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**IMPORTANT PUBLIC HEALTH AND SAFETY MESSAGE REGARDING PARTICIPATION AT ALAMEDA ALLIANCE FOR HEALTH COMMITTEE MEETINGS**

**STATE OR LOCAL OFFICIALS CONTINUE TO IMPOSE OR RECOMMEND MEASURES TO PROMOTE SOCIAL DISTANCING.**

**AS A RESULT OF THE COVID-19 VIRUS, AND RESULTING ORDERS AND DIRECTION FROM THE PRESIDENT OF THE UNITED STATES, THE GOVERNOR OF THE STATE OF CALIFORNIA, AND THE ALAMEDA COUNTY HEALTH OFFICER, THE PUBLIC WILL NOT BE PERMITTED TO PHYSICALLY ATTEND THE ALAMEDA ALLIANCE FOR HEALTH MEETING TO WHICH THIS AGENDA APPLIES.**

**YOU MAY SUBMIT COMMENTS ON ANY AGENDA ITEM OR ON ANY ITEM NOT ON THE AGENDA, IN WRITING VIA MAIL TO “ATTN: ALLIANCE MEMBER ADVISORY COMMITTEE” 1240 SOUTH LOOP ROAD, ALAMEDA, CA 94502; OR THROUGH E-COMMENT AT [Layala@alamedaalliance.org](mailto:Layala@alamedaalliance.org). YOU MAY WATCH THE MEETING LIVE BY LOGGING IN BY COMPUTER. CLICK THE LINK PROVIDED IN YOUR EMAIL OR MAY LISTEN TO THE MEETING BY CALLING IN TO THE FOLLOWING TELEPHONE NUMBER: 1-408-418-9388, CODE: 1466 60 6125. IF YOU USE THE LINK AND PARTICIPATE VIA COMPUTER, YOU MAY, THROUGH THE USE OF THE CHAT FUNCTION, REQUEST AN OPPORTUNITY TO SPEAK ON ANY AGENDIZED ITEM, INCLUDING GENERAL PUBLIC COMMENT. YOUR REQUEST TO SPEAK MUST BE RECEIVED BEFORE THE ITEM IS CALLED ON THE AGENDA. IF YOU PARTICIPATE BY TELEPHONE, YOU MAY SUBMIT ANY COMMENTS VIA THE E-COMMENT EMAIL ADDRESS DESCRIBED ABOVE OR PROVIDE COMMENT DURING THE MEETING AT THE END OF EACH TOPIC.**

**PLEASE NOTE: THE ALAMEDA ALLIANCE FOR HEALTH IS MAKING EVERY EFFORT TO FOLLOW THE SPIRIT AND INTENT OF THE BROWN ACT AND OTHER APPLICABLE LAWS REGULATING THE CONDUCT OF PUBLIC MEETINGS, IN ORDER TO MAXIMIZE TRANSPARENCY AND PUBLIC ACCESS. DURING EACH AGENDA ITEM, YOU WILL BE PROVIDED A REASONABLE AMOUNT OF TIME TO PROVIDE PUBLIC COMMENT. THE COMMITTEE WOULD APPRECIATE, HOWEVER, IF COMMUNICATIONS OF PUBLIC COMMENTS RELATED TO ITEMS ON THE AGENDA, OR ITEMS NOT ON THE AGENDA, ARE PROVIDED PRIOR TO THE COMMENCEMENT OF THE MEETING**

<b>Meeting Name:</b>	Member Advisory Committee		
<b>Date of Meeting:</b>	December 2, 2021	<b>Time:</b>	10:00 AM – 12:00 Noon
<b>Meeting Chair and Vice Chair:</b>	Melinda Mello, Chair, and Natalie Williams, Vice Chair	<b>Location:</b>	Call in or video call only.
<b>Call In Number:</b>	Phone Number: <b>1-408-418-9388</b> Code: <b>2490 408 2668</b>	<b>Webinar:</b>	WebEx link is provided in your email.

### I. Meeting Objective

Advise Alameda Alliance for Health on the development and implementation of its cultural and linguistic accessibility standards and procedures.

### II. Members

Name	Title	Name	Title
Melinda Mello	Alliance Member, Chair	Natalie Williams	Alliance Member, Vice Chair
Maria Archuleta	Alliance Member	Bassam Jammal	Alliance Member
Roxanne Furr	Alliance Member	Mimi Le	Alliance Member
Irene Garcia	Alliance Member	Colleen Payne	A/C Child Health & Disability Prevention
Erika Garner	Alliance Member	Amy Sholinbeck	Asthma Coordinator, Alameda County Asthma Start
Charlene Harrison	Site Director, Native American Health Center		

### III. Meeting Agenda

Topic	Responsible Party	Time	Vote to approve or Information
<b>Welcome and Introductions</b> a. Roll Call	<b>Melinda Mello</b> , Chair and <b>Natalie Williams</b> , Vice Chair	5	Information

<b>Approval of Minutes and Agenda</b>			
1. Approval of Minutes from September 16, 2021	<b>Melinda Mello</b> , Chair and <b>Natalie Williams</b> , Vice Chair	3	Vote
2. Approval of Agenda	<b>Melinda Mello</b> , Chair and <b>Natalie Williams</b> , Vice Chair	2	Vote
<b>Alliance Reports</b>			
<ul style="list-style-type: none"> <li>• Alliance CEO Update</li> <li>• COVID – 19 Vaccination Rates</li> <li>• COVID – 19 Vaccination Incentives</li> <li>• Medi-Cal Rx</li> </ul>	<b>Scott Coffin</b> , Chief Executive Officer <b>Dr. Steve O'Brien</b> , Chief Medical Officer <b>Matt Woodruff</b> , Chief Operating Officer <b>Dr. Helen Lee</b> , Senior Director, Pharmacy Services	35	Information
1. Grievances and Appeals <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Quarter Fiscal Year 2022</li> </ul>	<b>Jennifer Karmelich</b> Director, Quality Assurance	10	Information
2. Outreach Report <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Quarter Fiscal Year 2022</li> <li>• Holiday Gift Bags</li> </ul>	<b>Michelle Lewis</b> Manager, Communications and Outreach	15	Information
<b>New Business</b>			
1. Timely Access Report	<b>Stephanie Wakefield</b> Senior Director of Quality Improvement	15	Discussion
2. Attendance Review	<b>Linda Ayala</b> Health Education Manager	5	Vote
3. COVID-19 Vaccine Outreach <ul style="list-style-type: none"> <li>• Vaccine Hesitancy</li> <li>• Focus Group Summary</li> <li>• Outreach strategies</li> </ul>	<b>Melinda Mello</b> , Chair and <b>Natalie Williams</b> , Vice Chair <b>Linda Ayala</b> Health Education Manager	20	Information & Discussion
<b>Open Forum</b>	<b>Melinda Mello</b> , Chair and	3	Discussion



**Alameda Alliance for Health**  
Member Advisory Committee Meeting Agenda

	<b>Natalie Williams, Vice Chair</b>		
<b>Adjournment</b>	<b>Melinda Mello, Chair and Natalie Williams, Vice Chair</b>	2	Next meeting: <b>March 17, 2022</b>

Americans with Disabilities Act (ADA): It is the intention of the Alameda Alliance for Health to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the Alameda Alliance for Health will attempt to accommodate you in every reasonable manner. Please contact **Linda Ayala** at **510.747.6038** at least 48 hours prior to the meeting to inform us of your needs and to determine if accommodation is feasible. Please advise us at that time if you will need accommodations to attend or participate in meetings on a regular basis.



**MEMBER ADVISORY COMMITTEE (MAC)**  
**Thursday, September 16, 2021 10:00 AM - 12:00 PM**  
 DRAFT

<b>Committee Member Name</b>	<b>Role</b>	<b>Present</b>
Maria Archuleta	Alliance Member	
Roxanne Furr	Alliance Member	X
Irene Garcia	Alliance Member	X
Erika Garner	Alliance Member	X
Charlene Harrison, Native American Health Center	Safety Net Provider	
Bassam Jammal	Alliance Member	X
Mimi Le	Alliance Member	X
Melinda Mello	Alliance Member, Chair	X
Colleen Payne, A/C Child Health & Disability Prevention	Community Advocate	X
Amy Sholinbeck	Asthma Coordinator	
Natalie Williams	Alliance Member, Vice Chair	X

<b>Other Attendees</b>	<b>Organization</b>	<b>Present</b>
Loren Farrar	First 5 Alameda County	X
Carla Keener	First 5 Alameda County	X
Bernie Zimmer	CHME	X

<b>Staff Member Name</b>	<b>Title</b>	<b>Present</b>
Alex Alvarez	Outreach Coordinator	X
Christian Angulo	Manager, Access to Care	X
Linda Ayala	Manager, Health Education	X
Sanjay Bhatt, MD	Quality Improvement Director	X
Cindy Brazil	Health Programs Coordinator	X
Donna Carey, MD	Medical Director of Case Management	X
Scott Coffin	Chief Executive Officer	X
Jessica Jew	Health Education Specialist	X
Jennifer Karmelich	Director, Quality Assurance	X
Steve Le	Outreach Coordinator	X
Michelle Lewis	Manager, Communications & Outreach	X
Isaac Liang	Outreach Coordinator	X
Steve O'Brien, MD	Chief Medical Officer	X
Jessica Pedden	Clinical Quality Manager	X

Rosa Reyes	Disease Management Health Educator	X
Stephanie Wakefield	Senior Director of Quality	X
Otis Ward	Outreach Coordinator	X
Matt Woodruff	Chief Operations Officer	X
Krisza Vitocruz	Director Compliance Privacy & Special Investigations	X
Katrina Vo	Communications & Content Specialist	X

