

CMSA-SCC QUARTERLY MEETING

THURSDAY, MAY 16, 2024

**3 CA BRN and CCM Contact Hours
(1 CCM Ethics hour included)**

**Location: Double Tree by Hilton 714-825-3333
201 E. MacArthur Blvd. Santa Ana, CA
(CMSA will cover the hotel parking fee)**

Time: 7:30 a.m. to 11:30 a.m.

Don't miss out! Please join us and an esteemed panel of Care Management experts for a conversation about the rapidly evolving world of Medi-Cal and the importance of care management in supporting programs and Medi-Cal recipients.



Eve Gelb, MPH
Gold Coast Health Plan
Chief Innovation Officer



Rachel Lambert, MBA-HCM, LMFT, CCM
Gold Coast Health Plan
Senior Director of Clinical Care Mgt



Kelly Bruno-Nelson, MSW, DSW
CalOptima Health
Exe. Director MediCal-CalAIM



Steven Chang, LCSW, CCM
L.A. Care Health Plan
Senior Director of Care Mgt

TOPIC: HOW CARE MANAGEMENT IS TRANSFORMING MEDI-CAL (PANEL DISCUSSION)

An integral piece of successful care management is integrating physical, social, and mental health care, this is especially true for those Medi-Cal recipients that are the focus of CalAIM. True integration requires not only support at the individual level but also at the system level.

Learning Outcomes: At the end of this presentation, attendees will be able to:

1. Recognize the use of care management in Medi-Cal programs designed to support the most vulnerable recipients.
2. Discuss the systems-level work necessary for integrating care, CalAIM's drive towards this integration, and the ultimate value for the member.
3. Describe the Enhanced Care Management and how it is operationalized with community providers for vulnerable members.
4. Identify the 14 community supports provided by CalAIM, which members are eligible, and how they can best be leveraged by case managers to benefit members.

ETHICS TOPIC: MYTHS ABOUT MANAGED CARE, ACCOUNTABILITY, AND ETHICAL DILEMMAS

The managed healthcare industry is often perceived to be driven primarily by profit and unmoored from higher ethical accountability. This is not completely unjustified based on historical missteps the industry has taken. However, today's managed healthcare can be – and usually is – deeply focused on the welfare of their members. Health Plan Care Managers play a unique role in ensuring vulnerable members receive the support and care they need within the managed care model. They face unique ethical and accountability challenges. Utilizing the CCMC Code of Professional Conduct, this discussion intends to describe those challenges as well as address how they should be approached and resolved.

Learning Outcomes:

1. Identify common misconceptions regarding managed care and their accountability.
2. Differentiate between care management and utilization management.
3. Review the CCMC Code of Professional Conduct and recognize ethical conduct and accountability in health plan care management.
4. Identify how the rights, dignity, and preferences of members are central to health plan care management.
5. Describe ethical concerns related to health plan care management.
6. Describe how key regulatory requirements moderate potential ethical dilemmas in health plan care management.
7. Identify ethical principles to guide the navigation of ethical dilemmas in health plan care management.

AGENDA (MAY 16, 2024):

Registration/Breakfast:	7:30 a.m. – 8:00 a.m.
Panel Presentation:	8:00 a.m. – 9:00 a.m.
Break/Networking:	9:00 a.m. – 9:15 a.m.
Panel Presentation (cont.):	9:15 a.m. – 10:15 a.m.
Break/Networking:	10:15 a.m. – 10:30 a.m.
Ethics Presentation:	10:30 a.m. – 11:30 a.m.

TARGET AUDIENCE: RN, LVN, CCM, and other allied health care professionals

CMSA-SCC is an approved provider of the California BRN. Provider # CEP 14032, for two contact hours.
CCMC for 2 CCM Continuing Education Hours—Activity Code (pending); Approval Code (pending)
CCMC 1 CCM ethics CE—Activity Code (pending); Approval Code (pending)

REGISTRATION FEES (In-Person or Virtual) Sorry, no refund for this event.

Please select: ☐ In-person ☐ Virtual (via Zoom)

Early Bird By April 22:	(CMSA Member): \$40	(Non-Member): \$50
After April 22:	(CMSA Member): \$50	(Non-Member): \$60
Walk-ins:	(CMSA Member): \$55	(Non-Member): \$65

(Walk-ins: Please bring a check or cash; we do not have credit card functionality at the meeting.)

PRE-REGISTRATION AND PAYMENT IS RECOMMENDED.

Our apologies, but the website cannot accept payments at this time. After registering, please contact us at 562-972-1696 to provide your pre-payment information. We are working on resolving the online payment issue. Thank you for your understanding.

FOR PRE-REGISTRATION AND MORE INFORMATION, please click here: <https://cmsascc.org/>

Photos or videos taken during CMSA events may be used for CMSA publicity. Please contact us if you have concerns or do not wish to be photographed.

Contact Us:  **562-972-1696**  info@cmsascc.org

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SAVE THE DATE:

Next CMSA meeting--September 19, 2024
Hosted by Casa Colina (Pomona)

You are invited to Casa Colina Open House

May 2nd from 4 pm to 6 pm

Please contact Christine Almeida 909-560-4860 for more information or see attached flyer.