

**June 10, 2022
Member Advisory Committee
Meeting Minutes**

Members Present:

[REDACTED]

Members Absent:

[REDACTED]

Excused: None

Guests: Weikuen Tang (Interpreter)

Staff: Yolanda R. Richardson, Sumi Sousa, Valerie Huggins, Stephanie Boyce, Nicole Ylagan, Grace Carino, and Betty Clark

Due to the COVID-19 public health emergency and in accordance with Governor Newsom's Executive Order N-29-20, the Member Advisory Committee members attended this meeting via Zoom. The meeting was closed to in-person public attendance, but the Zoom information was provided on the publicly posted agenda. This precaution was taken to protect all members, staff, and the public. All the Committee members, staff and public attended the meeting virtually.

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:00pm.

2. Approval of Agenda & Minutes:

The agenda was approved, and the minutes from the May 13, 2022 Committee meeting were approved with one amendment; agenda item number four should read Co-Chair, not Co-Chairs.

3. Committee Reports: Chair & Governing Board Report-Maria Luz Torre and Irene Conway

Ms. Conway reported that the Board met on June 8, 2022 and presented a few highlights. The Board approved the Health Plan's FY22-23 budget and FY22-23 organizational goals. In addition, the Board approved the financials, which are very strong. There were human resources and State updates as well.

Quality Improvement Committee (QIC) Report-Ed Evans, Irene Conway, and Idell Wilson

Ms. Wilson reported the QIC met on June 9, 2022. Ms. Wilson stated she would like to see more access to appointments, and if that could be one of the Committee's goal. Ms. Conway reported that there was a hiring freeze at the Department of Public Health during the pandemic, but they are now hiring again.

The MAC will be updated on the next QIC meeting date.

Staff Report: Yolanda R. Richardson, CEO

Ms. Richardson reported, Dr. Fiona Donald resigned from her position as Chief Medical Officer and will not be returning to San Francisco Health Plan (SFHP).

In addition, Ms. Richardson announced that Dr. Ellen Piernot will be joining SFHP as Interim Chief Medical Officer effective, June 13, 2022.

Ms. Richardson, then provided a few Board highlights. SFHP approved hiring 10 more staff to focus on new programs. Also, the Board discussed ways to support staff during inflation/gas crisis by giving merit increases to employees based on their performance evaluations. The Board also approved the annual organizational goals and success criteria for FY 22-23.

Lastly, Ms. Richardson answered a few of the Committee's questions and as a thank you, she's giving each member a \$50 Target gift card as her appreciation for being the most engaged Members Committee.

4. Discussion: Committee Etiquette

The Co-chairs reminded the members to participate in the meetings, be on time, and be courteous to one another as well as the Health Plan staff.

5. Discussion: Wellness Check

The Committee continues to practice keeping themselves healthy, safe, and sharing different activities to do during these difficult times.

6. Discussion: State/Federal Updates

Sumi Sousa, Chief Policy Development & Coverage Programs Officer, attended the Committee meeting to provide them with State budget and Kaiser proposal updates.

The May revision: Governor proposes largest State budget ever (\$300B).

Unprecedented economic growth continues, despite impact of inflation and stock market volatility. This allows Governor to continue proposing large investments in the health care safety net and beyond. The level of investment seen in the last 3 years is likely the high point for Medi-Cal for some time.

- Tens of billions in federal COVID-19 funds has flowed to California over the last 2 ½ years – much of this is likely to wind down or end in 2022-23
- Legislative Analyst warns of elevated recession risk in the next 2 years

Key Medi-Cal Proposals:

- **Hospital and Nursing Facility Worker Retention Payment:** \$933M for one-time payments of up to \$1,500 for 600,000 hospital and nursing facility workers
- **Medi-Cal eligibility expansion for undocumented adults ages 26 through 49:** Governor continues to propose an effective date of January 2024 for this Medi-Cal expansion
- **\$700M in Equity and Practice Transformation Payments** to Medi-Cal providers to reduce health disparities. \$200M is specifically targeted for preparing small providers for value-based care and payment, including EHRs, care management systems, improved data collection and data exchange
- **Long Term Care Integration:** Delays movement of services provided by Intermediate Care Facilities for the Developmentally Disabled and Subacute Care facilities into managed care from January 2023 to July 2023. All other long-term care benefits and facility types will continue to be carved into managed care January 2023.
- **Eliminating premiums for Medi-Cal enrollees** effective July 2022 - this proposal mostly impacts families with children with incomes 161% - 266% FPL
- **Doula Benefit Changes:** Delays implementation of this new benefit from July 2022 to January 2023 and increases the rate from \$450 to \$1,904

Kaiser Direct Contract Update:

- Kaiser direct state contract proposal continues to move forward: AB 2724 (Arambula) as well as state budget
- Mostly minor clarifying changes since initial announcement
- Likely will be approved as a part of the budget process
 - June 15: state budget must be passed
 - July 1: start of new fiscal year
 - August 31: last day for bills to pass, end of session

Impact of Kaiser Direct Contract Varies Amongst Local Plans:

- Some local plans have significant membership subcontracted through Kaiser – these plans would likely lose most of that membership under this proposal
 - Partnership Health Plan: its most populous counties have Kaiser membership ranging from 11% - 29%.
 - Contra Costa: 16%
- COHS such as Central CA Alliance for Health previously were the only plan for their counties: under this proposal, Kaiser would be another choice in Santa Cruz Co.
- CenCal is not impacted because Kaiser has no presence in Santa Barbara
- SFHP Kaiser membership: 15,070 (8.7%)
- LA Care Kaiser membership: 250,000 (7%)

Ms. Sousa then answered a few questions. The Committee thank Ms. Sousa for her State/Kaiser updates.

7. Discussion: Grievance and Appeals Log Review

Betty Clark, Regulatory Affairs Counsel, Nicole Ylagan, Program Manager, ACE, and Grace Carino, Grievance, Associate Program Manager, ACE, attended the Committee meeting to review San Francisco Health Plan’s grievance and appeal log, as this is a requirement from the Department of Health Care Service (DHCS).

Ms. Ylagan mentioned there were 127 total grievances in Q1, an increase of 5.8% in comparison to Q4 2021. In addition, 12 cases were not closed in 30 calendar days. Ms. Ylagan, then share a grievance category chart to the Committee.

Lastly, Ms. Ylagan stated there are 21 total appeals:

- 18 medical
- 3 pharmacy

10 appeals overturned; 11 appeals upheld,

- 7 appeals were upheld, and 4 were closed.

Ms. Ylagan answered a few questions. The Committee thanked Ms. Ylagan and her team for attending the meeting.

8. Public Comment:

There were no public comments.

9. Calendar Items for Next Meeting:

There were no items calendared for the next meeting.

10. Announcements:

There were no announcements.

11. Other:

No other topics were discussed.

12. Adjournment

The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs