

**Ventura County Medi-Cal Managed Care Commission
(VCOMMCC) dba Gold Coast Health Plan (GCHP)
Commission Meeting Minutes
August 22, 2011**

CALL TO ORDER

Chair Dial called the meeting to order at 3:13 p.m. in Suite 200 at the Ventura County Public Health Building located at 2240 E. Gonzales Road, Oxnard, CA 93036.

ROLL CALL

COMMISSION MEMBERS IN ATTENDANCE

David Araujo, MD, Ventura County Medical Center Family Medicine Residency Program
Anil Chawla, MD, Clinicas del Camino Real, Inc.
Lanyard Dial, MD, Ventura County Medical Association
John Fankhauser, MD, Ventura County Medical Center Executive Committee
Robert Gonzalez, MD, Ventura County Health Care Agency
Roberto S. Juarez, Clinicas del Camino Real, Inc.

EXCUSED / ABSENT COMMISSIONERS

Maylee Berry, Medi-Cal Beneficiary Advocate
Laurie Eberst, RN, Private Hospitals / Healthcare System
Rick Jarvis, Private Hospitals / Healthcare System
Kathy Long, Ventura County Board of Supervisors
Catherine Rodriguez, Ventura County Medical Health System

STAFF IN ATTENDANCE

Earl Greenia, CEO
Tin Kin Lee, Legal Counsel
Traci R. McGinley, Clerk of the Board
Brandy Armenta, Quality Improvement Specialist
Charlie Cho, MD, Chief Medical Officer
Sonia DeMarta, Accounting and Finance Manager
Andre Galvan, Project Management Specialist
Guillermo Gonzalez, Government Affairs Director
Lupe Gonzalez, Health Educator
Darlane Johnsen, Chief Financial Officer
Steven Lalich, Communications Director
Candice Limousin, Human Resources Director
Aimee Sziklai, Operations Director
Paul Roberts, Provider Relations and Contracting Director

The Pledge of Allegiance was recited.

Language Interpreting and Translating services provided by GCHP from Lourdes González Campbell of Lourdes González Campbell and Associates.

PUBLIC COMMENT / CORRESPONDENCE

Sandra Reza, from Clinicas del Camino Real, Inc., shared a document and expressed her concern that up to 60% of Clinicas' patients do not show on their provider roster. She added that Clinicas is receiving complaints from patients regarding auto-assignment. She requested information on how the auto assignments were made and an audit of the process.

Chair Dial asked if this document had been presented to GCHP Administration, to which CEO Greenia responded that it had not. Commissioner Juarez asked if GCHP was aware of the issues, to which CEO Greenia responded that they were aware of most of the issues and have responded to Clinicas as issues were presented.

Mike Lurie, Community Memorial Hospital (CMH) Vice-President of Planning and Managed Care, stated that they operate 9 clinics and have accepted Medi-Cal since inception. He noted that they have still not received capitation payment and noted that in managed care, capitation is typically received up front. Mr. Lurie expressed his belief that GCHP should reimburse for Urgent Care services.

CFO Johnsen responded that GCHP will mail capitation payments within a few days. The August payment will go out the 1st week of September. Chair Dial confirmed that it is GCHP's intention to make payments within a few weeks.

Lisa Powell, Walgreens Nurse, announced that they provide full scope home infusions, and that Walgreens has always accepted Medi-Cal. With the creation of GCHP, Walgreens can send nurses to patients' homes. They have patients with MS and in the past the patient would have to go to a facility for services, but now a nurse can be sent a couple times per week as this takes several hours. She added that she has contacted providers and they are very pleased to hear that Walgreens can provide these services.

Christine Velasco, Clinicas del Camino Real, Inc., CFO, stated that she attended last month's meeting and asked for an audit on the auto-assignment and to date has not heard from CEO Greenia. She added that Clinicas patients are unhappy and are suffering. There are thousands of patients that are not showing up on the Clinicas roster.

Sandra Young, MICOP, thanked GCHP staff for ongoing outreach efforts. She commended GCHP for taking on the issue of health coverage for the migrant workers and doing such a great job. She added that Guillermo Gonzalez had organized a meeting with MICOP, GCHP and the Health Agency. She noted that it was her understanding that there is a proposal to remedy the challenges that occur when migrant workers move from area to area.

The Chair, CEO and Counsel discussed the lack of a quorum. Counsel Lee advised that discussion could be held on items; however no action could be taken.

1. APPROVAL OF MINUTES – JULY 25, 2011

No Comments.

2. ACCEPT AND FILE MANAGEMENT UPDATE

CEO Greenia highlighted various operational challenges since go-live. Approximately 500-600 PCP change requests have been received; it was anticipated that this would be updated by the end of August. The Call Center lost several Spanish-speaking representatives; ACS is in the process of filling those positions. CEO Greenia confirmed that the first check from the State arrived later than anticipated as it was delivered to the wrong address and therefore delayed payment to providers. Discussion was held regarding the complexity of the Medi-Cal vision coverage, the reimbursement limits, eye glass frames and lenses. CEO Greenia noted that staff is obtaining proposals from different vision plans.

3. ACCEPT AND FILE FINANCIAL REPORT

Balance Sheet. CFO Johnsen reported that the line of credit from Rabobank was not utilized because RGS allowed GCHP to delay payment for four months.

Income Statement. CFO Johnsen noted that the Income Statement reflects 8 months as the office was first staffed in November. She added that the postage costs were higher than anticipated as the mailings were expedited.

Cash Flow. The timeline for achieving tangible net equity requirements was discussed.

It was brought to the Commissions attention that the Executive / Finance Committee recommended that management secure bids for a formal, external audit.

4. MANAGEMENT RECOMMENDATIONS

a. Adult Day Health Care Program Elimination

CEO Greenia noted that there are four (4) major providers in Ventura County that approximately 1,100 GCHP members utilize. The State is looking to the Plans to take over any required services our members are obtaining from these facilities.

b. Commission Bylaws

Discussion was deferred.

c. Co-Payment Policy

CEO Greenia noted that GCHP will be soliciting information from beneficiaries via the Consumer Advisory Committee.

CMO Cho added that there was a telephone conference with other Plans, Cal-Optima announced its intention to implement a 5% reduction in reimbursement rates beginning January 1, 2012

Should CMS approve this, the State affords the managed care plans to make the decision to allow or disallow providers charging co-pays.

A correction was noted on Page 4c-2 of the Agenda Packet, under the Emergency Room Visits, the Co-Payment should be \$50, not \$5 and the Financial Impact should be \$3,100,150 which affects the **Total Finance Impact** corrected to **\$8,081,577**. The number of occurrences was obtained from the State's historical data.

d. Audit of PCP Auto-Assignment and Self-Selection Processes

CEO Greenia announced that management has initiated a review of PCP of 1,000 beneficiaries (500 auto-assigned and Self-Selection).

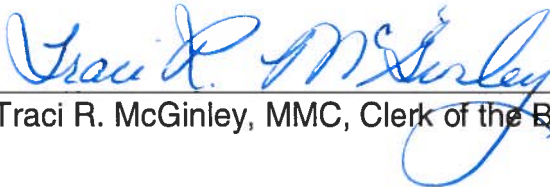
COMMENTS FROM COMMISSIONERS

Commissioner Gonzalez noted there have been problems providing payments to providers and hoped that issues will be resolved shortly. With regard to the vision plan, he noted that he would not support any plan that would not include Clinicas.

ADJOURNMENT

The meeting adjourned at 4:22 p.m.

ACCEPTED:



Traci R. McGinley, MMC, Clerk of the Board