



**Bright HealthCare**  
**Public Policy Committee**  
**Meeting Minutes**  
 11/15/2022

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

\*Indicates Alternate

Agenda Item/Presenter	Motions/Major Discussion	Action Taken
<b>#1 Call to Order</b>	The meeting was called to order at 10:01 am PST. A quorum was present.	
<b>#2 Approval of Minutes</b> U. Shah, MD, Chair	<u><b>Approve Committee Minutes: 08/16/2022</b></u> The Public Policy Committee minutes from 08/16/22 were presented for approval.	<b>Mello/ LaPadula</b>



<b>#3 Standard Reports Discussion</b> D. Milligan	<b><u>IFP CA Membership Report</u></b> David Milligan presented the IFP CA Membership report <ul style="list-style-type: none"> <li>• Currently there are 459 IFP members</li> <li>• Sales Channel shows 62% Broker Distribution &amp; 38% Direct to Consumer <ul style="list-style-type: none"> <li>○ Broker: 287</li> <li>○ Direct: 182</li> </ul> </li> <li>• Majority of members are in the 55 to 64 age range and predominately in the silver membership level <ul style="list-style-type: none"> <li>○ Silver: 331</li> <li>○ Bronze: 119</li> </ul> </li> </ul>	<b>Mello/ LaPadula</b>
M. Mougey	<b><u>Appeals/Grievances/Complaints Report</u></b> Missy Mougey presented the Appeals/ Grievances/Complaints reports <ul style="list-style-type: none"> <li>• Evolent Health (EVH) Complaints- Closed <ul style="list-style-type: none"> <li>○ Complaints remained low with more activity in seen in August and September <ul style="list-style-type: none"> <li>▪ February 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved:1</li> <li>• Compliant Complaints: 1</li> </ul> </li> <li>▪ March 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved:1</li> <li>• Compliant Complaints: 1</li> </ul> </li> <li>▪ April 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved:1</li> <li>• Compliant Complaints: 1</li> </ul> </li> <li>▪ May 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved:1</li> <li>• Compliant Complaints: 1</li> </ul> </li> <li>▪ June 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved:1</li> <li>• Compliant Complaints: 1</li> </ul> </li> <li>▪ July 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved:1</li> <li>• Compliant Complaints: 1</li> </ul> </li> <li>▪ August 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved: 3</li> <li>• Compliant Complaints: 3</li> </ul> </li> </ul> </li> </ul> </li> </ul>	<b>LaPadula/ Laesch, MD</b>



	<ul style="list-style-type: none"> <li>▪ September 2022: <ul style="list-style-type: none"> <li>• Complaints Resolved: 2</li> <li>• Compliant Complaints: 2</li> </ul> </li> <li>○ Volume remains low but will continue to monitor for trends</li> <li>• Appeals- Closed <ul style="list-style-type: none"> <li>○ One appeal was received in August 2022 <ul style="list-style-type: none"> <li>▪ August 2022: <ul style="list-style-type: none"> <li>• Appeals Resolved: 1</li> <li>• Compliant Appeals: 1</li> </ul> </li> </ul> </li> <li>○ Low number of appeals have been received but will continue to monitor</li> </ul> </li> </ul>	
<b>#4 Special Presentations</b> L. Shaffer	<p><b><u>Appropriate Use of Opioids Program</u></b></p> <p>Lindsay Shaffer presented an overview of the Appropriate Use of Opioids Program summary</p> <ul style="list-style-type: none"> <li>• Appropriate use of opioids and evidence-based treatment of opioid use disorder [including Medication Assisted Treatment (MAT)] can improve outcomes, reduce inappropriate healthcare utilization, and lower opioid overdose deaths</li> <li>• Bright HealthCare entered California IFP in 2022 and implemented current and future-state interventions to measure, track, adjust, and enhance the Appropriate Use of Opioids Program</li> <li>• Bright HealthCare has implemented programs and policies to promote the appropriate use of opioids which include interventions across the following areas: <ul style="list-style-type: none"> <li>○ Prevention: Decrease the number of new starts, fewer prescriptions, lower doses, shorter durations</li> <li>○ Manage: Identify patients on risky regimens (high-dose, or opioids and sedatives) and develop individualized treatment plans, avoiding mandatory tapers</li> <li>○ Treat: Streamline across to evidence-based treatment for substance use disorder at all points in the healthcare system</li> <li>○ Stop Deaths: Promote data-driven harm reduction strategies, such as naloxone access and syringe exchange</li> </ul> </li> <li>• The following interventions were set in place to support the four key priority areas: <ul style="list-style-type: none"> <li>○ Prevention <ul style="list-style-type: none"> <li>▪ Pharmacy: Edits in place to restrict first fills for opioid naïve enrollees to 7-day supply; Requiring prior authorization for immediate release opioids to promote lower risk extended-release formulations</li> <li>▪ Provider: Care Partner (Hill) Pain Management and Referral Guide recommend providers prescribe lowest effective dose of opioids and obtain informed consent for initial opioid prescriptions; Care Partner (John Muir) also have developed and trained physicians on pain management ordering protocols and order sets</li> </ul> </li> <li>○ Manage <ul style="list-style-type: none"> <li>▪ Pharmacy: Program in place to identify enrollees at-risk for over-utilization of opioids as well as enrollees with receiving opioids in combination with other medications which pose potential risk (ie –</li> </ul> </li> </ul> </li> </ul>	<i>Informational</i>



