










Fresno County Community Advisory Committee Minutes

DATE:	February 16, 2023
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Lali welcomed everyone to the meeting. In attendance:</p> <p>Amber Ratzlaff, Exceptional Parents Unlimited Linda Hicks, FIMR/SIDS, Fresno County Public Health Janet Holmes, Lead Facility Site Review Nurse/Clinical Provider Liaison, Anthem Alejandra Vaca, Health Promotion Consultant Sr., Anthem James JR Richardson, Central Valley Vein, and Wound Center Brittni Binning, Congenital Syphilis CM, Fresno County Public Health Pang Vallembois, CHW/Outreach Specialist, Anthem Rosa Flores, CHW/Outreach Specialist, Anthem Felicity Garland, PHN, Congenital Syphilis CM, Fresno County Public Health Kendra Staub, Community Engagement, Highway City Community Development Will Sanchez, Community Relations Rep, Anthem Bla Mouanoutoua, Greater Fresno Health Organization Cheryl Laundry, CalAIM, Anthem Keyna Ramirez, Childhood Lead Prevention, Fresno County Public Health Christine Vang, Fresno County Public Health Valerie Martinez, Community Health, Fresno County Public Health May Ly, Pearl Suite David Lavine, Provider Performance, Anthem Sandra Velasco, Provider Success, Anthem Linda Garcia Maryiat Yeranosyan, Telehealth Programs, Anthem Jose Virgen, Exceptional Parents Unlimited Lucida Vang, CHW/Community Outreach Manager, Anthem Deysi Sierra, Cultural and Linguistics, Anthem Maichee Vang, Community Outreach, Anthem Lali Witrago, County Management, Anthem</p>
Purpose of the Community Advisory Committee	<ul style="list-style-type: none"> ○ Provide input and recommendations to Anthem’s programs and services. ○ Also looking for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Lali at eulalia.witrago@anthem.com
Text Messaging Campaign Review	<ul style="list-style-type: none"> ○ Alejandra presented on the Colorectal Cancer Screening text messaging campaign. Alejandra requested the participants feedback in terms of the message as follows: is it easy to read, presented in an organized way, are

<p>Alejandra Vaca, Health Promotion Consultant Sr.</p>	<p>members represented on message, and is this relevant to their lives. This message will be sent in English and Spanish. A total of six messages were received.</p> <ul style="list-style-type: none"> ○ Sandra shared these have good information and background information regarding colorectal cancer screenings needs. The option for members to reply for more information is also great. ○ Janet had question regarding readability. Alejandra confirmed readability was completed and this is at Fry level 3. ○ May feedback included the need to perhaps explain the acronym. Alejandra mentioned the only acronym is JAMA and mentioned they will document and consider spelling out or stating is a medical journal. PCP acronym will not show on the message as that is in brackets and the provider’s name will be included instead of the acronym. For questions or additional feedback, please contact Alejandra at Alejandra.Vaca@anthem.com
<p>Timely Access David Lavine, Program Manager, Provider Performance</p>	<ul style="list-style-type: none"> ○ David shared information on the timely access to care importance which include preventative medicine, patient loyalty, among others. He shared about Anthem’s Provider Appointment Availability Survey (PAAS). Anthem’s contacted vendor will contact certain clinics to be surveyed to inform them that they will be receiving a survey via email/fax/phone. ○ Providers can earn \$1.50 per member per month for being compliant. However, providers can also receive a corrective action plan (CAP) if they are non-compliant. Providers are encouraged to post a flyer regarding timely access. Telehealth visits are counted to meet access to care standards. ○ David asked participants for feedback in terms of the challenges with accessing specialist and urgent care. ○ James mentioned some of the members they see have shared they do find access to primary care and at times part of the challenge might be related to transportation. ○ David also mentioned Anthem is working on training for front office staff. Training will be specific to timely access standards. ○ If anyone has any feedback/input, please contact David at david.lavine@anthem.com
<p>Committee Member Comments / Updates / Events</p>	<ul style="list-style-type: none"> ○ Linda shared information on “Count the Kicks” at https://countthekicks.org/ Fresno County CBOs/CHWs/providers can get free educational materials for their clients. Flyers, posters and other materials available at no cost. Linda also shared information regarding Hinds Hospice and the support groups offered. For more information  Count the Kicks.docx ○ Christine reported Fresno County’s Rural Mobile Health (RMH) clinics are now expanding on vision services at no cost (free). The Tzu Chi Vision public event is scheduled at Del Rey Community Service District for Friday, March

