

The County of Santa Cruz
Integrated Community Health Center Commission
MEETING AGENDA

January 4, 2022 @ 3:00 pm

MEETING LOCATION: Microsoft Teams Meeting or call in (audio only) +1 916-318-9542, 500021499# United States, Sacramento Phone Conference ID: **500 021 499# / 1080** Emeline Ave., Bldg. D, Santa Cruz, CA 95060

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an item not listed on today's Agenda and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

1. Welcome/Introductions
2. Oral Communications
3. December 7, 2021 Meeting Minutes – Recommend for Approval
4. CCAH Provider Recruitment Grant – Recommend for Approval
5. Quality Management Committee Update
6. Social Justice
7. Financial Update
8. CEO/COVID-19 Update

Action Items from Previous Meetings:

Action Item	Person(s) Responsible	Date Completed	Comments
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Next meeting: February 1, 2022 3:00pm - 5:00pm

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The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held January 4, 2022.

TELECOMMUNICATION MEETING: Microsoft Teams Meeting - or call-in number 831-454-2222: Meeting Code: 850702.

Attendance	
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
David Willis	Member
Michelle Morton	Member
Gidget Martinez	Member
Ardella Davies	Patient Guest
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Admin. Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Meeting Commenced at 3:05 pm and Concluded at 4:46 pm	
Excused/Absent:	
Excused: Christina Berberich Absent: Gustavo Mendoza	
1. Welcome/Introductions	
Introductions done at this time.	
2. Oral Communications:	
One of the commission members stated that the last meeting felt rushed and if we could take care of the business portion at the beginning of the meeting and any updates or discussions at the end of the meeting.	
3. December 7, 2021, Meeting Minutes - Action item	
Review of December 7, 2021, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as presented. Marco second, and the rest of the members present were all in favor.	
4. CCAH Provider Recruitment Grant – Recommend for Approval	
Raquel brought for approval of three Central California Alliance for Health Provider Recruitment Grants. If awarded, these grants will assist with recruitment and salary expenses of hiring three newly hired providers. Raquel stated expenses can be retroactive and we can submit up to three applications that will reimburse \$150,000.00 per provider. Some of the allowable costs include salaries, sign on bonuses, recruitment agency charges, loan repayments and advertisement. David made motion to accept as presented. Rahn second, and the rest of the members present were all in favor.	
5. Quality Management Committee Update	
Raquel gave an update on the hypertension project. She stated we are having some issues with android phones connecting with the software for the Bluetooth enabled blood pressure monitors. She stated we are working with our Electronic Health Record vendor to come up with a solution. Raquel also gave an update on Peer Review and Risk Management Committee. She stated the Emeline Clinic will be going back to chart review parties. On a quarterly basis, time will be carved out for providers to conduct chart reviews as well as provide feedback immediately after the chart reviews. Raquel stated the Watsonville Clinic will soon follow in April. Lastly, Raquel stated we are reviewing the policy for documenting abnormal x-ray reports in the Electronic Health Record (EHR). She stated we are going to look at our contract with a Radiology Group (RMG) to review images and reporting expectation. We will be bringing in our radiology team to look at policy. Raquel stated to commission we should be seeing an updated policy in the near future for approval.	
6. Social Justice	
Caitlin stated at our next meeting, she'd like to engage in a brief discussion of the implications for the digital divide (i.e., differential access to computers, cellphones, and software and the capacities, knowledge, and skills needed to operate them to access healthcare) for health equity. Many circumstances have converged to push healthcare more and more into avenues that rely on digital technology. She want to explore what this mean when we are aiming toward improvement.	

Caitlin also stated she would like to pause and honor two legends - Bell Hooks and Archbishop Desmond Tutu - who centered love as a tool for healing and movement toward societies where everyone experiences freedom and belonging.

7. Financial Update

Julian reported on the following reports:

Revenue: This report shows on how much money is brought in and how much is spent. In looking at this report we have spent more than what was brought in.

