

<b>Date:</b> Tuesday, July 25, 2023	<b>Start/End Time:</b> In-person: 11:00 am – 2:00 pm PT Virtual: 11:00 am – 12:30 pm PT
<b>Location:</b> <b>In-person:</b> Sequoia Conference Center, Room A 901 Myrtle Avenue, Eureka, CA, 95501 <b>Virtual:</b> <a href="#">Access Zoom</a>	<b>Facilitator Organization:</b> Population Health Innovation Lab, Public Health Institute
<b>Total Number of Attendees: 30</b>	

**Meeting Objectives:**

- Build relationships and increase awareness of partners in the Northwest CPI Collaborative Region.
- Learn about Partnership Healthplan’s improvements and resources.
- Understand the differences between Information Sharing Policies and Systems, including: EHRs, HIEs, CIEs, DxF and how they support Enhanced Care Management (ECM) and Community Supports service delivery.
- Converse with local leaders to improve understanding of data exchange systems and creative solutions.
- Actively work on data exchange and coordinated care efforts to enhance your organization’s strategic planning.
- Help shape the future activities and direction of the Northwest CPI collaborative.

**High Level Agenda**

No.	Topic	Key Questions
1.	<b>Welcome and Introductions</b>	
2.	<b>Partnership Healthplan of California Updates</b>	<ul style="list-style-type: none"> <li>• What is PHC currently working on?               <ul style="list-style-type: none"> <li>○ Billing/Authorization Provider Tools</li> <li>○ Collective Medical/Point Click Care</li> <li>○ DHCS Policy Guides</li> </ul> </li> </ul>
3.	<b>Overview of Information Sharing Policies and Systems: EHRs, HIEs, CIEs, DxF</b>	<ul style="list-style-type: none"> <li>• What are the complimentary components and differences between these data policies and systems?</li> <li>• How may each of these support delivering ECM or Community Supports services?</li> </ul>
4.	<b>An Interactive Conversation with local leaders</b>	<p>Your questions are welcome! Topics may include....</p> <ul style="list-style-type: none"> <li>• Which HIEs and CIEs are operating in my area? How do I sign on?</li> <li>• Which creative ECM and Community Supports implementation solutions are working for which types of organizations?</li> <li>• How can my organization effectively connect with other organizations in a coordinated care effort?</li> <li>• How should my organization plan for sustainable operations?</li> </ul>
5.	<b>Next Steps &amp; Upcoming events</b>	
6.	<b>Virtual program: Evaluation and Close</b>	<i>Note: Our virtual program will end at 12:30pm. Participants may stay on until 1:00pm to ask questions and request TA or additional resources. All participants will be sent slides and materials.</i>

No.	Topic	Key Questions
7.	<b>In-person: Action Based Working Sessions</b> <ul style="list-style-type: none"> <li>• Data sharing policies</li> <li>• Information exchange opportunities</li> <li>• Care coordination efforts</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion to explore how our CPI Collaborative organizations can share best practices</li> </ul>
8.	<b>In-person program: Evaluation and Close</b>	

