



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

**THURSDAY, APRIL 9, 2020
9:00 A.M.**

**CALOPTIMA
505 CITY PARKWAY WEST, SUITES 108 AND 109-N
ORANGE, CALIFORNIA 92868**

AGENDA

This agenda contains a brief, general description of each item to be considered. The Committees may take any action on all items listed. Except as otherwise provided by law, no action shall be taken on any item not appearing in the following agenda.

Information related to this agenda may be obtained by contacting the CalOptima Clerk of the Board at 714.246.8806 or by visiting our website at www.caloptima.org. In compliance with the Americans with Disabilities Act, those requiring special accommodations for this meeting should notify the Clerk of the Board's office at 714.246.8806. Notification at least 72 hours prior to the meeting will allow time to make reasonable arrangements for accessibility to this meeting.

To ensure public safety and compliance with emergency declarations and orders related to the COVID-19 pandemic, individuals are encouraged not to attend the meeting in person. As an alternative, members of the public may:

- 1) Listen to the live audio at +1 (631) 992-3221 - Access Code: 424-600-851 or**
- 2) Participate via Webinar at: <https://attendee.gotowebinar.com/register/2867327719567007244> rather than attending in person. Webinar instructions are provided below.**

- I. CALL TO ORDER**
Pledge of Allegiance
- II. ESTABLISH QUORUM**

III. PUBLIC COMMENT

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

IV. CEO AND MANAGEMENT TEAM DISCUSSION

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

V. INFORMATIONAL ITEMS

- A. Coronavirus (COVID-19) Update
- B. Optometry Scope of Practice Expansion
- C. Provider Advisory Committee Update
- D. Committee Member Updates

VI. COMMITTEE MEMBER COMMENTS

VII. ADJOURNMENT

1. Please register for the Joint Member Advisory Committee (MAC) and Provider Advisory Committee (PAC) Meeting on Apr 9, 2020 9:00 AM PDT at:

<https://attendee.gotowebinar.com/register/2867327719567007244>

2. After registering, you will receive a confirmation email containing a link to join the webinar at the specified time and date.

Note: This link should not be shared with others; it is unique to you.

Before joining, be sure to [check system requirements](#) to avoid any connection issues.

3. Choose one of the following audio options:

TO USE YOUR COMPUTER'S AUDIO:

When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.

United States: **+1 (631) 992-3221**

Access Code: **424-600-851**

Audio PIN: Shown after joining the webinar

MEMORANDUM

DATE: March 25, 2020

TO: CalOptima Board of Directors

FROM: Michael Schrader, CEO

SUBJECT: CEO Report — April 2, 2020, Board of Directors Meeting

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

Orange County, CalOptima Responding to Community Spread of COVID-19

The coronavirus disease 2019 (COVID-19) pandemic has dramatically and swiftly changed CalOptima's daily operations. As we respond to the health care emergency declared at the national, state and local level, we are quickly adapting our usual approaches to address the needs of members, providers, employees and stakeholders. As of March 25, Orange County had 187 cases of COVID-19. Below are updates in key areas.

State Waiver Requests

On March 16, the Department of Health Care Services (DHCS) sent a Section 1135 Waiver [request](#) to the Centers for Medicare & Medicaid Services (CMS), asking for certain flexibilities that would support a more nimble response to COVID-19. The waiver addresses issues of provider participation, billing requirements and payment conditions to maintain beneficiary access and provider capacity; service authorization and utilization controls; state fair hearing requests and appeal deadlines; benefit flexibilities; telehealth/virtual visits; payment rates; eligibility flexibilities; and administrative activities. By Thursday, March 19, conditions had changed so rapidly that the state issued a second waiver [request](#) asking CMS for additional flexibilities. On March 23, CMS approved some of California's requested changes, releasing a summary on its website [here](#). Unless otherwise specified, the waivers are effective March 1, 2020, and will end upon termination of the public health emergency. CMS also indicated it will continue to review the remaining requests.

