







**Calaveras County
Community Advisory Committee Meeting
Written Update**

DATE:	June 13, 2024
TIME:	12:00 p.m. – 1:00 p.m.
LOCATION:	Microsoft Teams Click here to join the meeting

SUBJECT	TOPICS
<p>➤ Account Management</p>	<p>General</p> <ul style="list-style-type: none"> Quantified Ventures – Kamyia Sanjay <p>The social impact advisory firm Quantified Ventures, has partnered with Anthem Blue Cross to support in networking with stakeholders who regularly interact with community members. The aim is to understand how engagement within underserved, specific populations of focus occurs and how services can be promoted. Kamyia intends to contact individual organizations to schedule one-on-one stakeholder meetings, with the aim of customizing the approach.</p> <p align="center">  Q2 CAC Meetings QV POFs Slide.pdf </p> <ul style="list-style-type: none"> Timely Access/PAAS—David Lavine <p>David Lavine, a program manager with Anthem Medi-Cal, oversees timely access to care, the provider appointment availability survey, and the after-hours survey. He underlined the importance of timely access to care for preventive medicine, patient loyalty, and class stratification.</p> <p>Anthem reports timely access to the Department of Managed Healthcare via the provider appointment availability survey and the after-hours survey. There are detailed survey strategies, processes, results, and compliance thresholds and less than 70% compliance in areas such as urgent and non-urgent appointments results in corrective action plans for providers.</p> <p>There are incentives for meeting standards through the 'medical value payment program' and potential penalties for non-compliant providers, which could escalate up to contractual sanctions in cases of repeated noncompliance.</p>

	<p>In terms of improving timely access to health care, the suggested strategies are ensuring that the front office staff is properly trained on the importance of timely access, setting up policies to leave last-minute slots available for urgent or sick appointments, utilizing telehealth, and keeping demographic information (like phone numbers and emails) up to date.</p> <p>Anthem will launch a timely access training course for educational purposes and is working on a system that uses combined data to identify problem areas in network access, with the aim of bridging these gaps. They're also running a project on advanced access, where if a primary care provider schedules all appointments within the same or next day, they are automatically compliant in the provider appointment availability survey.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Anthem Timely Access Flier.pdf </div> <div style="text-align: center;">  Q3 2024 Timely Access Bulletin.pdf </div> <div style="text-align: center;">  Timely Access and the Prov Appt Avail </div> </div> <ul style="list-style-type: none"> <p>• Ready, Set, Renew Medi-Cal Redetermination Campaign—Desiree Dalby</p> <p>A reminder about Anthem’s Ready, Set, Renew campaign centered around Medi-Cal Redetermination. This is a reminder for all Medi-Cal Members to update their contact information to ensure they avoid any lapse in coverage.</p> <div style="text-align: center;">  6155712 1033874CAMENABS </div> <p>• Utilization Report</p> <ul style="list-style-type: none"> - Membership - LiveHealth Online - ModivCare Transportation <div style="text-align: center;">  2024 Q2 Calaveras County CAC Data.pc </div>
<p>➤ Provider Experience</p>	<p>No updates.</p>
<p>➤ CalAIM</p>	<p>No updates.</p>



<p>➤ Quality Management</p>	<p>No updates.</p>
<p>➤ Community Relations</p>	<p>No updates.</p>
<p>➤ Community Member Updates</p>	<p>This is your opportunity to share what is happening with your organization and in the community, i.e. upcoming events.</p>
<p>2024 Meeting Schedule</p>	<p>Next Meeting: TBD</p>

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Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).	<i>Spanish</i>
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。	<i>Chinese</i>
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.	<i>Hmong</i>
Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).	<i>Russian</i>
Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.	<i>Tagalog</i>
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.	<i>Vietnamese</i>