## Notes/Meeting Summary

### Key Takeaways & Discussion Themes by Agenda Topic

Topic	Discussion Themes/Key Takeaways	Actions Taken/Next Steps	Best Practices/Lessons Learned
Welcome and Introductions	<b>Check-in:</b> Do you have any “wins” you’d like to share? <ul style="list-style-type: none"> <li>○ Del Norte Mission Possibly hired a new employee.</li> <li>○ Redwoods Rural Health Center is making progress in their billing and reimbursements.</li> </ul>	Follow-up with Redwoods Rural Health Center to learn about their improvement process. <ul style="list-style-type: none"> <li>○ Share process with the Collaboratives.</li> </ul>	Rural organizations are overcoming previous challenges.
Partnership Healthplan of California Updates	<b>Provider Billing</b> <ul style="list-style-type: none"> <li>○ PHC has conducted a 4th Quarter analysis of providers with enrolled members and determined that only 10 providers in the PHC region have submitted claims (October 2022-December 2022).</li> </ul> <b>Billing/Authorization Provider Tools</b> <ul style="list-style-type: none"> <li>○ PHC is finalizing ECM/CS billing and authorization provider tools. Updates expected in August.</li> </ul> <b>Point Click Care (fka Collective Medical)</b> <ul style="list-style-type: none"> <li>○ PHC is working to enhance the platform to allow every ECM provider access to see all potential PHC ECM members in the portal.</li> </ul> <b>DHCS Policy Guides</b> <ul style="list-style-type: none"> <li>○ More information and communications to providers, CPI, webpage, email blast, policies forthcoming.</li> </ul> <b>PHC Roundtables</b> <ul style="list-style-type: none"> <li>○ <a href="#">ECM</a> next 7/20 12-1 and 8/17 9-10</li> <li>○ <a href="#">CS</a> next 7/27 and 9/21 9-10</li> </ul> <b>Resources</b> <ul style="list-style-type: none"> <li>○ See “Shared Collaborative Resources” section below.</li> </ul>	Identify the barriers ECM providers are facing when submitting claims. <ul style="list-style-type: none"> <li>○ Request follow-up from Vicky regarding the lack of received claims.</li> </ul> Coordinate with PHC to facilitate the distribution of ECM/CS authorization provider tools.	Closing feedback loops between PHC and CPI Participants helps PHIL to maintain trust with stakeholders.

<p>Overview of Information Sharing Policies and Systems</p>	<p><b>Introduction and overview of the glossary.</b>  Sections of the glossary include:</p> <ul style="list-style-type: none"> <li>○ Definitions Related to Population Health Management and CalAIM</li> <li>○ Definitions Related to Provision of Services</li> <li>○ Definitions Related to Data Systems and Sharing</li> </ul>	<p>Publish glossary to the PHIL website.</p>	<p>The glossary is a helpful tool to bring a diverse stakeholder group towards a universal understanding of community health systems terminology.</p>
<p>An Interactive Conversation with local leaders</p>	<p><b>Hear from local leaders to understand Structures and Systems’ Landscapes:</b></p> <ul style="list-style-type: none"> <li>○ Data sharing policies</li> <li>○ Information exchange opportunities</li> <li>○ (NW) Care coordination efforts</li> </ul> <p><b>Panelists:</b></p> <ul style="list-style-type: none"> <li>○ Jessica Osborne-Stafsnes, <i>North Coast Health Improvement and Information Network</i></li> <li>○ Gabrielle E. Kelly, <i>Providence</i></li> <li>○ Stefani Hartsfield, <i>Consultant for PHIL</i></li> </ul>	<p>Panelist Gabrielle encourages more inter-organization collaboration opportunities.</p> <ul style="list-style-type: none"> <li>○ PHIL and in-person participants brainstormed opportunities to support inter-organization collaboration. Ideas include Slack or an information providing platform in addition to a some time for best practice sharing in our CPI Collaborative..</li> </ul> <p>Stakeholder convenings for ECM and CS are often too broad in scope. Participants agreed that hosting more specific conversations by topic (ie. Populations of focus or cost-effectiveness) with complimentary Subject Matter Experts (SMEs) would allow for more productive meetings.</p> <ul style="list-style-type: none"> <li>○ PHIL will ensure specificity in CPI convening type to optimize stakeholder engagement and productivity.</li> </ul> <p>Provide CPI Collaboratives resources to learn more about CIEs and HIEs in their region.</p>	<p>Organizations are “database fatigued”, having to work in several databases for different aspects of the work. A CPI Participant would like to streamline this issue by allowing CIE involved organizations to connect with each other and with clients all in one place.</p>
<p>Next Steps &amp; Upcoming events</p>	<p><b>Readiness Roadmap Poll:</b>  An implementation progress check-in was shared to learn where people are at on the Readiness Roadmap.  <b>DHCS Third Party Administrator (TPA) Updates:</b></p> <ul style="list-style-type: none"> <li>○ Policy guide updates</li> </ul>	<p>Readiness Roadmap Poll: See Appendix A for the poll results</p> <ul style="list-style-type: none"> <li>○ PHIL will reach out directly to the organizations who are showing great progress and showing slow process to learn</li> </ul>	<p>Of the responding organizations, half of the organizations have progressed on the readiness</p>

