





Fresno County Community Advisory Committee Agenda

DATE:	March 21, 2025
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams


SUBJECT	DISCUSSION
Welcome	<p>Please place your name and organization in the Chat.</p> <p>Macklin, Kalil</p> <p>Berber, Leticia: Fresno County DPH</p> <p>Linda Duran</p> <p>Hicks, Linda: Fresno County DPH</p> <p>McGee, Mary B</p> <p>Vang, Maichee</p> <p>Marco Ramos</p> <p>Mann, Jessica</p> <p>Hannah Norman: First 5</p> <p>Sandoval, Claudia: Fresno County DPH</p> <p>Vinson, Darren: Gain Well Technologies</p> <p>Serrano, Mayra: Anthem</p> <p>Laundry, Cheryl: Anthem</p> <p>Flores, Rosa: Anthem</p> <p>Siverling, Lynnette</p> <p>Yeranosyan, Maryiat: Anthem</p> <p>Lopez, Yvonne: Fresno County DPH</p> <p>Cyndee Loryang</p> <p>Raveena Singh: Health Collaborative</p> <p>Carmina Guerrero Ramos: CASA Fresno</p> <p>James Richardson: Central Valley Vein and Wound Centers</p> <p>Parada, Sonia: Maximus</p> <p>Mario Pena</p> <p>Lynn Downum-Hanzal</p> <p>Deming, Rosa E: Maximus</p> <p>Artie Padilla: Central Valley CF</p> <p>Lavine, David: Anthem</p> <p>Betancourt, Rosa: Anthem</p> <p>Maciel, Crystal: Anthem</p>


Purpose of the Community Advisory Committee	<ul style="list-style-type: none"> ○ Provide input and recommendations to Anthem's programs and services. ○ Meet others to share and learn about resources. ○ Welcome for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Janet at Janet.Paine@Anthem.com
Community Advisory Committee Membership Survey	<p>As a DHCS contractual requirement, Anthem Blue Cross must ensure its CAC membership reflects the general Medi-Cal Member population in its service area. In order to comply with this requirement, we are requesting your assistance with answering the following questions. Your valuable time and insight is greatly appreciated. You will be receiving this survey later this week.</p> <ul style="list-style-type: none"> ○
Non-Specialty Mental Health Education,	<p>Non-Specialty Mental Health Education – DHCS APL 24-012</p> <div data-bbox="587 659 643 726" data-label="Image">  </div> <p>11255262 1063248CAMENABC</p>
Mission Drive Finance	<p>Are you a small business owner or nonprofit leader dedicated to improving physical, social, or behavioral health?</p> <p>The Anthem Blue Cross Foundation is partnering with Mission Driven Finance to provide accessible and affordable financing to small businesses and nonprofits to create healthier communities. The funding is designed to empower organizations that are making a difference in under-resourced communities by advancing health outcomes.</p> <p>Attached is a flyer with additional information and you can learn more on the website. If you feel you qualify, you can contact Mission Driven Finance directly by emailing or scheduling a call to see if this is a fit.</p> <div data-bbox="587 1289 643 1356" data-label="Image">  </div> <p>MDF - Anthem Blue Cross Foundation Bor</p>
Health Equity, Mayra Serrano, Director, Health Equity	<ul style="list-style-type: none"> ○ Review the updated 2024 Health Equity Evaluation and 2025 Workplan/Goals. - HealthEquity Plan Overview: <ul style="list-style-type: none"> - Updates on 2024 performance and 2025 goals - Focus on doula benefits, especially in Fresno County - HealthEquity Strategy: <ul style="list-style-type: none"> - Part of Quality Improvement and HealthEquity Transformation Plan - Annual comprehensive assessment; blueprint for upcoming year - Objectives include improving care and services for members - Community & Membership Assessment: <ul style="list-style-type: none"> - Fresno County issues: food insecurity, substandard housing - Key challenges: substances, financial and transportation insecurity, interpersonal violence - Focus areas: housing and substance use disorder - 2024 Goals & Achievements:

- Interpretation access improvement: increased use in rural areas
- Doula program expansion: 37 doulas contracted, 55 single case agreements
- Postpartum care rates for Black and African American women increased by 2.5%
- Housing transition and navigation service expansions: significant improvements in ECM enrollment
- Future Focus:
 - Continued enhancement of doula program
 - Partnering with community-based organizations for housing and substance use disorder initiatives
- Partnerships and Goals:
 - Collaborate with local organizations in 2025
 - Focus on increasing follow-up care for substance use disorder patients after ER discharge
 - Clinics offering same-day or same-week appointments
- Substance Use Initiatives:
 - Collaborations with Fresno Department of Behavioral Health, Cal Viva/Health Net, and family therapy clinics
 - Aim for improved 24/7 access via updated urgent care walk-in clinic
- Long-term Goals:
 - Extend focus areas (housing & substance use) into 2025
 - Include chronic disease management through pharmacy interventions
- Doula Benefits:
 - Doulas offer education, advocacy, and non-medical support for birth and postpartum
 - Benefits: reduces C-sections, stress, anxiety, and improves breastfeeding and birth experience
 - Provide evidence-based education and support
- Call for Feedback:
 - Open to suggestions and ideas for program improvement
 - Contact details available in slide deck for further communication
- Doula Support Experience:
 - Helped develop a birth plan and provided community resource links
 - Connected with support groups and infant risk center for medication safety while breastfeeding
 - Opportunity to donate breast milk for research
- Doula Service Coverage (as of Jan 1, 2023):
 - Services available during pregnancy and up to one year postpartum
 - Requires a provider recommendation, no authorization needed
 - Coverage includes initial visit, up to 8 prenatal/postpartum visits, labor and delivery support, and extended postpartum visits
- Additional Services:
 - Up to 9 extra postpartum visits with additional recommendation
- Current Doula Capacity:
 - 3 doulas contracted in Fresno, seeking more to reflect community demographics
 - Scholarships being developed for doula training