Denials - Per Week: Julian explained this is when a patient comes in, chart is completed, and claim is sent out to be paid. This report showed around 61 denials.

Top Ten Denials: This report shows monetary amount and types of denials.

Payments and Adjustments: This report shows the money that is received each week and shows what is written off.

Aging Dollars in System: This report displays how long the charges will stay in our system stays. The longer something stays in our system reduces the chances of getting reimbursed.

Pre-Account Receivable: This shows claims that are in our system, currently we are at 31 days.

Visits: As of November, we are at 2,100 we would like to have this in the range of 3,000.

Excerpt from Ability to Pay: Julian stated they found the definition of family needs to be revised. Julian stated they would like to broaden the definition because they don't want this to be a barrier to being seen. Julian is seeking guidance from County Counsel he will report back on this item.

8. CEO/COVID-19 Update

Amy reported that our covid positive numbers are going up. She stated four of our employees have tested positive and our Health Officer stated that we could expect about 40% of our population in isolation or quarantine in the next couple of weeks. Amy stated Hospitals are maxed out not because of covid but because of not having enough staff. Amy also reported that commission member Gustavo will be stepping down he thanked commission staff for the opportunity. Amy also reported they are looking for additional space for HPHP to expand, she also stated the HPHP outreach van is still just white and they are working on updating the draft decal.

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Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

Minutes approved _____ / / _____
(Signature of Board Chair or Co-Chair) (Date)



Quality Management Report

January 2022



Quality Management Committee

- ▶ Hypertension project
 - ▶ Issues with Android phones



Peer Review and Risk Management Committee

- ▶ Emeline returning to a “chart review style” meeting to conduct chart reviews on a quarterly basis
- ▶ Reviewing the policy of documenting Abnormal X-ray Reports in our EHR.
 - ▶ Contract with a Radiology Group (RMG) to review images and create reports.
 - ▶ Currently going to clinician's inbox.



Central California Alliance for Health Grant Applications

January 2022



Provider Recruitment Program

- ▶ Provides funding to support health care organizations in their efforts to recruit and hire new primary care, specialty care and behavioral health professionals that will serve the growing Medi-Cal population in Santa Cruz, Monterey and Merced counties.



Types of Funded Recruitment Expenses

- First-year salary/benefit costs.
- Sign-on bonuses.
- Relocation expenses.
- Costs of maintaining professional liability insurance.
- Fees for professional recruitment agency services.
- Costs associated with advertising and loan repayment.
- ▶ Expenses deemed operational or training costs are not eligible for reimbursement.



Retro Hiring Period

- ▶ An organization that recruits a provider on or after July 20, 2021 may apply for grant funding to cover recruitment-related expenses incurred prior to the application deadline of January 18, 2022.



Funding Amount

- The Alliance will award grants to subsidize 50% of recruitment-related expenses. The maximum award is \$150,000.
 - Examples: Estimated total recruitment costs = \$200K; Amount of grant request \$100K. Estimated total recruitment costs = \$300K; Amount of grant request \$150K.
 - We can apply for up to 3 grants. Dr. Mokaya, Dr. Sarkarati and Dr. Torczynski

Fiscal Report

BY DR. JULIAN N WREN, MSW, ED.D.

