












## Kings County Community Advisory Committee Minutes

<b>DATE:</b>	June 3, 2023
<b>TIME:</b>	11:30 – 12:30 PM
<b>LOCATION:</b>	Microsoft Teams

SUBJECT	DISCUSSION
<b>Welcome</b>	<p>Lali Welcomed everyone to the meeting. In attendance:</p> <p>Barbie Brown, UCP Central California            Yvette Moreno, 211            Jessika Schneider, Champions Recovery            Lydia Santillan, California Connect            Gisselle Tamayo, Thriving Minds, Kings Partnership            Carmen Escobar, Tulare and Kings Counties Regional Breastfeeding Liaison            Cheryl Laundry, Special Programs/CalAIM, Anthem            Morgan Hart, Quantified Ventures            David Lavine, Provider Performance, Anthem            Will Sanchez, Community Relations, Anthem            Rosa Flores, Outreach Specialist/CHW, Anthem            Margarita Perez, Champions Recovery            Aliyah Ortiz, Kings Partnership            Jacob Pennington, American Heart Association            Karina Casarez, Kings Partnership            Savino Perico, Kings Community Action Organization            Deysi Sierra, Quality Management, Anthem            Clarissa Ravelo, First 5 Kings County            Marilyn Castaneda, Kings Partnership            Alejandra Vaca, Health Education and Cultural Linguistics Programs, Anthem            Maryiat Yeranosyan, Telehealth Programs, Anthem            David Long, Kings County Public Health            Liz Tullis, FSR, Anthem            Winslow Lowe, Champions Recovery            James Richardson, Central Valley Vain and Wound            Ashley Nuhfer, Kings County Library            Lali Witrago, County Management, Anthem</p>
<b>Purpose of the Community Advisory Committee</b>	<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>○ Anthem Medi-Cal members to join and provide input. Please refer anyone interested to Lali at <a href="mailto:eulalia.witrago@anthem.com">eulalia.witrago@anthem.com</a></li> </ul>

<p><b>Children &amp; Youth and Birth Equity Populations of Focus, Morgan, Quantified Ventures</b></p>	<ul style="list-style-type: none"> <li>○ Morgan from Quantified Ventures (QV) 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 providing feedback to Anthem and/or possibly contract or refer other organizations who serve these populations of focus. QV would like to connect with organization serving this population to also promote resources and referrals.</li> <li>○ Anyone interested on a discussion, please contact Kamyia Sanjay at <a href="mailto:Sanjay@QuantifiedVentures.com">Sanjay@QuantifiedVentures.com</a>. She may also be reaching out in the next week or two.</li> </ul>
<p><b>CalAIM Update, Cheryl Laundry, Anthem’s CalAIM Program Manager</b></p>	<ul style="list-style-type: none"> <li>○ Cheryl presenting on Findhelp and reported that organizations can use Findhelp to refer Anthem members for CalAIM Enhanced Case Management and/or Community Supports. Anyone can access Anthem’s Findhelp at <a href="https://anthembcfindhelp.com/">https://anthembcfindhelp.com/</a>. For complete details, refer to slide deck attached. For questions or training, contact Cheryl at <a href="mailto:Cheryl.Laundry@Anthem.com">Cheryl.Laundry@Anthem.com</a></li> </ul> <div style="text-align: center;">  <p>findhelpCommunity Resource Link with Ar</p> </div>
<p><b>Text Messaging Campaign Review Alejandra Vaca, Anthem’s Health Promotion</b></p>	<ul style="list-style-type: none"> <li>○ Alejandra presented on asthma medication for children and asthma medication for adults. She requested feedback from the group and provided a few prompts for all to consider which include: is the message easy to read, is this presented in an organized manner, are members represented, and is this relevant to their lives?</li> <li>○ On the asthma message for adults, Lali recommended to check on las word “sibilancias” as this does not seem to be a familiar or common word.</li> <li>○ Alejandra also presented on schizophrenia medication. James mentioned the important to perhaps add a comment around “if you missed doses, don’t try to catch up and/or talk to your doctor.” He stated reading an article on this recently. Clarissa also agreed.</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>Committee Member Updates / Events</b></p>	<ul style="list-style-type: none"> <li>○ Barbie, UCP, reported they just completed a graduation where seventeen 3-year-old children graduated. Graduation had to be moved to outside due to water issues in the building.</li> <li>○ Lydia, California Connect, previously known as California Phones. She shared there is a new agency taking over and recommends for individuals to call the agency’s 1-800-806-1191 number moving forward with any questions on equipment, services, etc.</li> <li>○ Ashley, Kings County Library, shared they will be starting the Summer Reading Program soon with sign ups starting on June 10<sup>th</sup>. The program “Read, Renew, Repeat” is for kids of all ages at all seven sites. Refer to the general calendar here and for details per city, refer to the zip file with individual calendars. For questions, please contact Ashley at</li> </ul>

