




**Santa Clara County
Community Advisory Committee Meeting Minutes
Q2 2025**


DATE:	June 10, 2025
TIME:	2:00 pm – 3:00 pm
LOCATION:	<p style="text-align: center;"><u>Microsoft Teams</u></p> <p style="text-align: center;">Join the meeting now</p> <p style="text-align: center;">Meeting ID: 215 494 174 921 Passcode: N9tWjH</p>


SUBJECT	TOPICS
Welcome and Introductions	<ul style="list-style-type: none">• Kalil Macklin welcomed everyone to the meeting and allowed attendees to introduce themselves.• Requested all attendees to put their contact information in the chat (name and organization). <p>Attendees:</p> <p>Community:</p> <ul style="list-style-type: none">• Veronica Marquez, BHSD QI• Anna Aistrich, Program Manager, Public Health - MCAH• William Nguyen, PHNM 1 WOOC County of Santa Clara CCS• Nishma Samat-Singh, Program Officer, FIRST 5 SCC• Shilpa Joshi, Program Manager, SCCPHD• Arianne Mine, HPS III, PHD-MCAH• Catherine Aspiras, County of Santa Clara, BHSD School-Based Services• Rachel Potens, BHSD Quality Improvement• Emma Mendez, PHNMII, California Children's Services• Numbiya Aziz, IMW Immigration Consultants/ Men's Wellness Provider Gentlemen Health and Wellness• Dr. Beverley White-Macklin, Santa Clara County Public Health-BIH/PEI/ROM and TPSP programs• Gustavo Lozano, BHSD QI

	<ul style="list-style-type: none"> • Joe Tansek • Aida Pena • John Sum • Dionisio Palencia • Christina Cornell • Ofelia Ruiz • Suzanne Chiu • Hung Nguyen • Jennifer Gerhardt • Ashley Esquivel • Grace Meregillano • Duy Le <p>Anthem:</p> <ul style="list-style-type: none"> • Talin Hazarmalian, Anthem LTSS • David Lavine, Program Manager • Tuere Redus, RN, Anthem LTSS Manager • Alejandra Vaca, Health Promotion Consultant Sr. • Alana Pfeffinger, Regional Program Manager • Maryiat Yeranosyan, Program Consultant • Yanel Saenz, Health Educator • Mayra Serrano, CHEO • Oanh Nguyen, Outreach Specialist • Patricia Lacanfora, Anthem BH Case Manager II • Kalil Macklin, Program Manager • Alaiza Mae Tiongson, Program Coordinator
<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 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>Follow Up</p>	<p>No follow ups to report from Q1.</p>

<p>Health Equity: Mayra Serrano, Director Healthy Equity</p>	<p>Mayra Serrano presented on the 2025 Health Equity Goals:</p> <ul style="list-style-type: none"> • Annual Health Equity evaluations were conducted, with multi-year goals for 2025 including reducing care gaps and addressing social needs. • Increase utilization of interpreter services through digital solution kiosk by 5%. • Maternal health goals aim to increase postpartum care by 5%, expanding focus to include American Indian and Alaska Native populations. <ul style="list-style-type: none"> ○ A high-risk OB program screened 81 members with continued active participation; a new maternity app launched offering comprehensive education and management. ○ Doula services in Santa Clara County are expanding, aiming to increase availability relative to birth rates. <ul style="list-style-type: none"> ▪ Currently 5 doulas are contracted with Anthem. • Chronic disease focus targets improvement in HEDIS rates for asthma, diabetes, and high blood pressure through pharmaceutical interventions, pending state approval. • Social needs assessments revealed housing and substance use disorder as key issues; efforts are underway to expand enhanced care management and navigation transition services with increased targets. • Santa Clara and other counties experienced significant improvements in housing service metrics, surpassing previous goals. • New partnerships and pilot programs were initiated, focusing on ER follow-ups for substance use disorder and severe mental health cases, aiming to enhance continuity of care. <p>For more information about the 2025 Health Equity Goals, please reach out to Mayra Serrano at Mayra.Serrano@Anthem.com.</p> <div style="text-align: center;">  Santa Clara CAC_HE Updates_6-10-25.pdf (Cc </div>
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<p>Cultural Linguistics: Alejandra Vaca, Health Promotion Consultant</p>	<p>Alejandra Vaca presented on the Health Education Sessions for Members and the Health Education Referral Form:</p> <ul style="list-style-type: none"> • Anthem offers free health education sessions to its members on topics including nutrition, tobacco cessation, immunizations, and children's health. • These sessions are available in English and Spanish, conducted by health educator, Yanel Saenz. Additional languages can be accommodated through interpretation services. • Members can be referred to the program by their healthcare providers or internal Anthem associates using a specific health education referral form. • The referral form requires details of the provider, member, and the health topics for referral, and is available on the Anthem Provider California website. • Members also have the option to self-refer by contacting the customer care center via the number on their member ID card. • Referrals can be directly sent to: HealthEd_CA_Medicaid@anthem.com <p>Feedback/Q's:</p> <ul style="list-style-type: none"> • Numbiya Aziz asks if a provider is interested in conducting educational workshops within the department should they email Alejandra Vaca? <ul style="list-style-type: none"> ○ Alejandra confirms they can discuss this interest more offline but to email HealthEd_CA_Medicaid@anthem.com. <p>For more information about the Health Education Sessions or the Health Education Referral Form, please reach out to Alejandra Vaca at Alejandra.Vaca@anthem.com</p> <div data-bbox="945 1558 987 1596" data-label="Image"> </div> <p>CA_CAID_HealthEducationReferralForm (1) 4.pdf (Co</p>
	<p>Maryiat Yerasosyan presented on the Provider Manual updates:</p>

