



**Anthem Blue Cross_ El Dorado County
Community Advisory Committee Meeting
Agenda**


DATE:	March 21, 2024
TIME:	1:00 pm – 2:30 pm
LOCATION:	Virtual/Teams Meeting
ANTHEM ATTENDEES:	Emely Arienza, Program Manager, County Account Management Carissa Avalos, Regional Program Manager Special Programs Alejandra Vaca, Health Promotion Program Rebecca Allender Ornelas, Business Change Manager
EXTERNAL ATTENDEES	El Dorado County Erin Guzik, Care Management Counselor/El Dorado County Public Health Nursing/CCS Kristin Becker, Program Manager, Health Promotion La Ryn Eskridge-Williams, Epidemiologist Fellow Maureen Virgil, Public Health Nursing Manager MCAH, CCS, Home Visiting Program Patricia Gordon, Family Engagement Coordinator, Child Development Program/Head Start Tammy VanWarmerdam, Nursing Services Coordinator Donna Fettig, Public Health Nursing Manager for MCAH and Foster Care FQHCs/Providers Natasha Schue, Community Outreach and Relations, Barton Health South Lake Tahoe Patrick Klein, Development Director/Elderly Community Health Centers Taylor Rossi, client Success Manager/Learn to Live CBOs Daniel Kanari, Director of Membership/Sacramento District Dental Society


SUBJECT	TOPICS
Meeting Introductions	Welcome and Introductions
Anthem Updates County Account Management <ul style="list-style-type: none"> • Emely Arienza Program Manager 	<ul style="list-style-type: none"> • Emely shared the following reports – see presentation slides for details. <ul style="list-style-type: none"> ○ Membership Count: 26,877 (March 2024) ○ Utilization Reports <ul style="list-style-type: none"> ▪ Transportation/ModivCare ▪ LiveHealth Online ○ Questions:

	<p>Donna Fettig inquired about mileage reimbursement. The county’s goal is to utilize the transportation vendor but wanted to know if there is an alternative option should they decide to provide the transportation.</p> <p>Answer: Anthem can work with El Dorado County on the transportation reimbursement. Emely shared that legal counsel has approved the MOU; thus, will need to schedule a meeting with Donna Fettig to review the language and rates.</p> <ul style="list-style-type: none"> • Medi-Cal Renewal – majority of disenrollments continue to be due to procedural issues – paperwork not being received on time or incomplete. Anthem continues to exert its effort in bringing awareness to the Medi-Cal beneficiaries through various communication campaigns such as direct mail, digital and social media, test and outbound calls, events, Community Advisory Committee meetings, etc. Refer to page 14 and 15 of the presentation slides for more details. <p>Anthem Link: https://www.anthem.com/ca/medicaid-renewal-redetermination</p> <ul style="list-style-type: none"> ○ Questions: <p>Tammy VanWarmerdam inquired if the Medi-Cal renewals apply to medical fragile kids.</p> <p>Answer: Renewals are sent out in batches based the month in which beneficiaries originally applied for Medi-Cal. The new rule starting January 1, 2024, states that Medi-Cal recipient will need to renew current coverage when a notice is sent out by the local Medi-Cal office. Not all Medi-Cal members need to complete a renewal form. See below link to DHCS – Keep Your Medi-Cal FAQs.</p> <p>DHCS Link: https://www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/faqs.aspx#due</p> <p>La Ryn Eskidge- Williams inquired about the Medi-Cal expansion.</p> <p>Answer: As of January 1, 2024, DHCS implemented the Adult full Scope Medi-Cal Expansion for ages 26 through 49 regardless of immigration status. Full benefits are available such as preventive visits with primary care physicians, visits to specialist, lab, radiology, ECM/CS, etc.</p>
<ul style="list-style-type: none"> • Taylor Rossi Learn to Live 	<ul style="list-style-type: none"> • Learn to Live Overview: Online Cognitive Behavioral Therapy - Taylor Rossi, Senior Client Success Manager presented their online platform – Cognitive Behavioral Therapy (CBT) – see presentation slides.

	<ul style="list-style-type: none"> ○ Targets mild to moderate sufferers ○ Offers comprehensive assessments, digital tools and resources ○ No cost to the member ○ Serves ages 13 and older across California ○ 3 out of 4 people will not seek in-person therapy ○ 150 M people suffer (statewide) ○ 114M gap: silent sufferers (statewide) ○ L2L services: Teammates, coaching, mindfulness moments and webinars ○ Personalized and tailored coaching experience to support members and encourage members on their goals and applying CBT strategies. ○ Access barriers ○ Social stigma ○ Accessibility: geographic, limited to access ○ High costs: individuals, employers, insurers, and providers ○ Digital CBT increases access – engaging sufferers who may not access in-person therapy. ○ Self-directed programs (English and Spanish) <ul style="list-style-type: none"> ○ Depression ○ Stress, Anxiety & Worry ○ Substance Use ○ Resilience ○ Social Anxiety ○ Insomnia ○ Panic ○ There are 8 lessons per program (sequential) <ul style="list-style-type: none"> ● How to access for the first time: <ol style="list-style-type: none"> 1. Visit the CA Anthem Health & Wellness portal at: https://mss.anthem.com/california-medicaid/get-help/health-wellness.html 2. Emotional Well-being Resources will be listed under Wellness Resources; here members can find: <ol style="list-style-type: none"> a. A brief description of the benefit b. Instructions for receiving additional support in accessing the service c. A deep link that directs the member to Emotional Well-being Resources; Click “LOG INTO YOUR ACCOUNT TO GET STARTED”
--	---

