











**Rural Counties – Alpine, Amador, Calaveras, El Dorado, Tuolumne
Community Advisory Committee Meeting Minutes
Written Update
Q2 2025**

DATE:	Q2 2025
TIME:	Written Update
LOCATION:	N/A

SUBJECT	TOPICS
Welcome and Introductions	<p>This is a written update for Quarter 2 for the following counties: Alpine, Amador, Calaveras, El Dorado, Tuolumne.</p> <ul style="list-style-type: none">• Alaiza Tiongson, NEW Anthem Program Administrator + CAC Coordinator<ul style="list-style-type: none">○ Upcoming CAC meeting information will begin to come from Alaiza• Miguel Perez Lopez, NEW Anthem Program Manager<ul style="list-style-type: none">○ Miguel will begin transitioning into Central CACs as the Facilitator
Account Management Purpose of the Community Advisory Committee	<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 Mae Tiongson at AlaizaMae.Tiongson@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>Program Consultant: Maryiat Yeranosyan</p>	<p>Maryiat Yeranosyan presented on updates for the Provider Manual:</p> <ul style="list-style-type: none"> • The provider manual is updated two to three times annually • Provider Manual includes key provider information: General benefits, Telehealth, Transportation, Sensitive Services, Coverage Services, Claims, and Billing Guidelines. • Updates go live on November 15th, 2025, including: <ul style="list-style-type: none"> ○ Removal of MRMIP and CHDP program references ○ New compliance language for APL 2419, Assembly Bills 2843 and 2129, and APL 2418 ○ Added content on doula and committee-based adult services • Updates are based on directives from APLs, legislative bills, DHCS, DMHC, and CMS. • Feedback is welcome and has previously led to additional content on human trafficking. <p>For more information on the Provider Manual, please reach out to Maryiat Yeranosyan at Maryiat.Yeranosyan@anthem.com.</p> <div data-bbox="672 1073 1024 1142">  CA_CAID_ProviderManual.pdf (</div>
<p>Health Equity: Mayra Serrano, Director Health Equity</p>	<p>Mayra Serrano presented on the updates for the 2025 Health Equity Goals:</p> <ul style="list-style-type: none"> • Quality Improvement and Health Equity Transformation Plan provides a complete assessment of all Quality Improvement and Health Equity activities undertaken by Anthem • Key Elements/Analysis Social Risks and Needs reviewed • Next Steps and Recommendations provided <p>For more information on Health Equity Goals, please reach out to Mayra Serrano at Mayra.Serrano@anthem.com</p>

<p>Timely Access to Care: David Lavine, Program Manager</p>	<p>David Lavine presented on Timely Access to Care:</p> <ul style="list-style-type: none"> Highlighted performance gaps in specialists and primary care availability Introduced initiatives like a Timely Access Dashboard, provider training courses, and an Advanced Access Program to enhance service delivery. <p>For more information on Timely Access, please reach out to David Lavine at David.Lavine@anthem.com.</p> <div>   </div> <div> <p>Timely Access Flyer (1).pdf</p> <p>Anthem Advanced Access Program Overview.pdf</p> </div>
<p>Get Connected Program: Steven Torchia, Innovation Director</p>	<p>Steven Torchia presented on the Get Connected for Health program:</p> <ul style="list-style-type: none"> Members can self-enroll as soon as 06/02 at www.infinityhealth.net Upon verification of eligibility, a high-quality Samsung A-series smartphone with unlimited talk, text, and data is provided to members. Phone also includes a welcome brochure, FAQs, and a health helpline for program-specific support. Home screen features health plan branding, Sydney Health app, and preloaded contact numbers (e.g., member services, crisis line). "Get Started" folder includes Android basics and FAQs for new users. <p>For more information on the Get Connected for Health program, please reach out to Steve.Torchia@anthem.com.</p> <p>Video: https://video.elevancehealth.com/#/videos/67a98fa6-7f6f-41a6-b219-7a3314569c91</p>

	 CA_Get_Connected_FAQ.pdf  13862370 1073067CAMENABC Get Connected BR 07 24[2].pdf  13862370 1073067CAMSPABC Get Connected BR 07 24[2].pdf  GetConnectedForHealth_CA_Overview.pdf
Health Education: Alejandra Vaca, Health Promotion Consultant	<p>Alejandra Vaca presented on the Health Education Referral Form:</p> <ul style="list-style-type: none"> • Introduced the health education referral form for personalized one-on-one sessions available at no cost to Anthem members. • Members can be referred by their providers or Anthem associates; the form collects provider, member, and health topic information. • The referral form is available on the Anthem provider California website • Members can also self-refer by calling the Customer Care Center, which will then notify the health education team. • Sessions cover various health topics and are offered in English, Spanish, and other languages via Interpretation services. <p>For more information on the Health Education Referral Form, please reach out to Alejandra Vaca at Alejandra.Vaca@anthem.com.</p>  CA_CAID_HealthEducationReferralForm (1) 3.pdf
Anthem Updates: <ul style="list-style-type: none"> • Special Programs • Provider Relations • Marketing/Community Relations 	<p>No updates to report.</p>

<ul style="list-style-type: none"> Quality Improvement/Provider Success 	
<p>Community Member Updates/Events</p> <p><i>2-minutes per person maximum</i></p>	<p>No updates from community members.</p>
<p>Data Utilization Report: Janet Paine, Director of Program Management</p>	<p>Anthem's Data Report for Alpine, Amador, Calaveras, El Dorado, Tuolumne Counties to include membership information and information on transportation, and LiveHealth Online, Medi-Cal Ready. Set. Renew, CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.</p> <div>     </div> <p>Anthem Data Report Calaveras County Q2 Anthem Data Report Tuolumne County Q2 Anthem Data Report El Dorado County Q2 Anthem Data Report Amador County Q2 Anthem Data Report Alpine County Q2 202</p>
<p>Anthem Flyers</p>	<div>     </div> <p>Transportation BR English 12 21 (2).pdf Transportation BR HR CHW Flyer FINAL.pdf Flyer Spanish 12 21.p CABC-CD-049197-24 CalAIM CS Flyer_FINA</p> <div>   </div> <p>Your Behavioral and Emotional Health is E: EXPRESS CABC-CD-049193-24 CalAIM ECN</p>
<p>Closing Remarks & Meeting Calendar</p>	<p><u>Next Meeting(s)</u></p> <ul style="list-style-type: none"> Q3 – September 24, 2025 at 11:30 am – 12:30 pm Q4 – TBD



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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