	<ul style="list-style-type: none"> <li>○ CDII's DxF application announcement</li> <li>○ CPI Initiative reports</li> </ul> <p><b>Next Steps &amp; Upcoming Events:</b> The August CPI regional meeting is virtual.</p>	more about their implementation successes and challenges.	roadmap, and half have maintained their stage of readiness.
<p>In-person: Action Based Working Sessions</p> <ul style="list-style-type: none"> <li>• Data Exchange</li> <li>• Coordinated Care</li> </ul>	<p><b>In-person:</b> CPI Participants sat in a large circle and discussed:</p> <ul style="list-style-type: none"> <li>○ In which forums are CPI participants sharing best practices with other providers?</li> <li>○ Does the NW need a forum to share best practices that doesn't currently exist?</li> <li>○ If so, what is a helpful space that does not add burden for providers (e.g., wiki page? CPI convening time? Another locally-hosted meeting? Etc.)?</li> </ul>	<p>CPI Participants have an interest in a provider forum for best-practices and Q&amp;A.</p> <ul style="list-style-type: none"> <li>○ What is an equitable way of supporting or reimbursing organizations' time for sharing best practices?</li> <li>○ PHIL will continue to understand existing convenings, and assess utility of Slack.</li> </ul>	PHC's ECM Roundtables are a good opportunity to get technical assistance. However, there is a need for use-case scenario technical support for pre- and post-contract assistance.
In-person program: Evaluation and Close	Complete the <a href="#">PATH CPI Participant Survey</a> .	N/A	N/A

#### Identified Gaps/Challenges in CalAIM/ECM/Community Supports

Topic	Gaps/Challenges Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Reimbursement rates	<p>Reimbursement rates are too low to account for all work being done. Examples:</p> <ul style="list-style-type: none"> <li>• Outreach is difficult with clients not having a phone or not providing an up-to-date number</li> <li>• Each enrollment attempt/outreach should be billable</li> <li>• Outreach can include more than one touchpoint (e.g., some clients require multiple touchpoints to consent to being enrolled)</li> <li>• Internal care coordination efforts are also required by the provider team in-between billable encounters with the client</li> </ul>	PHIL to communicate with TPA on the consideration of offering Mentorship Grants to successful ECM / Community Supports organizations that are spending time sharing best practices with other organizations and/or CPI Collaboratives.	It is important for PHIL to uplift the unique challenges of rural provider experiences to DHCS.

#### Identified Successes Experienced by Participants

Topic	Successes Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
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Billing	More reimbursements coming through the pipeline.	Identify strategy for improved billing process and share them with CPI Participants.	Peer learning is valuable for use-case scenarios such as billing strategies.
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### Summary of Complaints & Grievances

Topic	Summary of Complaint/Grievance	Actions Taken	Next Steps
CPI topics and utility	A participant requested that specific topics with subject matter experts always be included in CPI convenings.	Incorporated feedback into strategic planning for future convenings.	Plan session to address specific pain points (e.g., billing and financial sustainability) and invite MCP and/or SME

### Specific comments, questions, or concerns regarding policy/implementation/change goals for TPA/DHCS

Topic	Comment/Concern/Question	Actions Taken	Next Steps
Rural sustainability	Smaller organizations and rural entities require sustainable reimbursement rates; small organizations lack scale and rural efforts often have higher costs per client.	Uplift to TPA	Close the feedback loop between DHCS and CPI Participants. Request follow-up from TPA on DHCS response.

