



**Calaveras County
Community Advisory Committee Meeting Minutes**

DATE:	March 13, 2024
TIME:	12:00 p.m. – 1:00 p.m.
LOCATION:	Microsoft Teams Click here to join the meeting Or call in (audio only) +1 213-282-4570, Phone Conference ID: 753 178 406#

SUBJECT	TOPICS
<p>➤ Account Management</p>	<p>Ready, Set, Renew/Medi-Cal Redetermination: Remind your patients to update their Medi-Cal Managed Care information. Ready, Set, Renew is Anthem’s redetermination campaign. Counties need to have Medi-Cal enrollees’ current contact information and need to be aware of any changes that could affect enrollment/eligibility.</p> <ul style="list-style-type: none"> ➤ Medi-Cal enrollees should provide the County with such changes: <ul style="list-style-type: none"> ○ Contact info: <ul style="list-style-type: none"> - Phone number - Mailing address - Email address ○ Changes in circumstances: <ul style="list-style-type: none"> - Disability status - Income - Someone becomes pregnant or moves out of county. ➤ Anthem County Account Management team is in contact with the County and is providing member/client demographic updates via secure email and/or SFTP. <p align="center">  6155712 1033874CAMENABS </p> <p>Provider Manual Maryiat presented most current updates as of 1/1/2024 to the Provider Manual per DHCS requirements to make this document more publicized and allow providers to give feedback. Updates to this document stem from DHCS’ All Plan Letter, Assembly Bills, Senate Bills, and/or any new State Regulations. The Provider Manual is a reference guide for providers within our Anthem Blue Cross Medi-Cal network containing general information, as well as information on special programs, provider procedures and responsibilities,</p>

	<p>claims, grievances, appeals, and many other topics. The manual is 102 pages and available to access any time. 90 days prior to any updates to the Provider Manual, letters go out to all providers with reference to the updated areas.</p> <ul style="list-style-type: none"> • Healthy Changes in telehealth subsection, updated to comply with Senate Bill 184, Assembly Bill 52 and APL 23-007. Added language about community health workers requiring to have a written recommendation letter from the Medi-Cal Managed Care Physician or licensed practitioner. • Added language on DHCS prohibiting providers to bill eligible members for covered services. • Added subdivision on topic of PCP initiated member changes with a link to a new form that providers can fill out to have a member removed from their roster. • Updated continuity of care requirements to comply with APL 23-22 added subdivision on mandatory continuity of care and out of network reporting standards. <p>Everything is available for review in the provider manual: https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf</p> <p>Provider Manual feedback: Canoc@Anthem.com or Maryiat.Yeranosyan@Anthem.com</p> <p>Harm Reduction Vending Machine Desiree shared about the launch of the harm reduction vending machine at the Calaveras Health and Human Services Agency containing life-saving supplies at no-cost, sponsored by Anthem.</p> <p>Utilization Report Desiree reviewed the embedded data and utilization report for Quarter 1.</p> <ul style="list-style-type: none"> • Membership • LiveHealth Online • ModivCare Transportation <div style="text-align: center;">  2024-Q1 Amador County Data.pptx </div>
<p>➤ Provider Experience</p>	<p>No updates.</p>

<p>➤ CalAIM</p>	<p>Gold Country CalAIM PATH Collaborative Meeting – March 27, 2024 at 2:00pm.</p>
<p>➤ Quality Management</p>	<p>No updates.</p>
<p>➤ Community Relations</p>	<p>No updates.</p>
<p>➤ Community Member Updates</p>	<p>Quincy reported that the vending machine has so far been successful. New orders for Narcan and various other supplies have recently been placed by the county to replenish the vending machine. The arrival of the kiosks is anticipated around the middle of the upcoming month.</p> <p>Jackelyn Aranda, a representative from Health Care Options/Maximus, introduced herself and stated that she supervises the provision of Medi-Cal managed care education and enrollment in Calaveras, Madera, Mariposa, and Tuolumne counties. She also aids Medi-Cal beneficiaries in selecting the most suitable health plans available in their respective counties. Currently, she is seeking collaboration with the social services office or any other agency to establish a facility in Calaveras County. This would give beneficiaries a better understanding of their enrollment plans and the associated process.</p>
<p>2024 Meeting Schedule</p>	<p>Next Meeting: TBD</p>

www.anthem.com/ca/medi-cal

Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.



We can translate this at no cost. Call the customer service number on your member ID card.

English

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).

Spanish

我們可以免費為您提供翻譯版本。請撥打您ID卡上所列的電話號碼洽詢客戶服務中心。

Chinese

Peb txhais tau qhov no pub dawb. Hu mus rau qhov chaw pab neeg tus naj npawb xov tooj nyob rau ntawm koj daim ID ua mej zeej.

Hmong

Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).

Russian

Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.

Tagalog

Chúng tôi có thể phiên dịch văn bản này miễn phí. Xin gọi văn phòng dịch vụ hội viên qua số điện thoại ghi trên thẻ ID (thẻ hội viên) của quý vị.

Vietnamese