue Shield Promise is wonderful.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>At the September 19 meeting:</p> <ul style="list-style-type: none"> • Dr. Seidman presented a September 2019 Chief Medical Officer report. L.A. Care retained “Commendable” status from the National Committee for Quality Assurance (NCQA) for the Medi-Cal line of business. • Thomas Mapp, <i>Chief Compliance Officer</i>, and his team presented the September 2019 Chief Compliance Officer report which included an update on L.A. Care’s Business Continuity and Disaster Recovery Planning. • Dr. James Kyle presented on L.A. Care’s 2019 Healthcare Effectiveness Data and Information Set (HEDIS) scores. He noted that L.A. Care is the highest rated Medi-Cal health plan in the county with 4.0-star rating from NCQA. • HEDIS consists of a set of measures to assess quality in health plans and provides a quality comparison among health plans. • California Department of Health Services finalized the Managed Care Accountability Set measures to be used this year. • The scores can also affect the proportion of members that are auto assigned to health plans based on the States auto-assignment algorithm. • Physicians and other health care providers can be receiving incentive rewards for their high individual quality scores. It has been difficult for some providers to collect and submit the data necessary for HEDIS. • Customers deserve high quality health care. • L.A. Care NCQA scores also reflect the Consumer Assessment of Health Plans and Services (CAHPS). 	
<p>Governance Committee</p> <ul style="list-style-type: none"> • Board Officer Election 	<p>PUBLIC COMMENT:</p> <p>Ms. Fernando asked about the process to elect board officers. Augustavia Haydel, <i>General Counsel</i>, responded that the Governance Committee members met and Member Jimenez will report on the meeting. The Board will decide if it will vote on a slate or on officer positions individually.</p> <p>Member Jimenez reported that the members of the Governance Committee met without quorum on October 16. A report was provided on the eight nominations received from Board members:</p> <p style="padding-left: 40px;">Chair: 8 nominations for Hector De La Torre Vice Chair: 4 nominations each for Al Ballesteros and Stephanie Booth Secretary: 6 nominations for Layla Gonzalez Treasurer: 6 nominations for Rob Curry</p>	

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	<p>Each of the nominees has accepted the nomination and nominations can still be made today. The Committee does not have a recommendation for a slate of officers, and the Board can vote individually on each of the positions.</p> <p>Chairperson De La Torre suggested voting on each office individually and he asked for additional nominations for 2020 Officers from the Board Members. There were no additional nominations. By consensus of the Board Members, the nominations were closed. Ms. Haydel presided over the election of Chairperson for 2020. She announced that a majority vote requires six affirmative votes from the Board Members present and voting today.</p> <p>Chairperson De La Torre was unanimously re-elected as Chairperson with 10 Ayes, 0 Nays, 0 Abstentions. Chairperson De La Torre conducted the remainder of the elections. Member Ballesteros was re-elected Vice Chair, by show of hands with 7 Ayes Member Curry was unanimously re-elected Treasurer with 10 Ayes Member Gonzalez unanimously reelected Secretary with 10 Ayes.</p> <p>Member Ballesteros thanked Board Members and commented that it has been a good year for L.A. Care, Chairperson De La Torre is doing a great job as Chair and everybody on the Board is doing a great job. Member Gonzalez also thanked Board Members and commented that she will do her best in her role as Secretary.</p>	<p>Results of the election:</p> <p>Chair: De La Torre was unanimously elected with 10 AYES.</p> <p>Vice Chair: Ballesteros was elected with 7 AYES,</p> <p>Treasurer: Curry was unanimously elected with 10 AYES</p> <p>Secretary: Gonzalez was unanimously elected with 10 AYES.</p>
<p>Services Agreement Committee</p>	<p>The Committee met on October 16. The Committee met in closed session to discuss Plan Partner Services Agreement and there was no report from the closed session.</p>	
<p>PUBLIC COMMENT <i>Comments are summarized, not verbatim.</i></p>	<p>Phyllis Coto, <i>Member RCAC 4</i>, and a member of the board of directors for legal aid. She feels a report is needed quarterly on community outreach for homeless people. People are asking where do homeless people shower. She sees ads for L.A. Care and feels that billboards in the community would be important to share and information line. It is important to have mobile units to assist the homeless, provide a place to shower and be assessed. L.A. Care should identify key players in every RCAC that can assist in the homelessness fight.</p>	
<p>ADJOURN TO CLOSED SESSION</p>	<p>Member Perez asked Member Ballesteros to talked about the recent gala where Mr. Baackes was honored. Member Ballesteros described the Community Leadership Award presented to Mr. Baackes not just from JWCH but from many community clinics represented that evening. The award honors Mr. Baackes for his commitment and innovative programs he has implemented. It was a community recognition that was broad based acknowledgement of Mr. Baackes' work to support the health care safety net in Los Angeles County. Mr. Baackes thanked the Board Members and noted that he accepted the award on behalf of his 1900 colleagues at L.A. Care who work hard every day.</p>	

