

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 13, 2021

10:00 – 11:30 a.m.



Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, Alliance offices will be closed for this meeting. The following alternatives are available to members of the public to view this meeting and to provide comment to the Advisory Group.

1. Members of the public wishing to join the meeting may do so as follows:
 - a. Via computer, tablet or smartphone at:
<https://global.gotomeeting.com/join/111812317>
 - b. Or by telephone: +1 (646) 749-3122 Access Code: 111-812-317
 - c. New to GoToMeeting? Get the app now and be ready when your first meeting starts: <https://global.gotomeeting.com/install/111812317>

 2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, May 12, 2021 to MSAG@ccah-alliance.org
 - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 - ii. Comments will be read during the meeting and are limited to five minutes.
 - b. Public comment during the meeting, when that item is announced.
 - i. State your name and organization prior to providing comment.
 - ii. Comments are limited to five minutes.

 3. Mute your phone during presentations to eliminate background noise.
 - a. State your name prior to speaking during comment periods.
 - b. Limit background noise when unmuted (i.e. paper shuffling, cell phone calls, etc.).
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HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
 - A. Introductions

- 2. Oral Communications. 10:05 a.m.**
 - A. Members of the public and may address the Advisory Group on items not listed on today's agenda, up to a maximum of 3 minutes per person, with oral communications time not to exceed 20 minutes in total.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called.

- 3. Comments and announcements by Advisory Group members.**
 - A. Advisory Group members may provide comments and announcements.

- 4. Comments and Announcements by Plan Staff.**
 - A. Plan staff may provide comments and announcements.

- Consent Agenda Items: 10:10 a.m.**
 - 5. Approve Member Services Advisory Group minutes of February 11, 2021.**

 - 6. Accept Plan Staff Reports:**
 - A. Current Enrollment
 - B. March 2021 Call Statistics Report

- Regular Agenda Items: 10:15 a.m.**
 - 7. Strategic Planning for 2022+ (10:15 – 10:45 a.m.)**

Feedback: Kathleen McCarthy, Strategic Development Director, will provide an update on the strategic planning process, share the themes identified to date and solicit input to inform the Alliance's future priorities.

 - 8. Website Use and Navigation (10:45 – 11:15 a.m.)**

Feedback: Rebecca Huth, Digital Communications Supervisor, will ask focused questions in regards to website use and navigation.

 - 9. Adjourn**



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The next meeting of the Member Services Advisory Group, after this May 13, 2021 meeting will be held via teleconference unless otherwise noticed:

- Santa Cruz – Monterey – Merced
Thursday, August 12, 2021, 10:00 – 11:30 a.m.

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at www.ccah-alliance.org/boardmeeting.html. The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at MSAG@ccah-alliance.org or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus, however, until further notice all meetings are being online.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.



SANTA CRUZ – MONTEREY – MERCED MEMBER SERVICES ADVISORY GROUP

Meeting Minutes
Thursday, February 11, 2021
10:00 – 11:30 a.m.

In Santa Cruz County:
Central California Alliance for Health
1600 Green Hills Road, Suite 101, Scotts Valley, California
In Monterey County:
Central California Alliance for Health
950 East Blanco Road, Suite 101, Salinas, California
In Merced County:
Central California Alliance for Health
530 West 16th Street, Suite B, Merced, California

Advisory Group Members Present:

Santa Cruz County:

John Beleutz	Health Projects Center
Alene Smith	Consumer
Margaret O'Shea	Consumer

Monterey County:

Enid Donato	Natividad Medical Center
Leo Demushkane	Consumer

Merced County:

Erika Peterson	Merced County Head Start
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Members Absent:

Rob Smith	Commissioner
Elsa Quezada	Commissioner
Martha Rubbo	Consumer
Doris Drost	Consumer
Lupe Chavez	Consumer
Ashley Lynne Gregory	Consumer
Alexandra Heidelberg	Consumer
Linda Jenkins	Consumer
Myisha Reed	First 5 Merced County
Rex Resa	Consumer
Silvia Wilson	Monterey County-CalHeers
Vivian Pittman	Consumer
Rebekah Capron	Merced HAS
Michael Molesky	Commissioner
Celeste Armijo	Monterey Department Social Services
Tamara McKee	HICAP – Alliance on Ageing
Tracy Clark	Merced HAS

Candi Walker	Consumer
Humberto Carrillo	Consumer
Julie Edgecomb	Commissioner

Support Staff Present:

Dana Marcos	Member Services Director
Maura Middleton	Member Services Administrative Assistant
Hillary Gillette-Walsh, RN	Quality and Population Health Manager
Megan Simms	Member Services Operations Manager
Ronita Margain	Regional Operations Director, Merced

1. Call to Order by Chairperson Beleutz.

John Beleutz, Chairperson, called the meeting to order at 10:02am. Self-introductions were made.