### Shared Collaborative Resources

#	Resource	Category/Type	Link/Access Information
<b>In-person and virtual Handouts</b>			
1.	Readiness Roadmap	Handout	<a href="#">Readiness Roadmap</a>
2.	Glossary of Terms for Collaborative Planning and Implementation (CPI)	Handout	<a href="#">Glossary of Terms for Collaborative Planning and Implementation (CPI)</a>
3.	PATH CPI Services	Handout	<a href="#">PATH CPI Services</a>
4.	PHC: Enhanced Care Management (ECM) Referral Avenues	Handout	<a href="#">Enhanced Care Management (ECM) Referral Avenues</a>
5.	PHC: Partnership HealthPlan's Enhanced Care Management (ECM) Engagement & Enrollment Workflow	Handout	<a href="#">Partnership HealthPlan's Enhanced Care Management (ECM) Engagement &amp; Enrollment Workflow</a>
6.	NCHIIN Handout: Improving Health for All of Humboldt County	Handout	<a href="#">Improving Health for All of Humboldt County</a>
7.	PHC July ECM Utilization Report	Handout	<a href="#">PHC July ECM Utilization Report</a>
<b>Partnership HealthPlan of California (PHC) Resources</b>			
8.	ECM Roundtable	Training	<a href="#">ECM Roundtable</a>
9.	Community Supports Roundtable	Training	<a href="#">Community Supports Roundtable</a>

#	Resource	Category/Type	Link/Access Information
10.	ECM Previous Recorded Trainings	Training	<a href="#">ECM Previous Recorded Trainings</a>
11.	ECM and CS On-Demand Billing Training	Training	<a href="#">ECM and CS On-Demand Billing Training</a>
12.	PHC's CalAIM email address	Email Address	<a href="mailto:CalAIM@partnershiphp.org">CalAIM@partnershiphp.org</a>
13.	CalAIM Initiative and Programs webpage	Website	<a href="#">CalAIM Initiative and Programs webpage</a>
14.	Enhanced Care Management (ECM) Referral Form	Form	<a href="#">Enhanced Care Management (ECM) Referral Form</a>
15.	CalAIM: Community Support Services Referral Form	Form	<a href="#">CalAIM: Community Support Services Referral Form</a>
16.	CITED Funding	Website	<a href="#">CITED Website</a>
<b>PHIL Presentation Resources</b>			
17.	CalAIM Enhanced Care Management Policy Guide	Policy Guide	<a href="#">CalAIM Enhanced Care Management Policy Guide</a>
18.	Medi-Cal Community Supports, or In Lieu of Services (ILOS), Policy Guide	Policy Guide	<a href="#">Medi-Cal Community Supports, or In Lieu of Services (ILOS), Policy Guide</a>
19.	Enhanced Care Management and Community Supports (ILOS) Home page	Website	<a href="#">CalAIM Enhanced Care Management and Community Supports</a>
20.	California Health & Human Services Agency's Center for Data Insights and Innovation's DxF Signatory Grants Information	Website	<a href="#">California Health &amp; Human Services Agency's Center for Data Insights and Innovation's DxF Signatory Grants Information</a>
21.	PATH Collaborative Planning and Implementation page on the PHIL website	Website	<a href="#">PATH Collaborative Planning and Implementation page on the PHIL website</a>
<b>CPI Participant Shared Resources</b>			
22.	ECM and Community Supports Policy Guide Cheat Sheet	Summary Report	<a href="#">ECM and Community Supports Policy Guide Cheat Sheet</a>
23.	PHM Initiative Webpage	Website	<a href="#">PHM Initiative Webpage</a>

### Individuals in Attendance (Hybrid)

	Name	Organization	Position / Title	MCP Y/N	Email
<b>Virtual Attendants</b>					
1.	Becca Fink	Population Health Innovation Lab	Communications Manager	N	bfink@phi.org
2.	Connie Thomas	Open Door Community Health Center	Supervising Case Manager	N	cthomas@opendoorhealth.com