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	<p>Ms. Haydel announced the following items to be discussed in closed session. The Board adjourned to closed session at 4:57 p.m.</p> <p>CONTRACT RATES Pursuant to Welfare and Institutions Code Section 14087.38(m)</p> <ul style="list-style-type: none"> • Plan Partner Rates • Provider Rates • DHCS Rates <p>REPORT INVOLVING TRADE SECRET Pursuant to Welfare and Institutions Code Section 14087.38(n) Discussion Concerning New Service, Program, Business Plan Estimated date of public disclosure: <i>November 2021</i></p> <p>CONFERENCE WITH REAL PROPERTY NEGOTIATORS Pursuant to Section 54956.8 of the Ralph M. Brown Act Property: 909 N. Avalon Bl., Wilmington, CA. 90744 Agency Negotiator: John Baackes Negotiating Parties: Fallas Borrower IV, LLC Under Negotiation: Price and Terms of Payment</p> <p>CONFERENCE WITH REAL PROPERTY NEGOTIATORS Pursuant to Section 54956.8 of the Ralph M. Brown Act Property: 2180 South Street, Long Beach, CA 90805 Agency Negotiator: John Baackes Negotiating Parties: Sterik Long Beach, LP a Delaware Limited Partnership Under Negotiation: Price and Terms of Payment</p> <p><u>From Supplemental Special Meeting Agenda</u></p> <p>CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION Pursuant to Section 54956.9(d)(1) of Ralph M. Brown Act Name of Case: Verity Health System of California, Inc. v. L.A. Care Health Plan (JAMS Ref. No. 1220062480)</p> <p>CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION Significant exposure to litigation pursuant to Section 54956.9(d) ((2) of Ralph M. Brown Act One Potential Case</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION Significant exposure to litigation pursuant to paragraph (2) of subdivision (d) of Section 54956.9 of the Ralph M. Brown Act Two potential cases</p> <p>CONTRACT RATES Pursuant to Welfare and Institutions Code Section 14087.38(m)</p> <ul style="list-style-type: none"> • Plan Partner Services Agreement 	
RECONVENE IN OPEN SESSION	<p>The Board reconvened in open session at 6:00 p.m. There was no report about the closed session.</p>	
ADJOURNMENT	<p>The meeting was adjourned at 6:00 p.m.</p>	

Respectfully submitted by:
 Linda Merkens, *Senior Manager, Board Services*
 Malou Balones, *Senior Board Specialist*
 Victor Rodriguez, *Board Specialist*

APPROVED BY:

 Layla Gonzalez, *Board Secretary*
 Date Signed _____

APPROVED

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
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 Victor Rodriguez, *Board Specialist*

APPROVED BY:


 Layla Gonzalez, *Board Secretary*
 Date Signed 12/5/19

APPROVED