

**Ventura County Medi-Cal Managed Care Commission
(VCMCC) dba Gold Coast Health Plan (GCHP)
Commission Meeting Minutes
May 21, 2012**

CALL TO ORDER

Vice-Chair Gonzalez called the meeting to order at 3:08 p.m. in Suite 200 at the Ventura County Public Health Building located at 2240 E. Gonzalez 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

Catherine Rodriguez, Ventura County Medical Health System

EXCUSED / ABSENT COMMISSIONERS

Lanyard Dial, MD, Ventura County Medical Association

STAFF IN ATTENDANCE

Cassie Undlin, Interim CEO

Nancy Kierstyn Schreiner, Legal Counsel

Sonia DeMarta, Interim CFO

Traci R. McGinley, Clerk of the Board

Lorraine Kor, Administrative Assistant

Paula Cabral, Administrative Assistant

OTHER STAFF IN ATTENDANCE

Steven Lalich, Communications Director

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

a. Regular Meeting of February 27, 2012

Commissioner Juarez moved to approve the minutes of the February 27, 2012 meeting, Commissioner Long seconded. The motion carried. **Approved 10-0.**

b. Special Meeting of March 14, 2012

It was noted that it needed to be corrected that Charlie Cho, MD, was not yet Interim CEO.

Commissioner Juarez moved to approve the March 14, 2012 minutes as amended, Commissioner Chawla seconded. The motion carried. **Approved 10-0.**

c. Regular Meeting of March 26, 2012

It was noted that the 5th paragraph of Agenda Item #4, CEO Management Update should read as follows:

“Interim CEO Cho announced that Pharmacy PMPM (per-member per-month) cost for the Plan is approximately \$24, but the average in all other COHS is \$31; the second quarter is up but still low. Next month they will have third quarter figures. Chair Dial added that Dr. Cho; as well as other doctors, worked on making the Plan’s formulary a good one and suspects it has a lot to do with it.”

Also the 1st table in Agenda Item #7, ACS Presentation – Report should read “Non-Administrative Membership Summary” not “Membership Summary”

Commissioner Long moved to approve the March 26, 2012 minutes as amended, Commissioner Juarez seconded. The motion carried. **Approved 10-0.**

d. Regular Meeting of April 23, 2012

Commissioner Long moved to have the minutes of the April 23, 2012 Commission Meeting returned to the Clerk of the Board for clarification and have the Chair review said minutes prior to minutes coming back to the Commission for approval.

Commissioner Juarez seconded. The motion carried. **Approved 10-0.**

2. CEO MONTHLY REPORT

Interim CEO Undlin noted that she and two others from Tatum reviewed the finances; as well as other areas of the Plan. She added that she will be reporting on the operations, finance assessment, major accomplishments, stabilization, established framework and tracking of plan viability. The results from their review show that the organization needs

to be stabilized and restructured. The management team has been reorganized; three director positions have been replaced with managers. A wage and salary review was also completed.

Interim CEO Undlin reported that claim processing is down; auto adjudication is only 30% it should be low, but not that low.

Interim CEO Undlin noted that weekly meetings with DHCS (California Department Health Care Services) regarding major issues continue. A corrective action plan monitored by the State through a contract with BRG (Berkley Research Group) has been established.

Interim CEO Undlin highlighted Government Relations; Community Based Adult Services (CBAS) will not be implemented until October. Effective July 1, 2012 DHCS will no longer make members retroactive for COHS (County Operated Health Plans). She also reviewed the Community Outreach Program that we are looking to grow. She then updated the Commission on the website; it is expected to go live in mid-June.

Discussion was held regarding the type of Spanish being spoken at the call center versus our Members. A discussion ensued regarding the call center's efficiency in dealing with the different dialects of the Mexican language and being on hold for extended periods.

Discussion was held regarding the Auto Assignment Policy and how it impacts the resident program. It was determined that the Auto Assignment Subcommittee would meet again. Chair Gonzalez stated that he would like to know what was being done throughout the state and the impact of numbers in Ventura County.

3. ACCEPT AND FILE FINANCIAL REPORT

a. April Financials

Interim CFO DeMarta stated that expenditures are similar to previous months. The TNE is ahead of schedule. The Commission requested the reports show a breakdown of inpatient expenses. Interim CFO DeMarta responded that Milliman at this time is still building the data warehouse.

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

4. CONSIDER RESTRICTION OF FUNDS FOR EFT PURPOSES

Commissioner Juarez moved to approve the setup of a New Money Market Account for EFT payments at \$3.5 million. Commissioner Chawla seconded. **Approved: 9-0**

5. **CONSIDER 30 DAY CEO PRIORITIES AND CONFIRMATION OF PRIORITIES**

Interim CEO Undlin reviewed the 30 Day Priorities and noted that she plans to move it to 60-90 day priorities.

Commissioner Araujo moved to approve the priorities and report back at the next meeting; Commissioner Long seconded. The motion carried. **Approved 10-0.**

6. **UPDATE OF APPOINTMENT OF PROVIDER ADVISORY COMMITTEE MEMBER**

Chair Gonzales stated that the Commissioners will provide the CEO with names for the Committee.

7. **SPECIAL COMMITTEE REPORT**

a. **Discussion Regarding**

1. **CEO**

Chair Gonzalez stated that the Special Committee is working with Interim CEO Undlin and RGS regarding the CEO position. There have been 42 applicants, ten are highly qualified and three have been interviewed and two more will be interviewed within the next week and two are very good. There will be a Special Commission Meeting to decide during the first week of June.

2. **CFO**

Chair Gonzalez continued, stating that there have been 39 applicants for the CFO position. Two of these applicants have an excellent financial background. Chair Rodriguez stated that we will follow the same format as with the CEO applicants.

3. **Consideration of Amendment to Tatum Contract For Extension of Term and Additional Specialized Services *Action Required***

Chair Gonzalez reported that the Tatum contract expenses needed to be increased - proposal to extend Tatum for a limited period of time. Medical Management Technology and IT – an additional 4-6 weeks of work; an additional \$121,000 increase. It would add an additional month on the contract - \$311,000 for Tatum.

Interim CEO Undlin added staff is trying to get things cleaned up prior to the financial audit.

Commissioner Glycer moved to approve additional expenses and extend the Tatum contract. Commissioner Long seconded. Motion carried. **Approved: 9-0**

8. **APPROVAL OF CHANGE OF COMMENCEMENT TIME FOR EXECUTIVE / FINANCE COMMITTEE**

A change in time for the Executive Finance Committee Meeting was presented to the Commission from 3:00 p.m. to 1:30 p.m.

Commissioner Araujo moved to approve the change. Commissioner Long seconded. The motion carried. **Approved: 9-0.**

COMMENTS FROM COMMISSIONERS

Commissioner Long stated that she appreciated all of the detailed reports Interim CEO Undlin had presented and was happy with the work being done.

Commissioner Juarez noted that he thought the Commission was to get a report from RGS regarding the investigation.

Chair Gonzalez stated that the use of Residents in Auto Assignment Policy needs to be addressed.

Commissioner Berry stated that she attended the Pediatric Cancer Center at VCMC and questions about our billing were addressed. Interim CEO Undlin requested that billing questions be sent directly to her attention.

Commissioner Glycer thanked Interim CEO Undlin for doing such a good job.

ADJOURNMENT

The meeting adjourned at 4:36 p.m.

APPROVED:



Traci R. McGinley, MMC, Clerk of the Board