3.	Daphne Cortese-Lambert	Del Norte Mission Possible	Director of Homeless Services	N	dcortese-lambert@dnmissionpossible.org
4.	Elece Hempel	Petaluma People Services Center	Executive Director	N	elece@petalumapeople.org
5.	Esmeralda Salas	Population Health Innovation Lab	Research Associate II	N	esalas@phi.org
6.	Jaime Salas	West County Health Centers	Unknown	N	jsalas@whealth.org
7.	Kathryn Stewart	Population Health Innovation Lab	Director of Learning and Action	N	kathryn.stewart@phi.org
8.	Katie Christian	Population Health Innovation Lab		N	KChristian@phi.org
9.	Max Chavez	Population Health Innovation Lab	Research Assistant II	N	mchavez@phi.org
10.	Meredith Wolfe	Humboldt CCS	CCS Administrator	N	mwolfe@co.humboldt.ca.us
11.	Michele Hernandez	Redwoods Rural Health Center	Community Supports Program Manager	N	mhernandez@rrhc.org
12.	Jodi Nerell	Sutter Health	Dir. Local Mental Health Engagement	N	jodi.nerell@sutterhealth.org
13.	Rachael Sovereign	Humboldt Senior Resource Center	Director of Operations	N	rsovereign@humsenior.org
14.	Sandy Miliotti	Open Door	Health Resources Manager	N	smiliotti@opendoorhealth.com
15.	Saskia Garcia	Sonoma Connect   Sonoma Unidos	Deputy Director, Program Coordinator	N	sgarcia@sonomaconnect.org
16.	Stefani Hartsfield	Hartsfield Consulting	Consultant	N	stefani@hartsfieldhealth.com
17.	Sue Grinnell	Population Health Innovation Lab	Director	N	sue.grinnell@phi.org
18.	Tammy Chandler	North Coast Opportunities Inc	CalAIM Project Director/Community Action Development Director	N	tchandler@ncoinc.org
19.	Tracey Rattray	CA Alliance for Prevention Funding	Executive Director	N	tracey.rattray@phi.org
<b>In-Person Attendants</b>					
20.	Alissa Smith	Arcata House Partnership	Community Health Worker	N	asmith@arcatahouse.org
21.	Gabrielle Kelly	Providence CARE Network	Lead Social Worker-ECM	N	gabrielle.kelly@providence.org
22.	Jessica Osborne-Stafsnes	NCHIIN	COO	N	josborne@nchiin.org
23.	Joy Victorine	Providence	Manager-CARE Network	N	Joy.Victorine@stjoe.org
24.	Lisa Green	Humboldt IPA	Executive Assistant	N	lgreen@humboldtipa.com
25.	Shari Brenner	None currently	Consultant	N	sbrenner@sonic.net
26.	Tim Rine	North Coast Clinics Network	Executive Director	N	Tim@northcoastclinics.org

27.	Tracy Homen	Providence CARE Network, ECM	Social Worker	N	Tracy.Homen@providence.org
28.	Vicky Klakken	Partnership Health Organization	Regional	Y	vkklakken@partnershiphp.org
29.	Rachel McCullough-Sanden	Population Health Innovation Lab	Program Manager	N	rmcculloughsanden@phi.org
30.	Jessica Sanchez	Population Health Innovation Lab	Project Coordinator	N	Jsanchez2@phi.org

### MCP Engagement (List all MCPs who should be engaged regardless of attendance)

MCP	Current Status of Relationship	MCP Engagement in Collaborative	Engagement Concerns & Notes
Partnership HealthPlan of California (PHC)	Very supportive and engaged. The regional manager from PHC attended the July convening in-person and answered questions from participants. Another ECM/CS team representative offered PHC updates.	PHC participates in the monthly convenings. They have a 10-minute time for sharing updates and closing loops on gaps addressed in previous meetings. <ul style="list-style-type: none"> <li>PHC actively responds to participant issues.</li> </ul> PHC encourages collection of issues from the collaboratives and works to develop solution systems both internally and with CPI Facilitators.	Members of PHC and Northern California CPI Facilitators met on 7/27/23 to discuss regional collaboration of prioritized issues.

### New Action Items (Identified this Meeting)

No.	Action Item	Owner	Created	Deadline	Status
1.	Discovery call with organizations that shared success and best-practices. Share findings with CPI collaborative.	PHIL	07/31	8/15	Scheduling
2.	Close feedback loop on billing issues identified by PHC.	PHIL	07/31	8/15	Strategizing
3.	Coordinate with PHC to facilitate the distribution of ECM/CS authorization provider tools.	PHIL	07/31	8/31	Strategizing
4.	Inter-organization provider forum platform identification.	PHIL and CPI Partners	07/31	8/31	Soliciting insight from stakeholders
5.					

