


**Tuolumne County
Community Advisory Committee
Meeting Minutes**

DATE:	March 26, 2024
TIME:	12:00 p.m. – 1:00 p.m.
LOCATION:	Join on your computer, mobile app or room device. Click here to join the meeting

SUBJECT	TOPICS
<p>Welcome and Introductions</p>	<ul style="list-style-type: none"> • Desiree Dalby, Anthem Blue Cross • Maryiat Yerosyan, Anthem Blue Cross • Brandi Jenkins, Anthem Blue Cross • Alejandra Vaca, Anthem Blue Cross • Dee Baldwin, TMWIHC • Kathryn Giaccone, Adventist Health Sonora • Cathy Parker, Adventist Health Sonora • Teddy Griffin, Adventist Health Sonora
<p>➤ Account Management</p>	<p>General</p> <p>Ready, Set, Renew/Medi-Cal Redetermination: Remind your patients to update their Medi-Cal Managed Care information. Ready, Set, Renew is Anthem’s redetermination campaign. Counties need to have Medi-Cal enrollees’ current contact information and need to be aware of any changes that could affect enrollment/eligibility.</p> <ul style="list-style-type: none"> ➤ Medi-Cal enrollees should provide the County with such changes: <ul style="list-style-type: none"> ○ Contact info: <ul style="list-style-type: none"> - Phone number - Mailing address - Email address ○ Changes in circumstances: <ul style="list-style-type: none"> - Disability status - Income - Someone becomes pregnant or moves out of county. ➤ Anthem County Account Management team is in contact with the County and is providing member/client demographic updates via secure email and/or SFTP. <div style="text-align: center;">  6155712 1033874CAMENABS </div>

Provider Manual

Maryiat presented most current updates as of 1/1/2024 to the Provider Manual per DHCS requirements to make this document more publicized and allow providers to give feedback. Updates to this document stem from DHCS' All Plan Letter, Assembly Bills, Senate Bills, and/or any new State Regulations.

The Provider Manual is a reference guide for providers within our Anthem Blue Cross Medi-Cal network containing general information, as well as information on special programs, provider procedures and responsibilities, claims, grievances, appeals, and many other topics. The manual is 102 pages and available to access any time.

90 days prior to any updates to the Provider Manual, letters go out to all providers with reference to the updated areas.

- Healthy Changes in telehealth subsection, updated to comply with Senate Bill 184, Assembly Bill 52 and APL 23-007. Added language about community health workers requiring to have a written recommendation letter from the Medi-Cal Managed Care Physician or licensed practitioner.
- Added language on DHCS prohibiting providers to bill eligible members for covered services.
- Added subdivision on topic of PCP initiated member changes with a link to a new form that providers can fill out to have a member removed from their roster.
- Updated continuity of care requirements to comply with APL 23-22 added subdivision on mandatory continuity of care and out of network reporting standards.

Everything is available for review in the provider manual:

https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf

Provider Manual feedback:

Canoc@Anthem.com or Maryiat.Yeranosyan@Anthem.com

Utilization Report

Desiree reviewed the embedded data and utilization report for Quarter 1.

- Membership
- Telehealth Utilization Report
- Transportation Utilization Report



2024 Q1 Tuolumne
County CAC Data 03

<p>➤ Provider Experience</p>	<ul style="list-style-type: none"> • No Updates
<p>➤ Community Relations</p>	<ul style="list-style-type: none"> • No Updates
<p>➤ Quality Management</p>	<ul style="list-style-type: none"> • No Updates
<p>➤ CalAIM</p>	<p>Doula Services Under CalAIM, all Medi-Cal Managed Care members are eligible to receive doula services. Doulas are valued support personnel who provide services to pregnant or post-pregnancy women. They serve during childbirth, miscarriages or abortions, and postpartum periods. Their roles consist of preventing perinatal complications, providing guidance, health navigation and evidence-based education, aiding in birth plan development, and connecting members to community-based organizations.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Initial visit • 8 extra visits throughout the prenatal and postpartum times • Support during labor and delivery • 2 extended visits post-delivery <p>If you are aware of anyone who may be interested in contracting with Anthem to provide doula services, please contact us for more information.</p> <p>Gold Country CalAIM PATH Collaborative Meeting – March 27, 2024 at 2:00pm.</p>
<p>➤ Community Member Updates</p>	<p>Dee shared concerns regarding ModivCare. Dee and Cathy both shared that oftentimes ModivCare does not show up to provide transportation to individuals in need, resulting in a missed appointment. Both Dee and Cathy frequently must rely on the two local cab services as a backup to ensure the member is able to receive transportation support.</p> <p>Desiree shared that we have an escalation process, so to please report any of these concerns. Desiree also offered to provide real time support to get member scheduled, a provider assigned, and successfully transported to their appointment.</p>



<p>2024 Meeting Schedule</p>	<p>Next Meeting: TBD</p>
-------------------------------------	--------------------------

www.anthem.com/ca/medi-cal

Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

- 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*