











Madera County Community Advisory Committee Minutes

DATE:	June 11, 2023
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Lali welcomed everyone. In attendance:</p> <p>Erica Esquer, Outreach Specialist/CHW, Anthem Mary Crandall, EPSDT, Anthem Kamy Sanjay, Quantified Ventures Ana Rodriguez, California Rural Legal Assistance Deysi Sierra, Quality Management, Anthem Angelica Cuevas, California Rural Legal Assistance Sophia Salinas, California Health Collaborative Rosa Flores, Outreach Specialist/CHW, Anthem Diego Casillas, Madera County Department of Public Health Marissa Gonzalez, janorcal.org Lisa RochaDanks, CASA Fresno-Madera Jessica Tapia, Outreach Specialist, Anthem David Lavine, Provider Performance, Anthem Brandi Muro, California Health Collaborative Sara Bosse, Madera County Department of Public Health Cheryl Laundry, Special Programs/CalAIM, Anthem Mee Cha, LTSS, Anthem Lori Gardner, Madera County Department of Public Health Lali Witrago, County Management, Anthem</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 learn about resources. ○ Looking for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Lali at eulalia.witrago@anthem.com
Children & Youth and Birth Equity Populations of Focus, Kamy Sanjay, Quantified Ventures	<ul style="list-style-type: none"> ○ Kamy from Quantified Ventures (QV) presented on the Children & Youth and Birth Equity Populations of Focus. ○ 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.

	<ul style="list-style-type: none"> ○ Anyone interested on a discussion, please contact Kamyia Sanjay at Sanjay@QuantifiedVentures.com. She may also be reaching out in the next week or two.
<p>Timely Access to Care, David Lavine, Provider Performance Management</p>	<ul style="list-style-type: none"> ○ David presented on the following Timely Access areas: ○ 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. <ol style="list-style-type: none"> 2. Timely Access Flier 3. Timely Access Provider Bulletin 4. Advanced Access Policy and Procedure ○ Timely access standards require that urgent appointments be scheduled within 48 hours for a PCP and 96 hours for a specialist. ○ Madera’s overall compliance was 70.81% (70% was target). ○ Specialist scores are the lowest among all provider types. ○ Lori shared the hospital closure has certainly impacted specialist care availability as specialist also closed. ○ 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. ○ He added that this might help in bringing more specialty care to the county. <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <small>Timely Access and the Prov Appt Availblt</small> </div> <div style="text-align: center;">  <small>Q3 2024 Timely Access Bulletin.pdf</small> </div> <div style="text-align: center;">  <small>Anthem Timely Access Flier.pdf</small> </div> <div style="text-align: center;">  <small>Anthem Policy and Procedures - Advance</small> </div> </div>
<p>Committee Member Updates / Events</p>	<ul style="list-style-type: none"> ○ Sophia, CHC, shared the Save the Date details for the Central Valley Perinatal Symposium, 9/12/2024. For more details visit https://myemail-api.constantcontact.com/Save-the-Date---2024-Central-Valley-Perinatal-Symposium.html?soid=1111218557908&aid=HZzxAAEs1fA ○ Lisa, CASA, shared they are looking to recruit advocates in Madera County to serve children 0-10 years of age. She is also available for a quick virtual meeting / training to share with staff. For more information contact Lisa at 559-417-1912 and lisarochadanks@casafresnomadera.org. <div style="text-align: center; margin-bottom: 10px;">  <small>In-Person Info Sess Flyer 372024 (Instagr.</small> </div> <ul style="list-style-type: none"> ○ Mary, Anthem, reported on the Central Valley Immunization Coalition and invited others to join. Meetings take place second Tuesday of the month from 8-9 AM. For more information, contact Mary at Mary.Crandall@Anthem.com.

<p>Anthem’s Healthy Rewards for Members, Deysi Sierra, Anthem’s Business Analyst</p>	<ul style="list-style-type: none"> ○ Deysi introduced herself and shared she supports Anthem’s Quality Management team. ○ Deysi shared the Healthy Rewards provider flyer which includes an outline of the healthy activities, who’s eligible, reward amount and frequency. ○ 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. ○ 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. ○ Members can call HR 888-990-8681 (TTY 711) or visit the website at https://mss.anthem.com/california-medicaid/home.html to sign up and/or redeem rewards. ○ Members can also access their Healthy Rewards through the Sydney App. ○ Provider flyer also available on the website and also included here. <div style="text-align: center;">  CABC-CD-053882-24 EXPRESS Hlthy Rwrds </div> <ul style="list-style-type: none"> ○ Deysi mentioned a member brochure is under production and will be available soon. For questions, training or more information, contact Deysi at deysi.sierra@anthem.com.
<p>Anthem Updates</p> <ul style="list-style-type: none"> ○ County Account Management ○ Special Programs / CalAIM ○ Health Education ○ Cultural and Linguistics ○ Provider Relations ○ Telehealth Programs ○ Marketing / Community Relations ○ Quality Improvement / Provider Success 	<ul style="list-style-type: none"> ○ Cheryl presented 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 https://anthembcfindhelp.com/. For complete details, refer to slide deck attached. For questions or training, contact Cheryl at Cheryl.Laundry@Anthem.com <div style="text-align: center;">  findhelpCommunity Resource Link with Ar </div> <ul style="list-style-type: none"> ○ Lali shared a high-level summary of Anthem’s Data Report for Madera County CAC Q2. Report includes membership, transportation, and LiveHealth Online utilization. Resources include Medi-Cal Ready-Set-Renew, and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports information. <div style="text-align: center;">  Anthem Data Report Madera County CAC_0 </div> <ul style="list-style-type: none"> ○ Lali referenced the Medi-Cal Renewal – DHCS Dashboard for information on renewals per county, and broken down by certain demographics. https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx#Enrollment



	<ul style="list-style-type: none"> ○ 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. https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx
Closing Remarks & Next Meeting	<ul style="list-style-type: none"> ○ Next Meeting: <ul style="list-style-type: none"> ● Second Tuesday of the third month of each quarter from 11:30 – 12:30 pm. Next meeting: September 10, 2024.

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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>