Temporary Housing for Homeless Individuals

On March 24, CalOptima received a letter from 10 members of the Orange County State Legislative delegation requesting that CalOptima use Medi-Cal funds (revenue and/or reserves) to provide rent, temporary housing, shelter and related services for homeless individuals who are at high risk for, exhibiting symptoms of or ill with COVID-19. On March 25, Board of Directors Chair Paul Yost, M.D., and I hosted a call with approximately 20 staff representatives from Orange County's state and federal legislative offices. During the call, CalOptima agreed to promptly send a letter from our Congressional delegation to the Acting Director of CMS, to implore CMS to approve the remaining elements of California's Section 1135 Waiver requests, and in particular, the provision that would allow for Medi-Cal coverage and federal financial participation in expenditures related to temporary housing for the homeless as a result of the COVID-19 public health emergency.

Legislation and Executive Actions

Local Health Plans of California has compiled a useful grid of the many legislative and executive actions that have passed or are pending as a result of COVID-19. These cover a range of activities affecting areas such as uninsured populations, Medi-Cal redeterminations, food assistance programs, housing protections, education, unemployment and paid leave. While the grid's information is fluid and subject to change, the March 24 edition follows my CEO Report.

California Advancing and Innovating Medi-Cal (CalAIM)

Due to the pandemic, DHCS is postponing CalAIM regional meetings that had been scheduled between April 16 and May 4. The meetings were intended to provide technical assistance to health plans, counties and community-based organizations regarding the implementation of Enhanced Care Management and In Lieu of Services. However, the state did not announce that the January 1, 2021, proposed start date for those benefits was changing. But observers are beginning to question whether all the various CalAIM initiatives can follow the same timeframe given the current intense demands on health plans.

Brown Act

As part of his emergency declaration, Gov. Gavin Newsom signed an Executive Order temporarily waiving the Brown Act provisions that require Board members participating in Board meetings to either be (a) physically present or (b) at an agendaized teleconference location. In other words, each Board member now has the option of participating in CalOptima Board meetings telephonically without listing their physical location on the agenda or making that location accessible to the public. The public will continue to have the option of attending Board meetings in person but minimizing physical attendance is encouraged to help control the spread of COVID-19. To that end, future Board meetings and advisory committee meetings will be live streamed, and instructions will be available on CalOptima's website.

Providers and Health Networks

CalOptima is communicating frequently to contracted providers and health networks via website [updates](#) and fax blasts. Of note, we shared the new, more flexible rules that were just released regarding telephonic/telehealth visits during the national health emergency as well as information regarding COVID-19 testing availability, protocols and reimbursement codes. On March 19, CalOptima held the regularly scheduled monthly Health Network Forum via conference call. Chief Medical Officer David Ramirez, M.D., and Medical Director Miles Masatsugu, M.D., provided an extensive COVID-19 update. Our staff also detailed welcome changes that offer health networks some flexibility with reporting in light of staff demands in responding to the crisis.

Hospital Payments

The California Hospital Association reached out asking for health plans to process the FY 2018–19 SB 239 Quality Assurance Fee (QAF) payments and Phase 2 FY 2017–18 directed payments, based on the growing pressure on safety net hospitals and concerns about shortages of supplies. In Orange County, QAF payments for the period are \$154 million and Phase 2 directed payments are \$91 million. CalOptima distributed the QAF payments on March 20 and will release the directed payments by March 31.

Community-Based Adult Services (CBAS) Centers

CBAS centers are an essential element of the health care delivery system for frail seniors, yet hundreds of centers statewide have reported to DHCS that they are at risk of closing because of decreases in their daily census. In response to this emergency, DHCS included CBAS centers in the 1135 Waiver request, outlining alternative format services that the state proposed as eligible for continued reimbursement, including telephonic or live video interactions in lieu of face-to-face social/therapeutic visits and/or assessments; home-delivered meals in the absence of meals at the CBAS center; and physical therapy or occupational therapy in the home. To ensure that seniors continue to receive need care, CalOptima will be requesting Board approval on April 2 to implement the CBAS changes outlined by DHCS.

