

**Ventura County Medi-Cal Managed Care Commission
(VCOMMCC) dba Gold Coast Health Plan (GCHP)
Commission Meeting Minutes
January 23, 2012**

CALL TO ORDER

Chair Dial called the meeting to order at 3:01 p.m. in Suite 200 at the Ventura County Public Health Building located at 2240 E. Gonzales Road, Oxnard, CA 93036.

The Pledge of Allegiance was recited.

ROLL CALL

COMMISSION MEMBERS IN ATTENDANCE

David Araujo, MD, Ventura County Medical Center Family Medicine Residency Program
Maylee Berry, Medi-Cal Beneficiary Advocate
Anil Chawla, MD, Clinicas del Camino Real, Inc.
Lanyard Dial, MD, Ventura County Medical Association
Laurie Eberst, RN, Private Hospitals / Healthcare System
John Fankhauser, MD, Ventura County Medical Center Executive Committee
Robert Gonzalez, MD, Ventura County Health Care Agency
Rick Jarvis, Private Hospitals / Healthcare System
Kathy Long, Ventura County Board of Supervisors
Catherine Rodriguez, Ventura County Medical Health System

EXCUSED / ABSENT COMMISSIONERS

Roberto S. Juarez, Clinicas del Camino Real, Inc.

STAFF IN ATTENDANCE

Earl Greenia, CEO
Tin Kin Lee, Legal Counsel
Traci R. McGinley, Clerk of the Board
Charlie Cho, MD, Chief Medical Officer
Sonia DeMarta, Interim Chief Financial Officer
Audra Lucas, Administrative Assistant
Guillermo Gonzalez, Government Relations Director

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

PUBLIC COMMENT / CORRESPONDENCE

Christina Velasco, Clinicas Camino del Real, Inc. CFO, stated that Clinicas received 10 reimbursement checks in one day from the Plan and one check had 600 pages front

and back of supporting documentation. She added that it is difficult to manage all of the claims and remittances processes and there is too much paperwork for remittance. She requested GCHP implement electronic remittance processes as was available with the State.

CEO Greenia responded that Affiliated Computer Services (ACS) is addressing this along with the Provider Portal.

1. APPROVAL OF MINUTES

a. Special Meeting Closed Session of November 28, 2011

Vice-Chair Gonzalez moved to approve the Minutes. Commissioner Berry seconded. The motion carried. **Approved 9-0**, with Commissioner Long abstaining.

b. Special Meeting of November 28, 2011

Commissioner Berry moved to approve the Minutes. Commissioner Araujo seconded. **Approved 9-0**, with Commissioner Long abstaining.

2. ACCEPT AND FILE MANAGEMENT UPDATE

CEO Greenia noted the recent changes in staffing with Connie Davis, Director of Claims and Darlane Johnsen, CFO, no longer being with the Plan and Sonia DeMarta stepping up as Interim CFO. He added that a professional search firm is working on prospects for the CFO and Director of Quality positions.

The Plan had its first State audit which was focused on Medical Loss Ratio. The purpose of the audit was to assess the Plan's financial condition and the accuracy of previously reported financial information. The auditors also evaluated claims operations.

Discussion was held regarding Provider contracting and Mid-Level Practitioners and the Specialist Physicians table on page 2-5 of the Agenda Packet.

3. ACCEPT AND FILE FINANCIAL REPORT

a. November and December Financials

Interim CFO DeMarta stated that expenditures are similar to previous months. She added that membership grew slightly which caused ACS and CQS fees to be higher. She pointed out that the "over budget" figures are the result of those fees as well as additional hires.

Interim CFO DeMarta noted that due to payables dating back to July, interest expenses show for the first time in December. Staff expects that figure to be higher going forward. She reminded the Commission that the budget was built on membership numbers and it causes the variance.

On the Income Statement, Interim CFO DeMarta highlighted the reserve for repayment to the State according to Assembly Bill 87 (Provider Rate Reduction). She noted that the rate reduction figure is consistent with other COHS.