	<p><a href="mailto:ashley.nuhfer@kingscountylibrary.org">ashley.nuhfer@kingscountylibrary.org</a></p> <p> SRP 2024 calendar.pdf</p> <ul style="list-style-type: none"> <li>○ Aliyah, Kings Partnership, shared the following: 1) Kings Partnership is having their 2024 Annual Meeting on Thursday, June 20th from 12:00pm-2:00pm at Koinonia Church. She encouraged everyone to join KP for an afternoon of networking, collaboration, and delicious food as we reflect on our achievements from the year. RSVP Here: <a href="https://docs.google.com/forms/d/e/1FAIpQLSdBilLPQLuc5suVL0eyTGIOOg-L-dp8uQVN_jVbRwNN9hKkPKw/viewform">https://docs.google.com/forms/d/e/1FAIpQLSdBilLPQLuc5suVL0eyTGIOOg-L-dp8uQVN_jVbRwNN9hKkPKw/viewform</a>, 2) to join the Tune in Tuesday Newsletter, please register here <a href="https://www.kfpf.org/tiles/index/display?id=225749726602353240">https://www.kfpf.org/tiles/index/display?id=225749726602353240</a> and 3) for questions, contact Aliyah at <a href="mailto:aliyah@kfpf.org">aliyah@kfpf.org</a>.</li> <li>○ Giselle, Kings Partnership. Shared about the new program “Thriving Minds.” They are currently offering monthly wellness sessions. Please have individuals RSVP as there is a 15–20-person limit per session. Next session is on June 26<sup>th</sup>. Thriving Minds Monthly Wellness offers Yoga and Sound Healing. Please refer to social media link as well as attached flyer. Visit Facebook and/or contact Gisselle for more information at <a href="mailto:gisselle@kfpf.org">gisselle@kfpf.org</a> and <a href="https://www.facebook.com/photo?fbid=772564905009851&amp;set=pcb.772564938343181">https://www.facebook.com/photo?fbid=772564905009851&amp;set=pcb.772564938343181</a>.</li> </ul> <p> Monthly Wellness Session.pdf</p> <ul style="list-style-type: none"> <li>○ Carmen, Kings County WIC program, shared they are now conducting baby showers for third trimester pregnant persons. Anthem is one of the sponsors for baby showers. Topics include baby behavior class, mental maternal wellness, among other topics.</li> </ul>
<p><b>Timely Access to Care,</b> David Lavine, Provider Performance Management</p>	<ul style="list-style-type: none"> <li>○ David presented on the following Timely Access areas:             <ol style="list-style-type: none"> <li>1. Importance of Timely Access slides which include details on incentives for compliance as well as penalties for non-compliance. Refer to slides for complete details.</li> <li>2. Timely Access Flier</li> <li>3. Timely Access Provider Bulletin</li> <li>4. Advanced Access Policy and Procedure</li> </ol> </li> <li>○ Timely access standards require that urgent appointments be scheduled within 48 hours for a PCP and 96 hours for a specialist.</li> <li>○ Kings County dashboard as follows: for urgent appts compliance was 86% (70% was target) and for non-urgent this was 82% (70% was target).</li> <li>○ David also shared regarding the New Advanced Access program. Two ways to quality are at the provider or PMG/IPA level. Requirement is to have desktop procedure and provider attestation and provide log randomly upon request for appointment availability within 24 hours.</li> </ul>

