



Bright HealthCare
Public Policy Committee
Meeting Minutes
08/16/2022

Voting Committee Members in Attendance		Non-Voting Attendees/Presenters	
✓	Udayan Shah, MD , Chair, Covered CA Medical Director	✓	Sara Kemp , Director , Quality Compliance, Bright HealthCare
✓	Melissa Mello, DrPH , Co-Chair, Covered CA Program Manager		Amber Halstad , Accreditation Manager, Bright Healthcare
✓	Susan LaPadula , Enrollee Representative, John Muir Health	✓	Christine Keery , Manager, Patient Experience & Engagement, John Muir Health
✓	Pamela Laesch, MD, Provider Representative , Committee Member, Hill Physician Medical Group	✓	Lauren Franco , Managing Director, Market Leader, Bright Healthcare
		✓	Liz Romero , Quality Coordinator, Bright HealthCare & Committee Secretary
		✓	Stephanie Skarolid , Project Manager, Accreditation, Bright Healthcare
		✓	Missy Mougey , Director, Appeals & Grievances, Bright Healthcare
		✓	Jason Daniel , Representative, Provider and Network, bright Healthcare
		✓	Amanda Wolfe , Clinical Program Manager, Care Manager, Bright Healthcare
			David Milligan , Regional VP, California Medicare Sales, Bright Healthcare
		✓	Daniel Astorga , Director of Quality, Bright Healthcare
Guests/Speakers			
✓	Timothy Cereceres , Hill Physician Medical Group	✓	Wendy Manna , Hill Physician Medical Group
✓	Jennifer Chen , Hill Physician Medical Group		Rema Ahmed , Hill Physician Medical Group
✓	Lizzie Vinluan , Hill Physician Medical Group		Tiffany Nguyen , Hill Physician Medical Group

*Indicates Alternate



Agenda Item/Presenter	Motions/Major Discussion	Action Taken
#1 Call to Order	The meeting was called to order at 1:02 pm PST. A quorum was present. Dr. Laesch joined the meeting at 1:08 pm.	
#2 Approval of Minutes U. Shah, MD, Chair	<p><u>Introduction- New Committee Member Dr. Pam Laesch, Hill Physicians Medical Group</u> Dr. Shah introduced new Public Policy Committee member, Dr. Pam Laesch.</p> <ul style="list-style-type: none"> • Dr. Laesch comes from Hill Physicians Medical Group and is the Senior Vice President of Clinical Services. She oversees population health activities which include quality patient satisfaction and community programs in their Care Management Programs. Dr. Laesch has a background as an Emergency Physician with a career mostly based in the Bay Area, including Berkley and Oakland. <p><u>Approve Committee Minutes: 05/17/2022</u> The Public Policy Committee minutes from 05/17/22 were presented for approval.</p>	<p><i>Informational</i></p> <p>Mello/ LaPadula</p>
#3 Standard Reports Discussion U. Shah M. Mougey	<p><u>IFP CA Membership Report</u> Dr. Udayan Shah presented the IFP CA Membership report, on behalf of David Milligan</p> <ul style="list-style-type: none"> • Currently there are 421 IFP members • Sales Channel shows 67% Broker Distribution & 33% Direct to Consumer <ul style="list-style-type: none"> ○ Broker: 269 ○ Direct: 152 ○ About 2/3 of members are coming from brokers and 1/3 from direct to consumer • With a majority of members in the 55 to 64 age range and predominately in the silver membership level <ul style="list-style-type: none"> ○ Silver: 307 ○ Bronze: 100 <p><u>Appeals/Grievances/Complaints Report</u> Missy Mougey presented the Appeals/ Grievances/Complaints reports</p> <ul style="list-style-type: none"> • Evolent Health (EVH) Complaints- Closed <ul style="list-style-type: none"> ○ 4 Complaints Resolved and 4 Compliant Complaints were recorded from January 2022-June 2022 <ul style="list-style-type: none"> ▪ February 2022: <ul style="list-style-type: none"> • Complaints Resolved:1 • Compliant Complaints: 1 ▪ March 2022: <ul style="list-style-type: none"> • Complaints Resolved:1 • Compliant Complaints: 1 ▪ April 2022: 	<p>Mello/ LaPadula</p> <p>Mello/ LaPadula</p>



