

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

**CALL TO ORDER**

Vice-Chair Gonzalez called the meeting to order at 3:10 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.  
**Laurie Eberst, RN**, Private Hospitals / Healthcare System  
**John Fankhauser, MD**, Ventura County Medical Center Executive Committee  
**David Glycer**, Private Hospitals / Healthcare System  
**Robert Gonzalez, MD**, Ventura County Health Care Agency  
**Roberto S. Juarez**, Clinicas del Camino Real, Inc.  
**Kathy Long**, Ventura County Board of Supervisors (arrived at 6:10 p.m.)  
**Catherine Rodriguez**, Ventura County Medical Health System

**EXCUSED / ABSENT COMMISSIONERS**

**Lanyard Dial, MD**, Ventura County Medical Association

**STAFF IN ATTENDANCE**

**Cassie Undlin**, Interim CEO  
**Sonia DeMarta**, Interim Chief Financial Officer  
**Traci R. McGinley**, Clerk of the Board  
**Lorraine Kor**, Administrative Assistant

**OTHER STAFF IN ATTENDANCE**

**Andre Galvan**, Member Services Director  
**Steven Lalich**, Communications Director

**John Polich**, County Counsel and Interim GCHP Counsel  
**Nancy Kierstyn Schreiner**, Legal Counsel

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

## **PUBLIC COMMENT / CORRESPONDENCE**

None.

### **1. APPROVAL OF MINUTES**

None.

### **2. ELECTION OF CHAIR AND VICE-CHAIR**

Robert Gonzalez was nominated as Chair; there were no further nominations therefore nominations were closed.

Commissioner Long moved to appoint Commissioner Gonzalez as Chair of the Commission. Commissioner Fankhauser seconded. The motion carried. **Approved 10-0.**

Roberto Juarez was nominated as Vice-Chair, there were no further nominations therefore nominations were closed.

Chair Gonzalez moved to appoint Commissioner Juarez as Vice-Chair of the Commission. Commissioner Long seconded. The motion carried. **Approved 10-0.**

### **3. CEO MANAGEMENT UPDATE**

Chair Gonzalez introduced the new Interim CEO Cassie Undlin. Interim CEO Undlin expressed her pleasure to be at the Plan. She acknowledged staff and their commitment to the Plan, Members and Providers. The accomplishments of the staff from the life of the Plan have been tremendous; they have given a lot of heart and soul.

GCHP staff continues to have weekly calls with DHCS. The purpose of these calls is to respond to inquiries concerning policies, procedures, and other deliverables. CEO Undlin explained to the Commission that the Plan is out of compliance with regard to the Auto Assignment Policy and are under a Corrective Action Plan.

Interim CEO Undlin highlighted the Healthy Families Program transition to Managed Care. The Assembly Budget Subcommittee on Health approved a partial transition of the Healthy Families Program to Medi-Cal managed care. There are approximately 20,000 children currently enrolled in the Healthy Families Program in Ventura County.

Community Based Adult Services (CBAS) conversion – assessments for non-eligible CBAS members for Enhanced Case Management (ECM) are being conducted by an outside Vendor. There are on-going meetings with the administrators of the ADHC / CBAS facilities and the Director of the VC Area Agency on Aging to discuss coordination of care.

State Fair Hearing preparation continues with members requesting continued custodial care services. We have had two that have gone as far as this process. Currently one is still being reviewed and one was upheld.

Interim CEO Undlin noted with regard to the website that she has significant concerns that the format would ever meet our needs. We investigated alternatives and are taking a different approach. Further discussion was held regarding the current website and the need for additional interactive modules. Interim CEO Undlin also expressed that she plans on having external membership review the new proposed website for ease of use.

Interim CEO Undlin explained that the Plan is currently not in compliance with regard to the Auto Assignment Policy and Procedure. She is in the process of developing a process that could be administered. If we do not have a new policy to the State within thirty days, we will have to auto assign by hand.

Chair Gonzalez responded that it was originally only to be Safety Net Providers, but CMH wanted to accept Auto Assignment as well and no others met the 30%; when someone is Traditional they have the information and means to treat the population.

Commissioner Juarez added that the Auto Assignment Committee went further and defined Traditional Providers. Commissioner Gonzalez responded stating that it is too difficult to do auto-assignment, but it could be done manually.

Commissioner Chawla noted that during the meeting with the original Auto Assignment Committee, ACS and then CEO Greenia none of this was brought up and then they changed it to 1-1. We want to have Safety-Net and 3:1.

There was Commission consensus that this be sent back to the subcommittee for further review.

**6. RATIFICATION OF LEGAL SERVICES CONTRACT WITH NORDMAN CORMANY HAIR & COMPTON LLP**

After minor discussion was held regarding several matters, including the fact that the contract is not to exceed \$100,000 and therefore the CEO has authority to execute the contract.

Commissioner Juarez moved to ratify the appointment of Nordman, Cormany, Hair and Compton, LLP. Commissioner Long seconded. The motion carried. **Approved 10-0.**

**4. ACCEPT AND FILE FINANCIAL REPORT**

**a. March Financials**

Chair Gonzalez noted that the Executive Finance Committee is fully reviewing the financials and is recommending that a Summary be provided during the Commission Meetings. After further discussion, there was Commission Consensus.

