




**San Francisco County
Community Advisory Committee Meeting
Q1 2024 Agenda**

DATE:	Friday, February 16, 2024
TIME:	1:00 PM – 2:00 PM
LOCATION:	Virtual via MicroSoft Teams

SUBJECT	NOTES
Welcome and Introductions	Kalil Macklin: Program Manager Alana Pfeffinger: Regional Program Manager Patricia Lacanfora: BH Case Manager Maryiat Yeranosyian: Medicaid Strategy and Support Team Terri Thomas: Revenue Cycle Manager HealthRight 360 Rocky O'Connor: Community Health Worker at St. Anthony's Foundation Diana: Registered Nurse at St. Anthony's Foundation Marlina Contreras: St. Anthony's Foundation
Anthem Updates	<p>Anthem Health Plan Updates:</p> <p>Adult Expansion:</p> <p align="center">  APL 23-031 Adult Expansion Final_Clean.pdf </p> <p>Anthem: Adult Expansion A26-49 is to ensure individuals transitioning from restricted scope Medi-Cal or are otherwise uninsured to full-scope Medi-Cal maintain their existing Primary Care Provider (PCP) assignments to the maximum extent possible to minimize disruptions in services. As these individuals transition to full scope Medi-Cal, California has prioritized two goals: 1) Maintain PCP assignment to the maximum extent possible; and 2) Support and strengthen traditional county health providers who treat a high volume of uninsured and Medi-Cal patients. Working on establishing a BAA with SFDPH SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once BAA is established.</p> <p>Provider Manual Update: Anthem – Maryiat Yeranosyian -</p> <ul style="list-style-type: none"> • The provider manual is a reference guide for providers within our Anthem Blue Cross Medical network. • To name a few : general employment benefits, special programs, provider procedures and responsibilities. • The manual is a little over 200 pages, so you're likely to find the answer to your question. • The manual is public, so anyone can access it at any time. No login is required. The one that is currently public was last updated 1/1/2024. • We added language to comply with the revised version of APL 2216 from September 18. • We added that Community Health Workers must require a written recommendation letter from many medical managed care plans or licensed practitioners. • We added language on DHCS prohibiting providers to bill eligible members for covered services • We added a new subdivision on the topic of PCP initiated member changes. • It also includes a link to the new provider form that providers need to fill out to get a member removed from their roster.

- We added continuity of care requirements to comply with APL 2322 as well as a subdivision on mandatory continuity of care and out of network reporting standards.
- Most of our updates come from DHCS, all plan letters, Assembly Bill, Senate bills, and any new state regulations.

Enhanced Care Management (ECM): Anthem - Alana Pfeffinger:

Enhanced Care Management.

- ECM is comprised of seven core services. So based off DHCS population of focus for enhanced care management, we focus on specific populations that would be eligible for enhanced care management.
- The last two populations to launch were on January 1st.
- Those included are individuals transitioning from incarceration, both adults and children, youth. As well as the birth equity population of focus.
- For those that are wondering about the birth equity population of focus...previously pregnant postpartum individuals were covered under other populations of focus and now DHCS has specific policies and that specific call out for the birth EQUITY.
- The definition of who's eligible under pregnant, postpartum, and then subsequently for equity. Those are individuals, children, youth who are pregnant or postpartum through a 12-month period.
- The birth equity, which again launched on January 1st.
- Those are characterized by individuals who are subject to racial and ethnic disparities as defined by the California Department of Public Health on maternal morbidity and mortality outcomes.
- What does that mean though? The specific individuals that are eligible under this population of focus are individuals in the following groups, Black, American Indian, Alaska Native, and Pacific Islander individuals. These are based off individuals who have a pregnancy related mortality or morbidity outcomes.
- It's a specific focus on those individuals with justice involved that also launched January 1st.
- Those are defined by individuals who are transitioning from a Correctional Facility within the past 12 months.
- For adults, these are individuals who have a concurring condition. This is only for the adult population where the requirement is for this concurring condition for the children youth population, they just need to have been transitioned within the past 12 months. That's that area distinction.
- With the populations of focus heretofore to date, we're launched with all the populations.
- The focus is looking at our network, ensuring that we have a good provider makeup.
- Focusing in on local providers so that we can increase utilization of services.
- Community Supports: Anthem is currently launched with all Community supports except short term post hospitalization housing, which we are aiming to launch on 7/1/24.
- There are 14 Community Supports in San Francisco.

- If St. Anthony's Foundation would like to meet separately to discuss ECM, CHW, or CS, let's connect.
- We think that like over 90% of the medical eligible population could take advantage of this because it could be a position indicates or early any licensed professional says those individuals are having a hard time and has an elevated blood pressure and may be a good candidate to get connected with some other health education or provide some type of support and education for that individual.
- ECM and CHW are two distinct services.
- If you're contracted with Anthem for community health worker, that community health worker could not also bill Anthem if they're working with the ECM provider, because the services are getting reimbursed under ECM.
- CHW can be reimbursed that they provide to any individual who isn't receiving ECM services.
- If they aren't enrolled in ECM, there is an opportunity you can refer the individual.
- If you want to be reimbursed for CHW services, you would have to become a provider with Anthem.

CalAIM:

- [CalAIM Overview](#)
- [Community Health Workers \(ca.gov\)](#)
- [ECM Overview](#)
- [CS Overview](#)

Community Supports:



ENGLISH CalAIM CS One-Pager FINAL.pdf



CABC-CD-046785-23 CalAIM Com Supports-Mbr Refrl Frm FINALv2.pdf

Enhanced Care Management:



ENGLISH CalAIM ECM One-Pager FINAL.pdf



CalAIM-ECM Rfral form chklsts__V2_CABC-CD-035582-23.pdf



CA_CAID_ECMProviderDirectory.pdf

Community Health Worker:

- CHWs are 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.
- A CHW is a trusted member of the community they serve and is a link between health, social services, and the community to facilitate access to services and improve the quality and cultural competence of service delivered.
- CHWs are also known as promotores, community health representatives, or community health advisors.

