


Inyo County and Mono County  
Community Advisory Committee Meeting  
Minutes

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| DATE:     | June 21, 2024  |
| TIME:     | 12:00 p.m. – 1:00 p.m.   |
| LOCATION: | Microsoft Teams<br><a href="#">Click here to join the meeting</a><br>Meeting ID: 260 249 076 915<br>Passcode: yMLvGc |

| SUBJECT                   | TOPICS   |
|---------------------------|--|
| Welcome and Introductions | <ul style="list-style-type: none"> <li>• Denise Ornelas, Program Manager, Anthem Blue Cross</li> <li>• Desiree Dalby, Program Manager, Anthem Blue Cross</li> <li>• Melissa Stringfellow, Anthem Blue Cross</li> <li>• Chester Czuj, Quantified Ventures</li> <li>• Mary McGee, Maximus</li> <li>• Raquel Cabrera, Maximus</li> <li>• Tamiko Perry</li> <li>• Kelli More, Mammoth Hospital</li> <li>• Connor Polcyn, Mammoth Hospital</li> <li>• Annaliesa Calhoun, First 5 Mono</li> </ul>  |
| Account Management        | <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Quantified Ventures – Chester Czuj</li> </ul> <p>Chester from the social impact advisory firm Quantified Ventures, shared the collaboration with Anthem. He expressed an interest 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. Chester intends to contact individual organizations to schedule one-on-one stakeholder meetings, with the aim of customizing the approach.</p> <div style="text-align: center;">  <p>Q2 CAC Meetings<br/>QV POFs Slide.pdf</p> </div> <ul style="list-style-type: none"> <li>• Ready, Set, Renew/Medi-Cal Redetermination</li> </ul> |

Desiree shared 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.



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- **LHD Collaboration**

Desiree then shared about the collaboration happening with the Managed Care Plans and Inyo and Mono County Public Health Departments to co-develop a SMART Goal that aligns with the goals and priorities in the county's CHA/CHIP.

- **MOU Execution**

Desiree shared about the efforts currently underway to execute the LHD, MHP-SMHS, DMC State Plan, IHSS, County Child Welfare, and WIC MOUs within the county. The goal is to have these executed by Q3/Q4 2024.

- **Timely Access – David Lavine**





David Lavine, a program manager with Anthem Medi-Cal, provided information on 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.

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. Less than 70% compliance in areas such as urgent and non-urgent appointments results in corrective action plans for providers.

There are also 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.

In terms of improving timely access to health care, the suggested strategies such 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.

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

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|                                 | <p>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;"> <br/>             Anthem Timely Access Flier.pdf         </div> <div style="text-align: center;"> <br/>             Timely Access and the Prov Appt Availb         </div> <div style="text-align: center;"> <br/>             Q3 2024 Timely Access Bulletin.pdf         </div> </div> <p><b>Utilization Report</b><br/>         Denise reviewed the Q2 2024 Anthem data report for Inyo and Mono Counties.</p> <ul style="list-style-type: none"> <li>• Membership</li> <li>• LiveHealth Online</li> <li>• ModivCare Transportation</li> </ul> <div style="text-align: center; margin-top: 10px;"> <br/>             2024-Q2 Inyo_Mono CAC Dat         </div> |
| <p>Provider Experience</p>      | <p>No updates.</p>   |
| <p>Quality Management</p>       | <p>No updates.</p>   |
| <p>Community Relations</p>      | <p>No updates.</p>   |
| <p>CaliforniaAIM</p>            | <p>No updates.</p>   |
| <p>Community Member Updates</p> | <p>No updates.</p>   |



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| 2024 Meeting Schedule | Next Meeting: TBD |
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[www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal)

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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*