

**Ventura County Medi-Cal Managed Care Commission  
(VCOMMCC) dba Gold Coast Health Plan (GCHP)  
Commission Meeting Minutes  
September 24, 2012**

**CALL TO ORDER**

Chair Gonzalez called the meeting to order at 3:04 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  
**David Glycer**, Private Hospitals / Healthcare System  
**Robert Gonzalez, MD**, Ventura County Health Care Agency  
**Roberto S. Juarez**, Clinicas del Camino Real, Inc. (arrived at 3:15 p.m.)  
**Kathy Long**, Ventura County Board of Supervisors  
**Catherine Rodriguez**, Ventura County Medical Health System

**STAFF IN ATTENDANCE**

**Michael Engelhard**, CEO  
**Sonia DeMarta**, Interim CFO  
**Nancy Kierstyn Schreiner**, Legal Counsel  
**Charlie Cho, MD**, Chief Medical Officer  
**Guillermo Gonzalez**, Government Affairs Director  
**Steve Lalich**, Communications Manager  
**Traci R. McGinley**, Clerk of the Board  
**Cassie Undlin**, Interim COO

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. Commission Meeting of August 27, 2012

The Clerk noted that the minutes needed to properly reflect the attendance of **Guillermo Gonzalez**, Government Affairs Director.

Commissioners noted that any members having public concerns were directed to Guillermo Gonzalez.

Agenda Item #1 was amended to read as follows:

## 1. APPROVE MINUTES

- a. Regular Meeting of June 25, 2012
- b. Regular Meeting of July 23, 2012

The June 25, 2012 minutes were pulled. Discussion was held as to how minutes are handled, why they were pulled and who has the right to pull them.

Commissioner Dial moved to approve the July 23, 2012 minutes. Commissioner Araujo seconded the motion. The motion carried. **Approved 8-0.**

Commissioner Dial moved to approve the Minutes as corrected. Commissioner Long seconded. The motion carried. **Approved 11-0.**

Further discussion was held as to how the minutes are handled, why the June minutes were not presented to the Commission and the importance of clear and concise minutes. CEO Engelhard stressed that the June minutes would be presented to the Commission at the next Commission meeting.

## 2. ACCEPT AND CEO MANAGEMENT UPDATE

CEO Engelhard reviewed his written CEO Report which was presented at the meeting.

Discussion was held regarding the Call Center Metrics, concern was raised regarding the abandoned Spanish and Provider calls. Interim COO Undlin explained that there is a concern with the high Spanish abandoned calls and reasons for this are being reviewed.

It was noted that under **Health Education**: A total of 1,362 surveys were returned, providing a 1.3% response rate, should be 13%.

## 3. ACCEPT AND FILE FINANCIAL REPORT

### a. July Unaudited Financials

Interim CFO DeMarta reviewed the July Financials as submitted.

Concern was raised regarding the drop in member months from May to June, it was explained that approximately 4,500 is due to the Plan no longer receiving retroactive membership effective July 1, 2012. There was also the impact of unwinding of previous estimates so the Plan might see minor increases in future months.

**b. FY10-11 Audit Results**

Interim CFO DeMarta reviewed the Audit Results.

Commissioner Dial moved to accept and file the Fiscal Year 2010-11 Audit Results. Commissioner Long seconded. The motion carried. **Approved 11-0.**

**4. CONSIDERATION OF ELIMINATION OF HIRING FREEZE**

Interim CFO DeMarta noted that there was question regarding the RGS benefit load was 43% as they charged GCHP for full usage of all potential sick time, holidays, admin, jury duty, bereavement leave, etc. GCHP does not reserve for those days and if an employee leaves they do not qualify for the payout of non-vacation accruals. The Plan is more around a 31-35% benefit load, which is similar to other organizations. The Plan is considering amending vacation days for managers and below to 10 days, directors and above would remain at 15 days. Certain milestones for employees could increase their vacation. Sick, holiday, admin and jury and bereavement would remain the same. Retirement would remain the same at 10% with Stars and the Plan does not participate in Social Security at 6.2%. Medical, Dental and Vision are recommended to remain intact as they assist in recruiting much-needed staff. The Plan indicated that it is working with an insurance broker and the benefits are being marketed to various health benefits carriers to see if additional cost savings are achievable.

CEO noted that bereavement should be 3 days, not 1. Also there are no "comp" days, only admin days for managers and directors. RGS was looking at the highest potential use of benefits. The Plan currently uses many consultants which also inflates the currently estimated 31-35% load rate.

There was discussion regarding health insurance coverage. Legal Counsel Kierstyn Schreiner noted that the employment contracts noted a specific amount of dollars provided.