Fresno CAC_HE
Updates 3-21-25.pdf

<p>Timely Access, David Lavine, Program Manager, Provider Performance Management</p>	<ul style="list-style-type: none"> ○ Review of DMHC Standards and Anthem results <ul style="list-style-type: none"> -Purpose: will review timely access standards and surveys without a full presentation. - Timely Access Standards: <ul style="list-style-type: none"> - Managed by DMHC to ensure members can get appointments in time. - Annual Provider Appointment Availability Survey conducted in Q4. - Standards updated: divided by referral requirement (PCPs and specialists). <ul style="list-style-type: none"> - Routine appointment: 10 business days for PCPs, 15 for specialists. - Urgent appointment: 48 hours for PCPs and PPO specialists; 96 for HMO specialists (includes weekends/holidays). - Non-physician mental health follow-up within 10 business days. - After Hours Survey: <ul style="list-style-type: none"> - Message or call center must instruct members to dial 911 or visit ER in emergencies. - Providers must return urgent calls within 30 minutes. - Improvement Initiatives: <ul style="list-style-type: none"> - Timely Access Dashboard: Proactively address high-risk areas using grievance data, CAP scores, and availability survey. - Training Course: Included in provider pathways; mandate for providers failing surveys. - Advanced Access Program: Incentivizes PCPs to schedule all appointments within same/next day, alleviating survey requirements. - Monitoring Approach: <ul style="list-style-type: none"> - Continuous monitoring of timely access throughout the year; main survey conducted in Q4. <div style="text-align: center;">  <p>Anthem Timely Access Flier 3.pdf</p> </div>
<p>Committee Member Updates / Events - two minutes per person maximum</p>	<ul style="list-style-type: none"> ○ Artie Padilla: Legislative Action: Assembly member Rambula advocating for a bill. Objective: Enable Community Health Workers and doulas to receive \$29 reimbursement for ACEs screenings. Aim to increase revenue for these professionals. Offer for Connection: Artie can facilitate contact with Rambula's staff for more information ○ Mario Pena: Presentation Praise: Commendation for an excellent presentation and detailed information. Upcoming Event: Walk to End Alzheimer's: Scheduled for October 18th at Woodward Park in Fresno. Invitation extended to organizations on the call to participate as teams. Purpose and Benefits: Opportunity for PR and raising awareness about Alzheimer's disease and dementias in local communities. Collaborative efforts for awareness, education, and detail sharing welcomed. Contact Information: Provided in the chat for any questions or collaboration interests. Regional office offers no-cost services in Fresno, Madera, and Merced County communities. ○ Jim Richardson from Central Valley Vein and Wound Centers Services Provided: Wound care and amputation prevention. Locations in Hanford, Visalia, Selma, and Fresno/Clovis.

	<p>Target Population: 80% of members are Medi-Cal recipients. Urgent care available when needed. Staff is bilingual</p> <p>New Location: Recently opened fifth center in Stockton, CA. Plans to serve similar community.</p> <p>Request: Seeking connections with community organizations serving the Medi-Cal community in San Joaquin and Stanislaus Counties. Contact details shared in the chat for collaboration opportunities.</p> <ul style="list-style-type: none"> Latisha from Fresno County Department of Public Health <p>Measles Update: Current situation: 2 confirmed cases in Fresno County Not yet classified as an outbreak (requires 3 cases).</p> <p>Action Steps: Educate clients and community on measles. Visit department website for updates and information. Contact tracing underway for exposed individuals</p> <p>Acknowledgements: Appreciation for Khalil's presentation and shared statistics. Gratitude for information and insights on health and mental issues.</p>
<p>Anthem Updates</p> <ul style="list-style-type: none"> County Account Management Special Programs / CalAIM Health Education Cultural and Linguistics Provider Relationship Telehealth Programs Marketing / Community Relations Quality Improvement / Provider Success 	<ul style="list-style-type: none"> Anthem's Data Report for Fresno County CAC Q1 is attached to include, membership, transportation, and LiveHealth Online utilization and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information. <div data-bbox="505 968 716 1094">  <p>Anthem Data Report Fresno County Q1 2025</p> </div>
<p>Closing Remarks & Next Meeting</p>	<ul style="list-style-type: none"> Next Meeting: 3rd FRI of the 3rd MO of each Q: 11:30 - 12:30 <ul style="list-style-type: none"> 6/20/2025 9/19/2025 12/19/2025

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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