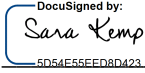
<p>U. Shah, MD, Chair</p>	<p>benzodiazepines); Member and provider outreach/education may occur for members reviewed and identified as appropriate</p> <ul style="list-style-type: none"> <li>▪ Provider: Alerts within select medical records to alert providers of enrollees identified as at-risk or with recent prescription history of &gt;90 MME daily; All providers and pharmacies use California's Prescription Drug Monitoring Program when prescribing or dispensing controlled substances (CURES)</li> </ul> <ul style="list-style-type: none"> <li>○ Treat:             <ul style="list-style-type: none"> <li>▪ Provider: Eliminating barriers for enrollees to access evidence-based treatment for substance use disorder, including no referral requirements for routine SUD care, including Medication Assisted Treatment (MAT); Established referral and care coordination pathways between medical and behavioral health providers to promote integrated care and a holistic healthcare delivery system</li> </ul> </li> <li>○ Stop Deaths:             <ul style="list-style-type: none"> <li>▪ Pharmacy and Enrollee Education: Community resources identified for member education which promote harm reduction community resources including but not limited to syringe exchange programs and free naloxone dispensing programs; Development of criteria for future identification of members with emerging risk to provide enhanced outreach/education/intervention</li> </ul> </li> <li>• Community resources were shared with the committee which support members- Harm reduction strategies for opioids, Contra Costa Health Services resources, and California Department of Public Health Resources</li> </ul> <p><b><u>Urgent Care Extended Hours and Use of Telehealth Benefit</u></b></p> <p>Dr. Udayan Shah presented the overview of the Urgent Care Extended Hours and Use of Telehealth Benefit, on behalf of Lauren Franco</p> <ul style="list-style-type: none"> <li>• Access to Urgent and Emergent Services: Contra Costa County             <ul style="list-style-type: none"> <li>○ Bright Health partners with Hill Physicians and John Muir Physician Network to provide a network of Urgent Care facilities to offer care for urgent, non-emergency conditions</li> <li>○ All Bright Health members have access to Bright Health's network of Emergency rooms for treatment of severe conditions</li> <li>○ Bright Health, along with our care partners, also offer telehealth and virtual resources to make access to care most convenient for our members</li> </ul> </li> <li>• Urgent Care Access             <ul style="list-style-type: none"> <li>○ A list of Urgent care locations was shared with committee members- the list was divided by care partners John Muir and Hill Physicians</li> <li>○ John Muir Urgent Care locations offer same-day and next-day care for non-emergency conditions- Open 7 days a week, including evenings and holidays</li> </ul> </li> <li>• Emergency care access was also shared with the committee and shared multiple available hospitals</li> <li>• Alternative after-hours access to care programs were also shared- such as virtual care provided by the John Muir Health known as Virtual Urgent Care and DocSquad by Bright Health</li> </ul>	<p><i>Informational</i></p>
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<b>#5 Public Comment</b> U. Shah, MD/Chair	Dr. Udayan Shah thanked the committee members for their participation and for taking time to join the meetings throughout the year. No other comments or questions were stated.	
<b>Adjourn</b>	Meeting was adjourned at 10:21 am PST.	

**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.

Submitted this day: 2/8/2023

Submitted by:   
**Sara Kemp, LPC, Director, Quality Compliance on behalf of:**  
**Melissa Mello, DrPH, Co-Chair, Covered CA Program Manager**

#### Acknowledgement of Committee Approval

  
**Udayan Shah, MD, Chair, Covered CA Medical Director**