Commissioner Chawla moved to accept and file the Summary Financial Report. Commissioner Long seconded. The motion carried. **Approved 10-0.**

## **5. REVIEW AND APPROVE CEO PRIORITIES**

Interim CEO Undlin reviewed the structure of her priorities as follows:

1. Foundation
2. Critical Success Factors
3. Infrastructure
4. Considerations for New Initiatives
5. New Products, etc.

Interim CEO Undlin noted that there are a number of items that she is prioritizing. There are obviously operation issues; getting providers paid, and members serviced. The Plan is under corrective action plan by the State so we need to turn operations around. We need operations solid to move ahead. When you look at money, it is critical to manage costs and it is difficult when specific reports are not able to be generated.

Interim CEO Undlin went on to say that there have been refunds. Medi-Cal is a complicated program, there are different adjudication practices. We need to make sure that what we have paid gets paid appropriately. We do not know if we have good data.

Commissioner Eberst moved to approve that the operational structure and financial integrity are top priorities for the CEO. Commissioner Juarez seconded. The motion carried. **Approved 11-0.**

Commissioner Fankhauser moved to reconvene the Auto Assign Subcommittee to discuss with CEO and Vendor abilities and inabilities of the program to handle the policy maintaining 3-1 ratio which will be presented to the Executive Finance Committee for approval to go to the State and be ratified by the Commission. Commissioner Eberst seconded. The motion carried. **Approved 11-0.**

## **7. MANAGEMENT RECOMMENDATIONS AND REPORTS**

### **a. ScriptCare Presentation**

Scott Holtmyer of ScriptCare provided a presentation to the Commission. He showed that costs continue to go down. Generic use has gone up. There has been an increase in use but we believe it is due to members using the system. This figure is still low.

He went on to say that four things drive cost: 1) Cost per prescription; 2) Percentage plan must pay (100% for GCHP; 3) Volume; and 4) Enrollment.

### **b. Approve Contract with Healthcare Effectiveness Data and Information Set (HEDIS) Vendor to Collect and Provide Statistical Data**

Commissioner Juarez moved to approve and have legal counsel review contract. Commissioner Berry seconded. The motion carried. **Approved 11-0.**

**c. Changes to Provider Advisory Committee**

Interim CEO Undlin asked the Commission for recommendations for the open seat. The item will be come back to the Commission at a later meeting.

**8. SPECIAL COMMITTEE REPORT**

Commissioner Juarez reported that the Special Committee has been meeting, reviewed applications and interviewed three individuals.

**a. Possible Solutions**

**1. CEO**

Commissioner Juarez sated that they hoped to interview more candidates next week. They have talked about having at least three candidates come to Commission.

**2. CFO**

Commissioner Juarez noted that resumes are still being reviewed. Commissioner Rodriguez added that she hoped to call them in next week.

**3. Claims Director**

Chair Gonzalez stated that resumes will be reviewed later in the week. The CEO will choose the Claims Director.

**4. Recruiting Firm**

Chair Gonzalez announced that they are holding off due to the number of individual applications that are being received.

**5. Legal Counsel**

This item was no longer required.

**6. Human Resources Director**

Chair Gonzalez noted that this is on hold as RGS will continue to fulfill the needs.

**7. Consultants – Contracts for Services not to Exceed \$150,000**

Chair Gonzalez confirmed this was how services were obtained from Tatum Consulting.

**COMMENTS FROM COMMISSIONERS**

Commissioner Berry reported that she is a patient advocate but has had trouble due to HIPPA. She found one Clinic that would work with her and her she was able to speak with 6 families. There is difference in service if the Plan is not their primary insurance. She added that additional doctors are needed for specialists. One person had a two-month old and had not received any information yet from the Plan. One family required physical therapy but had to travel 40 minutes. I am going to three more clinics in different geographical areas.

Commissioner Long thanked Dr. Cho for getting the Plan through difficult times. She thanked staff for all the work they have done.

Commissioner Juarez stated that he has enjoyed working with the Special Committee. He added that it was good to have Tatum here. There is a large gap and they are trying to fill it.

Chair Gonzalez thanked Cassie Undlin for the information contained in the CEO Report.

Commissioner Chawla stated that there has been a lot of progress, but felt that the Commission handed the CEO a lot of authority and it needs to be reviewed.

Commissioner Rodriguez stated that she is looking forward to seeing the Business Plan.

Commissioner Araujo reiterated thanks to Dr. Cho for the assistance he provided.

Chair Gonzalez also thanked staff. We have lot of good people working for the Plan.

#### **ADJOURN TO CLOSED SESSION**

- a. **GC § 54956.9(b) Conference with Legal Counsel – Anticipated Litigation – 1 Case**
- b. **GC § 54957 – Public Employment – Chief Executive Officer**

The Commission adjourned to Closed Session at 5:30 p.m.

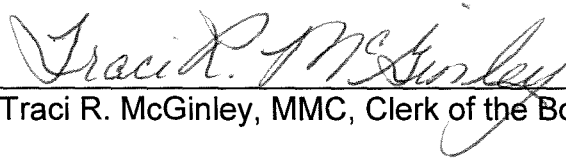
#### **RETURN TO OPEN SESSION**

The Regular Meeting reconvened at 5:55 p.m. Legal Counsel Schreiner, announced that there was nothing to report.

#### **ADJOURNMENT**

The meeting adjourned at 5:59 p.m.

APPROVED:



Traci R. McGinley, MMC, Clerk of the Board