







**Fresno County  
Community Advisory Committee  
Minutes**

<b>DATE:</b>	May 17, 2023
<b>TIME:</b>	11:30 – 12:30 PM
<b>LOCATION:</b>	Microsoft Teams

<b>SUBJECT</b>	<b>DISCUSSION</b>
<b>Welcome</b>	<p>Lali Welcomed everyone to the meeting. In attendance:</p> <p>Lindsay Harris, Fresno County Social Services Program Yvonne Cortez, Fresno County Social Services Program Pang Vallembois, CHW Lead, Anthem Crystal Rodriguez, Clovis Adult Education Hannah Norman, First 5 Fresno County Cheryl Laundry, Special Programs/CalAIM, Anthem Kamya Sanjay, Quantified Ventures Dwayne Calloway, Gainwell Technologies Amber Ratzlaff, Exceptional Parent Unlimited Cindy Jurado, First 5 Fresno County Rosa Flores, Outreach Specialist/CHW, Anthem April Henry, Highway City Community Development Diana Moreno, Fresno Public Health Rhoda Gonzalez, Fresno Oral Health, and School Based Sealant Prg. Valerie Martinez, Fresno Public Health Kashia Vu, The Fresno Center Natalie Adolph, Fresno Public Health, SPHN, CPSP David Lavine, Provider Performance, Anthem Alejandra Vaca, Health Education/Cultural Linguistics, Anthem Sonny Vang, The Fresno Center Linda Hicks, Fresno Public Health, PHN, SIDS/FIRM Brandi Muro, California Health Collaborative Carmina Ramos, Resiliency Center May Ly, Pearl Suite Deysi Sierra, Quality Management, Anthem Jessica Tapia, Anthem Brittini Binning, Fresno Public Health Sandra Velasco, Provider Success, Anthem Felicity Garland, Fresno County Marie Rodrigues, Gainwell Technologies Jesse Lara, Disability Rights Susan Danovan, Quantified Ventures</p>

	<p>Cindy Moua, Centro La Familia Lali Witrago, Account Management, Anthem</p>
<p><b>Purpose of the Community Advisory Committee</b></p>	<ul style="list-style-type: none"> <li>○ Provide input and recommendations to Anthem’s programs and services.</li> <li>○ Meet others to learn about resources.</li> <li>○ Looking for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Lali at <a href="mailto:eulalia.witrago@anthem.com">eulalia.witrago@anthem.com</a></li> </ul>
<p><b>Medi-Cal Application and Renewal Process, Lindsay Harris, Fresno County Social Services Program Supervisor</b></p>	<ul style="list-style-type: none"> <li>○ Lindsay and Yvonne presented on Medicaid also known as Medi-Cal in California. Medi-Cal offers no cost and low-cost health care coverage including doctor, dentist, prescription drugs, vision care, family planning, mental health care and drug and alcohol treatment.</li> <li>○ They also spoke on Medi-Cal renewals. Many families who auto renew based on no changes, receive a letter stating no action needed otherwise 60 days prior to renewal, families not auto renewing receive a packet to complete and return.</li> <li>○ Medi-Cal also offers retroactive coverage if the applicant has incurred medical expenses in any of the three months prior to the month.</li> <li>○ Medicare Saving Program also helps individuals cover the state Medicare Premiums.</li> <li>○ Medi-Cal has also been expanded to all individuals regardless of immigration status however all other requirements must be meet.</li> <li>○ Medi-Cal has eliminated property assets. Eligibility only based on income.</li> <li>○ Once someone applies and is approved for Medi-Cal, there's the healthcare option, which means they have to enroll in a health plan. They can select Anthem Blue Cross, CalViva or Kaiser. Once they are enrolled or approved for Medi-Cal, we send that referral over to Health Care Options (HCO) stating this client's been approved and we give the contact information of the client so they can reach out and help the client select a plan.</li> <li>○ If the client does not select a plan within 30 days, health care options will select a plan and a provider on their behalf.</li> <li>○ Each county also has multiple organizations registered to assist clients.</li> <li>○ Pang asked: What is the turnaround time for online application to be processed and a response to be provided to the applicant?</li> <li>○ Pang mentioned the challenge they have faced is that on most days is communication via phone line, as there has been a significant wait time for callers and most time calls are unable to get through due to reaching max capacity of call for the day. What are some potential alternative communication channels that could be utilized to facilitate direct access to a Caseworker when in-person visits are not feasible? Any insights would be helpful.</li> <li>○ Cindy: How many families are auto renewed? Or the percentage of families who are auto renewed every year especially families with children 0 to 5?</li> <li>○ Lindsay shared Fresno County has been able to bring new staff onboard to help reduce wait times. Individuals can apply online at <a href="http://www.BenefitsCal.com">www.BenefitsCal.com</a> and social services also has multiple locations, e.g.,</li> </ul>

