



**Inyo County and Mono County
Community Advisory Committee Meeting
Written Update**

DATE:	March 19, 2024
TIME:	12:00 p.m. – 1:00 p.m.
LOCATION:	Microsoft Teams Click here to join the meeting Meeting ID: 260 249 076 915 Passcode: yMLvGc

SUBJECT	TOPICS
Welcome and Introductions	
Account Management	<p>General</p> <p>Denise Ornelas has joined our team as the new County Account Program Manager and will be responsible for overseeing Inyo and Mono Counties. denise.ornelas@anthem.com</p> <p>Vision To Learn, Inyo & Mono Counties – April 1-April 5, 2024 Vision to Learn is a non-profit organization designed to ensure that children in low-income communities have access to quality eye care. The group has a mission to rectify the lack of eye care and spectacles among school-age children who can't afford them. Operating on the belief that every child deserves to see clearly, their outreach includes mobile clinics visiting schools and communities, providing eye examinations and glasses at no cost to the children and their families.</p> <p>Desiree and Denise will be present in Inyo and Mono counties to provide onsite support for the Vision to Learn clinics, sponsored by Anthem.</p> <p>Southern Inyo Healthcare District Health Fair – May 4, 2024 Anthem sponsoring, and Desiree will be present for onsite support.</p> <p>Ready, Set, Renew/Medi-Cal Redetermination: Remind your patients to update their Medi-Cal Managed Care Information Desiree shared the Ready, Set, Renew flyer. Counties needs 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 enrollee 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:
 - 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.



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Provider Manual

There are updates to the Provider Manual as of 1/1/2024 per recent 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, 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.

- 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.

Everything is available for review in the provider manual:



https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf


Provider Manual feedback:

Canoc@Anthem.com or Maryiat.Yeranosyian@Anthem.com

Utilization Report

- Membership
- LiveHealth Online
- ModivCare Transportation

	 2024-Q1 Inyo_Mono CAC Dat
Provider Experience	No updates.
Quality Management	No updates.
Community Relations	No updates.
CalAIM	<p>Doula Benefit Doula services are provided at no-cost for individuals during and following pregnancy, including childbirth and postpartum period, to prevent perinatal complications and/or promote the physical and mental health of the beneficiary.</p> <p>Member eligibility:</p> <ol style="list-style-type: none"> 1. Medi-Cal eligible. 2. Enrolled in Anthem Blue Cross member. 3. Pregnant or recently pregnant. <p>No age limit on members eligible for doula services.</p> <p>Please see embedded flyer for more information. If you know anyone in Inyo or Mono County that may be interested in providing Doula services, please reach out to Brandi Jenkins at brandi.jenkins@anthem.com.</p>  CABC-CD-027253-23 Doula Flyer FINAL 1.
	<p>CalAIM Monthly Provider Webinar – Homeless Population of Focus March 20, 2024 at 2:00 pm.</p>

	 <p>Anthem CalAIM Monthly Provider W</p> <p>Gold Country CalAIM PATH Collaborative Meeting – March 27, 2024 at 2:00pm</p>
<p>Community Member Updates</p>	<p>No updates.</p>
<p>2024 Meeting Schedule</p>	<p>Next Meeting: TBD</p>

www.anthem.com/ca/medi-cal

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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