2. Oral Communications.

John Beleutz, Chairperson, opened the floor for any members of the public to address the Committee on items listed in the agenda.

No members of the public addressed the committee.

3. Comments and announcements by Advisory Group members.

John Beleutz, Chairperson, opened the floor for Advisory Group members to make comments.

No comments from Advisory Group members.

4. Comments and Announcements by Plan Staff.

No comments from Plan Staff.

Consent Agenda Items:

Chairperson Beleutz opened the floor for approval of the Consent Agenda

Action: All consent items approved.

Regular Agenda Items:**Elect Advisory Group Chair**

John Beleutz called for nominations for a new chair for 2021. John indicated his willingness to serve for another year. As no other nominations were made, it was unanimous to elect John as the Advisory Group Chair for 2021.

Meeting Facilitation Ownership Update

Dana Marcos, Member Services Director and Ronita Margain, Regional Operations Director provided an update regarding Alliance staff facilitation of the Member Services Advisory Group. Starting with the May MSAG meeting, Ronita Margain and Kayla Zoloniak, Administrative Specialist will serve as the Alliance staff assigned to facilitating this meeting, including preparing agenda topics, documenting meeting minutes, and maintaining meeting schedules. Dana Marcos will continue to participate as the Member Services Director and subject matter expert. Maura Middleton will support to ensure a seamless transition.

Pharmacy Benefit Transition

Dana Marcos, Member Services Director gave an update about the Medi-Cal Rx Carve-out. The implementation date was moved from January 1, 2021 to April 1, 2021. Medi-Cal and the Alliance will inform members of this change via letters, social media postings and notices on the Alliances website. Members will receive new ID cards.

New Member Packet Presentation

Megan Sims, MS Operations Manager presented on the updated New Member Welcome Packet. Members will now have access to certain member materials electronically. These include the Member Handbook, Formulary and the Provider Directory. Members within the Seniors and Persons with Disabilities (SPD) population will continue to receive hard copies of these materials. As a result of these changes the New Member Welcome packet has been redesigned, offering clear and concise step-by-step information to guide new members as they enroll with the Alliance. The redesigned packet promotes self-service and empowers members to use the Alliance Website which contains the most accurate and up-to-date information. The New Member Welcome Packet and process supports sustainability and assists with reduction in returned packets due to mail box sizes. One MSAG member suggested that a notecard or flyer be included in the New Member Packet to inform members who do not have access to the internet about how to request the full Handbook, Formulary or Directory materials in a print format.

Vaccinating Against COVID-19 in our Community

Hilary Gillette-Walch, RN, provided an update on COVID-19 vaccinations. Hilary described how the COVID vaccine protects individuals from becoming very ill from COVID-19. The vaccine is currently being distributed in phases by providers and county health departments. Once available, all members, aged 16 and older, with no severe allergic reactions to prior vaccines, should get vaccinated. The Alliance and providers will continue to share information with members about the vaccine as it becomes available. To get more information about the vaccine and the sign-up process, Hilary encouraged MSAG members to reach out to their local health department or visit www.cdc.gov.

Meeting adjourned at 11:00 a.m.

Respectfully submitted,

Maura Middleton, Clerk of the Advisory Group/Member Services Administrative Assistant

