












Kings County Community Advisory Committee Minutes

DATE:	March 4, 2023
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Gaby Rodriguez, Kings Partnership Savino Perico, KCAO David Lavine, Timely Access to Care, Anthem Will Sanchez, Community Outreach, Anthem Anthony Moreno, Transform Health Trista Campos, Adventist Health Hospitals Jesus Altamirano, Champions Recovery Liz Tullis, FSR Quality Management, Anthem Barbie Brown, Family Resource Center, UCP Zachary Vallejo, Champions Recovery Laura Correa, Provider Success, Anthem Maryiat Yeranosyan, Program Administrator/Telehealth, Anthem James (JR) Richardson, Central Valley Vein, and Wound Center Winslow Lowe, Champions Recovery Gaby Rodriguez, Kings Partnership Margarita Perez, Champions Recovery Crystal Akeredolu, Champions Recovery Jessika Schneider, Champions Recovery Deysi Sierra, Cultural and Linguistics, Anthem Aliyah Ortiz, Kings Partnership Maria Valdez, Kings United Way Cheryl Laundry, Special Programs/CalAIM, Anthem Carmen Escobar, Tulare County and Kings County WIC 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
Field Testing Alejandra Vaca, Health Promotion Consultant Sr.	<ul style="list-style-type: none"> ○ Item postponed.

<p>Timely Access David Lavine, Program Manager, Provider Performance</p>	<ul style="list-style-type: none"> ○ David shared information about timely access to care and the provider appointment availability survey (PAAS) and the afterhours survey for DMC. The timely access to care includes preventative medicine, patient loyalty, among other areas. ○ David reported 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. 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. ○ David also mentioned Anthem is working on training for front office staff. Training will be specific to timely access standards. ○ David shared Kings County doing well in most areas. ○ For more information, please refer to slide deck presented by David. Timely Access Flyer also attached. David encouraged clinics to post in their offices. ○ If anyone has any feedback/input, please contact David at david.lavine@anthem.com <div style="text-align: center;">  <p>Anthem Timely Access Flier.pdf</p> </div>
<p>Committee Member Comments / Updates / Events</p>	<ul style="list-style-type: none"> ○ JR, clinical staff looking to volunteer, attend health fairs and/or events. They can do screening for diabetic wounds. ○ Gaby shared information re: Tune in Tuesday. Communication on all events related to Kings County. Also hosting the Kings County Health Equity Advisory (KCHEA) panel on March 18th. Monthly Kings Partnership meeting scheduled for March 21. To register to received Tune in Tuesday newsletter send request to: https://www.kfpf.org/tiles/index/display?id=225749726602353240. For questions on KCHEA or monthly meeting, contact Gabriela at gabriela@kfpf.org ○ Anthony shared the following on the CPI meeting in person. Please join our Central Valley PATH CPI meeting on Wednesday, March 13th from 11:00 – 12:00pm, lunch from 12:00 – 12:30pm at the Wyndham Garden Fresno Yosemite Airport located at: 5090 E Clinton Way, Fresno, 93727 (lunch provided). For more info and to register go to: Central Valley PATH Collaborative In-Person March Meeting (office.com) ○ JR shared information from the CDJ regarding human trafficking and providers required to post flyer... AB 1740 ○ Carmen shared information on the Central Valley Lactation Conference. Dr. Jack Newman is very knowledgeable and will be speaker. She encouraged all to share the attached flyer with providers. <div style="text-align: center;">  <p>CVLCRegistration Flyer FINAL.pdf 2024.</p> </div>

	<ul style="list-style-type: none"> Barbie stated these meetings are always very educational. She would like to get the resources shared via the chat. Lali to provide/include the resources on the meeting minutes and confirmed names and agency affiliation is also include on the minutes for reference.
<p>Provider Manual Updates Maryiat (Mar) Yeranosyan Program Administrator</p>	<ul style="list-style-type: none"> Mar shared that DHCS requests that the managed care plans made an effort to have the provider manual be more publicized and allow providers to give us feedback. She shared that the provider manual is a reference guide for providers within the Anthem Blue Cross Medical network. The manual goes through general and pharmacy benefits, special programs, provider procedures and responsibilities, grievance appeals, compliance, regulations, and many other topics. To view the current manual updated on 1/12/2024, anyone can access by visiting the link here: https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf Mar also highlighted a few of the updates posted on the manual which include telehealth information, added CHW workers, continuity of care, etc. For complete details, refer to this document for reference. <div style="text-align: center;">  1.1.24 Provider Manual Updates for C </div> <ul style="list-style-type: none"> For questions or to provide feedback, send an email to Provider Manual feedback: Canoc@Anthem.com or Maryiat.Yeranosyan@Anthem.com
<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 Marketing/Community Relations Quality Improvement Provider Performance 	<ul style="list-style-type: none"> Lali shared high level information from the Q1 2024 Anthem Data Report for Kings County. Areas included membership, transportation utilization, LiveHealth Online Utilization and Medi-Cal renewals. <div style="text-align: center;">  Anthem Data Report Kings County CAC_Q1 </div> <ul style="list-style-type: none"> Cheryl presented on the CalAIM Enhanced Care Management and Community Supports revised flyers and referral forms and provided some details in terms of criteria for certain benefits and referral process. She also reported on the new populations of focus to include people transitioning from incarceration and pregnant postpartum subject to birth equity including Black Pacific Islander, Alaskan Native, and American Indian populations. <div style="text-align: center;">     </div> <p>CABC-CD-049193-24CABC-CD-049197-24 CalAIM-ECM Referral CABC-CD-046785-23 EXPRESS CalAIM ECMCalAIM CS Flyer_FINAFORM with Checklist_CCalAIM Com Support:</p> <ul style="list-style-type: none"> Cheryl shared the Doula Services flyer and provided the following details: a doula is a trained professional categorized under non-medical childbirth assistant that provides one on one advocacy for safe births. They provide continuous physical, emotional, and informational support during pregnancy, childbirth, and postpartum period. The community-based Doula programs really help underserved populations. Doulas live in the communities they serve sharing the same background culture and language with their clients, and they are an

	<p>amazing resource. Cheryl encouraged everyone to share and post this resource in common area in your organization so people can access it.</p> <p></p> <p>CABC-CD-027253-23 Doula Flyer FINAL.pdf</p> <ul style="list-style-type: none"> ○ Lali reference the Medi-Cal Renewal – DHCS Dashboard and Full Scope Medi-Cal Expansion for Adults Ages 26 through 49 links here: 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"> ● First Monday of the third month of each quarter from 11:30 – 12:30 pm - Next meeting: June 3, 2024.



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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