




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

DATE:	June 23, 2025
TIME:	11:30 am – 12:30 pm
LOCATION:	<p style="text-align: center;"><u>Microsoft Teams</u></p> <p style="text-align: center;">Join the meeting now Meeting ID: 223 445 841 060 Passcode: Ck93kL9R</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">• Giancarlo Bruno, Tulare County Association of Governments• Joy Hilty, Quality Assurance Nurse, Tulare County Health Care Clinics• Cassandra Phelps, Dev Director - Foodlink• Sandy Navarro, TCHSA Public Health Dept. Health Care Clinics• Ercy Montemayor -Tulare County Health Care Centers Clinic Coordinator• Laura Garcia, Aria Community Health Center• Silvia Roberts, Director of Care Integration- Sierra View Medical Center• Alexandra Alvarez, HSA TulareWORKs• Faviola Morales, Healthy Start

	<ul style="list-style-type: none"> • George Jagatic, Supervisor, Tulare County Health Care Centers • Andrea • Jerry Ledesma • Jessica Veliz • Manuel Rodriguez <p>Anthem:</p> <ul style="list-style-type: none"> • Will Sanchez, Community Relations Representative • Liz Tullis, Anthem National Quality Manager • Miguel Perez Lopez, Program Manager • Mayra Serrano, CHEO • Pang Vallembois, BSW, Outreach Specialist Lead • Maryiat Yeranossian, Program Consultant • Kalil Macklin, Program Manager • Crystal Maciel, Outreach and Education Representative • Marcella Corona, Outreach and Education Lead • Laura Correa-Blanco, Care Consultant • Rosa Flores, Outreach Specialist • Steven Torchia, Innovation Director • Janet Paine, Director of Program Management • Alaiza Mae Tiongson, Program Administrator
<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 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>Health Education:</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"> • Anthem offers personalized one-on-one health education sessions for members at no cost.







<p>Janet Paine on behalf of Alejandra Vaca, Health Promotion Consultant</p>	<ul style="list-style-type: none"> o 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. o 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"> o 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 updates:</p> <ul style="list-style-type: none"> • The provider manual is a public document accessible 24/7 that includes information on member eligibility, claims, grievances, compliance, and various programs. • The manual is interactive, allowing users to navigate directly to different sections. • A 90-day letter is typically sent out before a provider manual update, which includes details on changes made.

	<ul style="list-style-type: none"> • Updates often come from regulations, assembly and senate bills, or directives from agencies like DHCS, DMHC, or CMS. • Recent changes involved language updates regarding various programs and compliance with new regulations. • They maintain a shared mailbox for inquiries related to targeted rate increases. <ul style="list-style-type: none"> ○ TRI_Inquiry@Anthem.com • Feedback is welcomed and reviewed for potential incorporation into future updates. <p>For more information on the Provider Manual, please reach out to Maryiat Yeranosyan at Maryiat.Yeranosyan@anthem.com</p> <div data-bbox="782 747 831 808" data-label="Image"> </div> <p>CA_CAID_ProviderManual.pdf</p>
<p>Health Equity: Mayra Serrano, Director Health Equity</p>	<p>Mayra Serrano presented on updates for the 2025 Health Equity Goals:</p> <ul style="list-style-type: none"> • First goal involves increasing the use of interpreter services, achieving significant growth through mobile iPads for video and audio calls. Audio calls outnumber video, with common languages being Spanish, Dari, and Russian. • Second goal targets increasing postpartum care for Black, African-American, American Indian, and Alaska Native birthing persons through High Risk OB programs and a new concierge care app available in English and Spanish. <ul style="list-style-type: none"> ○ App users can complete OB screenings and educational activities, impacting 20 members in its initial weeks. ○ Doula program faces challenges with limited doulas relative to births, plans to increase doula recruitment and training. • Chronic disease goal involves pharmacy-based interventions for asthma, diabetes, high blood pressure, and COPD, pending state approval. • Housing goal seeks a 15% increase in navigation and transition services, surpassing previous year's goals.