<b>Agenda Item</b>	<b>Responsible Person</b>	<b>Discussion</b>	<b>Action</b>	<b>Follow-Up</b>
<b>Welcome and Introductions</b>	Melinda Mello, Natalie Williams	Welcomed attendees. L. Ayala took attendance.	M. Mello called the meeting to order at 10:00 AM.	
<b>Approval of Agenda and Minutes</b>	Melinda Mello, Natalie Williams			
<b>1. Approval of Minutes from June 17, 2021</b>			Minutes from the previous meeting approved by consensus.	
<b>2. Approval of Agenda</b>			Today's agenda approved by consensus.	
<b>Alliance Standing Reports</b>				
<b>1. Alliance CEO Update</b>	Scott Coffin Steve O'Brien, MD Donna Carey, MD Stephanie Wakefield Matt Woodruff	S. Coffin presented the Alliance operations update. <ul style="list-style-type: none"> <li>• Financial performance: <ul style="list-style-type: none"> <li>○ For Fiscal Year 2021 (July 2020 to June 2021), the preliminary net loss was \$1.6 million with possible adjustments from the audit. Results will be presented in October to the Board. For July 2021, there was a net income of \$2.6 million.</li> <li>○ Most of the loss was from a series of high dollar claims in Group Care. The Alliance is working with Alameda County to renegotiate the contract and anticipates performance to level out in the future.</li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>○ Enrollment continued to grow over the last 4 months. The suspension of redeterminations is expected to continue into 2022 and tentatively will be decided in April.</li> <li>• Current priorities <ul style="list-style-type: none"> <li>○ The Alliance is developing a 10-year strategic plan with a 3-year shorter term roadmap.</li> <li>○ There are currently 22 active projects, including the pharmacy transition to the State on 1/1/2022, new human resources &amp; payroll system on 10/15/2021, and member portal improvements. The Alliance is getting ready for CalAIM to launch 1/1/2022.</li> <li>○ Alameda County is exploring the single plan model option. If chosen, it would begin in 2024.</li> </ul> </li> </ul> <p>S. O'Brien, D. Carey, and S. Wakefield presented an updated on COVID-19 vaccines and boosters.</p> <ul style="list-style-type: none"> <li>• Pediatric update: <ul style="list-style-type: none"> <li>○ Currently children ages 12 and up can be vaccinated with Pfizer. Both Moderna and Pfizer are in Phase 2 and 3 trials for ages 5 to 11. Results are likely to come out this fall and winter.</li> <li>○ There have been more kids getting Delta, but most kids are not getting very sick or hospitalized. Children make up 29% of total cases but only 0.3% of deaths. Most seem to be getting COVID in the community, not at school.</li> <li>○ If your child is exposed to COVID, see your doctor for advice. In Oakland, children who test positive but have</li> </ul> </li> </ul>		
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		<p>no symptoms and mask can stay in school; if symptoms or no mask, need to stay at home. The people at home should get tested.</p> <ul style="list-style-type: none"> <li>• Disparities, or differences in health status between groups: <ul style="list-style-type: none"> <li>○ About 55% of Hispanic/Latinx, 54% of American Indian, and 37% of African American/Black members have received the COVID vaccine. Pockets in Oakland, Emeryville, and Hayward have vaccination rates in the mid-50s.</li> <li>○ The MAC participated in a focus group on 8/19/2021. Barriers mentioned were mistrust of providers and government; conflicting information from the community and leaders; uncertainty about side effects; transportation; and language. Motivators were protecting the individual or household; trust of providers and messaging; and availability of vaccines. A second focus group is planned for this month.</li> <li>○ The Alliance strategy for disparities is to provide PCPs with a list of members who have not received the vaccine, educate, and have conversations about supporting them with outreach.</li> <li>○ Question from N. Williams: Are in-home care workers under a vaccine mandate? S. Coffin replied that he is not aware of any mandates with IHSS, but this has recently been discussed with the labor unions.</li> </ul> </li> <li>• Boosters:</li> </ul>		
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		<ul style="list-style-type: none"> <li>○ Boosters have not been universally recommended yet. So far, they are recommended for people with weak immune systems. More recommendations may be coming out this fall.</li> <li>○ There have been no adjustments to the vaccine for the booster shot, though that may come out in the future.</li> <li>○ Question from M. Le: Will the booster be the same as the previous vaccine received (Moderna or Pfizer)? S. O'Brien replied that currently people will receive the same shot as before.</li> <li>○ Question from N. Williams: Can you receive the booster and flu shot together? S. O'Brien replied that the current practice is to separate by 2 weeks, though the data suggest that they could be taken together. Moderna is working on a combination shot.</li> </ul> <p>M. Woodruff presented the COVID-19 vaccination response plan.</p> <ul style="list-style-type: none"> <li>● DHCS released an All Plan Letter in August that asked plans to supply a presentation on their vaccination strategy. Alliance has 90,000 unvaccinated members.</li> <li>● So far, the Alliance has done three rounds of incentives and outreach and met with the Alameda County Care Alliance, a group of churches with health programs.</li> <li>● The four concentration areas and examples of Alliance activities are: <ul style="list-style-type: none"> <li>1) Building confidence/combating misinformation: Focus groups, PCP calls to members, presentations and</li> </ul> </li> </ul>		
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		<p>pop-up clinics at churches/faith-based organizations</p> <p>2) Addressing barriers/access: Mobile clinics, Santa Rita jail, homebound, afterschool vaccine clinics</p> <p>3) Member incentives: DHCS sponsoring \$50 gift card incentives from 9/21/2021 to 2/28/2022, outreach and media campaigns</p> <p>4) Provider incentives: Incentives for both office and physicians, outreach calls, pharmacy reminders</p> <ul style="list-style-type: none"> <li>• Question from N. Williams: Is the Alliance helping with storing the vaccine at provider offices? M. Woodruff replied that Pfizer &amp; Moderna can be stored in a standard immunization fridge for 30 days. The Alliance helped 26 doctor offices get an updated refrigerator last year. S. O'Brien added that we can make the refrigerator available to providers.</li> <li>• Comment from N. Williams: Consider incentive for bringing in someone to be vaccinated.</li> </ul>		
<p><b>2. First 5 Alameda County, Pediatric Care Pilot</b></p>	<p>Carla Keener Loren Farrar, MSW</p>	<p>Presented summary of pediatric care management partnership between First 5 Alameda County and the Alliance.</p> <ul style="list-style-type: none"> <li>• About 1 in 4 Medi-Cal families with children have a developmental, trauma, and/or social determinant of health need.</li> <li>• Help Me Grow trains pediatric providers to do screenings and serves as a central access point to provide care coordination and health education. Alliance child members who were in Help Me Grow received an earlier developmental diagnosis and used more preventive services.</li> <li>• For the Fiscal Year 2020-2021 pediatric care pilot, over 1,300 members ages 3-5 were</li> </ul>		

		<p>contacted. Over 60% of the members had an PCP appointment completed or scheduled.</p> <ul style="list-style-type: none"> <li>The pediatric care management partnership will continue and expand on the pilot. Activities will include: <ul style="list-style-type: none"> <li>Outreach for scheduling well-child appointments, primarily ages 3 to 5, with added support for social determinants of health.</li> <li>Training and quality improvement support around PEARLS tool (15 providers) or provider choice of pediatric screening (10 providers).</li> <li>Provide provider-referred members with care coordination services and supports.</li> </ul> </li> </ul>		
<b>3. Grievances &amp; Appeals</b>	Jennifer Karmelich	<p>Presented Grievances &amp; Appeals report for Q2 2021 (April through June).</p> <ul style="list-style-type: none"> <li>There were 6,437 total cases. The compliance goal was met.</li> <li>The grievance type with the most grievances was access to care. The highest number of grievances for filed against was the Alliance. Most of the Alliance grievances were about coverage disputes (reimbursements requests, pharmacy) and PCP auto-assignments.</li> <li>For grievances against delegated networks or vendors, Kaiser enrollment was the highest.</li> <li>Three-quarters (75%) of grievance decisions were in favor of the member.</li> </ul>		
<b>4. Outreach Report</b>	Michelle Lewis	<p>Presented Outreach Report for Q4 FY 2021 (April through June).</p> <ul style="list-style-type: none"> <li>The Alliance completed over 2,000 outreach calls and conducted over 500 member orientations. The participation rate has been decreasing.</li> <li>The Alliance is starting to do long-term evaluation of the orientations. Almost 5 of 10 had completed the Initial Health Assessment within 120 days of the orientation and only</li> </ul>		

		<p>6% had an ER visit. In the future, we will look at PCP visits and ER rates 240 and 365 days after the orientation.</p> <ul style="list-style-type: none"> <li>• The orientation will start building in more services, like the new app.</li> <li>• The Outreach team responded to 109 website inquiries. They are also increasing social media presence with information about the COVID-19 vaccine and health observances.</li> <li>• Question from N. Williams: What will the app look like? M. Lewis replied that the design will look like the website and portal. They will bring it to the MAC to preview.</li> </ul>		M. Lewis will present design of the Alliance app to MAC.
<b>New Business</b>				
<b>1. Population Needs Assessment</b>	Linda Ayala	<p>Presented the 2021 Population Needs Assessment.</p> <ul style="list-style-type: none"> <li>• The Population Needs Assessment (PNA) is an annual look at members and disparities and decides priority areas for the year.</li> <li>• The MAC participated in the development of the report, providing input around the need for awareness and use of member benefits, improved wait time, management and prevention of diseases, quality improvement, and provider communication.</li> <li>• From the 2020 action plan, the objective about heart health and diabetes in Asian American and Pacific Islander older adults was considered a completed project, but the Alliance will continue to look at the population. The member benefits objective will be part of an ongoing effort to improve member satisfaction.</li> <li>• The objectives for the 2021 action plan are to improve: <ul style="list-style-type: none"> <li>○ Hispanic (Latino) and Black (African American) children participation in Asthma Start in-home case management</li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>○ Black (African American) adult use of asthma medicines</li> <li>○ Getting checkup or routine care quickly for adults and children</li> <li>○ Well-child visits</li> <li>○ Breast cancer screenings among Black (African American) women</li> <li>● Question from C. Payne: What is the member incentive for the well-child visit? J. Pedden replied that the State approved \$25 gift card for Safeway, Target, or FoodMaxx at completion of visit.</li> <li>● Question from N. Williams: Has the Alliance considered homeless, transgender, or undocumented children that are hard to reach? J. Pedden replied that the Alliance was considering the whole child population from 0 to 21 but will take these points back to evaluate. L. Ayala added that there are clinics in the Alliance network who specialize in care for transgender youth.</li> </ul>		
<b>Open Forum</b>	Melinda Mello, Natalie Williams	No items were raised in open forum.		
<b>Adjournment</b>	Melinda Mello, Natalie Williams	Next meeting: December 16, 2021	M. Mello adjourned the meeting at 11:56 AM.	