CEO Engelhard requested that once the full benefit review was completed it would go before the Human Resources Compensation Committee.

Commissioner Juarez moved the benefit package for employees hired after September 24, 2012 would be: Vacation for managers and below 10 days, directors and above 15 days, Sick days 10, Holidays 10, Admin Days 2, Jury Duty 1, Bereavement 3 and Retirement at 6.2%; and lift the moratorium on hiring. Commissioner Eberst seconded. The motion carried. **Approved 11-0.**

Commissioner Chawla moved to maintain the same level cap per month for Medical, Dental and Vision coverage and defer the item to the next meeting. Commissioner Eberst seconded. The motion carried. **Approved 11-0.**

## **5. CONTRACT REVIEW**

CEO Engelhard request for additional funds for Tatum consultants, as the agency continues to have key vacancies within the organization, and it is necessary to have this work done without delay, specifically negotiations with providers and substantial deliverables with the State in order to maintain and get back into compliance with the State DHCS contract.

Specifically, the Plan requested to extend the contract for Cassie Undlin, currently extended thru October 31, at current rate through November 30<sup>th</sup> at current rate and attempt to reduce that rate contingent on need to stay through November should a full-time COO be hired prior to that date.

CEO Engelhard continued stating that there is also a Senior Level IT Consultant currently working for Gold Coast on an hourly basis. Currently the Plan does not have senior level IT expertise and that the consultant has stepped up and done a great job. The consultant is currently being paid on an hourly basis and due to the amount of work being performed, it would be better to put her on a monthly retainer through the end of October and review her status for November. There remains a significant amount of work to meet state contract compliance which would be jeopardized if we would try to make a change right now as well as potentially impacting work on other provider contracts work that requires programming and work with ACS.

Commission Member Juarez asked if there were current recruitment efforts for those two positions. CEO Engelhard responded that there were 4 to 5 resumes in-house for the COO position and were being evaluated. Also, the Plan had retained a search firm for Director of IS and a reporting analyst for IS area.

Further discussion was held regarding recruitments and open positions.

Discussion was held regarding the item as taken forward to the Executive Finance Committee and the Committee's recommendation to the Commission.

Commissioner Glycer moved to approve the extension of the Tatum contract. Commissioner Fankhauser seconded. The motion carried. **Approved 10-0**, with Commissioner Juarez abstaining.

Commissioner Fankhauser raised concern that a Member of the Executive Finance Committee Member was abstaining. Commissioner Juarez responded that he had not been at the Meeting and that was the reason for his abstention.

## 6. UPDATE ON RGS CONVERSATION

Interim CFO DeMarta stated that Friday GCHP generated its first paychecks as an independent and with a few exceptions everyone got paid and what they expected to get paid. The Plan has transitioned dental, vision, life, short and long term disability to retain the same providers. The Plan is currently under CalPERS for health benefits, as it was under RGS previously. The Plan was unable to convert to CalPERS which resulted in the Plan utilizing them with COBRA until it can contract for its own benefits package. The Plan is evaluating alternatives and that may take a month or two. We did have to add Workers Compensation Insurance and PPO Employee Fraud Insurance.

The Commission asked if there was any further relationship with RGS. Legal Counsel Kierstyn Schreiner responded that there may be liability issues.

Interim CFO DeMarta stated that the Plan had not yet received the last statement from RGS.

## 7. ADOPT 2013 MEETING SCHEDULE

Discussion was held regarding the Executive Finance Committee setting its own Meeting Schedule and the possibility of having a month "dark" in the summer as well as December.

Commissioner Long moved to continue the item to the regular meeting in October. Commissioner Eberst seconded. The motion carried. **Approved 11-0.**

## 8. CONFLICT OF INTEREST BIENNIAL REVIEW

Legal Counsel Kierstyn Schreiner reported that this item would need to be brought back before the Commission in November.

Commissioner Araujo moved to have the Conflict of Interest Code reviewed and the proposed amendments brought back before the Commission at the November meeting. Commissioner Long seconded. The motion carried. **Approved 11-0.**

## COMMENTS FROM COMMISSIONERS

Commissioner Dial welcomed CEO Engelhard to the Plan.

Other Commissioners welcomed the new CEO as well.

Commissioner Berry reported that she attended the Outreach Committee Meeting where they have added new Members; the other was the Consumer Outreach Meeting which was very lively.

Commissioner Long thanked the staff for all of the hard work that has been done to keep the Plan moving forward.

**ADJOURNMENT**

The meeting adjourned at 4:37 p.m.

APPROVED:

  
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Traci R. McGinley, MMC, Clerk of the Board