<ul style="list-style-type: none"> Cheryl Laundry Program Manager Special Program 	<ul style="list-style-type: none"> Cal AIM ECM – Cheryl Laundry gave a high-level overview of Cal-AIM programs. Enhanced Care Management (ECM) – there are 10 Populations of focus approved by DHCS. New Population of Focus (PoF) for ECM <ul style="list-style-type: none"> Justice Involved (JI)– effective January 1, 2024, MCPs are responsible for administering ECM for JI PoF once an individual is released from incarceration. Anthem is working with county, correctional facilities, and other MCPs to prepare for this PoF, including data sharing. Birth Equity – effective January 1, 2024, aimed to improve prenatal and postpartum care and closing disparities in access to care. Child and Youth – effective July 1, 2023, for children and youth with highest social and clinical risk enrolled in Medi-Cal Managed Care Plans (MCPs). Community Support (CS) – a menu of services, at the option of a managed care plan and a member, can substitute for covered Medi-Cal services as cost-effective alternatives. Anthem is live for all 14 approved DHCS services and continues to accept LOIs (Letter of Interest) for those providers who are interested in participating the network. Referral sources <ul style="list-style-type: none"> Member self-referrals <ul style="list-style-type: none"> Member services phone number 800-407-4627 ECM Provider Referrals Community Support Provider Referrals Other sources Process <ul style="list-style-type: none"> Submit via Portal, Email, Fax, Customer Care Link Authorization <ul style="list-style-type: none"> Supporting documentation 5 Business Days Doula Program - DCHS added as a covered benefit as of January 1, 2023. See Cal-AIM presentation slide for details of covered benefit. <p>Doula services provided for individuals during and following pregnancy, including childbirth and the</p>
--	---

	<p>postpartum period. Doulas support the pregnant individual through perinatal period, with the goal of improving outcomes for birthing parents and infants.</p> <ul style="list-style-type: none"> ○ Covered Doula Services <ul style="list-style-type: none"> ▪ One initial visit ▪ Up to eight additional visits that may be provided in any combination of prenatal and postpartum visits ▪ Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion or miscarriage ▪ Up to two extended three-hour postpartum visits after the end of a pregnancy ● Comments: <ul style="list-style-type: none"> ○ Donna Fettig addressed concern about pregnant women with SUD condition. The residential treatment program is physically in El Dorado County; however, they are contracting outside the county for SUD services. Donna will provide member information for specific examples. <p>Patrick Klein shared that the contract is with Placer, Sacramento, and Amador counties.</p> <p>Answer: SUD services is carved-out to El Dorado County Behavioral Health as per SMHS/DMC_ODS MOU agreement. Anthem will cover Medication-Assisted Treatment (MAT), SABIRT, and any physical health related components.</p> <div style="text-align: center;">  ECM%20and%20CS.pptx </div>
<ul style="list-style-type: none"> ● Rebecca Allender-Ornelas Business Change Manager 	<ul style="list-style-type: none"> ● Anthem Food Insecurity Capacity Grant – Rebecca shared details around this grant for Community Based Organizations who are looking to enhance their food insecurity program. <ul style="list-style-type: none"> ○ Process and Applications – submit one pager formal letter outlining the following: <ol style="list-style-type: none"> a) Program needs and how the grant would be utilized b) Expected outcomes c) Reporting outcomes report d) Contact information e) Email letter to Rebecca Allender-Ornelas

	<p>Email address: Rebecca.allender-ornelas@anthem.com</p> <ul style="list-style-type: none"> ○ Payments and Documentation <ul style="list-style-type: none"> a) Organization receives a single payment b) Documents needed: <ul style="list-style-type: none"> ▪ Anthem Electronic Funds Transfer form ▪ Signed W-9 form ▪ Invoice addressed to Anthem Blue Cross <div style="text-align: center;">  <p>Food%20Insecurity% 20Capacity%20Grants</p> </div>
<p>Community Updates</p>	<ul style="list-style-type: none"> • Donna Fettig shared that MCAH has a new Pregnant and Teen Group who meets in-person once a week (Monday). MCAH conducted outreach with OB local providers and schools, starting on the Western Slope, South Lake Tahoe, and high school staff who are connected with teens and generally refers to the county for pregnancy or contraception.

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.

<p>We can translate this at no cost. Call the customer service number on your member ID card.</p>	<p><i>English</i></p>
<p>Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).</p>	<p><i>Spanish</i></p>
<p>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。</p>	<p><i>Chinese</i></p>
<p>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.</p>	<p><i>Hmong</i></p>
<p>Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).</p>	<p><i>Russian</i></p>
<p>Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.</p>	<p><i>Tagalog</i></p>
<p>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.</p>	<p><i>Vietnamese</i></p>