Meeting Minutes Submitted by: Jessica Jew, Health Education Specialist Date: 9/21/2021

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_  
Melinda Mello, Chair, Member Advisory Committee (Natalie Williams, Co Chair, Member Advisory Committee)

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# *CEO Update to the Alameda Alliance Member Advisory Committee*



*Scott Coffin, Chief Executive Officer*

*December 2<sup>nd</sup>, 2021*

# Agenda

- ▷ **Remembering Supervisor Wilma Chan**
- ▷ **Operations Report**
- ▷ **Alliance's Mission, Vision, and Values**
- ▷ **COVID-19 Vaccinations**
- ▷ **Medi-Cal Rx Project**

## Remembering Supervisor Wilma Chan





# Operations Report

- ▶ Reporting a net loss of \$7.5 million in October
- ▶ Year-to-date in fiscal year 2022 is \$3.5 million net loss (July through August)
- ▶ Final budget for fiscal year 2022 is being presented to the Board of Governors in December
- ▶ Membership is nearing 300,000 led by Medi-Cal enrollment
- ▶ Board of Governors meeting is December 10<sup>th</sup>
- ▶ CalAIM and Medi-Cal Rx is launching on January 1<sup>st</sup>

## Our Mission

**We strive to improve the quality of life of our members and people throughout our diverse community by collaborating with our provider partners in delivering high quality, accessible and affordable health care services. As participants of the safety-net system, we recognize and seek to collaboratively address social determinants of health as we proudly serve Alameda County.**

## Our Vision

**The Alliance will be the most valued and respected managed care health plan in the State of California.**

## Our Values

### **Teamwork:**

*We participate actively, remove barriers to effective collaboration and interact as a winning team.*

### **Respect:**

*We are courteous to others, embrace diversity and strive to create a positive work environment.*

### **Accountability:**

*We take ownership of tasks and responsibilities and maintain a high level of work quality.*

### **Commitment & Compassion:**

*We collaborate with our providers and community partners to improve the wellbeing of our members, focus on quality in all we do and act as good stewards of resources.*

### **Knowledge & Innovation:**

*We seek to understand and find better ways to help our members, providers and community partners.*

# ***COVID-19 Vaccinations & Incentives***



*Presented to the Alliance Member Advisory Committee*

*Matthew Woodruff, Chief Operations Officer*

*December 2<sup>nd</sup>, 2021*

# Progress Report

## Vaccination Incentives

- ▶ State Vaccine Response Plan
  - ▶ The Alliance was awarded up to \$8.4 million dollars to fund outreach activities and local investments in vaccination services, leveraging vaccination resources administered by Alameda County and local health centers.
  - ▶ The Alliance must achieve an 85% overall vaccination rate of at least one dose to receive full funding.
- ▶ Alameda County average is 95% vaccinated (one dose)
- ▶ The Alliance as of November 22nd, 2021:
  - ▶ 69.7% of Medi-Cal members 12 years and older are vaccinated (fully/partially) based on CAIR, encounter, claim, and HEDIS data
  - ▶ 80.7% of older adults (65 and older) are vaccinated
  - ▶ 76.5% of members 50 – 64 are vaccinated
  - ▶ 65.6% member 26 – 49 are vaccinated
  - ▶ 68.1% members 16 – 21 are vaccinated
  - ▶ 63% members 12 – 15 are vaccinated
  - ▶ 64.8% American Indian Alaskan Native
  - ▶ 50.4% Black/African American Members

# Progress Report

## Baseline Vaccination Rates

Measure (and weight)	Baseline Rate (as of Aug 29, 2021)	Reported by
Percent of homebound Medi-Cal beneficiaries who received at least one dose of a COVID-19 vaccine (5% weight).	<b>68.9%</b>	Alliance
Percent of Medi-Cal beneficiaries ages 50-64 years of age with one or more chronic diseases who received at least one dose of a COVID-19 vaccine (5% weight).	<b>79%</b>	Alliance
Percent of Medi-Cal beneficiaries ages 12 years and older who received at least one dose of a COVID-19 vaccine (35% weight).	<b>62.5%</b>	DHCS
Percent of Medi-Cal beneficiaries ages 12-25 years who received at least one dose of a COVID-19 vaccine (10% weight).	57.1%	DHCS
Percent of Medi-Cal beneficiaries ages 26-49 years who received at least one dose of a COVID-19 vaccine (5% weight).	58.4%	DHCS
Percent of Medi-Cal beneficiaries ages 50-64 years who received at least one dose of a COVID-19 vaccine (5% weight).	70.2%	DHCS
Percent of Medi-Cal beneficiaries ages 65+ years who received at least one dose of a COVID-19 vaccine (5% weight).	75.9%	DHCS
Percent of Medi-Cal beneficiaries ages 12 years and older from the race/ethnicity group with the lowest baseline vaccination rate who received at least one dose of a COVID-19 vaccine (15% weight).	42.4% (Black/African American)	DHCS
Percent of Medi-Cal beneficiaries ages 12 years and older from the race/ethnicity group with the second-lowest baseline vaccination rate who received at least one dose of a COVID-19 vaccine (15% weight).	59.3% (American Indian/Alaskan Native)	DHCS

# Progress Report

## Vaccine Response Plan Strategies

- ▶ The Alliance is partnering with Alameda County Health Care Services Agency (HCSA) and Public Health Department (ACPHD), Alameda Health System (AHS), Community Health Center Network (CHCN) , Children’s First Medical Group (CFMG), Kaiser, UCSF, and Haller’s and CVS pharmacies, and Alameda County Care Alliance (ACCA)
- ▶ Current Member and Provider Vaccine Outreach Activities:
  - ▶ In September 2021, the Alliance began and will continue to share monthly unvaccinated patient gap reports with providers.
  - ▶ The first Alliance COVID-19 vaccine billboard appeared on October 18, 2021. The billboard will continue to run for at least 12-weeks through January 10, 2021.
  - ▶ The Alliance conducted two (2) focus groups with vaccinated and unvaccinated members and continues to review misinformation trends every week to address in ongoing member communications.
  - ▶ The Alliance continues to review and incorporate evidence-based public health official federal, state, and local county messaging in all Alliance communication collateral.
    - Vaccine FAQs
    - Vaccine facts
    - Vaccine conversation tools for members with families and providers

# Progress Report

## Vaccine Response Plan Strategies

- ▶ The Alliance is issuing state-sponsored \$50 grocery gift cards to members who complete the vaccine between September 21, 2021, and February 28, 2022
  - To date we have sent five (5) \$50 gift cards
- ▶ The Alliance will also issue a \$25 grocery gift card for members who refer other members to complete their vaccine
- ▶ The Alliance interactive voice response (IVR) calls:
  - ▶ The Alliance will conduct one (1) IVR call each month through February 28, 2021. Each month the IVR call message will use best practices and be updated to encourage vaccine uptake. For example, The November and December calls will remind members to celebrate the holiday's safely with their friends and family by getting the COVID-19 vaccine.
- ▶ Postcard Mailings
- ▶ Call Center Scripts
- ▶ Newsletters
- ▶ Provider Incentive
  - The Alliance will reward providers \$50 for every assigned patient who completes their vaccine between October 1, 2021, and February 28, 2022



# Progress Report

## Vaccine Response Plan Strategies

### ▶ Social Media:

- The Alliance continues to promote vaccine uptake and dispel misinformation and myths on social media Facebook, Instagram, and Twitter platforms.
- The Alliance completed more than 50 posts and reshares in October 2021, including the OUSD Halloween, and the Oakland Día de los Muertos vaccine opportunity events
- Since October 1, 2021, the Alliance has published an average of 1.5 messages a day:
  - Facebook: 13 messages (4 original posts and 9 reshares from CDC, CDPH, ACPHD Dare2BWell)
  - Instagram: 15 messages including 2 multiple slide stories
  - Twitter: 27 messages (4 original posts and 23 reshares from CDC, CDPH, ACPHD Dare2BWell)
- Starting in November 2021, the Alliance began sharing messaging about the vaccine approval for children 5 to 11 years old.
- The Alliance will continue to publish messages on social media.



# Progress Report

## Vaccine Response Plan Strategies

### ▶ Future Member and Provider Vaccine Outreach Activities:

- ▶ The Alliance live after-hours outbound calls will start early to mid December 2021
- ▶ The Alliance is working with Alameda County Public Health Department, and Haller's pharmacy to explore upcoming holiday and other large-scale community events to distribute the vaccine.
  - Santa Rita Jail vaccine distribution mid-December through February 28, 2022
  - Hyperlocal neighborhood outreach, including County door to door outreach mid-December through February 28, 2022
  - Barbershops mid-December through February 28, 2022
  - Grocery Stores mid-December through February 28, 2022

# Progress Report

## Vaccine Response Plan Strategies

- ▶ The Alliance will also partner with providers, Alameda Contra Costa Medical Association (ACCMA), Sinkler Miller Medical Association (SMMA), Alameda County Care Alliance, and faith-based organizations
  - Trusted physician conversations with patients and community forums early to mid-December through February 28, 2022
- ▶ The Alliance will work with the CVS Pharmacy “bag tagging” program to promote vaccine uptake.
  - Program to begin mid-November 2021 through February 2022
- ▶ The Alliance multi-media Bart, bus, digital geofence billboard, radio, and social media boost advertising contracts are being reviewed.
  - 8-week Bart and bus campaign aiming to begin by mid December 2021
  - The Alliance will pay Facebook and Instagram social media platforms to boost posts that encourage vaccine uptake and counter misinformation in disparate zip codes and census tract neighborhoods, mid to late November 2021 through February 28, 2022.
- ▶ The Alliance is partnering with UCSF to reach pediatric patients through school forums and text messaging campaigns.
  - UCSF will send text messages to encourage vaccine uptake

# Progress Report

## Vaccine Response Plan Strategies

- ▶ The Alliance is exploring partnerships with Health Care Services Agency (HCSA) Center for Healthy Schools and Communities, and the Peralta Community College District
  - Aiming to begin school-based clinic vaccine sites and events by late November 2021 through February 28, 2022
  - The Alliance will distribute 1,000+ Back to School Safe Starter Kits with information to promote vaccine uptake and counter misinformation, reusable face masks, hand sanitizer, and school supplies. The distribution will begin mid December 2021.
- ▶ The Alliance is working with Alameda County Care Alliance (ACCA) to reach unvaccinated homebound members and their families and friends.
  - Program projected to begin by the beginning in December 2021 through February 28, 2022
  - 1,200 unvaccinated homebound members
  - Trusted conversations with faith-based leaders and caregiver providers beginning in December 2021 through February 28, 2022.
  - Caregiver providers taking the vaccine to homebound clients beginning December 2021 through February 28, 2022

# ***Medi-Cal Rx Project***

*Transition to the State of California*



*Presented to the Alliance Member Advisory Committee*

*Dr. Helen Lee, Sr. Director of Pharmacy Services*  
*Jeffrey Bencini, Clinical Pharmacist*  
*Benita Ochoa, Lead Pharmacy Technician*

*December 2<sup>nd</sup>, 2021*

# Medi-Cal Rx

- Background & What do I need to do?
- Notifications
- Will I have to change my medications?
- California Children's Services (CCS)
- Prior Authorizations (PAs)
- Where can I get help finding a pharmacy?
- What should I do if I have Pharmacy service-related complaint and appeal?
- I'm eligible for both Medicare and Medicaid (Medi-Cal). How does this change affect me?
- When to contact AAH
- Who do I contact for help or more information?

# Medi-Cal Rx

- Effective January 1, 2022, the Department of Health Care Services (DHCS) will manage your pharmacy benefits with Magellan.
- What do I need to do? Nothing.

# Notifications

- Newsletter
- Website Portal
- Letter (DHCS-10/1, 11/1 & 12/1) AND (Alameda Alliance-12/1)



# Will I have to change my medications?

- ▶ Most Alliance members will not have any change in their medications.
- ▶ Your doctor might also talk to you about changing to a medication if needed.

# Is the CCS program a part of the change?

- Magellan will manage your authorizations and pharmacy claims payment.

# Prior Authorizations (PAs)

- For the first 180 days, no PA request is required for existing prescriptions.
- After 180 days, a PA request must be submitted to Magellan.

