

2010 ANNUAL REPORT of the CCHP MANAGED CARE COMMISSION to the
CONTRA COSTA COUNTY BOARD OF SUPERVISORS

Chair: Jeffrey Kalin

Meeting Time/Location: 3rd Wednesday of every other month, 4-5:30 p.m.
595 Center Avenue, Suite 200B, Martinez

Staff: Deboran Everist

The primary topics discussed throughout 2010 were the County and State budgets, the changes in Medi-Cal Managed Care policy, Medicaid Waiver, as well as National Health Care Reform.

Managed Care Commission – Activities and Accomplishments for 2010

- The 2010 Annual Quality Management Program Description & Work Plan was introduced and accepted. Highlights included HEDIS data submission, Quality Improvement Projects, delegation audits of Kaiser and CCRMC, assisting the Health Services Division in implementing processes to collect race/ethnicity/language data, and beginning implementation of Lean methodology at the Plan.
- Monitored status of key CCHP units throughout the year with standing reports from Quality Assurance, Customer Relations and Resource Management including Pharmacy, Authorizations / Utilization Management, Case Management, Marketing and Member Services and the Advice Nurse units.
- Updated on enrollment numbers for all the health plan products at each meeting.
- Reviewed HEDIS measures and results.
- Reappointed the three Commissioners whose terms were expiring in August. CCHP is grateful that all Commissioners wished to continue service on the MCC.
- Kept apprised of health care reform through reports of meetings, testimony, and detailed analysis reports.
- One commission seat (physician) resigned from the commission due to family illness.
- One commission seat (Member-at-Large 3) resigned from the commission due to accepting contract work with the Health Plan.
- Tracked the on-going success of the 340 pricing program and the financial impact of the program on the county.
- Discussed the measures and complexity in sustaining the Department of Managed Health Care's standards for timely access.

- Discussed the larger role of CCHP in Health Families as HealthNet exited the County in October 2010. CCHP and Kaiser remain the only providers in Healthy Families in Contra Costa County.
- Discussed reorganization to better serve and meet regulatory changes to start putting SPD's in the Health Plan in June 2011 through June 2012.
- Reviewed the growth trends in populations served. MediCal grew 15%, SNP grew 74%, county employees grew by 2%, Healthy Families grew by 33% and overall membership grew by 13%.
- CCHP expects to receive 80-90% of the 12,400 SPDs in Contra Costa County over this time period.

Managed Care Commission – Focus Topics

- Health Care Reform – CCHP expects to receive 80-90% of the 12,400 SPDs in Contra Costa County over this time period. The Medicaid (Medi-Cal) population will remain under state control. Under the proposed Exchange, some programs such as Healthy Families and AIM would no longer be under MRMIB control, but would be contracted under the Exchange.
- Reducing Health Disparities --Pediatric Obesity in Hispanic Children--Quality Improvement Project partially funded by UCSF grant--Presentation on project aligned with the Division's effort to reduce healthcare disparities. Hispanics' access to healthcare in the County is as good as other groups', but they have higher rates of obesity. The project focuses on ensuring linguistically and culturally appropriate care for these members.
- Emergency Department – Frequent Flyer Report – presentation on the problem of inappropriate utilization of the emergency room and the interventions that have been implemented by CCHP successfully.
- 2009 Annual QM Program Description & Evaluation – Discussed the collaboration between the different units within CCHP and the work plan and procedures that were established.
- 2010 Annual QM Program Description and Work Plan--The Plan is working with other divisions to implement collection of race, ethnicity, and language data into one shared system. The Plan has used these data to address disparities in care and this effort will allow other divisions to increase their work in this area. An additional benefit for members is that they won't have to answer these questions over and over again as they go from one service or location to another.
- E2 Search REAL (Race, Ethnicity and Language) – The Language Access Data Base (LADB) was discussed as the cultural tool preferred to reduce disparities and is being implemented in several of CCHS divisions.