	<ul style="list-style-type: none"> • Complaints Resolved:1 • Compliant Complaints: 1 ▪ May 2022: <ul style="list-style-type: none"> • Complaints Resolved:1 • Compliant Complaints: 1 ▪ June 2022: <ul style="list-style-type: none"> • Complaints Resolved:1 • Compliant Complaints: 1 ○ Volume remains low but will continue to monitor for trends • Appeals- Closed <ul style="list-style-type: none"> ○ No appeals have been received from January 2022-June 2022 ○ Will continue to monitor 	
<p>#4 Special Presentations A. Wolfe</p>	<p><u>Introduction to Bright HealthCare’s Care Management Programs</u> Amanda Wolfe presented an overview of the Care Management programs currently offered to qualifying members of the California IFP market</p> <ul style="list-style-type: none"> • Care Management Program Preview <ul style="list-style-type: none"> ○ Focus on enrollees who are transitioning from an acute care setting to home and who are predicted to be high risk for readmission within 30 days post discharge. ○ Transition Care- Pediatrics <ul style="list-style-type: none"> ▪ Referral Sources: Automated Data Transfer (ADT)/Health Information Exchange (HIE), Utilization Management (UM), Provider, Care team, Enrollee/Caregiver, Stratification ▪ Overview: Enrollees who are transitioning from an acute care setting to home, and who are predicted to be “high-risk” for readmission within 30 days post discharge ▪ Intended Outcomes: Decrease avoidable readmissions by ensuring the enrollee has a timely provider follow up, self-management support, a comprehensive medication review, and a symptom identification and response plan ▪ Currently National Committee for Quality Assurance (NCQA), Population Health Program (PHP) Accredited ○ Behavioral Health Care- Pediatrics <ul style="list-style-type: none"> ▪ Focus on an enrollee with a behavioral health condition who needs support and able to live independently within their communities ▪ Referral Sources: Risk screening, UM, Health Risk Assessment (HRA), Provider, Care team, Enrollee/Caregiver, Stratification ▪ Overview: Enrollees with a behavioral health condition who need support to be able to live independently within their community. 	<p><i>Informational</i></p>



- Intended Outcomes: Engage enrollees in self-management activities to improve health and quality of life, create pathways for appropriate utilization of services, and help increase ability to live independently within their community
- Pregnancy Care- High Risk
 - Focus on women of all ages who are pregnant and considered to be high risk for preterm delivery.
 - Referral Sources: Risk screening, UM, HRA, Provider, Care team, Enrollee/Caregiver, Stratification
 - Overview: Pregnant women of all ages who are considered high-risk for preterm delivery
 - Intended Outcome: Prevent preterm delivery and the resulting poor birth outcomes
- Care Compass
 - Focus on enrollees of all ages with a Social Determinants of Health (SDoH) need or have open care gaps. And the program focus really is care coordination.
 - Referral Sources: UM, HRA, Provider, Care team, Enrollee/Caregiver
 - Overview: Enrollees of all ages with an SDoH need or open care gap(s). The program focus is care coordination.
 - Intended Outcome: Proactively assist with care coordination of needed resources to address barriers or SDoH needs, close gaps in care, and assist with the appropriate access to care.
- Transition Care program member facing communication was shared with the committee which included Bright health Care Management contact and program information
- Catastrophic Care – Pediatrics
 - focus on enrollees who have complex medical and care coordination needs that were due to serious medical conditions and event or an injury
 - Referral Sources: UM, Provider, Enrollee/Caregiver, Care team, Stratification
 - Overview: Case Management program for enrollees who have complex medical and care coordination needs due to serious medical condition(s), injury, or event.
 - Intended Outcome: Coordinating care, services, and resources to assist enrollee in reaching maximum medical improvement and improved quality of life, while preventing avoidable readmissions and unnecessary ER utilization.
 - NCQA PHP Accredited
- Complex Care – Pediatrics
 - Disease management program for enrollees who have one or more chronic conditions- including heart failure, asthma, diabetes, etc.
 - Also, those who are predicted to be at high risk for medical events within 12 months- made a note that it can include coma conditions including behavioral health