	<p>8th and HOPE Sanger Temporary Transition Center on May 20th. This event is publicly available, appointments can start being scheduled for this date. Feel free to share with the CBO network: https://tzuchivisionservices.fullslate.com/</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  RMH - Tzu Chi Mobile Vision Flyer SF </div> <div style="text-align: center;">  RMH - Tzu Chi Mobile Vision Flyer ET </div> </div> <ul style="list-style-type: none"> ○ James shared they have relocated their Visalia office. He is interested in hearing about any community health events/health fairs coming up. For questions or to share information, email James Richardson at jcrrichardson7@gmail.com. James also shared information regarding Human Trafficking Poster. He mentioned this can be found at the California DOJ website in many languages. <div style="text-align: center;">  Human Trafficking Poster.pdf </div>
<p>Provider Manual Updates Maryiat (Mar) Yeranosyan Program Administrator</p>	<ul style="list-style-type: none"> ○ Mar shared the 1/1/2024 Provider Manual updates. Anyone can access the manual and find answers to most everything. ○ Mar mention updated included on the following sections: telehealth section, CHW requirement for written recommendation, dual eligible beneficiaries, continuity of care, etc. Refer to document for complete details. <div style="text-align: center;">  1.1.24 Provider Manual Updates for C </div> <ul style="list-style-type: none"> ○ Mar also provided link to manual. Anyone interested can visit the site. No need for special log in. https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf ○ Mar requested any feedback be send to: Canoc@anthem.com or Maryiat.Yeranosyan@Anthem.com ○ James inquired regarding new requirement effective 1/1/24 regarding posting information on human trafficking and the hotline. Mar asked for a copy of the flyer. Janet will also see if this is something they can share with provides.
<p>Anthem Updates</p> <ul style="list-style-type: none"> ○ County Account Management ○ Special Programs/CalAIM ○ Health Education ○ Cultural and Linguistics ○ Provider Relations ○ Telehealth Programs 	<ul style="list-style-type: none"> ○ Lali referenced the Q1 2024 Anthem Data Report for Fresno County. Membership count and transportation utilization. Transportation, LiveHealth Online, Medi-Cal Ready-Set-Renew, and CalAIM Enhanced Care Management and Community Supports Information. <div style="text-align: center;">  Anthem Data Report Fresno County CAC_C </div> <ul style="list-style-type: none"> ○ Cheryl shared some details on CalAIM new populations of focus to include birth equity and justice involved populations. She also reviewed the Doula Services flyer and encouraged all to share further.

<ul style="list-style-type: none"> ○ Marketing/Community Relations ○ Quality Improvement ○ Provider Performance 	<div style="text-align: center;">  <p>CABC-CD-027253-23 Doula Flyer FINAL.pdf</p> </div> <ul style="list-style-type: none"> ○ Lali referenced the links provided below around Medi-Cal Renewal – DHCS Dashboard and Full Scope Medi-Cal Expansion for Adults Ages 26 through 49. ○ https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/default.aspx ○ https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx
<p>Closing Remarks & Next Meeting</p>	<ul style="list-style-type: none"> ○ Next Meeting: <ul style="list-style-type: none"> ● Second Friday of the second month of each quarter from 11:30 – 12:30 pm - Next meeting: May 17, 2024.

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