




**Anthem Blue Cross_ Sacramento County
Community Advisory Committee Meeting
Agenda**

DATE:	March 21, 2024
TIME:	11:00 am – 12:30 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	<p>Sacramento County Public Health: Dr. Hannah Awai/Medical Director/CCS Lisa Matthews/Breastfeeding Program Coordinator/WIC Gurleen Roberts – Health Program Manager, Health Education & Racial Equity Section</p> <p>FQHCs: Leila Duncan, Associate Director Clinical Quality/WellSpace Sharon Hutchins, Health Program for Quality and Compliance/Manager/Sacramento County Health Center Sheri McMahan, RN Quality Improvement/Sacramento County Health Center Robyn Alongi, Program Planner/Sacramento County Health Center</p> <p>CBOs: Liz Pazdral, Program Manager and Developer, Agency on Aging, Area 4 Martin Ross, Deputy Director of External Affairs, Partnerships & Workforce Development/Health Education Council Anson Houghton, Program Administrator, Agency on Aging/Area 4 Tahirih Kraft/United Way CA Capital Region/Housing Navigation, Deposit and Sustainability Services Emily Garcia, Regional Breast-Feeding Liaison/Community Resource Project WIC Crystal Harding, Parent Leader (Twin Rivers USD) and North Highlands Recreation and Park District, and Public Health Advocates/Children Thrive Initiative Erika Fatula/River City Food Bank Taylor Rossi, Client Success Manager, Learn to Live Samantha Slaughter, Breastfeeding Program Supervisor, CRP- WIC</p> <p>Collaborative/Coalition: Robert Hickman, LMFT/Sacramento Maternal Mental Health Collaborative/BeMomAware Jessica Walker, Co-chair/BeMomaware/Sacramento Maternal Mental Health</p>

SUBJECT	TOPICS
Meeting Introductions	Welcome and Introductions

<p>Anthem Updates</p> <p>Account Management</p> <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: 241, 902 (March 2024) Utilization Reports <ul style="list-style-type: none"> Transportation/ModivCare LiveHealth Online 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"> Taylor Rossi Senior Client Success Manager 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) 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” <p>Questions:</p> <ul style="list-style-type: none"> ○ Is there any focus around women maternal mental Health? Response: Webinars currently offered is around women or maternal health specifically around postpartum anxiety, postpartum depression, etc. ○ Any training available to the coaches surrounding maternal mental health and new parenting information? Response: Coaches are well versed and actively involved in the development of the webinars. <div style="text-align: center;">  <p>Elevance_CA_Medicaid_L2L_Overview_Mard</p> </div>
<ul style="list-style-type: none"> • Carissa Avalos Program Manager Special Program 	<ul style="list-style-type: none"> • Cal AIM ECM – Carissa gave a high-level overview of Cal-AIM programs. See attached presentation slides for details. • Enhanced Care Management (ECM) – there are 10 Population 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). • Outreach for perinatal clients and birthing pathways – Anthem conducts proactive identification using encounter data and algorithm that identifies members with for birthing and perinatal populations. Also encouraging providers and community partners to make the referrals. • 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.

- **Referrals:**

- **Who can refer? Anthem practices “No wrong door approach”**

- Member self-referrals
 - ECM/CS provider referrals
 - Community providers

- **Referral process**

- Complete the population of focus screening check list.
 - Complete the exclusionary screening checklist.
 - Submit completed referral form to Anthem.

- **Community Health Worker** – skilled and trained health educators who work directly with individuals who may have difficulty understanding and/or interacting with providers due to cultural and/or language barriers. They serve and is a link between health, social services, and the community to facilitate access to services and improve quality and cultural competence of service delivered. See additional details on the presentation slide and CHW flyer.

Questions:

How to become a contracted CHW provider?

1. Complete and submit the Letter of Interest form to Anthem.
2. Anthem will send application upon receipt of the LOI.
3. Anthem will conduct certification review to ensure that CHW provider(s) meets all the qualifications, trainings, or certification.
4. Organization (i.e., FQHCs, CBOs, etc.) will need to sponsor CHW.
5. Once CHW is added to the network, then CHW can bill for services rendered.

Anthem has received LOIs (Letter of Interests) and continuing to extend invitations to CHWs who are interested in contracting.

Does Anthem have any grants to support for people who want to get certified as a CHW?





Response: Anthem offers Incentive Payment Program (IPP) which will help bring on CHW which can include training.

- **Doula** – DCHS added as a covered benefit as of January 1, 2023. See Cal_AIM presentation slide for details of covered benefit.

Doula services provided for individuals during and following pregnancy, including childbirth and the postpartum period. Doulas support the pregnant individual through perinatal period, with the goal of improving outcomes for birthing parents and infants.

Anthem received has received LOIs (Letter of Interest) and continuing to extend invitations to CHWs who are interested in contracting.

Questions:

	<ul style="list-style-type: none"> ○ Can Anthem provide a listing of contracted Doula providers? Response: See attached provider list. ○ Can member do a self-referral? Response: Member can self-refer or providers, WIC, providers, etc. Use the Recommendation Form. ○ Are license providers aware of the Doula benefit? Are they making referral for this service as they have their prenatal visits? Response: Anthem has been conducting education around Doula and sharing this new benefit to providers, county partners, CBOs, and other stakeholders. Anthem encourage community partners to share information about this new benefit. <div style="text-align: center;">    </div> <p style="text-align: center;"> CalAM Programs and Benefits CAB-CD-027253-23 CAB-CD-022089-23 CAB-CD- Doula Flyer FINAL.pdf CHW Flyer FINAL.pdf </p>
<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 Email address: Rebecca.allender-ornelas@anthem.com • Payments and Documentation <ol 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"> • Leila Duncan at WellSpace Health as a new internship program. They are partnering with colleges such as Sacramento State University and others to give students an opportunity to complete their internship at WellSpace Health and gain some real experiences of what it’s like working at an FQHC setting. They are looking for referral for students or schools who might be interested in joining this program.



	<p>Send email/student referral to Leila Duncan. Email: lduncan@wellspacehealth.org</p> <ul style="list-style-type: none"> Crystal Harding with Parent Leader (Twin Rivers USD) and North Highlands Recreation and Park District, and Public Health Advocates/Children Thrive Initiative shared the link below for information on events, activities, programs, facility rentals, etc. <p>Link: https://www.NHRPD.org</p>
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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