Discussion was held regarding the retroactive membership adjustment figures, CEO Greenia explained that the Plan receives eligibility and retroactive eligibility updates from the State daily.

4. MANAGEMENT RECOMMENDATIONS & REPORTS

a. Claims Management Presentation

Adam Blodgett and Ken Dixon of ACS Operations distributed and reviewed their presentation. Mr. Blodgett noted that the focus the past six weeks has been resolving claims that were more than 60 days overdue and now there are none. Approximately 22,000 claims are received weekly; 465,000 claims have been processed since inception.

Mr. Blodgett added that ACS and GCHP are listening to providers, their concerns and needs. Electronic submission is a priority. Discussion was held regarding the priorities highlighted on page 8 of the handout. In response to questions from the Commission, Mr. Blodgett noted that ACS would develop definitive timelines regarding the electronic submission.

Discussion was held regarding returned claims. ACS advised the Commission that they are speaking with providers about what is causing the claims to be returned.

The Commission stressed that GCHP is about taking care of patients in this community. The providers have done their job, and have not received timely payments. GCHP's credibility needs to be reestablished quickly and providers need to know that their patience is appreciated.

In response to questions raised by the Commission, Mr. Blodgett noted a number of cases. The eligibility file from the State was not received until a month before go-live; Records from the State were not complete which caused a major time lapse due to regulations and the fact that the billing is different for the Providers than how they billed the State. ACS had to work with GCHP and the State to get the information needed so the claims could be processed and paid. ACS has taken an aggressive approach to meet individually with each Provider and reconcile claims. Last Thursday ACS had a provider come to GCHP Oxnard office and go through the claims line by line.

The Commission raised concerns about requests from Providers to have meetings with ACS and GCHP and to date they have not been scheduled. The Commission stressed that without these meetings there will be future problems and discontent.

b. Changes to Pharmacy & Therapeutics Committee

Commissioner Long moved to appoint Dr. Suhad Niazi to the Pharmacy and Therapeutics Committee, Commissioner Araujo seconded. The motion carried.
Approved 10-0.

c. External Auditor Section

CEO Greenia advised the Commission that proposals were received from five firms; after review of the RFPs there are two firms that appear to meet GCHP's needs: Bartlett, Pringle & Wolff and McGladrey & Pullen. CEO Greenia noted that management may need further information or to meet with the firms and requested that the Commission authorize execution of a contract with the firm that best meets GCHP's needs.

Discussion was held regarding the firms, the proposals and the review criteria.

Commissioner Jarvis moved to approve the two firms and authorize Management to proceed with contracting with the selected firm to perform GCHP's audit for fiscal year ending June 30, 2011. Commissioner Long seconded. The motion carried.

Approved 10-0.

d. Expiring Commissioner Terms

Counsel Tin Kin Lee reviewed the pertinent sections of the County Ordinance creating the Commission. After discussion was held, Commissioner Long recommended that CEO Greenia contact the designated nominating organizations requesting they submit their nominees to County Administration.

e. Commission 2012 Meeting Schedule

CEO Greenia explained that several Members of the Executive Finance Committee have meetings that conflict with the adopted Executive Finance Committee Meeting Schedule.

It was suggested that after the new Commissioners are appointed and seated as noted in Item 4(d), the Executive Finance Committee members determine the schedule that meets their needs and have the desired schedule come back to the Commission for adoption.

Commissioner Long moved to affirm the Commission Meeting Schedule and table the Executive Finance Meeting Calendar Chair Dial seconded. The motion carried.

Approved 10-0.

COMMENTS FROM COMMISSIONERS

None.

ADJOURN TO CLOSED SESSION GC § 54957 – CEO EVALUATION

The Commission adjourned to Closed Session at 4:46 p.m.


RETURN TO OPEN SESSION

The Regular Meeting reconvened at 5:28 p.m. Chair Dial reported that the Commission further discussed developing review tools for the CEO evaluation.

ADJOURNMENT

The meeting adjourned at 5:29 p.m.

APPROVED:



Traci R. McGinley, MMC, Clerk of the Board