	<p>Coalinga, Kerman, Reedley, Selma, W Fresno, and Sunnyside for individuals to go for help.</p> <ul style="list-style-type: none"> <li>○ For more information or in-service presentations, contact Lindsay Harris, Fresno County DSS at <a href="mailto:lharris@fresnocountyca.gov">lharris@fresnocountyca.gov</a>, 559-600-7569.</li> </ul>
<p><b>Text Messaging Campaign Review</b> Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> <li>○ Alejandra presented text message campaign on PCP / OB Provider selection to gain feedback. A few prompts she shared for all to consider included: is the message easy to read, is this presented in an organized manner, are members represented, and is this relevant to their lives? Message was presented in Spanish with English version read out loud.</li> <li>○ Alejandra shared a few scripts in Spanish while reading the English version. Messages included option to request primary care provider, if pregnant needs for an OB provider. Others included options for sexually transmitted diseases information and appointments as well as needs for family planning. Lastly, messages included options for transportation and information on the website.</li> <li>○ The attendees agreed with the message and did not any immediate input.</li> <li>○ If anyone has questions or further feedback, contact Alejandra at <a href="mailto:Alejandra.Vaca@anthem.com">Alejandra.Vaca@anthem.com</a></li> </ul>
<p><b>Children &amp; Youth and Birth Equity Populations of Focus</b>, Kamy Sanjay, Quantified Ventures Senior Associate</p>	<ul style="list-style-type: none"> <li>○ Susan Donovan, Director of Quantified Ventures presented on the Children &amp; Youth and Birth Equity Populations of Focus.</li> <li>○ Quantified Ventures is working with Anthem as a consultant to identify organizations serving children and youth who would be interested in contracting with Anthem.</li> <li>○ Anyone interested on a discussion regarding contracting with Anthem, contact Quantified Ventures <a href="mailto:atvsanjay@quantifiedventures.com">atvsanjay@quantifiedventures.com</a></li> <li>○ Linda Hicks posted the following: please reach out to me I am the FIRM Coordinator for Fresno County and we have lots of recommendations around getting our moms into CalAIM <a href="mailto:lhicks@fresnocountyca.gov">lhicks@fresnocountyca.gov</a></li> </ul>
<p><b>Committee Member Updates / Events</b></p>	<ul style="list-style-type: none"> <li>○ No community updates during the meeting.</li> </ul>
<p><b>Anthem’s Healthy Rewards for Members</b>, Deysi Sierra, Anthem’s Business Analyst</p>	<ul style="list-style-type: none"> <li>○ Deysi supports Anthem’s Quality Management. She presented on Anthem’s Healthy Rewards.</li> <li>○ Deysi shared the Healthy Rewards provider flyer which includes an outline of the healthy activities, who’s eligible, reward amount and frequency.</li> <li>○ Deysi mentioned members must have Anthem Medi-Cal as their primary insurance. She shared it typically takes 90 days for reward to be posted and member able to be redeemed.</li> <li>○ Members can call HR 888-990-8681 (TTY 711) or visit the website to view and redeem rewards at <a href="https://mss.anthem.com/california-medicaid/home.html">https://mss.anthem.com/california-medicaid/home.html</a></li> <li>○ Members can also access their Healthy Rewards through the Sydney App.</li> <li>○ Deysi reminded everyone that this flyer is for providers/ clinics/ organizations use only. Flyer also available on the provider section of the website.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Deysi mentioned a member brochure is under production and will be available soon.</li> <li>○ Members can also access their Healthy Rewards through the Sydney App.</li> <li>○ For more questions or for additional information, contact Deysi <a href="mailto:deysi.sierra@anthem.com">deysi.sierra@anthem.com</a></li> </ul>  <p>CABC-CD-053882-24 EXPRESS Hlthy Rwrds</p>
<p><b>Anthem Updates</b></p> <ul style="list-style-type: none"> <li>○ County Account Management</li> <li>○ Special Programs / CalAIM</li> <li>○ Health Education</li> <li>○ Cultural and Linguistics</li> <li>○ Provider Relations</li> <li>○ Telehealth Programs</li> <li>○ Marketing / Community Relations</li> <li>○ Quality Improvement / Provider Success</li> </ul>	<ul style="list-style-type: none"> <li>○ Lali highlighted the information presented on Anthem’s Data Report for Fresno County CAC-Q2. Membership, transportation, and LiveHealth Online utilization. Medi-Cal Ready-Set-Renew, and CalAIM’s Doula, Community Health Worker, Enhanced Care Management, and Community Supports Information.</li> </ul>  <p>Anthem Data Report Fresno County CAC_C</p> <ul style="list-style-type: none"> <li>○ Cheryl mentioned Findhelp and mentioned organizations can use Findhelp to refer Anthem members for CalAIM Enhanced Case Management and/or Community Supports. Anthem’s Findhelp <a href="https://anthembcfindhelp.com/">https://anthembcfindhelp.com/</a></li> <li>○ David presented regarding new requirements around timely access to care. Anthem conducts a random sample to assess providers compliance with the 48-hour appointment and 96 hours appointment requirement for PCP and Specialist care respectively. For complete details, please refer to the documents below.</li> </ul>   <p>Anthem Timely Access Flier.pdf      Anthem Policy and Procedures - Advance</p> <ul style="list-style-type: none"> <li>○ Lali referenced the two following links for attendees to visit for more information. <ul style="list-style-type: none"> <li>○ Medi-Cal Renewal – DHCS Dashboard. <a href="https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx#Enrollment">https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx#Enrollment</a></li> <li>○ Full Scope Medi-Cal Expansion for Adults Ages 26 through 49 regardless of immigration status. <a href="https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx">https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx</a></li> </ul> </li> </ul>
<p><b>Closing Remarks &amp; Next Meeting</b></p>	<ul style="list-style-type: none"> <li>○ Next Meeting: <ul style="list-style-type: none"> <li>● Second Friday of the second month of each quarter from 11:30 – 12:30 pm - Next meeting: August 16, 2024.</li> </ul> </li> </ul>



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*