### Action Items (Ongoing)

No.	Action Item	Owner	Created	Deadline	Status
1.	Develop <i>collaborative systems improvement</i> strategies	PHIL	04/21/23	Continuous	Strategizing



No.	Action Item	Owner	Created	Deadline	Status
2.	Identify specific <i>capacity building</i> trainings.	PHIL	04/21/23	Continuous	Outlined and finalizing
3.	<i>Network and relationship building</i> with new members added to the asset maps.	PHIL	04/21/23	Continuous	Strategizing
4.	Recruitment of new CPI participants	PHIL and CPI Partners	Start of initiative	Continuous	Implementing
5.	Identify existing coalitions, collaboratives and roundtables for ECM, Community supports	PHIL and CPI Partners	3/30	Continuous	Data synthesized by mapping project will help to identify these initiatives.
6.	Re-vamp website with developing resource and information needs to continue serving current and prospective CPI participants	PHIL	05/30/2023	Continuous	Updates pending approval
7.	Re-connecting with participants with whom we've had discovery calls and other forms of communication to provide continuous support, assess progress and satisfaction	PHIL	05/30/2023	Continuous	Implementing
8.	MERLIN to review accuracy of maps (e.g., Redwood Quality Management were combined with Aliados) <b>UPDATE: Integration of new data</b>	MERLIN	04/21/23	Continuous	Updating with new CPI participants

### Open Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Updating stakeholder information with participants' positions on the readiness roadmap to track advancement towards our Aim.	PHIL	05/30/2023	07/15/2023	Update strategy due to Deliverable Q2 update.
2.	Incorporating breakout discussions into our Solutions Approach strategy	PHIL	05/30/2023	Continuous	Strategizing
3.	Create a concrete plan for the future of PHIL's Asset Maps <b>UPDATE: On pause upon learning about mapping in DHCS's pipeline.</b>	PHIL + MERLIN	04/21/23	05/15/23	Strategizing

### Closed Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Incorporating charter feedback	PHIL	01/01/2023	03/31/23	Completed
2.	Strategize methods of collecting the stop all participants are at on the Readiness Roadmap (polled during meetings as well as follow-up conversations)	PHIL	04/21/23	05/05/23	Planned

No.	Action Item	Owner	Created	Deadline	Status
3.	Propose monthly meeting with Camden, HC2, HealthBegins and Partnership to efficiently collate common issues among CPI collaboratives across Northern California counties	PHIL	05/30/2023	06/05/2023	Meeting regularly
4.	PATH CPI Asset Mapping Survey	PHIL	January	May 15	Completed
5.	A report of the initial Asset Mapping Survey findings is to be shared with the participants on the website. <b>UPDATE: Integration of new data</b>	MERLIN	04/21/23	06/05/23	Completed; now planning to add new data

## Appendix A:

### **Readiness Roadmap Steps Legend:**

1. What are ECM & CS?
2. We're exploring the contracting process.
3. We have started to work on the contract!
4. We have a contract!
5. We are testing the service delivery and billing system.
6. We are delivering services and have an internal process, but are having issues with referrals, reimbursements, or other workflow complications.
7. Coordinated delivery, billing, and referral system in place and running smoothly!

### **Readiness Roadmap Poll:**

N=4 virtual respondents

#### **1. In which month did you first attend a collaborative meeting?**

- a. January (2/4)
- b. February (1/4)
- c. June (1/7)

#### **2. Where on the Readiness Roadmap was your organization then?**

- a. Step 2 (1/4)
- b. Step 2.5 (1/4)
- c. Step 4 (1/4)
- d. Step 6 (2/4)

#### **3. As of today, on which step of the Readiness Roadmap is your organization?**

- a. Step 2 (1/4)
- b. Step 5 (1/4)
- c. Step 6 (2/4)