












**Madera County
Community Advisory Committee
Minutes**

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| DATE: | March 5, 2023 |
| TIME: | 11:30 – 12:30 PM |
| LOCATION: | Microsoft Teams |

| SUBJECT | DISCUSSION |
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| Welcome | <p>Lali welcomed everyone to the meeting. In attendance:</p> <p>Erica Esquer, Community Health Worker, Anthem Diego Casillas; Madera County Public Health Children's Services (CCS) Maribel Gonzalez, Madera County Behavioral Health Services Alejandra Vaca, Health Promotion, Anthem Mary Crandall, Manager, Kids and Teens, Anthem Sophia Salinas, California Health Collaborative, Shawn Jenkins, WestCare Lori Gardner, Madera County Department of Public Health Cheryl Laundry, Special Programs/CalAIM, Anthem Cristina Rendon, Camarena Health Brandi Muro, California Health Collaborative Alexandra Addo-Boateng Bertha Vega, Madera Workforce Lori Olivero, Community Outreach, Anthem Sara Bosse, Madera County Department of Public Health David Lavine, Timely Access to Care, Anthem Sylvia, Camarena Health Maryiat Yerosyan, Telehealth Programs, Anthem Sylvia Stratford, Mader County Public Health 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 |

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| <p>Field Testing Alejandra Vaca, Health Promotion Consultant Sr.</p> | <ul style="list-style-type: none"> ○ Alejandra presented on the content for an interactive voice recording message to reminds members of the importance of taking their medication. Topics included asthma diagnosis or a schizophrenia diagnosis. Member can select to hear the message in Spanish if needed. ○ This message also allows members the following: if questions about your medication, press one to make an appointment with your doctor. If you have concerns about affording or getting your medications, press two to speak with a member services representative. Press three for further instructions and to repeat this message, press four. ○ Anthem would like to gain feedback in terms of the following: does the message meet the member needs, is the material / information easy to read? Is it presented in an organized or appealing way? Would they feel represented by the material that? And is the information relevant to their lives? ○ Cristina shared this valuable health information and good options for the member to select. ○ Cristina asked if they select #1 to speak with them provider, does this go to the members' PCP/clinic. Alejandra state this goes to Anthem's member services who would look up the member's PCP and then connect them to their PCP / clinic. Alejandra also shared that depending on the script / topic, some will route the member directly to their PCP. ○ For questions or additional feedback, please contact Alejandra at Alejandra.Vaca@anthem.com |
| <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;">  <p>1.1.24 Provider Manual Updates for C</p> </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 |

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| <p>Committee Member Comments / Updates / Events</p> | <ul style="list-style-type: none"> ○ Bertha shared the exiting news about the hospital reopening. Madera residents have been going to Merced or Fresno for emergencies causing a delay in accessing care. ○ Maribel shared that Behavioral Health Services in partnership with Madera Unified School District are planning the Mental Health Conference for May. Also planning a Youth Summit possibly for May as well. Mary inquired regarding topics for youth summit and Maribel shared this might include expressing feelings, leadership, substance use disorders, among others. Mary shared interest in the Youth Summit. ○ Cristina reported Camarena opened an urgent care in Chowchilla recently and information has been added to their website including location and hours of operation. Also looking to open another medical services facility in Chowchilla sometime mid-year (June) which will have medical, dental, women’s health, and optometry. ○ Bertha shared on the chat the following: Eastern Madera County Job Fair at the Oakhurst Community Center on 3/21 from 2 to 6pm and Madera County Job Fair on 4/4 at the Madera Fairgrounds 10am to 2pm. |
| <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 also mentioned Anthem is working on training for front office staff. Training will be specific to timely access standards. ○ David asked participants for feedback in terms of the challenges with accessing specialist and urgent care. ○ Overall compliance is 70%. Access to primary care is 100% and psychiatry is also 100% however lacking on core specialists which is bringing down the scores. ○ David inquired if those in attendance have any feedback in terms of specialists or any general information related to this topic. ○ Christina, shared Camarena was able to gain some specialists care from providers coming from the hospital post closure. She mentioned Camare evaluating appointments and have been spending some time with newborns making sure we have visits available for newborn babies. ○ David shared Madera County is doing really good in terms of the PAAS survey at 100% for all areas, urgent care, non-urgent care, follow ups. ○ Sylvia shared members prefer telephonic visits and that could be helping with access to care/appointments. |

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| | <ul style="list-style-type: none"> ○ Cristina asked about dashboard and the possibility to get this information. David state dashboard is internal but happy to send her some information / screen shots from the dashboard. ○ For more information, please refer to slide deck presented by David.  <p>Timely Access and the Prov Appt Availblt</p> <ul style="list-style-type: none"> ○ David shared the Timely Access Flyer attached and encourage providers/clinics to post in their offices. ○ If anyone has any feedback/input, please contact David at david.lavine@anthem.com  <p>Anthem Timely Access Flier.pdf</p> |
| <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 Madera County. Areas included membership, transportation utilization, LiveHealth Online Utilization and Medi-Cal renewals.  <p>Anthem Data Report Madera County CAC_1</p> <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.     <p>CABC-CD-049193-24CABC-CD-049197-24 CalAIM-ECM Referral CABC-CD-046785-23 EXPRESS CalAIM ECMCalAIM CS Flyer_FINALForm 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 amazing resource. Cheryl encouraged everyone to share and post this resource in common area in your organization so people can access it.  <p>CABC-CD-027253-23 Doula Flyer FINAL.pdf</p> |

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| | <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 |
| Closing Remarks & Next Meeting | <ul style="list-style-type: none">○ Next Meeting:<ul style="list-style-type: none">● Second Tuesday of the third month of each quarter from 11:30 – 12:30 pm - Next meeting: June 11, 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