<p>Provider Manual: Maryiat Yeranosyan, Program Consultant</p>	<ul style="list-style-type: none"> • Provider manuals are updated 2-3 times annually, covering various topics including member benefits, telehealth usage, pharmacy benefits, and special programs. • The manual details claims processing, grievance and appeals procedures, and includes information on submitting and processing grievances. • A "90-day letter" is sent before updates, detailing sections and changes, with the latest sent for a July 15, 2025 update. • Recent updates include removing references to ended programs (MRMIP and CHDP), adding compliance language for outpatient mental health services, and incorporating Assembly Bills 2843 and 2129 requirements. • Language was added for community-based support services, visit limitations, targeted rate increases, and medical loss ratios. • Updates are based on Senate and Assembly Bills, APLs, DHCS, DMHC, CMS bulletins, and feedback from Community Advisory Committees. • The provider manual is publicly accessible, and feedback is encouraged to improve its content. <p>For more information on Anthem’s Provider Manual, please reach out to Maryiat Yeranosyan at Maryiat.Yeranosyan@anthem.com.</p> <div data-bbox="664 1247 995 1304">  CA_CAID_ProviderManual (1).pdf (C </div>
<p>Network Adequacy: David Lavine, Program Manager</p>	<p>David Lavine presented on the Timely Access::</p> <ul style="list-style-type: none"> • Outlined the upcoming provider appointment availability survey, beginning mid-July and ending mid-November, focused on urgent and non-urgent appointment availability. • Highlights DMHC standards for appointment scheduling, which are important for both providers and members to understand their rights. <ul style="list-style-type: none"> ○ Standards: 10 business days for routine primary care, 48 hours for urgent appointments (including weekends and holidays), and 15 business days for specialists.

	<ul style="list-style-type: none"> ○ Non-physician mental health follow-ups have a 10 business-day standard based on the last appointment. ○ After-hours standards require directing members to emergency services or providing provider contact within 30 minutes. • Introduced new tools, including a timely access training course, offering scheduling scenarios and compliance tips. • Advanced Access Program: PCPs certifying same or next-day appointments receive automatic compliance scores, exempting them from the survey. • Encourages providers interested in the Advanced Access Program to reach out for certification. <p>Feedback/Q's:</p> <ul style="list-style-type: none"> • Numbiya Aziz asks for clarification on the types of non-medical providers mentioned in the availability survey. <ul style="list-style-type: none"> ○ David Lavine explains non-physician mental health providers include psychologists, social workers, marriage and family therapists, and counselors, excluding psychiatrists. • Numbiya Aziz inquires about the inclusion of community health workers (CHWs) or peer specialists. <ul style="list-style-type: none"> ○ Lavine clarifies that CHWs and peer specialists are not included in the provider appointment availability survey. <p>For more information on Timely Access, please reach out to David Lavine at David.Lavine@anthem.com</p> <p>Timely Access Training Course: https://tinyurl.com/TimelyAccessTrainingCourse</p> <div style="text-align: center;">  Timely Access Flier (1).pdf (</div>
	<p>Alana Pfeffinger presented on CalAIM updates:</p> <ul style="list-style-type: none"> • Alana Pfeffinger provides updates on community supports and PATH CPI meetings.