	<ul style="list-style-type: none"> Pilot program in Fresno County addresses substance use disorder, partnering with local health departments to improve emergency response and follow-up appointments. <p>For more information on Health Equity Goals, please reach out to Mayra Serrano at Mayra.Serrano@anthem.com</p> <div data-bbox="824 472 873 529" data-label="Image"> </div> <p>Tulare CAC_HE Updates_6-23-25.pdf</p>
<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"> Introduction to "Get Connected for Health," a program providing high-quality smartphones with unlimited talk, text, and data to Medicaid health plan members in California. The program aims to bridge the digital divide by offering smartphones preloaded with health-related applications and resources. The program is designed to enhance accessibility to healthcare digital tools, particularly in a post-COVID world. Phones come preloaded with contacts, hyperlinks, and a structured digital profile to help members navigate healthcare services. Enrollment in California is through self-enrollment via a dedicated webpage managed by a California Lifeline administrator. Phones are delivered directly to the member's address and include a welcome brochure with instructions. A dedicated call center is available for member support. Additional support materials, such as a flyer and email campaign, are in development to promote enrollment and awareness. The program is officially live, and members can begin enrolling through the provided URL. <p>Feedback/Q's:</p> <ul style="list-style-type: none"> Sandra Escudero asked if there are specific criteria for members to join the "Get Connected for Health" program.

	<ul style="list-style-type: none"> ○ Steven Torchia explained that program eligibility is linked to the California Lifeline program, which requires members to be part of Medicaid. ○ All Medi-Cal members should qualify, but they must complete the enrollment process for the California Lifeline program. ● Pang Vallembois asked, does this phone or phone plan allow unrestricted calling to any number, or are there specific limitations? <ul style="list-style-type: none"> ○ Steven clarified that the provided phones allow for unrestricted calling to any number and emphasized that personal information is not accessed by the program. ○ Members must adhere to the California Lifeline program requirements to continue using the phone and services. <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> <div>  <p>CA_Get_Connected_FAQ.pdf</p> </div> <div>  <p>13862370 1073067CAMENABC Get Connected BR 07 24[2].pdf</p> </div> <div>  <p>13862370 1073067CAMSPABC Get Connected BR 07 24[2].pdf</p> </div> <div>  <p>GetConnectedForHealth_CA_Overview.pdf</p> </div>
	<p>Anthem’s Data Report for Tulare County CAC Q2 is attached to include membership, transportation, and LiveHealth Online utilization. Medi-Cal Ready. Set. Renew, and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.</p>

<p>Data Utilization Report: Janet Paine, Director of Program Management</p>	<ul style="list-style-type: none"> • Anthem provides no-charge transportation services for non-emergent medical and non-medical needs. • The report will include a flyer on how to use these services and details about Anthem's Live Health Online app, available 24/7 for urgent care, behavioral health, and maternal mental health. • Members are encouraged to download the app and register in advance using their Medi-Cal number to ensure no charge. • The report also covers data on the Cal AIM program, focusing on usage of enhanced case management and community support benefits by population. <ul style="list-style-type: none"> ○ A referral form is included for ECM services, emphasizing that referrals can come from anyone, not just providers. • Additional information on community health worker resources and doula services is provided. <div data-bbox="906 947 950 1003" data-label="Image"> </div> <p>Anthem Data Report Tulare County Q2 2025.pdf</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>Community Member Updates/Events</p> <p><i>2-minutes per person maximum</i></p>	<ul style="list-style-type: none"> • Ercilia Montemayor announced a back-to-school health fair scheduled for August 5th and mentioned the recent successful diabetes health fair at Tulare County Health Care Centers. <ul style="list-style-type: none"> ○ The diabetes health fair, held on a Saturday, attracted a good turnout of elderly visitors for blood sugar checks.

	<ul style="list-style-type: none"> Sandra Escudero shared plans for an upcoming annual health fair in Lindsey on October 18th, with approximately 300-350 attendees expected. <ul style="list-style-type: none"> The Lindsey health fair will involve collaboration with various agencies and take place at Lindsay City Park.
Flyers/Resources	<div>     </div> <div> Transportation BR HR Transportation BR CHW Flyer FINAL.pdf CABC-CD-049197-24 Flyer Spanish 12 21.p English 12 21 (2).pdf CalAIM CS Flyer_FINA </div> <div>   </div> <div> Your Behavioral and CABC-CD-049193-24 Emotional Health is EsEXPRESS CalAIM ECM </div>
Closing Remarks & Meeting Calendar	<u>Next Meeting(s)</u> <ul style="list-style-type: none"> Q3: 09/22/2025 at 11:30 am – 12:30 pm Q4: 12/22/2025 at 11:30 am – 12:30 pm

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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