# Where can I get help finding a pharmacy?

- If you need help finding a pharmacy, call Magellan Customer Service at **1.800.977.2273** TDD: **711**
- [www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov)

# Pharmacy service-related Complaint & Appeal

- To submit a complaint, please visit [www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov) or Magellan Customer Service at **1.800.977.2273**.
- You can get the “State Hearing Request” form at [www.dhcs.ca.gov/services/medical/Pages/Medi-CalFairHearing.aspx](http://www.dhcs.ca.gov/services/medical/Pages/Medi-CalFairHearing.aspx) or by calling Magellan Customer Service toll-free at **1.800.977.2273** (TDD: 711).

# I'm eligible for both Medicare and Medicaid (Medi-Cal). How does this change affect me?

- No change to your current Medicare Part D pharmacy coverage.

# When to contact AAH

## Group Care

1. Eligibility
2. PA extension Lost/stolen medication
3. Vacation supply
4. has not received medication.
5. is getting charged for Hep C medications

# Who do I contact for help or more information?

- Magellan at the Medi-Cal Rx Call Center  
Toll-Free: **1.800.977.2273**
- People with hearing and speaking  
impairments (TDD): **711**



# COMMUNICATIONS & OUTREACH DEPARTMENT

ALLIANCE IN THE COMMUNITY

FY 2020-2021 | 1<sup>ST</sup> QUARTER (Q1) OUTREACH REPORT

## ALLIANCE IN THE COMMUNITY

### FY 2020-2021 | Q1 OUTREACH REPORT

During the 1st Quarter (Q1 – July, August, September) of Fiscal Year (FY) 2020-2021, the Alliance reached **1,116** members through our member orientation outreach call campaign.

The majority of people reached at member orientations (MO) are Alliance Members. Approximately 20% of the numbers reached at community events are Medi-Cal Members, of which approximately 82% are Alliance members based on Managed Care Enrollment Reports. Additionally, the Outreach Team began tracking Alliance members reached in late February 2018. Since July 2018, **21,422** self-identified Alliance members were reached during community events, and member education events and activities.

On **Monday, March 16, 2020**, the Alliance began assisting members by telephone only, in accordance with the statewide Shelter-in-Place (SIP) guidance to protect the general public from the Coronavirus Disease (COVID-19). As a result, the Alliance proactively postponed all face-to-face member orientations and community events until further notice.

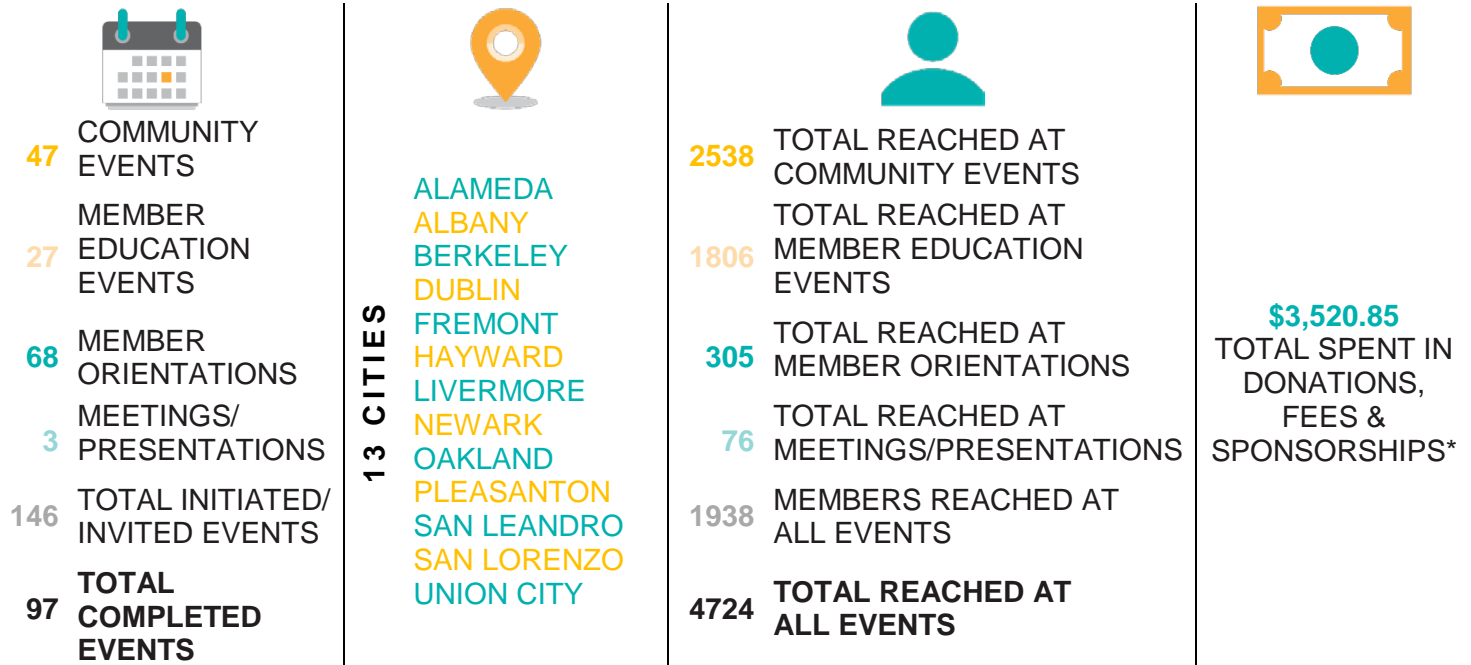
On **Wednesday, March 18, 2020**, the Alliance began conducting member orientations by phone.

All events details can be reviewed at **W:\DEPT\_Operations\COMMUNICATIONS & MARKETING\_OFFICIAL FOLDER\Reports\C&O Reports\Outreach Reports\FY 20-21\Q1\3. September 2020**

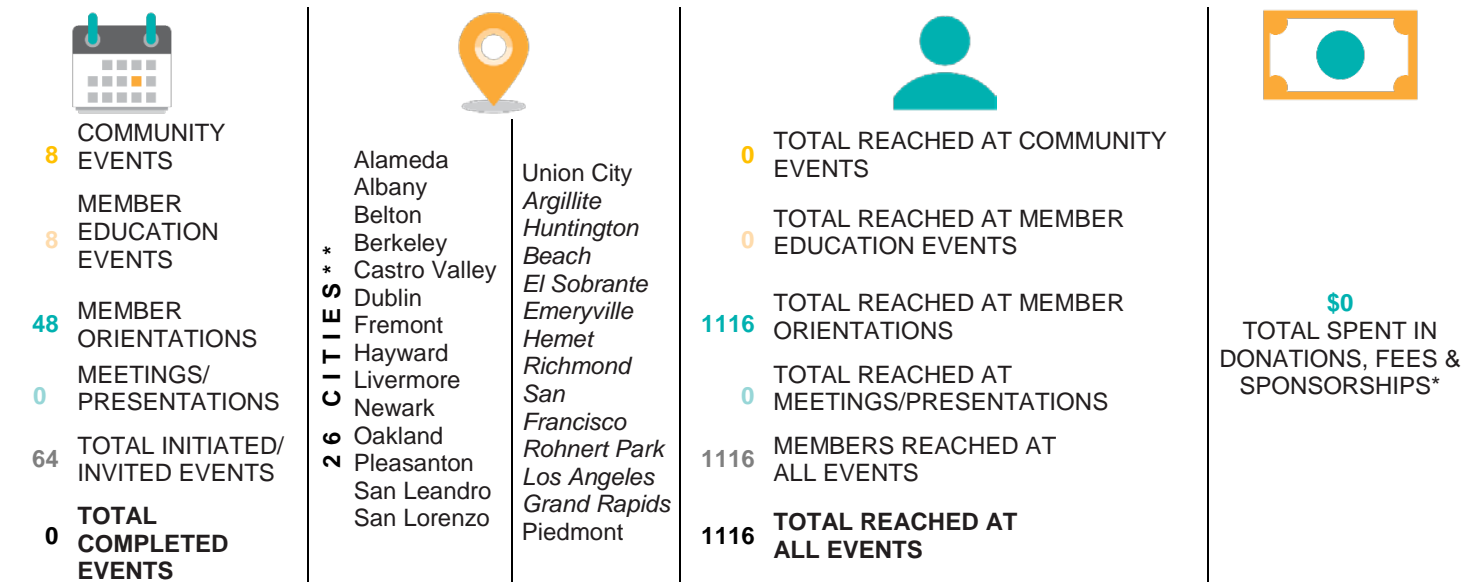
# ALLIANCE IN THE COMMUNITY

## FY 2020-2021 | Q1 OUTREACH REPORT

### FY 2019-2020 Q1 TOTALS



### FY 2020-2021 Q1 TOTALS

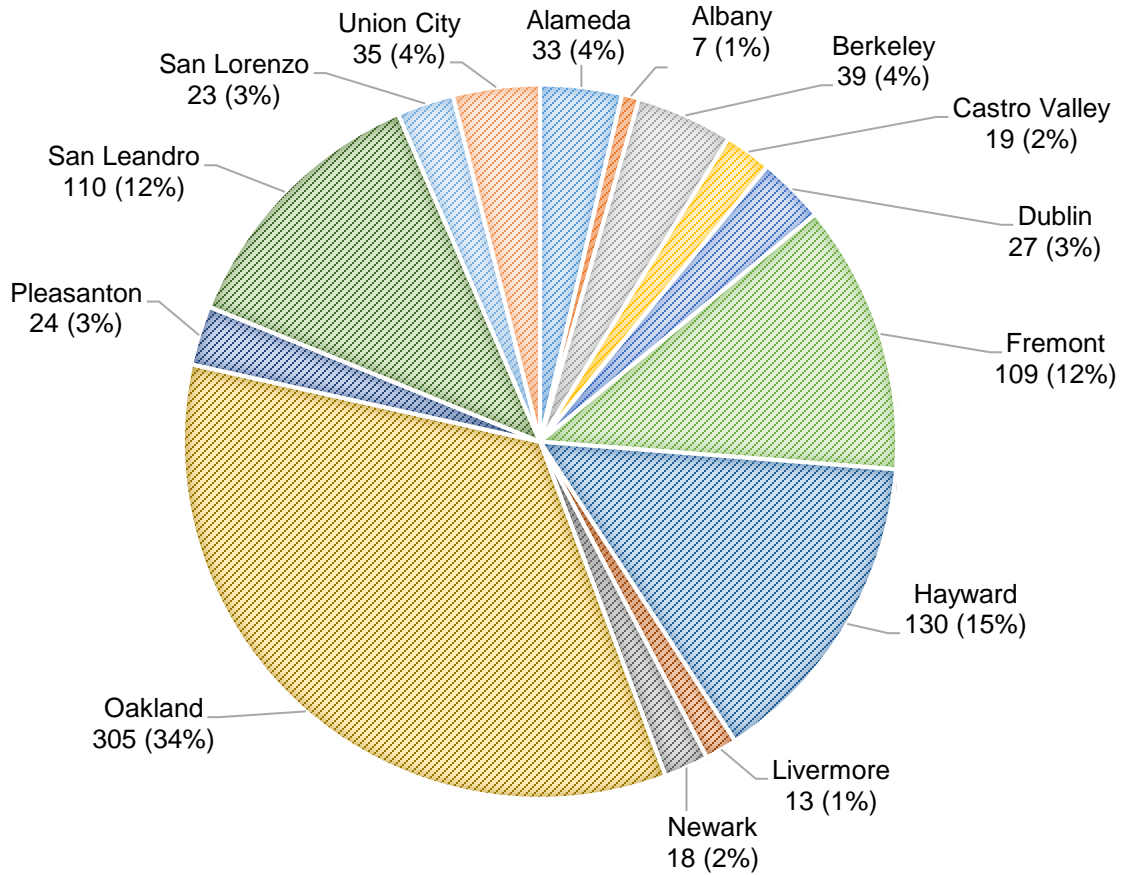


\* Includes refundable deposit.

