




**Fresno County
Community Advisory Committee Meeting Minutes
Q2 2025**





DATE:	June 20, 2025
TIME:	11:30 am – 12:30 pm
LOCATION:	<p style="text-align: center;"><u>Microsoft Teams</u></p> <p style="text-align: center;"><u>Join the meeting now</u></p> <p style="text-align: center;">Meeting ID: 238 964 436 973 Passcode: fY77wg3r</p>


SUBJECT	TOPICS
Welcome and Introductions	<ul style="list-style-type: none">• Welcomed everyone to the meeting• Requested all attendees to put their information in the chat (name and organization)• Introduced: Alaiza Tionson, Anthem Program Administrator• Introduced: Miguel Perez Lopez, Anthem Program Manager <p>Attendees:</p> <p>Community:</p> <ul style="list-style-type: none">• Sonia Parada - Medi-Cal Health Care Options• Brittini Binning- Health Education Specialist- Fresno County Department of Public Health- Congenital Syphilis Case Management Program• Alicia Ferrer - CalFresh Program Manager for the Central California Food Bank• Chrei Cruz - The Fresno Center• Bekah Kirkish - HES, Dept of Public Health, Fresno County Local Oral Health Program (LOHP)• Jodeci Felix - Health Educator/Project Director, Fresno County Department of Public Health, Local Oral Health Program <p>Anthem:</p>








	<ul style="list-style-type: none"> • Jessica Mann – CHW • Maichee Vang - Community Relations Rep • Miguel Perez Lopez – Program Manager • Janet Paine – Director of Program Management • Sheryll Chavira – Director of Community Engagement and Growth • Maryiat Yeranosyan - Program Consultant
<p>Account Management</p> <p>Purpose of the Community Advisory Committee</p>	<p>Reminder:</p> <ul style="list-style-type: none"> • Provide input and recommendations to Anthem’s programs and services. • Meet others to share and learn about resources. • Looking for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Alaiza Tionson at AlaizaMae.Tionson@Anthem.com <ul style="list-style-type: none"> ○ Medi-Cal members who participate in the community advisory committee meetings are eligible for a \$50 gift card to Target or Walmart
<p>Follow Up</p>	<p>No follow-ups from Q1 to report.</p>
<p>Health Education: Janet Paine on behalf of Alejandra Vaca, Health Promotion Consultant</p>	<p>On behalf of Alejandra Vaca, Janet Paine presented on the Health Education Referral form and the Health Education Sessions for Members:</p> <ul style="list-style-type: none"> • Alejandra Vaca, the health promotion consultant, was unable to attend, so Janet E. Paine provided the update on her behalf. • Anthem offers personalized one-on-one health education sessions for members at no cost. <ul style="list-style-type: none"> ○ The sessions cover various topics such as adolescent and children's health, nutrition, tobacco cessation, men's health, immunizations, healthy weight management, stress management, and women's health. ○ Sessions are available in English and Spanish; other languages can be accommodated through interpreter services.

	<ul style="list-style-type: none"> • Members can be referred to the program by their primary care provider, other internal Anthem associates, or they can self-refer. • Members can contact Anthem's customer care center directly, using the number on the back of their ID card, to request services. • The health education referral form is available on the provider website for submitting referrals and includes options for special accommodations and various topics. <p>For more information on Health Education, please reach out to Alejandra Vaca at Alejandra.Vaca@anthem.com.</p> <ul style="list-style-type: none"> • California Provider - Anthem Blue Cross <ul style="list-style-type: none"> ○ Referral form is located at the Anthem Providers – California page, under Resources > Forms > Patient Care > Health Education Referral Form • Provider Forms <div style="text-align: center;">  CA_CAID_HealthEducationReferralForm.pdf </div>
<p>Program Consultant: Maryiat Yeranosyan</p>	<p>Maryiat Yeranosyan presented on Anthem’s Provider Manual:</p> <ul style="list-style-type: none"> • The California Medicaid provider manual is typically updated two to three times a year to reflect important information for providers. • Updates include regulations, processes, credentialing, claims submission, compliance requirements, and information on special programs like transportation and telehealth. • The most recent update went live in November 2024, with the next update scheduled for July 15, 2025. • A 90-day notice is provided before updates go live, detailing changes in subsections and sections. • Recent updates included removal of defunct program languages and compliance additions for various bills and directives, such as Assembly Bills 28, 2843, and 2129, and non-specialty outpatient mental health treatment.

	<ul style="list-style-type: none"> • New information was added on community-based adult services, doula services limitations, targeted rate increases, and compliance requirements for subcontractors. • Updates are sourced from APLs, Senate and Assembly bills, DHCS, DMHC, and other health-related regulators. • The provider manual is a public document accessible via a link, which updates automatically with any changes. <p>For more information on Anthem’s Provider Manual, please reach out to Maryiat Yeranosyan at Maryiat.Yeranosyan@anthem.com.</p> <div data-bbox="782 667 831 730" data-label="Image"> </div> <p>CA_CAID_ProviderManual.pdf</p>
<p>Get Connected Program: Janet Paine on behalf of Steven Torchia, Innovation Director</p>	<p>On behalf of Steven Torchia, Janet Paine presented on the Get Connected for Health Program:</p> <ul style="list-style-type: none"> • Steven Torchia, Innovation Director at Anthem, was unable to attend, so Janet E. Paineso provided the update on his behalf. • "Get Connected" is a program offering free cell phones to California Medi-Cal recipients, in collaboration with California Lifeline, Verizon, and AT&T. • Phones come pre-loaded with the Sydney Care app, Live Health Online app, and key contact numbers for easy access to Anthem services. • Members can also install other apps at their discretion and use the phones for outgoing and incoming calls. • A member outreach campaign is planned for late June to inform Anthem Medi-Cal members about the program and how to access it. • Key program highlights from a video included: <ul style="list-style-type: none"> Providing high-quality smartphones with unlimited data, talk, and text. <ul style="list-style-type: none"> ○ Curated health services and app resources at no cost to members. ○ A partnership with telecommunications companies to increase digital health tool access and enhance health outcomes.