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

As attendance at the CalOptima PACE center is limited by social distancing, participants are now receiving necessary services through alternative means in a “PACE Without Walls” model. Vans have been repurposed from transporting participants to delivering critical medical supplies, equipment and meals to participants’ homes. Our partner pharmacy is also delivering medications to homes. Home care providers are offering intervention and assistance with daily living tasks in the home. Most PACE staff have transitioned to telework, so they are making daily wellness calls to all 399 participants as well as participating in remote interdisciplinary team meetings. The PACE clinic remains open, and staff are on the front lines of patient care. Reflecting commitment and ingenuity, clinicians donned personal protective equipment to provide the first-ever drive-thru clinic visit in the PACE parking lot on March 20.

Nurse Advice Line With Physician Consult

On March 19, DHCS asked that Medi-Cal plans immediately move to offer no-barriers access for members to their nurse advice lines with a warm handoff to a M.D. consult if needed. CalOptima’s nurse advice line is staffed by Carenet Health, which has a contractual relationship with MDLIVE. We immediately reached out to begin contract revisions to leverage its physician consult services. Because of the emergency nature of this mandated change, we will ask your Board to ratify this contract revision on May 7.

Whole-Child Model (WCM)

Services for WCM members are changing with the closure of the school districts. The county announced that Medical Therapy Units, which are located on school campuses, are limiting services to medically urgent appointments.

Health Homes Program (HHP)

DHCS has suspended the face-to-face requirement for HHP care coordination and health risk assessment, out of an abundance of caution for health plan staff.

Clinical Field Teams (CFTs)

Two community health centers have suspended their CFT operations out of concern for staff and to limit community contact. Three other organizations remain available for dispatch, although the volume of referrals has decreased recently. CalOptima is continuing to support CFTs while being mindful of their safety. CalOptima has also taken steps to protect our Homeless Response Team (HRT) staff in the community by having them offer services remotely. The HRT telephone referral lines and care coordination staff remain available to support the CFTs. CalOptima

scheduled a March 25 conference call with CFT leaders and medical directors to ensure we can continue to coordinate our efforts to serve the vulnerable homeless population.

Employees

CalOptima is exempted from the governor's Stay at Home Order based on our role in health care, which is one of the 16 essential critical infrastructure sectors. However, to respond to social distancing mandates, CalOptima is accelerating employees' transition to temporary telework and holding internal meetings via phone or webinar. As of March 25, and thanks to a rapid deployment process developed by our Information Services team, 82% of CalOptima's 1,355 employees are working from home. We also adjusted work duties for staff who typically have a role in the community. For example, our long-term care staff stopped visiting nursing homes and are approving all continuation requests through other means. Furthermore, CalOptima has clarified our expectations regarding reliably performing job duties while on temporary telework status, especially in cases where an employee's child may be home and off from school. Finally, CalOptima's building will remain open for employees who need to work here either because their home situation is incompatible with telework and/or they would have no job if the building is closed (i.e., Facilities staff). To ensure employees have current information, we increased the frequency of emails from executive leaders, held two all-staff informational webinars and activated our disaster hotline for employees to check for changes to building access.

Media

Three media outlets — Orange County Register, Los Angeles Times and Voice of OC — have contacted CalOptima for comments on the pandemic's local impact. Based on the publication deadlines, we have arranged interviews with our medical leadership or provided a statement. In the Orange County Register, CalOptima's [statement](#) about what members should do if they are feeling unwell was included as part of a larger article about drive-thru test centers. The Voice of OC wrote an [article](#) about our changes at PACE. The Los Angeles Times article has not yet been published.