\*\*Cities represent the mailing addresses for members who completed a Member Orientation by phone. The italicized cities are outside of Alameda County. The C&O Department started including these cities in the Q4 2020 Outreach Report.

**ALLIANCE IN THE COMMUNITY**  
 FY 2020-2021 | Q1 OUTREACH REPORT

**NUMBERS REACHED BY CITY\***

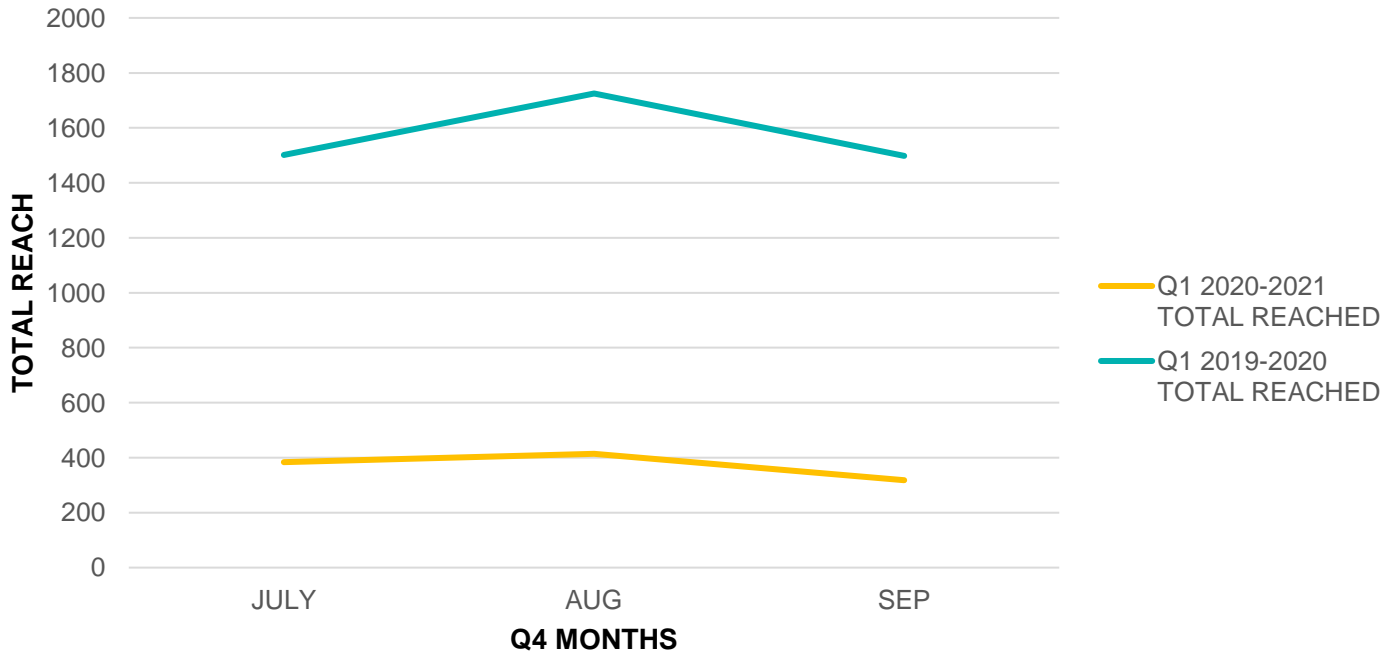


\* The following cities had <1% reach during Q1 of FY21: Burlingame, El Sobrante, Emeryville, Richmond, San Francisco, San Jose, San Pablo, San Ramon, Stockton and Tracy.

# ALLIANCE IN THE COMMUNITY

## FY 2020-2021 | Q1 OUTREACH REPORT

### TOTAL REACHED BY Q1



	JULY	AUG	SEP	TOTAL
Q1 2020-2021 – TOTAL REACHED	384	414	318	1116
Q1 2019-2020 – TOTAL REACHED	1501	1725	1498	4724

The graph above compares the total reached at **all Alliance outreach events** in Q1 of FY 2020-2021 and Q1 of FY 2019-2020.

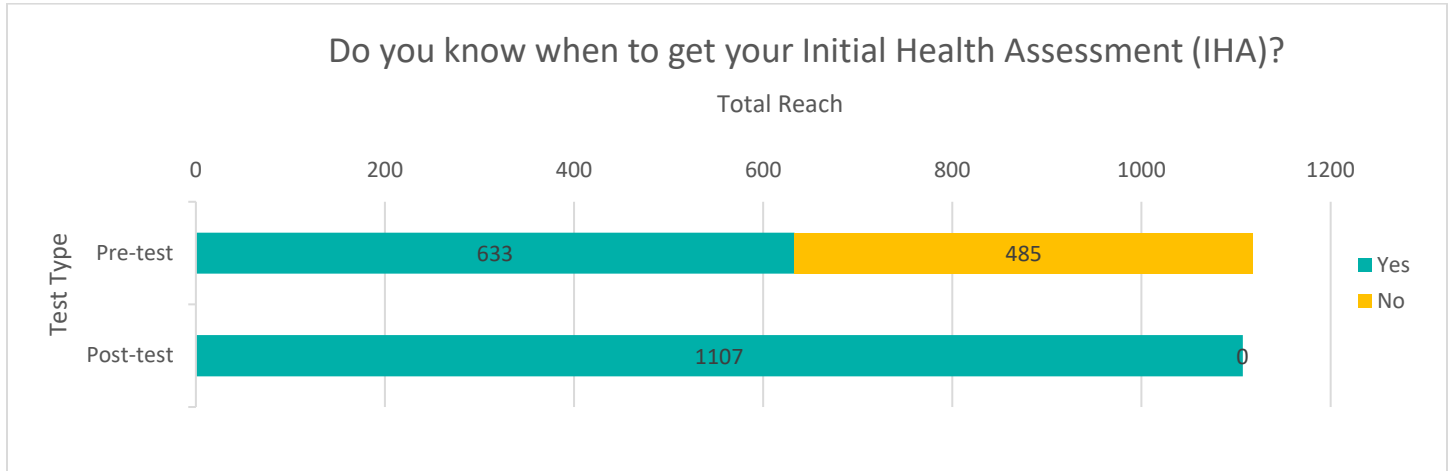
During Q1 of FY 2021-2020, the Alliance reached 1,116 members compared to 4,724 people in Q1 of FY 2019-2020 at all events.

During Q2 of Fiscal Year 2017-2018, the C&O Department implemented an event tracking tool to improve our tracking method, and to help prevent overstating numbers reached.

# ALLIANCE IN THE COMMUNITY

## FY 2020-2021 | Q1 OUTREACH REPORT

### INITIAL HEALTH ASSESMENT KNOWLEDGE DURING Q1



	YES	NO	TOTAL
Q1 2020-2021 – PRE-TEST	633	485	1118
Q1 2020-2021 – POST-TEST	1107	0	1107

Before and after an MO, members are asked to complete a pre-test and a post-test. The graph above compares the responses of members when asked “Do you know when to get your Initial Health Assessment (IHA)?”

After completing an MO, **100%** of members who completed the post-test survey in Q1 of FY 2020-2021 reported knowing when to get their IHA, compared to only 57% of members knowing in the pre-test.



# ALLIANCE CARE BAGS FOR THE UNHOUSED

1.

# Project Overview and Update





*The things you take for  
granted... someone else is  
hoping for...  
-Anonymous*



# Alliance Care Bags

We are creating **1500** Alliance Care Bags to share them with people in our community who are experiencing homelessness.

# Meaningful Items Will Include

- ▶ A Face Mask
- ▶ Hand Sanitizer
- ▶ Personal Hygiene Items
- ▶ A First Aid Kit
- ▶ A List of Local Shelters and Winter Warming Stations
- ▶ More non-perishable food items



# 2021 Care Bag Distribution

- ▷ Local Alameda County Shelters
- ▷ Local Churches
- ▷ MAC Members and Alliance Staff
  - ▶ Please email  
[MLewis@alamedaalliance.org](mailto:MLewis@alamedaalliance.org)

“

*Never doubt  
that a small  
group of  
thoughtful,  
committed  
citizens can  
change the  
world; indeed,  
it's the only  
thing that ever  
has.*

*Margaret Mead*



**Thank You!**  
Questions?

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# Q2 CG-CAHPS Timely Access Survey Results

**Presented by**

S. Wakefield, RN  
Sr. Director of Quality

# Overview of TIMELY ACCESS Standards

ALL PROVIDER WAIT TIME/TELEPHONE/LANGUAGE PRACTICES	
Appointment Type:	Appointment Within:
In-Office Wait Time	60 Minutes
Call Return Time	1 Business Day
Time to Answer Call	10 Minutes
Telephone Access – Provide coverage 24 hours a day, 7 days a week.	
Telephone Triage and Screening – Wait time not to exceed 30 minutes.	
Emergency Instructions – Ensure proper emergency instructions.	
Language Services – Provide interpreter services 24 hours a day, 7 days a week.	