	<ul style="list-style-type: none"> • Provider-facing brochures will be distributed as part of the campaign package. • Questions regarding phone loss or damage will be managed through the California Lifeline program. • Members with existing California Lifeline phones can exchange them for new Anthem phones with pre-loaded apps at no cost, unlike some charged offerings through California Lifeline. • The initiative aims to address health inequities by bridging the digital divide in healthcare and improving member engagement with digital health tools. <p>Feedback/Q's:</p> <ul style="list-style-type: none"> • Linda Garcia asked who will be eligible? <ul style="list-style-type: none"> ○ Janet Paine responded that the program is specifically for Anthem Medi-Cal members, with eligibility based on Medi-Cal qualification, and Elevance Health as Anthem's parent company. <p>For more information on the “Get Connected” program, please reach out to Steven Torchia at Steven.Torchia@anthem.com</p> <div style="text-align: center;">  13862370 1073067CAMENABC Get Connected BR 07 24 English.pdf </div> <div style="text-align: center;">  13862370 1073067CAMSPABC Get Connected BR 07 24 Spanish.pdf </div> <div style="text-align: center;">  CA_Get_Connected_FAQ.pdf </div> <div style="text-align: center;">  GetConnectedForHealth_CA_Overview.pdf </div> <p>Video Overview: https://video.elevancehealth.com/#/videos/67a98fa6-7f6f-41a6-b219-7a3314569c91 </p>
Data Utilization Report:	Anthem’s Data Report for Fresno County CAC Q2 is attached to include membership, transportation, and LiveHealth Online utilization. Medi-Cal Ready. Set. Renew, and CalAIM Enhanced Care Management,

<p>Janet Paine, Director of Program Management</p>	<p>Community Supports, Doula, and Community Health Worker resources and information.</p> <ul style="list-style-type: none"> • Membership numbers show a slight decrease due to ongoing Medi-Cal eligibility redeterminations. • Anthem offers free transportation for medical and health-related appointments, with guidance available in meeting notes. • Live Health Online provides 24/7 urgent care via an app, with efforts to boost its usage among members. <ul style="list-style-type: none"> ○ The app includes features for behavioral and maternal mental health services, with advice to download it in advance. ○ Coordination with Fresno County Behavioral Health involves referral and service linkage for mental health needs. • CalAIM ECM supports those experiencing homelessness, severe mental illness, or substance use disorders, with community encouraged to make referrals. • Information is also provided on doula and community health worker services. <p>For more information on Anthem’s Data Utilization Report, please reach out to Janet Paine at Janet.Paine@anthem.com.</p> <div data-bbox="906 1060 954 1119">  </div> <p>Anthem Data Report Fresno County Q2 2025.pdf</p>
<p>Community Member Updates/Events</p> <p><i>2-minutes per person maximum</i></p>	<ul style="list-style-type: none"> • Janet E. Paine inquires about updates from Healthcare Options on enrollment and eligibility changes. <ul style="list-style-type: none"> ○ Sonia Parada responds, noting significant changes, mainly backend, like new codes and program adjustments. ○ There are efforts to open new sites, but nothing specific impacts Central Valley members. ○ Outreach continues via phone, with referrals from counties and organizations, and collaboration with clinics. ○ Inquiries are received about changing providers; assistance is provided, including self-referral links for clinics. ○ Sonia mentions upcoming summer outreach events but none in the immediate month.

	<ul style="list-style-type: none"> Marco from Family Health Care Network appreciates support from Anthem and Healthcare Options regarding site and provider codes. <ul style="list-style-type: none"> He announces a community health fair at their Fresno Health Center on July 28th, offering free backpacks to the first 1,000 students. The event is sponsored by Anthem and will take place from 9:00 AM to 1:00 PM. Marco acknowledges the continuous expansion of services and new site openings. Marco adds that Family Health Care Network is open to collaborating on mutually beneficial events, whether through presentations or medical screenings. <div>  <p>Back To School Health Fair Flyer.pdf</p> </div>
Flyers/Resources	<div>  <p>Transportation BR HR Flyer Spanish 12 21.p</p> </div> <div>  <p>Transportation BR English 12 21 (2).pdf</p> </div> <div>  <p>CHW Flyer FINAL.pdf</p> </div> <div>  <p>CABC-CD-049197-24 CalAIM CS Flyer_FINA</p> </div> <div>  <p>Your Behavioral and Emotional Health is E: EXPRESS</p> </div> <div>  <p>CABC-CD-049193-24 CalAIM ECN</p> </div>
Closing Remarks & Meeting Calendar	<p><u>Next Meeting(s)</u></p> <ul style="list-style-type: none"> Q3: 09/19/2025 at 11:30 am – 12:30 pm Q4: 12/19/2025 at 11:30 am – 12:30 pm

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