




**Tulare County
Community Advisory Committee
Minutes**

DATE:	February 13, 2023
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Lali welcomed and thanked everyone for attending the meeting. In attendance:</p> <p>Liz Tullis, Facility Site Reviews, Anthem</p> <p>Will Sanchez, Community Relations, Anthem</p> <p>Eric Medina, Altura for Health</p> <p>Alexandra Alvarez, TulareWORKs Medi-Cal/CAPI/GA/HDAP</p> <p>Jessica Romero, TulareWORKs Medi-Cal/CAPI/GA/HDAP</p> <p>Alicia Ferrer, Central California Food Banck</p> <p>Cassandra Hernandez, Outreach Specialist/CHW, Anthem</p> <p>Adelia Vargas, CSUF Student</p> <p>Decinda Allen, Tulare County Integrated Services</p> <p>Rosa Flores, Outreach Specialist/CHW, Anthem</p> <p>Joy J Hilty, Tulare County HHS Health Care Clinics</p> <p>Maryiat Yeranosyan, Telehealth Programs, Anthem</p> <p>Sandy Navarro, Tulare County HHS Health Care Clinics</p> <p>Deysi Sierra, Cultural and Linguistics, Anthem</p> <p>Jerry Ledesma, Tulare County</p> <p>Alexia Montoya, Tulare County Public Health</p> <p>Rosa Betancourt, Medicare, Anthem</p> <p>Pa Kou Cha, California Connect/Telephones</p> <p>Alejandra Santos, CSUF Education Leadership Foundation</p> <p>Laura E Salcido, Tulare County Public Health</p> <p>Alejandra Vaca, Health Education, Anthem</p> <p>Manuel Rodriguez, Tulare County</p> <p>Erica Cubas, Altura for Health</p> <p>Aide Hernandez, Central Valley Empowerment Alliance</p> <p>Beatriz Quiroz, Sequoia Family Medical Center</p> <p>Tanya Gonzalez, Provider Relationship, Anthem</p> <p>George M. Jagatic, Tulare County HHS Health Care Clinics</p> <p>Pang Vallembois, Outreach Specialist/CHW Lead, Anthem</p> <p>Dan Blazar, Sierra View Medical Center</p> <p>Brandi Jenkins, Special Programs/CalAIM, Anthem</p> <p>Adela</p>

	<p>Laura Correa, Quality, Anthem Lali Witrigo, County Management, Anthem</p>
<p>Purpose of the Community Advisory Committee</p>	<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.witrigo@anthem.com
<p>Parenting Booklet Review Alejandra Vaca, MPH, MCHES Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> ○ Alejandra presented on a parenting booklet titled Neonatal Abstinence Syndrome (NAS). Sections included: things to think about before pregnancy, how can birth control help, medicine use during pregnancy, caring for your baby after birth, how can you help your baby, medicine to help your baby, common questions information, notes section, helpful resources, etc. ○ Alejandra shared she would like to gain feedback in terms of whether the material is easy to read, presented in an organized way, are members represented on message, and is this relevant to their lives. Materials can be translated to into threshold languages for members. ○ Laura Salcedo asked about the reading level consideration and shared concern regarding the length / wordiness of materials. Alejandra shared Anthem reviews materials to ensure these are at a 6th grade reading level and this one meets those criteria. ○ Dan Blazar asked - did you work with any patient groups to help create this? Alejandra shared Anthem gathers feedback from CAC participants to gain input. ○ For questions or additional feedback, please contact Alejandra at Alejandra.Vaca@anthem.com
<p>Provider Manual Updates Maryiat (Mar) Yeranosyian Program Administrator</p>	<ul style="list-style-type: none"> ○ Mar shared the 1/1/2024 Provider Manual updates. Anyone can access the manual and find answers to most everything. ○ Mar mention updates include changes to the following sections: telehealth section, CHW requirement for written recommendation, dual eligible beneficiaries, continuity of care, etc. For complete details on updates refer to attached document. <div style="text-align: center;">  <p>1.1.24 Provider Manual Updates for C</p> </div> <ul style="list-style-type: none"> ○ For a complete Provider Manual visit the following link: https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf ○ To provide feedback send email to Canoc@anthem.com or Maryiat.Yeranosyian@Anthem.com