	<ul style="list-style-type: none"> ▪ Referral Sources: UM, HRA, Provider, Care team, Enrollee/Caregiver, Stratification ▪ Overview: Disease management program for enrollees who have 1 or more chronic conditions (Adult: Asthma, CAD, COPD, Diabetes, Heart Failure; Pediatrics: Asthma, Diabetes) and who are predicted to be at “high-risk” for medical event(s) within 12 months. May also have other comorbid conditions, including behavioral health. ▪ Intended Outcome: Identify high-risk enrollees earlier, engage them in self-management activities to improve health and quality of life, and prevent avoidable admissions, ER visits, and medical utilization. ▪ NCQA PHP Accredited ○ Condition Care -Pediatrics <ul style="list-style-type: none"> ▪ Disease management program for moderate risk enrollees who have one chronic condition- and have a pediatric breakout for asthma and diabetes, and again, they may also have other comorbid conditions, including behavioral health. ▪ Referral Sources: UM, HRA, Provider, Care team, Enrollee/Caregiver, Stratification ▪ Overview: Disease management program for moderate-risk enrollees who have one chronic condition (Adult: Asthma, CAD, COPD, DM, HF, HTN; Pediatrics: Asthma, Diabetes). May also have other comorbid conditions, including behavioral health. ▪ Intended Outcome: Improve self-management of chronic condition, adherence to treatment plan, and encourage the development of a symptom response plan with the provider. ▪ NCQA PHP Accredited ○ Care Management member communication was shared with the committee which included Bright health Care Management contact and program information and introduce what a path is or a personal approach to health would be considered. ● Prevention & Wellness Program Preview <ul style="list-style-type: none"> ○ Diabetes Prevention program <ul style="list-style-type: none"> ▪ Diabetes prevention program that's managed by our vendor partner Omada, a wellness and prevention tool for members at risk for type 2 diabetes. ○ Smoking Cessation <ul style="list-style-type: none"> ▪ Bright-managed ▪ The interventions are particular to support and address tobacco use and smoking cessation and then also further how to prevent tobacco use. ○ Healthy Weight <ul style="list-style-type: none"> ▪ Bight-managed ▪ Interventions to support members with an unhealthy body weight (BMI>30) 	
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<p>L. Franco & J. Daniel</p>	<ul style="list-style-type: none"> ○ Omada for Prevention member correspondence was presented to the committee. Information about the Omada app, which deploys for enrollees to leverage when it comes to 24/7 access to support and other overall weight loss and health prevention needs. <p><u>Introduction to Bright HealthCare’s Provider Relations Team</u></p> <p>Lauren Franco and Jason Daniel gave an overview of Bright’s Provider Relations team and the support they offer to close payer-provider-member alignment through operations and oversight</p> <ul style="list-style-type: none"> ● Acting Liaison between Bright HealthCare and Contracted Medical Group <ul style="list-style-type: none"> ○ Driving long-term, durable, trusting, two-way relationships between consumers and their primary providers ○ Share clinical insights, economics, and data/technological resources to continually improve performance ○ Facilitate integration of Bright HealthCare programs to drive improved member experiences ○ Establish the relationships at the contracted care partners and our goal is to make sure that we're being very transparent and interactive with them. ● How We Support Our Care Partners <ul style="list-style-type: none"> ○ Technological driven data sharing ○ Continuing joint-operational workgroups ○ Performance reporting and provider education through regular joint operations, work groups and meetings ○ On a regular basis the department shares clinical insights and financial performance with care partners ○ The team promotes frequent and consistent collaborative interactions with Bright’s care partners, John Muir and Hill physicians ● Our Team <ul style="list-style-type: none"> ○ Ed Benjamins- EVP, Provider Network Operations ○ Lauren Franco- Managing Director ○ Jason Daniel- Provider & Network Representative ○ In California, for our Covered California product specifically, where are in Contra Costa County ○ The team offers care partner group level training, such as sharing of data, but also at the individual provider level that would include training with network education, benefit, resource education ○ Provider Relations work with key facilities to make sure that we're maintaining our networks operational ○ Some day-to-day activities include: 	<p><i>Informational</i></p>
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	<ul style="list-style-type: none"> ▪ Managing the relationship directly with our IFP care partners and provide support on network operational issues ▪ Key indicators on performing and reports ▪ Provider directory and updates and changes in the network claims ▪ Provider education ▪ Issues that would affect our internal stakeholders and our IFP members 	
<p>#5 Public Comment U. Shah, MD/Chair</p>	<p>The topic of restricted access to Urgent Care facilities on holidays and after regular business hours was brought up during the public comment segment. The Committee acknowledged the comment and will investigate potential resolutions for this issue. This topic will be added to a future Public Policy Committee agenda for further discussion.</p>	
<p>Adjourn</p>	<p>Meeting was adjourned at 1:26 pm PST.</p>	

NOTICE: Public Comment is the time set aside for comments by the public on matters within the jurisdiction of the Committee but not on the agenda. Committee members are prohibited from discussing any matter presented during public comment except to request that the topic be placed on a subsequent agenda for discussion.

NEXT MEETING: 11/15/2022, 10:00 am-11:00 AM, PST, virtually

Submitted this day: 11/15/2022

Submitted by:
DocuSigned by:
Melissa Mello, DrPH

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Melissa Mello, DrPH, Co-Chair, Covered CA Program Manager

Acknowledgement of Committee Approval

DocuSigned by:
Udayan Shah

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Udayan Shah, MD, Chair, Covered CA Medical Director