

**DHHS Primary Health Services
Healthcare Services for Undocumented Immigrants
Stakeholder Meeting
October 6, 2015**

Participants

Advocates –David Ramirez, Amy Williams

FQHCs/Clinics – None

Hospitals/Medical Society – Carol Serre, Kris Wallach

SaLMA – Glennah Trochet

UCD TEACH – Mark Henderson

DHHS Primary Health – Sandy Damiano (facilitator), Marcia Jo, and Jodi Nerell (transitions into role shortly)

Welcome and Agenda Review

- Sandy reviewed the agenda topics and materials

Status Updates

Personnel

- Marcia announced that Jodi Nerell was hired for the Healthy Partners Program! She will start October 13th.
- Kris announced that SSVMS is recruiting for a SPIRIT Program Director position. Kris will continue to participate in the interim period.

Specialty Services Procurement

- Procurement process timeline – proposals due 10/05/15, screening/rating in process with notice of award in late October.
- Sandy has completed a draft contract and board item pending vendor selection and negotiations.

SPIRIT

- Sandy reported that the SSVMS contract amendment is near completion.
- Kris noted that SPIRIT has not yet identified specialties that will be provided because the hospital partners have not informed them of the specialists that will be provided.
- Marcia Jo indicated that we need to know when the program will roll out and specialties available.
- County has provided a list of requested specialties.
- Primary Health can adjust the program scope and enrollment.

2016 Meetings – Location and Frequency

- Sandy asked if meetings could be held less frequently. Amy suggested that this group transition to an advisory body. Will review enrollment, metrics, and provide input. Would also like beneficiaries to participate. There was agreement that an ongoing dialogue would be beneficial. In order to ensure consistent participation and knowledge base Sandy recommended we establish seats and focus. The group concurred. Also wanted to maintain monthly meetings due to ongoing program development.
- The meeting location will probably change to the Primary Care Center located on Broadway.
- Sandy will place this on the agenda next month.

Internally we have been discussing the possibility of phasing enrollment. Reasons - Unknowns in treating the population although we expect pent up medical demands which means an increased need for specialty. Lag time for claims is significant which means it is difficult to manage costs.

Initial Metrics (Draft)

- Marcia reviewed the initial metrics draft, which included demographics, service utilization, access, clinical, satisfaction, complaints, and expenditures.
- A suggestion was made to have a separate category for enrollment. Another suggestion was made to track the total cost per patient. It may also be possible to use navigators to assist with some data collection or to assist if a patient needs charity care or another resource.

Enrollment Path (Draft)

- Sandy reviewed the enrollment path draft.
- Discussion focused on whether to stage enrollment or attempt to enroll as many as possible. There are pros and cons to each. Enrollment will be to primary care. However, if we enroll all we may not be able to provide specialty. Many at the meeting noted that just the primary care piece would be helpful.
- It was asked if hospitals, navigators, and others would have a means of starting the application process for this program. The current advice is to start with the Medi-Cal process. Sandy noted that we have a list of aid codes and could train. Will consider how to work that in.
- Currently the Health Center is only open during regular business hours. There are medical advice lines and consultation afterhours.
- There will be patients with needs that the program cannot cover. Discussed possible role of navigators in assisting patients connect to other resources.

Items for Next Meeting

Transition of stakeholder process, process for administrative review, and enrollment

Wednesday, November 4, 2015

3:00 – 4:30 PM

DHHS Admin

7001-A East Parkway, Conference 1

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