**Committee Member
Comments / Updates /
Events**

- George shared they are conducting regular outreach at encampment and bringing individuals to the clinic for services. Providing transportation and interpretation. Also distribute food, usually on Friday's twice a month at the clinic. New Community Health Technician team outreaching to members for their ongoing medical needs. Planning two health fairs in April and June.
- Sandy mentioned partnership with Kaweah for Oral Health & Diabetes Symposium Friday, March 1st 9-1pm at the Wyndham, in Visalia. Four CME credits for physicians and licensed providers will be available. Open to the public.



Oral Health & Diabetes
Symposium Flyer.pdf

- Alexia extended invite to agency representatives to join the Access to Care and TAME (diabetes) subcommittee. TAME (Diabetes Subcommittee) is scheduled for Thursday 2/15 at the Professional Development Center: Peach/Cherry Conference Room (4031 West Noble Ave, Visalia). For more information or to join contact Alexia at jamontoya@tularecounty.ca.gov
- Aide shared great participation at the most recent health fair with a total of 167 blood pressure and blood sugar screenings.
- Erica promoted the upcoming Spring Fair for Woodville on Saturday, March 9 sponsored by Anthem. Will be making 200 Easter baskets for kids with goodies, will give out fruits and vegetables, and will also have health screenings.



Altura Spring HF.pdf

- Pa Kou, California Connect/California Telephone Access Program (CTAP) shared the following via chat. For more information about California Connect go to www.caconnect.org or call us at 1-800-806-1191. Voice phone is 559-477-4774 or email at pcha@ccaf.us. Free smartphone training. For more information about smartphone training please contact us at: 1-866-271-1540 or email: smartphonetraining@ccaf.us.
- Alicia sent the following information after the meeting for all to share further. For questions, contact Alicia as follows: Cell # (559) 904-1891 Direct Office # (559) 237-3663 ext. 1121 or email at aferrer@ccfoodbank.org



FFM Flyer 2023
Revised 1 (6).pdf



Flyer - G2G Pincode
Feature With Sites up




Home Delivery Flyer
G2G 1 (3).pdf



19th Farmworker
Appreciation Day and



Free Services DACA
Renewal. Naturalizati

<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/CDT ○ Provider Performance 	<ul style="list-style-type: none"> ○ Will shared partnership with Kings Tulare Homeless Alliance (KTHA). KTHA is looking for opportunities to provide services to the unhoused population. ○ Will is available to support clinics to help members sign up for Healthy Rewards (member incentives for getting certain health screening). Laura asked if these are for Medi-Cal member only or also for members on private insurance. Will to communicate directly with Laura with the response. ○ Will also available to attend events and provide sponsorship. ○ Brandi shared birth equity and justice involved populations under enhanced care management (ECM) live 1/1/24. Planning to host in person meetings and webinars soon. ○ Lali mentioned the Q1 2024 Anthem Data Report for Tulare County with membership count and transportation utilization would be sent with the meeting minutes, see attached. Report also included information and resources on Transportation, LiveHealth Online, Medi-Cal Ready-Set-Renew, and CalAIM Enhanced Care Management and Community Supports. <div style="text-align: center;">  <p>Anthem Data Report Tulare County CAC_Q</p> </div> <ul style="list-style-type: none"> ○ Lali referenced the Medi-Cal Renewal – DHCS Dashboard as well as the Full Scope Medi-Cal Expansion for Adults 26 through 49 regardless of immigration status. Refer to the links below: 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: Second Tuesday of the second month of each quarter from 11:30 – 12:30 pm ○ May 14, 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