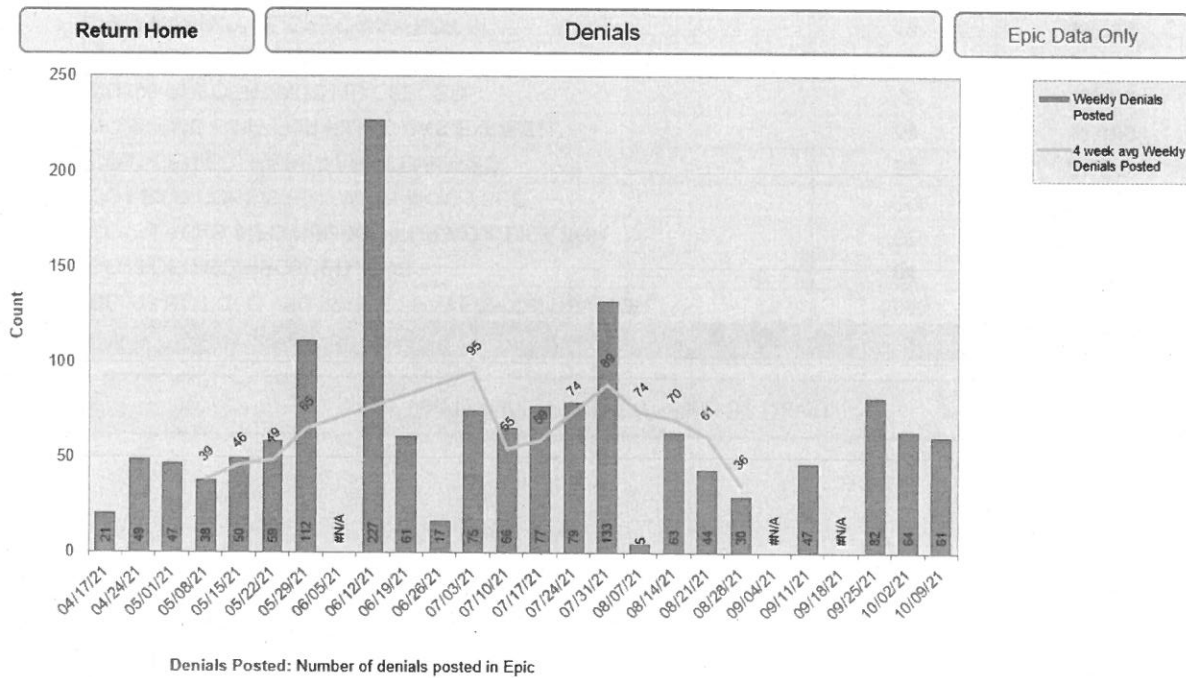
1/4/21 INTEGRATED COMMUNITY HEALTH CARE COMMISSION MEETING



Revenue and Expenditures (Monthly)

County of Santa Cruz (HSA)						
FY 20/21 CLINIC (All)(All)						
As of 9/30/2021						
Division	CLINIC	Choose Division				
Sub Program	(All)					
GLKey	(All)					
Actual	Column Labels					
Row Labels	1	2	3	4	5 Grand Total	
REVENUE	41,100	(2,659,227)	(3,889,351)	(2,562,082)	(2,576,105)	(11,645,665)
05-LICENSES, PERMITS AND FRANCHIS			46	1,067	(1,113)	0
07-FINES, FORFEITURES & ASSMNTS				98		98
15-INTERGOVERNMENTAL REVENUES	1,340,076	(420,729)	(979,218)	(74,519)	(633,708)	(768,099)
19-CHARGES FOR SERVICES	(1,327,728)	(2,238,248)	(2,880,842)	(2,486,228)	(1,941,284)	(10,874,331)
23-MISC. REVENUES	28,752	(250)	(29,336)	(2,500)		(3,334)
EXPENDITURE	1,577,231	2,927,304	2,884,119	3,427,725	3,528,892	14,345,272
50-SALARIES AND EMPLOYEE BENEF	1,581,551	2,086,486	1,957,148	2,122,975	2,052,702	9,800,861
60-SERVICES AND SUPPLIES	(522,604)	442,107	534,669	700,440	802,007	1,956,619
70-OTHER CHARGES	0			46		46
80-FIXED ASSETS	0	(2,475)	2,475	29,750	(10,621)	19,129
95-INTRAFUND TRANSFERS	518,284	401,187	389,828	574,514	684,805	2,568,617
Grand Total	1,618,331	268,077	(1,005,232)	865,643	952,787	2,699,607