	<ul style="list-style-type: none"> <li>○ For complete details, please refer to the attached documents and for questions or additional information, please contact David at <a href="mailto:david.lavine@anthem.com">david.lavine@anthem.com</a>.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Timely Access and the Prov Appt Availblt         </div> <div style="text-align: center;">               Q3 2024 Timely Access Bulletin.pdf         </div> <div style="text-align: center;">               Anthem Timely Access Flier.pdf         </div> <div style="text-align: center;">               Anthem Policy and Procedures - Advance         </div> </div>
<p><b>Anthem’s Healthy Rewards for Members</b>, Deysi Sierra, Anthem’s Quality Program</p>	<ul style="list-style-type: none"> <li>○ Deysi introduced herself and mentioned she supports Anthem’s Quality Management team.</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>○ She mentioned Medi-Cal must be the primary insurance for the member to be eligible and it typically takes 90 days for reward to be redeemable.</li> <li>○ For example, for children and adolescent well care visits for members ages 3 to 21 years of age, they can receive one reward of \$25 every 12 months and for breast cancer screening, members ages 50 to 74 can receive a reward of \$50.00 for completing their screening every 24 months.</li> <li>○ Members can call HR 888-990-8681 (TTY 711) or visit the website at <a href="https://mss.anthem.com/california-medicaid/home.html">https://mss.anthem.com/california-medicaid/home.html</a> to sign up and/or redeem rewards.</li> <li>○ Members can also access their Healthy Rewards through the Sydney App.</li> <li>○ Provider flyer also available on the website and also included here.</li> </ul> <div style="text-align: center;">               CABC-CD-053882-24              EXPRESS Hlthy Rwrds         </div> <ul style="list-style-type: none"> <li>○ Deysi mentioned a member brochure is under production and will be available soon. For questions, training or more information, contact Deysi at <a href="mailto:deysi.sierra@anthem.com">deysi.sierra@anthem.com</a>.</li> </ul>
<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 shared high level of Anthem Data Report for Kings County CAC Q2. Report includes Membership, transportation, and LiveHealth Online utilization. Medi-Cal Ready-Set-Renew, and CalAIM Doula, Community Health Worker, Enhanced Care Management (ECM), and Community Supports (CS) resource information also included. Refer to slide deck for complete details.</li> </ul> <div style="text-align: center;">               Anthem Data Report              Kings County CAC_Q2         </div> <ul style="list-style-type: none"> <li>○ Will Sanchez, Anthem Community Relations Representative shared he can be reached at <a href="mailto:Will.Sanchez@Anthem.com">Will.Sanchez@Anthem.com</a> and/or 559-317-7987. If anyone is planning events and or would like some support, Anthem would love to see how we can help you out.</li> <li>○ Lali referenced the Medi-Cal Renewal – DHCS Dashboard for information on renewals per county, and broken down by certain demographics. <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> </ul>



	<ul style="list-style-type: none"> <li>○ Lali also referenced the link for additional information in multiple languages around the 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>
<b>Closing Remarks &amp; Next Meeting</b>	<ul style="list-style-type: none"> <li>○ Next Meeting: <ul style="list-style-type: none"> <li>● First Monday of the third month of each quarter from 11:30 – 12:30 pm</li> <li>● September 2, 2024 (<i>Holiday</i>) – moving to September 9<sup>th</sup>, 11:30-12:30 pm</li> </ul> </li> </ul>

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We can translate this at no cost. Call the customer service number on your member ID card.	<i>English</i>
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>