# In-Office Wait Time

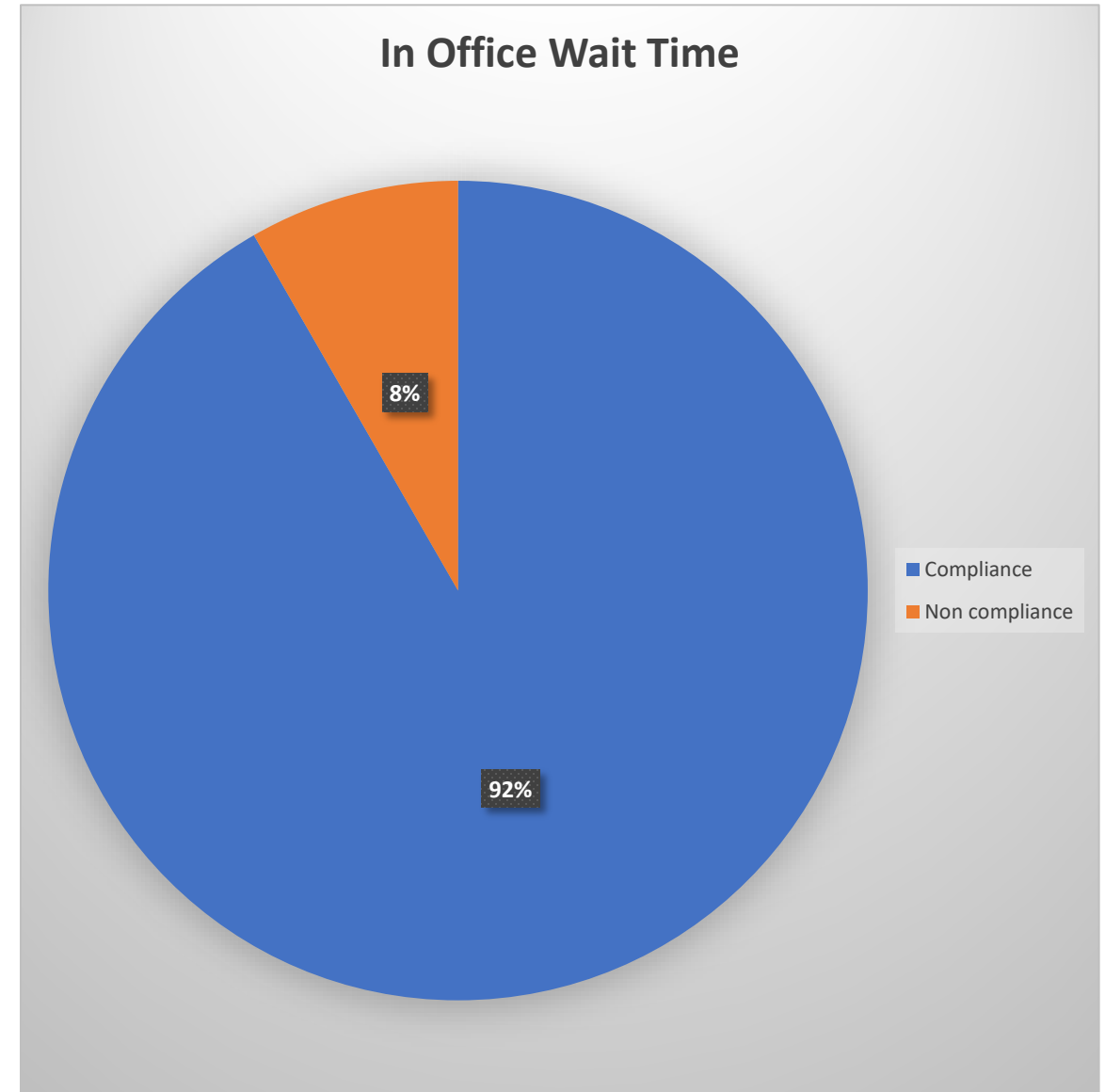
# IN-OFFICE WAIT TIME

Q2, 2021

Survey Tool CG-CAHPS (Q27/Adult, Q37/Child) asks:

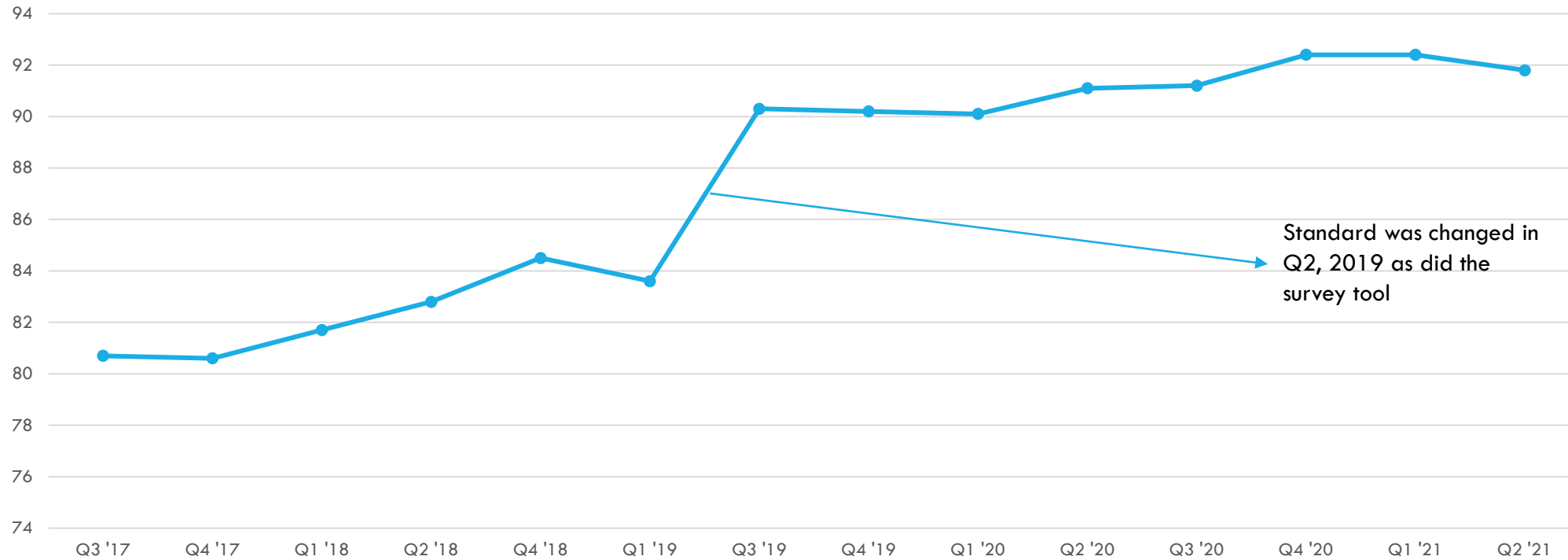
- Office wait time includes both the time spent in the waiting room and the exam room before you are seen by the doctor. Thinking about visits to this provider in the last 6 months, about *how many minutes did you typically wait in the waiting room and exam room until you saw the provider? Was it...*
  - **Less than 60 minutes**
  - More than 60 minutes

**Goal = 80%**



# IN-OFFICE WAIT TIME

## TREND ANALYSIS

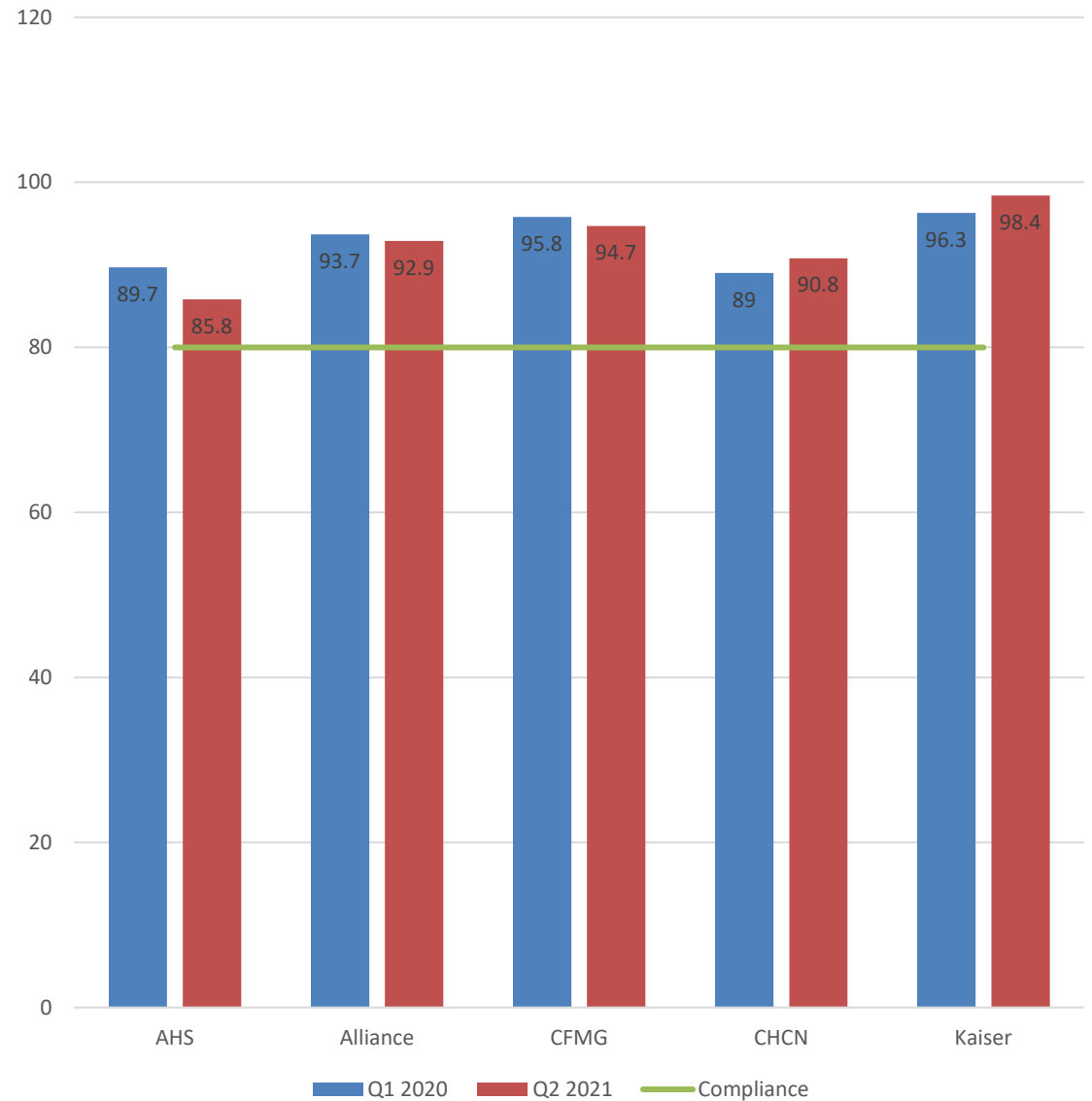


○ Graph indicates a slight downward trend in compliance in Q2 2021

*-Standard requirement was changed from within 30 minutes to within 60 minutes in Q2 2019*