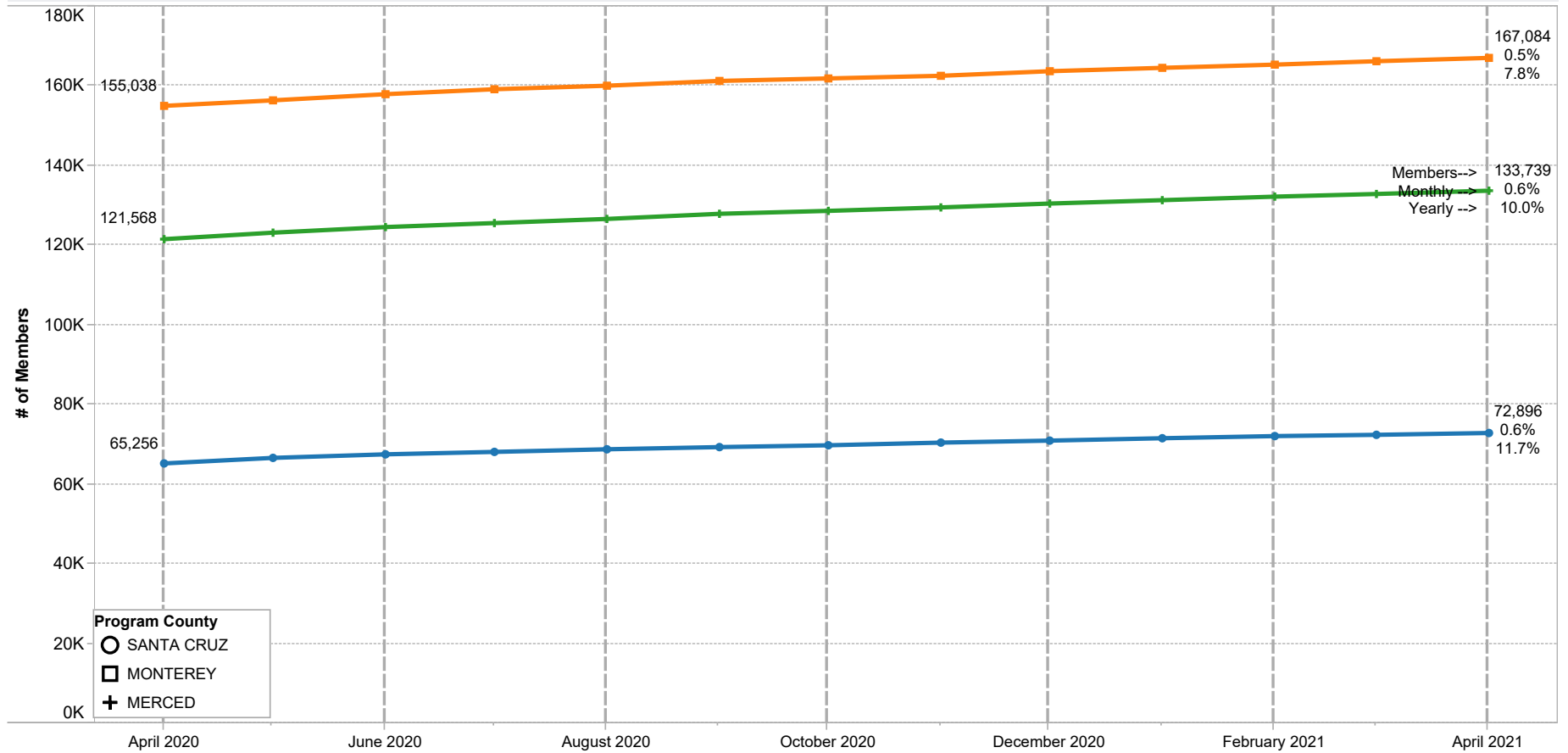
Enrollment Report

Year: 2017 & 2018 County: All Program: IHSS & Medi-Cal
 Aid Cat Roll Up: All Data Refresh Date: 4/20/2021



StaticDate
 4/1/2020 12:00:00 AM to 4/30/2021 11:59:59 PM

Membership Totals by County and Program, % Change Month-over-Month and % Change Year-over-Year



Program..	ProgramCo..	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021
Medi-Cal	SANTA CRUZ	65,256	66,648	67,538	68,150	68,806	69,355	69,810	70,482	70,981	71,580	72,119	72,436	72,896
	MONTEREY	154,466	155,843	157,392	158,634	159,532	160,742	161,373	162,042	163,203	164,049	164,863	165,735	166,573
	MERCED	121,568	123,199	124,607	125,609	126,649	127,937	128,671	129,538	130,511	131,359	132,244	132,913	133,739
IHSS	MONTEREY	572	579	579	580	570	560	554	546	540	537	529	516	511
Total Members		341,862	346,269	350,116	352,973	355,557	358,594	360,408	362,608	365,235	367,525	369,755	371,600	373,719