Denials

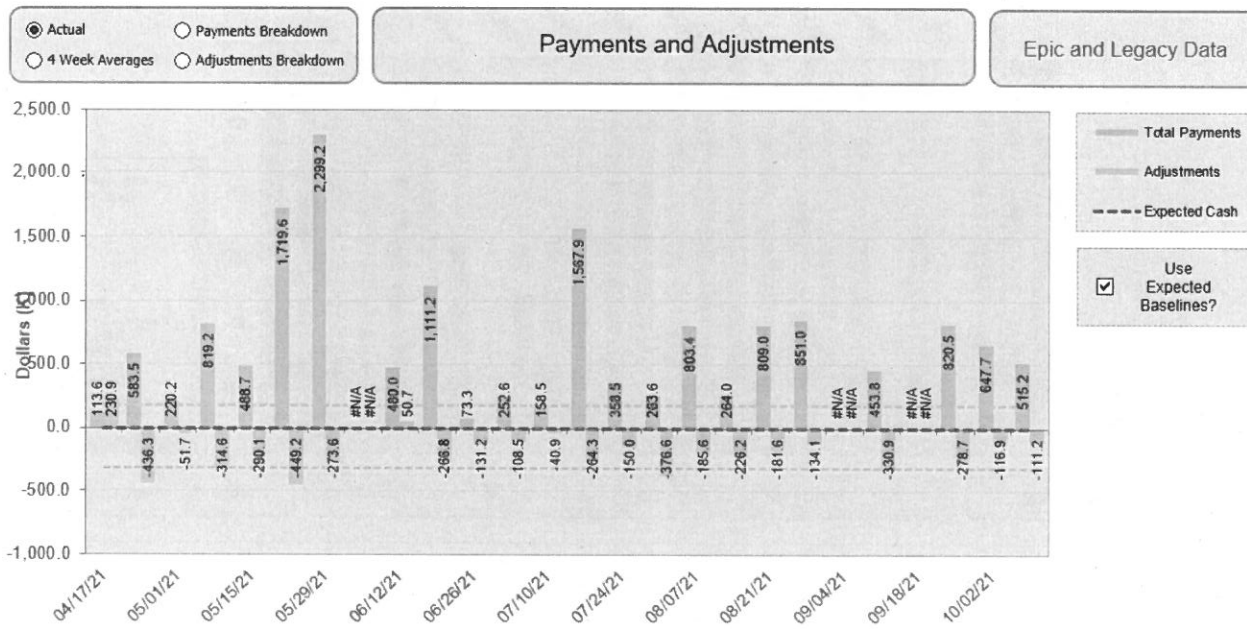


Top Ten Denials

Top Ten Denials Posted (Rolling 30 Days)

