










## Tulare County Community Advisory Committee Minutes


<b>DATE:</b>	May 21, 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. In attendance:</p> <p>Linda Ledesma, Lindsay Unified School District- Healthy Start FRC Anthony Gracian, Alpaugh Unified School District Adela Hernandez, Lindsay Healthy Start Family Resource Center Deysi Sierra, Quality Management, Anthem Rosa Flores, Outreach Specialist/CHW, Anthem Giancarlo Bruno, Tulare County Association of Governments Joy Hilty, Quality Assurance Nurse, Tulare Health Care Centers David Lavine, Timely Access to Care, Anthem Alexia Montoya, Health Education, Tulare County Public Health Dan Blazar, Patient Experience Officer, Sierra View Medical Center Ellie Arellano, United Way of Tulare County-211 Resource Cassandra Hernandez, Outreach Specialist/CHW, Anthem Argelia Flores, California Health Collaborative, EWC Program Kamya Sanjay, Quantified Ventures Carmen Escobar, Regional Breastfeeding Liaison, TC WIC Program Sandra Escudero, Healthy Lindsay-Healthy Community, Lindsay FRC Silvia Mandujano Estrada Roberts, Sierra View Alejandra Vaca, Health Education/Cultural and Linguistics, Anthem Devina Arroyo, Adventist Health Decinda Allen, Tulare County Emilia Avila, Central California Food Bank Ercy Montemayor, Tulare Health Care Centers Laura Villar, Health Education, Tulare County Public Health Guadalupe Manzano, California Health Collaborative Erica Cubas, Altura for Health Timberly Romero, First 5 Tulare County Sonia Duran-Aguilar, Kaweah Health 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>○ 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>Children &amp; Youth and Birth Equity Populations of Focus</b>, Susan Donovan / Kamy Sanjay, Quantified Ventures</p>	<ul style="list-style-type: none"> <li>○ Kamy Sanjay from 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> </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 colon cancer 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. Message 1: Argelia recommended to change “la colonoscopia permite detectar” to “la colonoscopia detecta”</li> <li>○ Argelia, Ercy and Linda also recommended to rephrase: “hagase la prueba hoy mismo” to “lo mas pronto posible”</li> <li>○ Alexia recommended to change recto to “rectal” since this is referencing the type of cancer and not the body part.</li> <li>○ Message 2: Linda asked if examples of what bad meats are or what processed foods are will be offered.</li> <li>○ Carmen &amp; Argelia recommended removing “esto” from “esto, de acuerdo a...”</li> <li>○ Laura, Sandra &amp; Alexia recommended changing “habitos” to “factores” since this would encompass multiple areas.</li> <li>○ Message 3: Carmen mentioned changing statement to “no presenta sintomas” instead of “puede no presenter sintomas”.</li> <li>○ Message 4: Argelia mentioned the need to change recto to “rectal”.</li> <li>○ Linda mentioned the need to include something around “the provider will be sharing instructions on how to prep.</li> <li>○ Message 5: Argelia “Las molestias de una endoscopia valen la pena”. Carmen recommended rephrasing to “pueden salvar su vida, vale la pena y las molestias”</li> <li>○ Message 6: Argelia recommended edits to reflect “y hablar sobre el riesgo de cancer del colon rectal”.</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>○ Linda mentioned they are reapplying for funding for Healthy Lindsay Healthy Community initiative with the local Lindsey Hospital Board to continue chronic disease, diabetes, and mental health wellness support to residents. This initiative has been operating for nine years and hopes to be funded for another two years.</li> <li>○ Argelia reminded the group that about Every Women Counts Program. This is a national effort to help encourage breast and cervical cancer screenings. Argelia is available to provide information and resources to others in central valley covering from Kern to Stanislaus County. Anyone interested on a presentation and/or to have Argelia attend an outreach event contact her at <a href="mailto:AFlores@healthcollaborative.org">AFlores@healthcollaborative.org</a>.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Sandra mentioned Healthy Lindsay is providing classes on diabetes at various hours based on the needs of the community. If anyone know of individuals with a need for diabetes information, please refer them to Healthy Lindsay. Information and education is provided in person and/or via telephone and/or after hours based on needs. Recently conducted an event in partnership with the senior center with focus on seniors and relevant topics. Medicare fraud was one of the topics covered. Continue to provide Bailoterapia with 35-40 people attending every class. For more information contact Sandra at <a href="mailto:sescudero@lindsay.k12.ca.us">sescudero@lindsay.k12.ca.us</a>.</li> <li>○ Anthony announced Alpaugh Unified School District 1st annual Parent Informational &amp; Resource Fair taking place on Wednesday, August 21, 2024 from 6:00 – 8:00 p.m. Address: 5313 Road 39, Alpaugh, CA 93201. Refer to flyer for complete details. <ul style="list-style-type: none"> <li></li> <li>SAVE THE DATE Flyer.pdf</li> </ul> </li> <li>○ Ercy shared about the Diabetes Awareness Health Fair scheduled for June 13<sup>th</sup> from 1-5 pm at the Tulare Health Care Center. For more information contact George at <a href="mailto:GJagatic@tularecounty.ca.gov">GJagatic@tularecounty.ca.gov</a>. <ul style="list-style-type: none"> <li></li> <li>Diabetes Health FairEngSpaFinal.pdf</li> </ul> </li> <li>○ Carmen reported Tulare WIC is working on promotional campaign due to come out in August and encourage everyone to be in the look out.</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 introduced herself and shared 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 among 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. <ul style="list-style-type: none"> <li></li> <li>CABC-CD-053882-24 EXPRESS Hlthy Rwrds</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Sandra asked if this flyer can be provided to members. Deysi shared this flyer is for providers only however a member brochure is under production and will be available soon.</li> <li>○ Ercy mentioned this is a bit difficult for members to navigate and the clinic developed a workflow for interns and staff to help members navigate.</li> <li>○ Ercy shared a good story from a member after her postpartum visit, staff were able to assist her and found out she has two \$100 rewards to redeem and was able to purchase a pink car seat for her newborn.</li> <li>○ Sonia shared concern from members regarding no immediate gratification.</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>○ Overall compliance was 85.95% for Tulare County.</li> <li>○ 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> <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; margin-top: 20px;"> <div style="text-align: center;">               Timely Access and the Prov Appt Availblt         </div> <div style="text-align: center;">               Anthem Policy and Procedures - Advance24         </div> <div style="text-align: center;">               CABC-CDCM-050906- Q1 2024 Timely Ac         </div> <div style="text-align: center;">               Anthem Timely Access Flier.pdf         </div> </div>

<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 a high-level summary of Anthem’s Data Report for Tulare County CAC Q2. Membership, transportation, and LiveHealth Online utilization. Medi-Cal Ready-Set-Renew, and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports Information.</li> </ul> <div style="text-align: center;">  <p>Anthem Data Report Tulare County CAC_Q2</p> </div> <ul style="list-style-type: none"> <li>○ Lali also referenced the following links:</li> <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>
<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 Tuesday of the second month of each quarter from 11:30 – 12:30 pm. Next meeting: August 13, 2024.</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>