

Contra Costa Health Plan/Board of Supervisors Joint Conference Committee

Friday September 8, 2023

9:30 AM – 11:30 AM Pacific Time (US and Canada)

Join us in Person: 777 Arnold Drive, Martinez CA Paramount Room (Emergency Medical Services Administration)

The public may attend this meeting in person at the above location.

The public also may attend this meeting remotely via Zoom or call-in. Login information and call-in information is provided below.

Join Zoom Meeting: <https://cchealth.zoom.us/j/94514787237>

Join Via Call-In: +1 646 518 9805 US Meeting ID: 945 1478 7237

AGENDA

<u>Time</u>	<u>Tab</u>	
9:30	1.0	Call to Order Supervisor Candace Andersen
	1.1	Agenda JCC Committee
	1.2	Approve July 31, 2023, Minutes JCC Committee
	1.3	Public Comments Public
	1.4	JCC Comments JCC Members
	2.0	CEO Updates Sharron Mackey, CEO
	2.1	Single Plan Model (SPM) State of Readiness
	2.1.1	Member Services
	2.1.2	Advice Nurse
	2.1.3	Case Management
	2.1.4	Provider Relations
	2.1.5	Utilization Management
	2.2	DHCS Preliminary Audit Results
	2.3	Rankings - National Committee for Quality Assurance (NCQA)
	3.0	Chief Medical Officer's Report Dr. Irene Lo, CMO
	3.1	Clinical Operations Improvements
	4.0	Quality Program Overview Elizabeth Hernandez, Quality Director
	4.1	Population Health Management
	5.0	Focus Topics:
	5.1	Provider Relations Terri Lieder, Provider Relations Director
	5.1.1	Network Expansion Deficiencies
	5.1.2	Anthem Expansion
	5.2	Member Services – Improvements & Challenges Suzanne Tsang, Member Services Director
	5.3	Member Appeals & Grievances Dr. Nicolás Barceló, Medical Director
	5.4	Compliance – Overview and Updates La Rae Banks, Compliance Director
	6.0	Chief Executive Officer's Report-Legislative Updates Sharron Mackey, CEO
	6.1	Diversity, Equity, and Inclusion training
	6.2	Equity & Practice Transformation Payments to Providers
	7.0	Review and Approval of Progress Report Sharron Mackey, CEO
	7.1	Operational Dashboard
	7.2	Enrollment Trend
	7.3	Finance Report Pat Godley, COO/CFO
	7.4	Next Meeting Reminders
	8.0	Adjournment Supervisor Candace Andersen

Next meeting is Friday, December 8, 2023

All meetings are normally scheduled on the 2nd Friday of the last month of the Quarter

Materials distributed for the meeting are available for viewing at the Contra Costa Health Plan, 595 Center Ave, Suite 100, Martinez, CA

HOW TO PROVIDE PUBLIC COMMENT

Persons who wish to address the Contra Costa Health Plan/Board of Supervisors Joint Conference Committee (JCC) during public comment on matters within the jurisdiction of the JCC that are not on the agenda, or who wish to comment with respect to an item on the agenda, may comment in person, via Zoom, or via call-in. Those participating in person should come to the podium when called upon. Those participating via Zoom should indicate they wish to speak by using the “raise your hand” feature in the Zoom app.

All public comments will be limited to 2 minutes per speaker.

For assistance with remote access contact: email cynthia.choi@cchealth.org or direct message Cynthia Choi during the Zoom meeting.

Public comments may also be submitted before the meeting by email at cynthia.choi@cchealth.org or by voicemail at 925-313-6897. Comments submitted by email or voicemail will be included in the record of the meeting but will not be read or played aloud during the meeting.