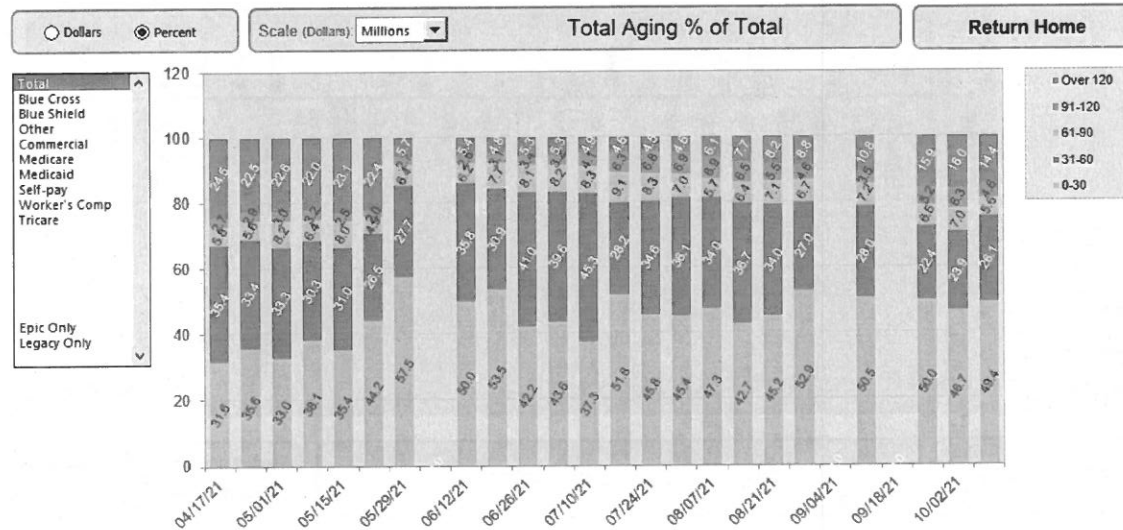
	Denial Code	Denial Reason	Denial Count	Amount	Percent
1	109	CO109-NOT CVD. INCORRECT PAYER/CONTRACTOR.	5095	\$95,740	68%
2	22	CO22-DENIED/REDUCED, COB.	84	\$10,292	7%
3	16	CO16-LACKS INFO NEEDED FOR ADJUDICATION.	97	\$6,148	4%
4	4	CO4-PX INCONSISTENT WITH MOD USED.	134	\$4,822	3%
5	31	CO31-DENIED, PATIENT NOT INSURED.	54	\$4,545	3%
6	29	CO29-TIME LIMIT FOR FILING HAS EXPIRED.	59	\$3,465	2%
7	92000198	CO198-PRECERT/AUTH EXCEEDED.	2	\$2,192	2%
8	92000204	CO204-SVC/EQUIP/DRUG NOT CVD	45	\$1,781	1%
9	5095	N95-PRVDR TYPE/SPEC MAY NOT BI	13	\$1,734	1%
10	2007	COB7-PROVIDER NOT CERTIFIED ON DOS.	25	\$1,495	1%

Payments and Adjustments



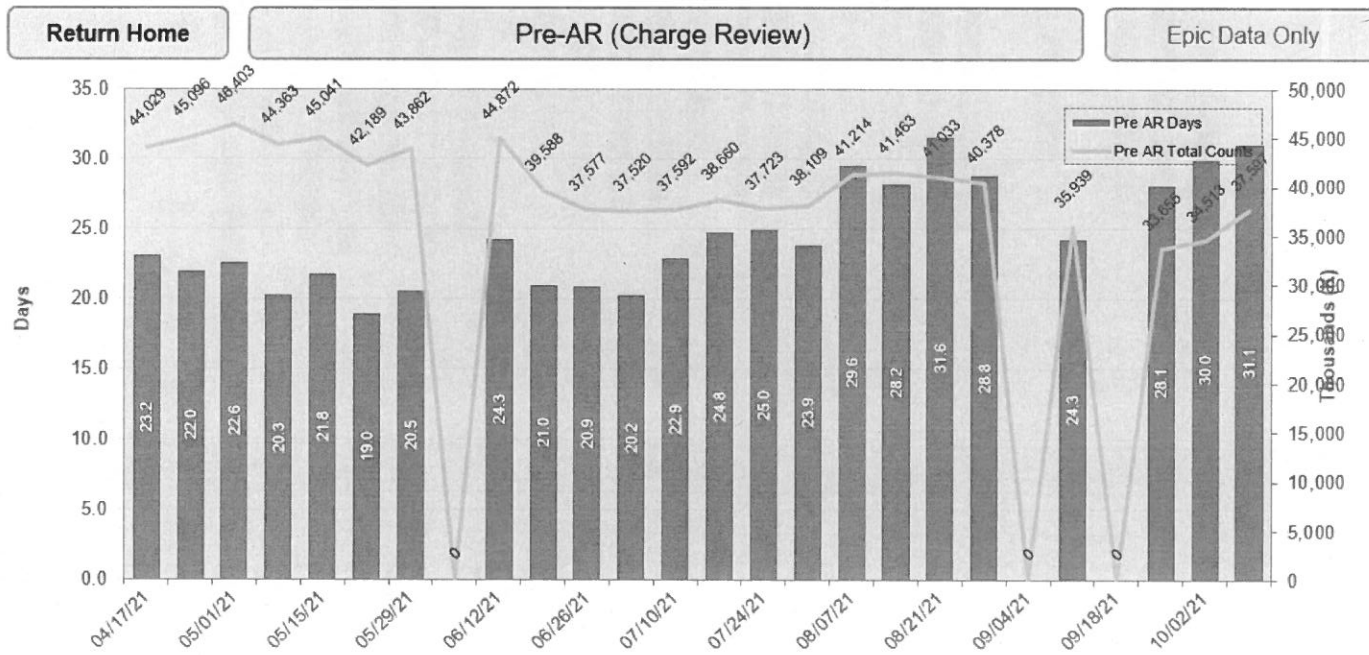
Payments: Total Payments
 Adjustments: Gross Adjustments - Voided Adjustments
 Expected Cash: Baseline Collection Ratio * 4 Week Avg Charges
 Total and Epic Payments Average data based on percentage from baseline.

