








**Tulare County
Community Advisory Committee
Meeting Minutes**

DATE:	March 24, 2025
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Meeting Attendees:</p> <p>Flores, Rosa: Anthem Tullis, Liz: Anthem Sandy Navarro: Tulare County</p> <p>Anthony Gracian Timberly Romero: First 5 Tulare County Sam Contreras Erica Cubas: Altura Serrano, Mayra: Anthem Macklin, Kalil: Anthem Giancarlo V Bruno: Tulare County George M. Jagatic: Tulare County</p> <p>Hernandez, Cassandra: Anthem Linda Ledesma Carmen Escobar: Tulare County Jessica Veliz: United Way Tulare County Lavine, David: Anthem Ercilia Montemayor: Tulare County Ellie Arellano: United Way Tulare County Yeranosyan, Maryiat: Anthem Andrea Kelly Correa-Blanco, Laura Sandra Escudero Joy J Hilty: Tulare County Betancourt, Rosa: Anthem Graciela Soto Maciel, Crystal: Anthem Aide Hernandez CVEA Raveena Singh: Health Collaborative</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 <p>Kalil asked for those present to think of Anthem Medi-Cal members that may want to join the CAC and let her know of anyone interested.</p>
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. Kalil shared that he will send out the survey after the meeting and thanked those who will complete it in advance.</p>
Mission Drive Finance	<p>Kalil shared information on Mission Drive Finance.</p> <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 1394 643 1461">  </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. <p>Mayra shared some of our updates in terms of our Health Equity strategy and where we landed in 2024 and what's in store for 2025 and really want your feedback and your input on. Mayra reviewed the Health Equity transformation plan which is a comprehensive assessment of all our quality improvement and Health Equity activities that we do every year. It provides the blueprint for the upcoming year and it demonstrates our objectives, the scope of activities, our processes, our systems and strategies so that we can</p>

	<p>improve the quality of care and services provided to our Medicaid members. This report is presented to our Community Advisory Committee and also to our quality improvement and Health Equity committee where there is a deeper dive into some of that strategy development. If anyone is interested in the Health Equity Committee let Mayra know at Mayra.Serrano@anthem.com.</p> <p>Mayra also shared information on Anthem's Doula benefit. Doula's provide education and what to expect during labor. During labor they provide support, encouragement and guidance. There are currently zero doulas in Madera County. Marya encouraged those interested to reach out to her.</p> <div data-bbox="587 659 639 718" data-label="Image">  </div> <p>Tulare CAC_HE Updates 3-24-25.pdf</p>
<p>Timely Access, David Lavine, Program Manager, Provider Performance Management</p>	<ul style="list-style-type: none"> ○ Review of DMHC Standards and Anthem results <p>David shared a few updates to the timely access standards that were changed this year. He reminded everyone that appointments have to be scheduled within certain time frames. He reviewed results from this year's provider appointment availability survey for Tulare County and shared information on a few projects to improve our timely access in Madera County. Projects include Provider / Staff education, Timely Access Training Course, Dashboard of grievances and enrollee experience survey and Advanced Access Program PCP incentive.</p> <div data-bbox="587 1251 639 1318" data-label="Image">  </div> <p>Timely Access Flier.pdf</p> <p>Feedback:</p>
<p>Cultural Linguistics Update, Alejandra Vaca, Anthem's Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> ○ Review of Member Facing Text Messaging Script <p>Alejandra Vaca, health promotion consultant senior Anthem with our health education programs shared, whenever we create health education content for our Members, we like to make sure that it's meeting the needs of our audience by conducting field testing sessions. Some of the key questions that we ask include if it's easy for our Members to read, if it's presented in an appealing way, if our Members feel represented by the material. And then also if the information is relevant to their lives. She asked for feedback on material shared. She shared a texting campaign that will be sent out to members. The campaigns intended for parents or guardians who have a child</p>

	<p>that is currently using Anti-psychotic medication and encourages the parent to keep to their child's treatment plan. This campaign can be provided in both English and Spanish. Members will receive the messages that were shared after confirming their date of birth, to protect their privacy, and then lastly 4 messages will be sent out in total. About one per month to try to avoid member abrasions with a bunch of different texting campaigns going on. She read through the text and asked for feedback.</p> <p> 15334882 1078627CAMENABC</p> <p>There was no feedback or comments provided.</p>
<p>Committee Member Updates / Events - two minutes per person maximum</p>	<p>Kalil asked if there were any members who wanted to share updates on their organizations or upcoming events, or if there were any questions in general.</p> <p>George M. Jagatic: In two weeks we have a national public health week. That is the week of April 7th, 8th, 10th and 12th. On those days at four different locations around the county, we have health and Wellness events. Please don't hesitate to contact me. Flyer in the chat box.</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 Tulare County CAC Q1 2025 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. <p> Anthem Data Report Tulare County Q1 202</p>
<p>Closing Remarks & Next Meeting</p>	<ul style="list-style-type: none"> ○ Next Meeting: 4th MON of the 3rd MO of each Q: 11:30 - 12:30



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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