CalAIM Updates:
 Alana Pfeffinger,
 Program Manager - Special
 Programs

- DHCS refines community supports with new eligibility guidelines, focusing on streamlined access for chronic conditions.
- Key changes include eligibility for medically tailored meals and expanded housing services, with some changes effective in 2026.
- Anthem has increased capacity for post-hospital housing and supports all 14 community services.
 - A new support, transitional rent, launches on January 1, 2026.
- Encourages participation in PATH CPI meetings for updates on CAL AIM and highlights workgroups for children, youth, and justice-involved initiatives.
- SouthBay PATH CPI meeting on Wednesday, June 18, 12 - 1pm (Virtual):
 - Information on registering for the workgroups: <https://ca-path.com/collaborative/collaborative-group-directory/SouthBay>



Feedback/Q's:







- Numbiya Aziz asks if patients with chronic illnesses, such as cancer or diabetes, can switch to Anthem Blue Cross and receive services.
 - Alana Pfeffinger confirms that patients have the choice of which managed care plan to join, including Anthem. She suggests contacting Health Care Options for any further questions.
- Kalil Macklin explains that a law passed several years ago ensures that pre-existing conditions are no longer considered for most health plans.
 - Notes that this may differ for Medigap or supplemental plans.
 - Indicates that government-supplemented benefits like Medicaid or Medicare typically do not consider pre-existing conditions.

For more information on CalAIM, please reach out to Alana Pfeffinger at Alana.Pfeffinger@Anthem.com.

[DCHS – Community Supports Policy Guide Volume 1](#)

[DCHS – Community Supports Policy Guide Volume 2](#)

	 <p>Santa%20Clara%20County%20Updates.pp</p>
<p>Anthem Updates:</p> <ul style="list-style-type: none"> • Special Programs • Provider Relations • Marketing/Community Relations • Quality Improvement/Provider Success 	<p>No updates to report.</p>
<p>Data Utilization Report: Kalil Macklin, Program Manager</p>	<p>Anthem's Data Report for Santa Clara County CAC Q2 is attached to include membership, transportation, and LiveHealth Online utilization. CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.</p> <p>Feedback/Q's:</p> <ul style="list-style-type: none"> • Numbiya Aziz asks about how Anthem's providers can better inform patients of services, suggesting a need for improved communication methods. <ul style="list-style-type: none"> ○ Kalil Macklin discusses existing provider and community relations efforts to educate providers and patients but acknowledges there's a gap in practice. ○ Mentions current use of flyers and welcome packets for information but emphasizes the need for improved dissemination within provider offices. ○ Agrees on the importance of a human touch and plans to discuss with the provider relations team ways to bridge the gap in communication. <p>For more information on the Data Utilization Report, please reach out to Kalil Macklin at Kalil.Macklin@Anthem.com.</p> <p> Q2 2025 Anthem Blue Cross _ Santa Clara CAC _Reports_6.10.2025.pdf</p>

<p>Flyers/Resources</p>	<div>     </div> <div> Transportation BR HR Flyer Spanish 12 21.p Transportation BR English 12 21 (2).pdf CHW Flyer FINAL.pdf CABC-CD-049197-24 CalAIM CS Flyer_FINA </div> <div>   </div> <div> Your Behavioral and Emotional Health is E: EXPRESS CABC-CD-049193-24 CalAIM ECN </div>
<p>Community Member Updates/Events</p> <p><i>2-minutes per person maximum</i></p>	<p>No updates to report.</p>
<p>Closing Remarks & Meeting Calendar</p>	<p><u>Next Meeting(s)</u></p> <ul style="list-style-type: none"> Q3: 09/09/2025 at 2:00 pm - 3:00pm Q4: 12/09/2025 at 2:00 pm - 3:00pm

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