# IN-OFFICE WAIT TIME COMPLIANCE RATE BY NETWORK (%)

- All delegate providers scored above the 80% compliance threshold in Q2 2021





# Call Return Time

# CALL RETURN TIME

Q2, 2021

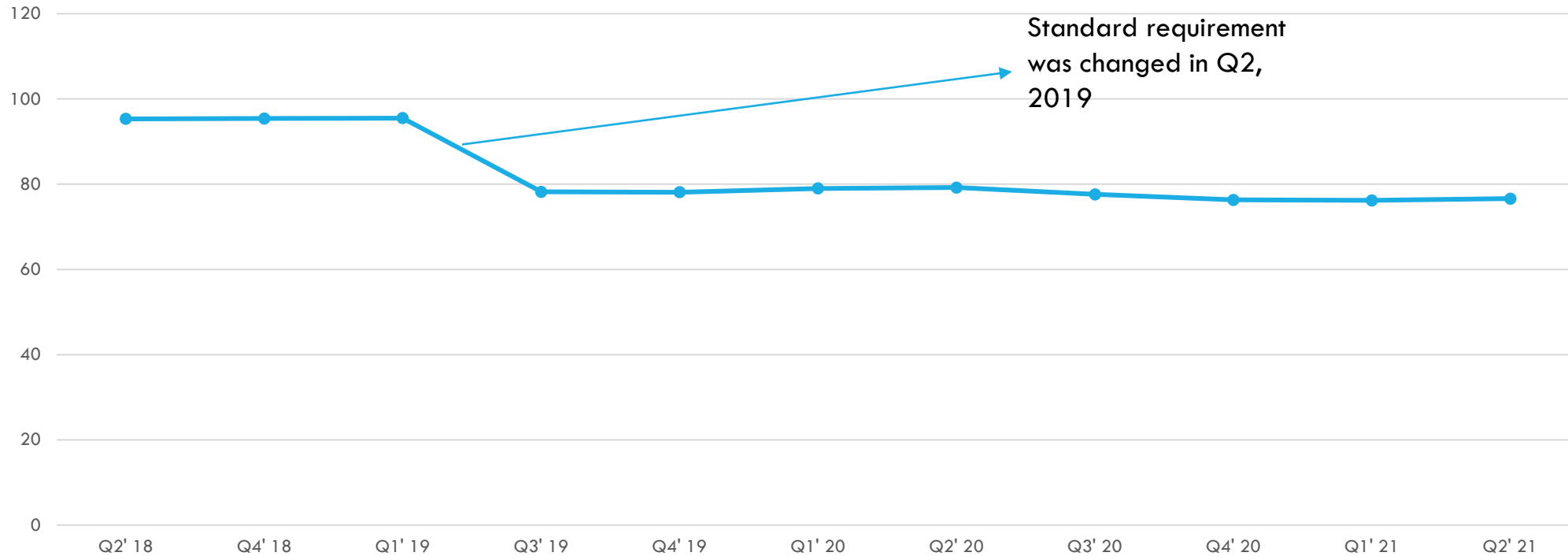
Survey Tool CG-CAHPS (Q10/Adult, Q17/Child) asks:

- Thinking about visits to this provider in the last 6 months, when you called this provider's office during regular office hours, when did you get a call back?
  - Within 1 business day**
  - More than 1 business day
  - Did not hear back

**Goal = 80%**



# CALL RETURN TIME TREND ANALYSIS

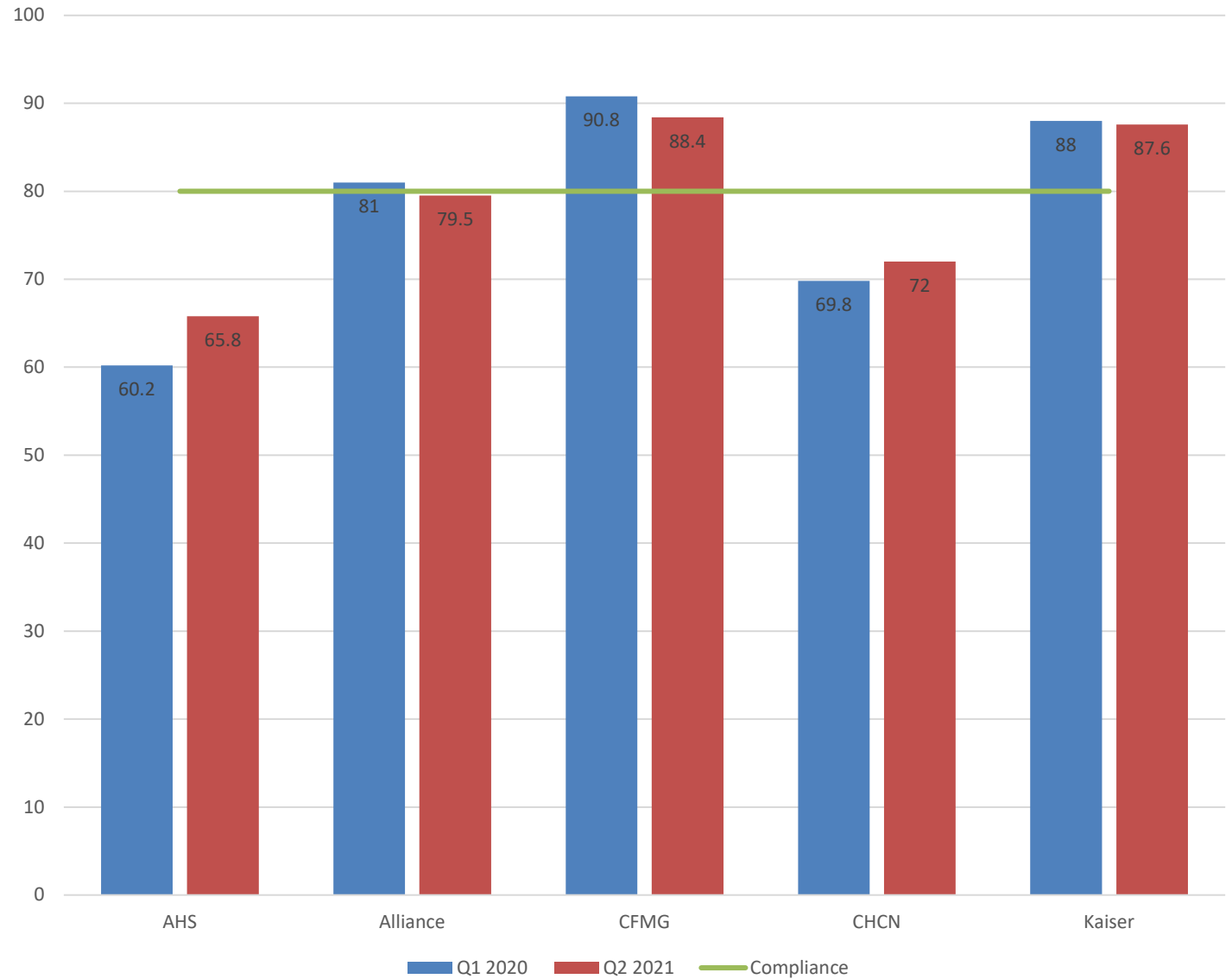


○ Graph indicates a slight upward trend in compliance response rate since Q2 2021

*-Standard requirement was changed from within 30 minutes to within 1 business day in Q2 2019*

# CALL RETURN TIME COMPLIANCE RATE BY NETWORK (%)

○ AHS and CHCN scored below the 80% compliance threshold in Q2, 2021







# Time To Answer Call

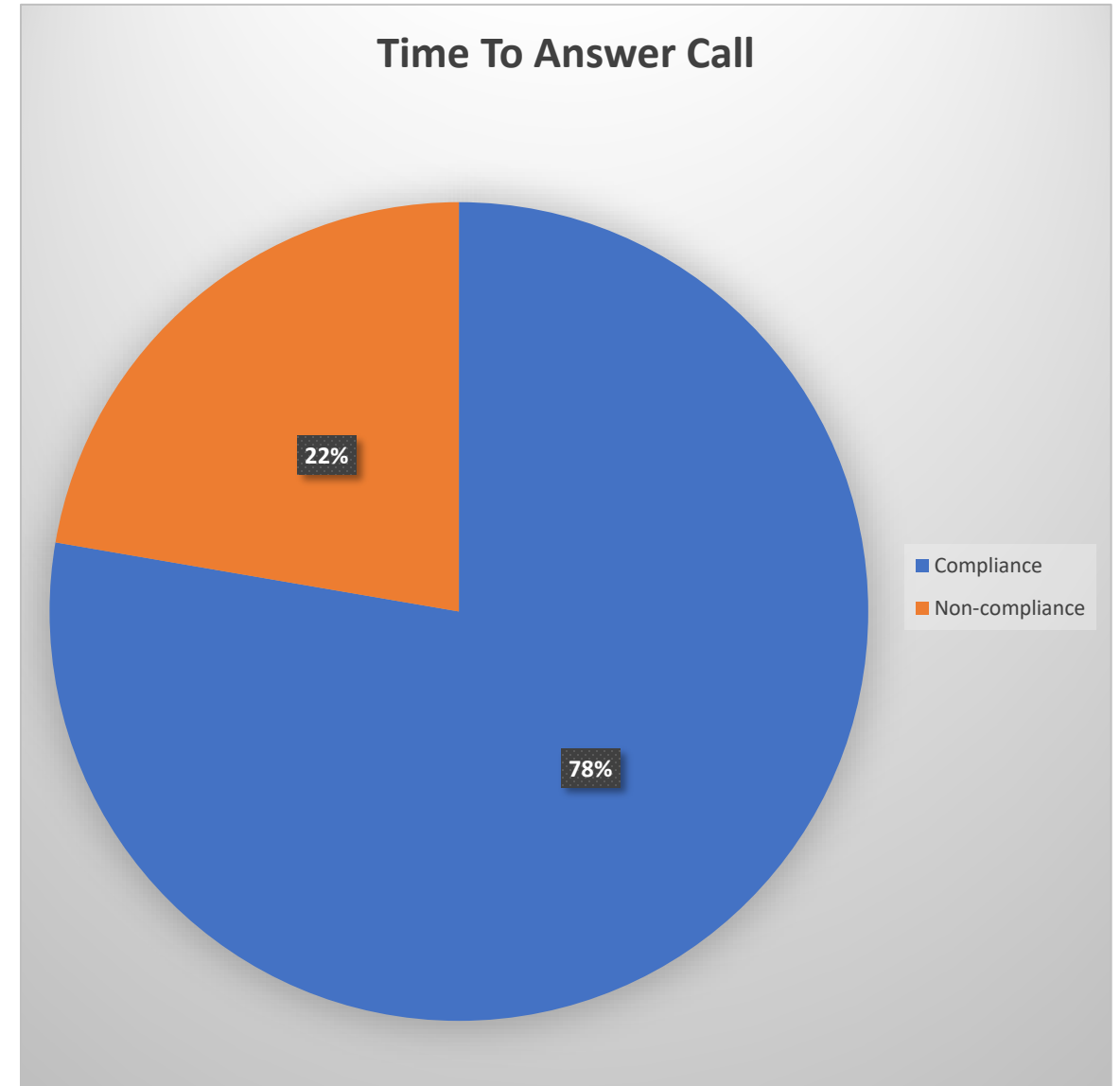
# TIME TO ANSWER CALL

## Q2, 2021

Survey Tool CG-CAHPS (Q5/Adult, Q4/Child) asks:

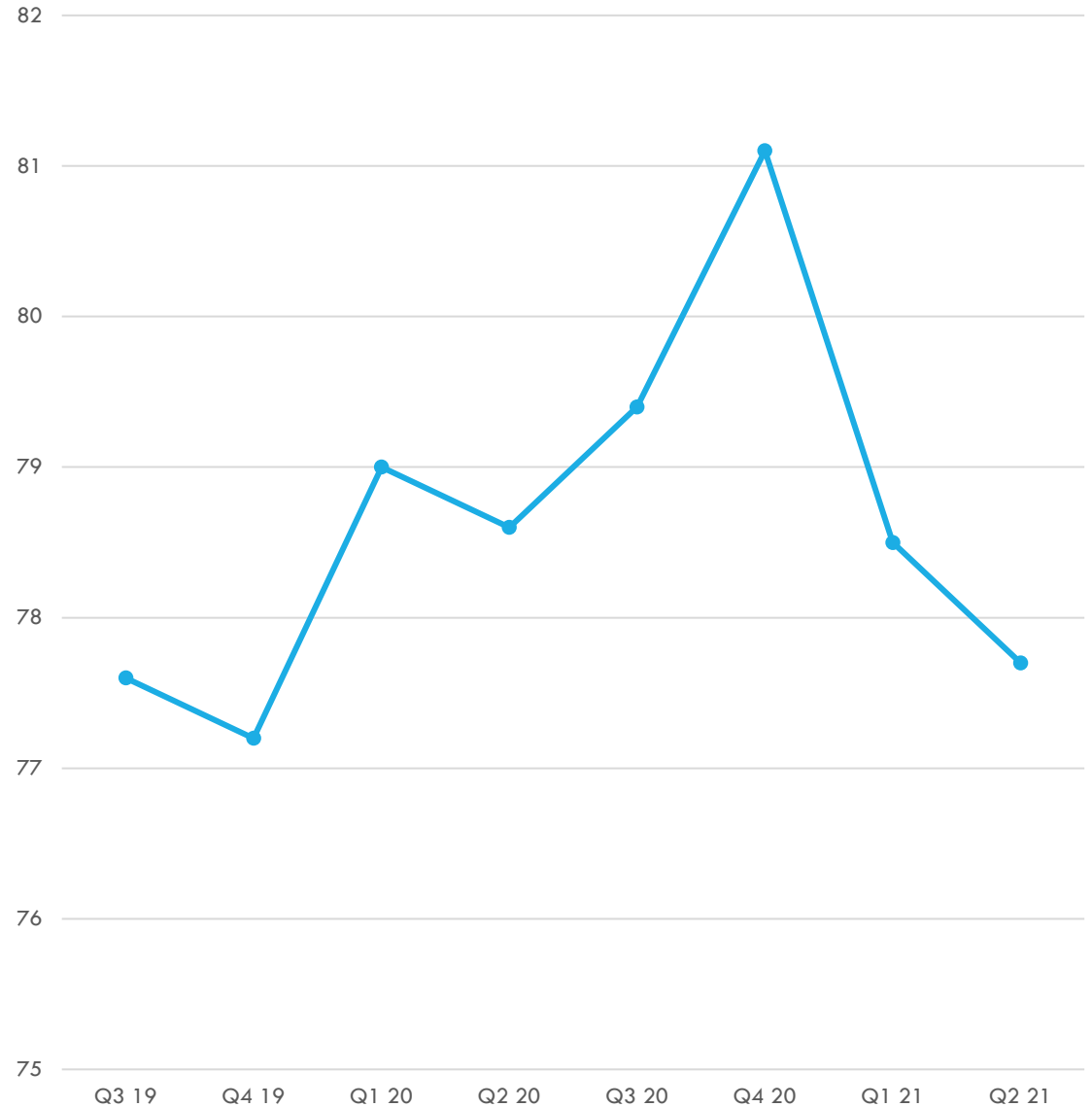
- Thinking about visits to this provider in the last 6 months, when you called this provider's office during regular office hours, how long did you wait to speak to a staff member?
  - 0 – 10 minutes**
  - Greater than 10 minutes

**Goal = 80%**



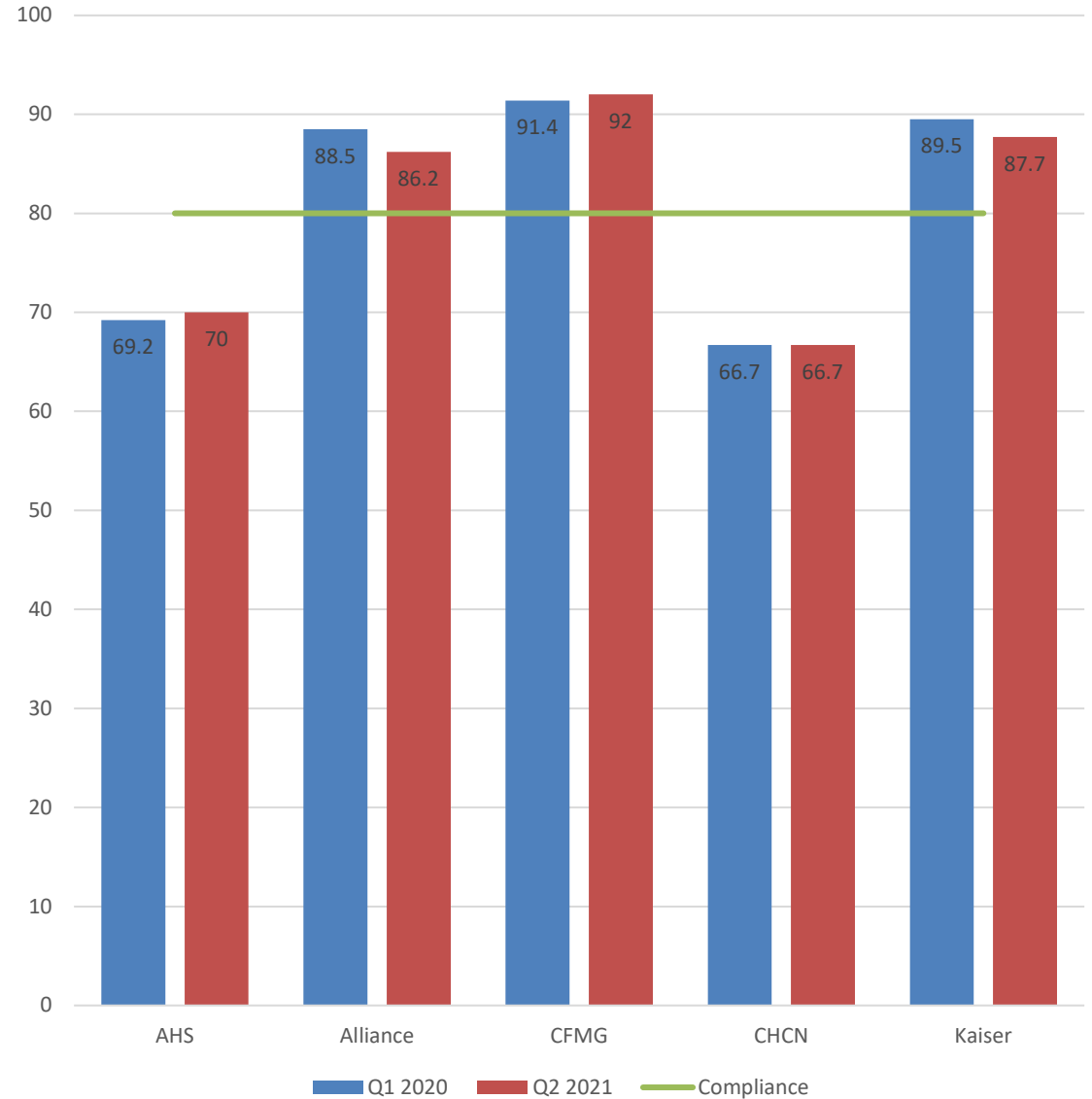
# TIME TO ANSWER CALL TREND ANALYSIS

- Graph indicates a downward trend in compliance response rate in Q2, 2021 from Q1 2021



# TIME TO ANSWER CALL COMPLIANCE RATE BY NETWORK (%)

○ AHS and CHCN scored below the 80% compliance threshold in Q2, 2021



# NEXT ACTION STEPS

- Track and Trend compliant rates
- Share results with Delegates entities for improvement opportunities
- Follow escalation process for providers non-compliant with CG-CAHPS
- Share results with PS department and FSR staff to incorporate as part of the member & provider satisfaction work group discussions



**QUESTIONS?**

# COVID-19 Vaccine Focus Groups

- 9/16/21 | 7 MAC Members
  - Facilitated by Karina Rivera, Q&A by Dr. Carey
- 10/4/21 | 4 Oakland African-American members
  - Unvaccinated
  - Ages 19 to 47
  - Women
  - Facilitated and Q&A by Dr. Carey



## Goal:

Understand the facilitators and barriers for Alliance members getting the COVID vaccine.



## Format

90-minute discussion  
30-minute optional Q&A with Alliance medical director



## Incentive

\$100 Safeway or Target gift card

# Background



## Questions:

1. What word or phrase would you or people in our community use to **describe the COVID-19 vaccine**?
2. What **information** have you and people in our community heard about the COVID-19 vaccine?
3. What has **helped** you or people in our community get the vaccine?
4. What **prevents** you or people in our community from getting the vaccine?
5. For people in our community who might be hesitant about getting the vaccine, what would **encourage** them to get it?
6. What would you recommend is the best way to **communicate** information about COVID-19 vaccines to our community?

## Findings

- What has motivated people to get the vaccine?
  - Feeling vulnerable to health effects of COVID
  - Feeling reassured
    - By the science
    - By seeing other people get the vaccine
  - Believing vaccine can protect people
  - Requirements from workplaces or businesses
  - Ease of getting vaccine
  - Incentive

# Findings

- Why haven't people gotten the vaccine?
  - Feeling scared of health effects of vaccine
    - Side effects
    - Allergies
  - Feeling fine as is
  - Believing vaccine may not be safe or effective
    - Mistrust of government, companies, and/or incentives
    - Vaccine made too quickly
    - History of experimentation on people of color
    - Not all are FDA approved
    - Vaccinated people still get COVID
  - Conflicting information from doctors
  - Transportation issues (especially for older adults)
  - Dislike feeling shamed or bullied into getting vaccine

## Findings

- What would help motivate people to get the vaccine?
  - Information that is:
    - Honest
    - “On the same page”
    - Not confusing or overwhelming
    - Positive
  - Getting information from:
    - Being able to talk to a doctor about individual health issues and concerns
    - Hearing from scientists about the science behind the vaccine and the trials
    - News and social media

## Findings

- What would help motivate people to get the vaccine?
  - Information about:
    - Side effects
    - Benefits
    - Who should or should not get the vaccines
    - Which vaccine to choose
    - How to stay safe in general
  - Convenient places to get the vaccine (e.g., school, shopping, home visits)