Primary roles:

- Health navigator
- Health educator



2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21.pdf



2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21.pdf



CABC-CD-022089-23 CHW Flyer FINAL.pdf



ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf

DEI: I am looking to start a workgroup to discuss how we will collaborate to fulfill the DEI APL requirements below. San Francisco Health Plan and Santa Clara Family Health Plan

Sharing and Exchange of Educational Resources

MCPs located in the same county must coordinate DEI trainings that are reflective and encompassing of the criteria outlined in this APL so that if an MCP, Subcontractor, Downstream Subcontractor, or Network Provider completes the training for one MCP within the same county, then they will have met the obligation to complete the training for all other MCPs within the same county and can provide an attestation of training completion. All MCP HEOs within a similar geographical region or county must collaborate on DEI training criteria to ensure alignment and accurate training records.



APL23-025 diversity equity inclusion.pdf

UCSF Termination:

1. The contract was due to end 3/1/2024. Anthem and UC Health have reached an agreement in principle, Friday evening (2/2). Both parties agreed to extend the contract to April 1st 2024, allowing time to finalize the new contract and allow Anthem members uninterrupted in-network care at UC Health.
2. DMHC and DHCS have been notified of the agreement and extension.
3. The member communication, regarding termination, began February 1st.
4. Good News member letter submitted to DHCS, will be mailed next week.
5. Both parties engaged and making progress towards agreement.

CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment

Met with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), Hilary Gillette-Walch (SFHP), Suzanne Samuel (SFHP), and Gretchen Shanofsky (Kaiser Permanente) to initiate conversations on meaningful participation in CHA/CHIP processes and co-developing SMART Goals that align with DHCS overall BOLD GOALS. We met the DHCS requirement and can attest to having engaged in conversation and started to develop our first SMART Goal.

By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francisco Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures. **Confirmed on 1/30/24**

MOU:

- DHCS MOU Webpage - <https://www.dhcs.ca.gov/Pages/MCPMOUS.aspx> (Homepage for all MOUs, released Oct 27th, 2023)
<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-029.pdf> (APL)
<https://www.dhcs.ca.gov/Documents/BHIN-23-056-MOU-Requirements-for-MHP-MCP.pdf> (BHIN)
<https://www.dhcs.ca.gov/Documents/BHIN-23-057-MOU-Requirements-for-MCP-DMC-ODS-Counties.pdf> (BHIN)

DHCS released final MOUs:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/Local-Health-Department-MOU.pdf>

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/IHSS-MOU-Template.pdf>

<https://www.dhcs.ca.gov/Documents/MCQMD/Specialty-Mental-Health-Services-Memorandum-of-Understanding-Templates.pdf>

<https://www.dhcs.ca.gov/Documents/MCQMD/Substance-Use-Disorder-Treatment-Services-Memorandum-of-Understanding-Templates.pdf>

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/Regional-Center-MOU-Template.pdf>

<https://www.dhcs.ca.gov/Documents/MCQMD/County-Child-Welfare-MOU.pdf>

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/Base-MOU-Template.pdf>

Planning For the End of the Continuous Coverage Requirement when the Medi-Cal COVID-19 Public Health Emergency (PHE) Ends:

Anthem:

- States **began** the redetermination process by **April 30, 2023**; and,
- States will have up to 14 months to complete all redeterminations (i.e., no later than May 31, 2024)

[Medicaid Renewal & Disenrollment Coverage Options | Anthem](#)

[Check Your Health Benefits Eligibility | Anthem \(myhealthbenefitfinder.com\)](#)

<https://www.readyrenew.com/835/index.html?m=ca&c=4&e=e>

https://players.brightcove.net/3639471564001/QBcaf6zgr_default/index.html?videoid=6325324769112



6155712 1033874CAMENABS Ready Set Renew Buckslip UPD 08 22.pdf



6155712 1033874CAMSPABS Ready Set Renew Buckslip UPD 08 22.pdf

[Keep Your Medi-Cal \(socialpresskit.com\)](#)

ModivCare/Transportation:



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

LiveHealth OnLine:



Live Health Online Flyer.pdf



LHO SP.pdf



Live Health Online Flyer FINALv6.pdf

E-Consult Program:



- Anthem implemented an E-Consult program in the bay area counties whereby a PCP can refer a member for an E-Consult. We will be working with health centers and PCP to roll out the program.



ACA-NU-0432-22
E-Consult Patient Flye



E-Consult Patient Flyer FINAL.pdf

	<p>Case Management Case Management referral forms and our Preservice Review form (which was recently revised). Attaching both here, and both can be downloaded from our provider website:</p> <ol style="list-style-type: none"> 1) Case Management referral form 2) Pre-Service Review form <p>Updated Case Management Form</p>  <p>ACAPEC-2687-21 CA Medi-Cal Care Mgm</p> <p>Updated Preservice Review Form</p>  <p>ACAPEC-3456-22 CA GBD PA Request For</p> <p>Utilization Reports:</p> <ul style="list-style-type: none"> • Membership • LiveHealth Online • Modivcare Transportation  <p>Q1 2024 Anthem Blue Cross _ San Francisco CAC _Reports_2.16.2024.pdf</p>
<p>Attendee Comments / Updates</p>	<p>1.</p>
<p>Closing Remarks & Adjournment</p>	<p>1.</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 nrawb 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