Aging Dollars in System



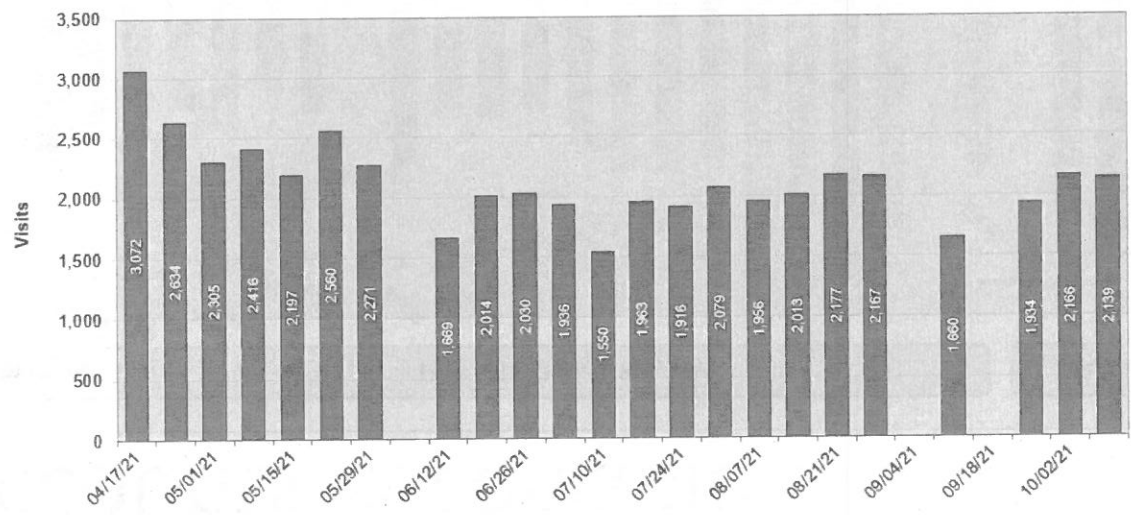
Aging Dollars: include outstanding debits minus credits (including undistributed credits), and aging is determined by your system configuration as indicated below:
 Insurance: Service Date ___ or Post Date ___
 Self-Pay: Service Date ___ or Post Date ___ or First Stmt Date ___
 Total: includes Epic and Legacy Data (if available). All Other Categories are Epic Only.

Pre-Accounts Receivable



Visits (13 weeks of data)

Return Home Visit Metrics Epic Data Only



Visit Volume: Weekly total of all arrived or completed appointments.

Excerpt from Ability to Pay (Sliding Fee Scale Program)

“Definition of Family: A family is a group of individuals who share a common residence, are related by blood, marriage, adoption or otherwise present themselves as related, and share the costs and responsibility of the support and livelihood of the group.”

HSA Billing Ability Pay Policy Procedures 4. Section b.



References

Weekly Epic Revenue Management report for the week of 12/19/2021– 12/25/2021 (13 weeks of data).

HSA Financials Data as of 11/30/21.

