



## Fresno County Community Advisory Committee Minutes

<b>DATE:</b>	August 16, 2024
<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 to the meeting and invited them to add their contact information on the chat. In attendance:</p> <p>Cynthia Diaz, Fresno EOC Kathy Harriss, United Health Centers WIC Gabriela Leal, Fresno EOC Bla Mouanoutoua, Greater Fresno Health Organization David Lavine, Program Manager, Timely Access to Care, Anthem Cheryl Laundry, Regional Program Manager, Anthem Alejandra Vaca, Health Education and Cultural Linguistics, Anthem Deysi Sierra, Business Analyst, Quality Management, Anthem Hannah Her, FC Department of Public Health, Local Oral Health Program Kathy Harriss, RDN, IBCLC, United Health Centers WIC Cindy Moua, Central Fresno 93726 NRC Site Director, Centro La Familia Dwayne Calloway, Gainwell Technologies Rosa Flores, Outreach Specialist, Anthem Linda Hicks, FIMR/SIDS Coordinator, FC Department of Public Health Maichee Vang, Community Relations, Anthem Mario Pena, Regional Director, Alzheimer's Association, Fresno Margarita Rocha, Executive Director, Centro La Familia Rondale Holloway, State Council on Developmental Disabilities Janet Paine, County Management, Anthem May Ly, Pear Suite Josephine Arguelles, Fresno EOC Sandra Velasco, Provider Success/Quality, Anthem Kazao Her, Fresno County Felicity Garland, Fresno County Ana Medina, Fresno EOC April Henry, Highway City Community Development Christine Vang, Fresno County Department of Public Health Leticia Berber, Fresno County Department of Public Health Maryiat Yeranasyian, Telehealth Programs, Anthem Natalie Adolph, Fresno County Department of Public Health Pang Vallembois, Outreach Specialist, Anthem</p>

	<p>Greg Streets, Fresno EOC          James Richardson, Central Valley Vein, and Wound          Lori Olivero, Community Relations, Anthem          Jessica Mann, Outreach Specialist, Anthem          Lali Witrigo, County Management, Anthem</p>
<p><b>Purpose of the Community Advisory Committee</b></p>	<ul style="list-style-type: none"> <li>○ Provide input and recommendations to Anthem’s programs and services.</li> <li>○ Meet others to share and 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.witrigo@anthem.com">eulalia.witrigo@anthem.com</a></li> </ul>
<p><b>Review Scrips for Members,</b> Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> <li>○ Alejandra presented on text messages for members with schizophrenia or bipolar disorder who are also taking antipsychotic medications, cause sometimes with these medications there is an increased risk of developing diabetes. Messages included regarding primary care provider, education, side effects, A1C importance.</li> <li>○ Alejandra asked participants to keep in mind the following in terms of the messages is it easy for our members to read, is the information presented in an organized or appealing way, will members feel represented by the material and in general, is the information relevant to their lives.</li> <li>○ Alejandra displayed and read each of the messages.</li> <li>○ Leticia asked how often will these messages be sent out and what happens if the member does not opt out?</li> <li>○ Alejandra mentioned that once this campaign is launched, individuals will receive initial messaging asking them to select yes to continue to receive messages or to select stop to be removed from receiving additional messages.</li> <li>○ Alejandra also mentioned they will continue to send messages spaced out over the months when the members do not opt out.</li> <li>○ Margarita requested copy of the messages to review and provide feedback via email. Alejandra / Lali sent to Margarita following the meeting.</li> <li>○ Leticia recommended for the message to also include details regarding how the frequency of messages.</li> <li>○ Linda asked if members would know what’s A1C and/or the need to explain.</li> <li>○ Kathy also mentioned the importance to be consistent between using HbgA1C or A1C to avoid confusion.</li> <li>○ JR asked how or if Anthem would know if a member would get a subsequent message even if they already got tested. Alejandra mentioned that if a member already got their test done, they would not receive the message as they would not be on the Gap in Care Report (GIC) that Anthem produces, and it is used to send the messages out.</li> <li>○ Josephine asked if the message would be available in other languages.</li> <li>○ Alejandra shared Anthem’s vendor has capability for English and Spanish currently.</li> <li>○ Leticia caution with translation to ensure that the translations is not literal, yet it is culturally relevant.</li> <li>○ For further feedback, contact Alejandra at <a href="mailto:Alejandra.Vaca@anthem.com">Alejandra.Vaca@anthem.com</a></li> </ul>

**Timely Access to Care,**  
David Lavine, Provider  
Performance  
Management

- David presented on Timely Access to Care.
- Providers will be surveyed from mid-July to mid-November for the
- Appointment Availability Survey (PAAS). Providers will be surveyed based on a random sample. Each Provider Group is scored based on their compliance with these Timely Access Standards.



**Urgent Care**

prior authorization <b>not required</b> by health plan  <b>2</b> days	prior authorization <b>required</b> by health plan  <b>4</b> days
--	--

**Non-Urgent Care**

**Doctor Appointment**

<b>PRIMARY CARE PHYSICIAN</b>  <b>10</b> business days	<b>SPECIALTY CARE PHYSICIAN</b>  <b>15</b> business days
--	---

<b>Mental Health Appointment</b> (non-physician 1)  <b>10</b> business days	<b>Appointment</b> (ancillary provider 2)  <b>15</b> business days
--	--

**Follow-Up Care**

**Mental Health / Substance Use Disorder Follow-Up Appointment**  
(non-physician)  
 **10** business days from prior appointment  
(effective July 1, 2022)

- Timely access for urgent appointments now includes weekends and holidays.
- This year Anthem only provided four Corrective Action Plans (CAPs).
- David acknowledged this new requirement is difficult to meet however this is a requirement from the Department of Managed Health Care.
- Overall compliance for Fresno County is 79% with 70% as the threshold.
- Please refer to updated flier and slides for complete details. For more information, contact David Lavine at [david.lavine@anthem.com](mailto:david.lavine@anthem.com)








CAC - Timely Access  
and the Prov Appt Av:






Anthem Timely  
Access Flier.pdf

**Committee Member  
Updates / Events - two  
minutes per person  
maximum**

- Mario, Alzheimer’s Association, shared information on the upcoming Walk to End Alzheimer’s at Woodward Park on 10/19. There is no cost to participate and invited everyone to participate. This event is intended to raise awareness. Also offers an opportunity to honor those who have passed away or are currently living with Alzheimer’s as well as honoring caregivers. For more information, contact Mario at [mapena@alz.org](mailto:mapena@alz.org)
- May, Pear Suite, Highlighted the upcoming 2024 Immigrants Entrepreneurs Expo. This is for immigrants in Fresno and Central Valley area that want to come and receive resources, e.g., legal advocacy, vendors, etc. See this link for more details: <https://cviic.org/2024-immigrant-entrepreneurs-expo/>

	<ul style="list-style-type: none"> <li>○ Cheryl, Anthem, shared the work from a local partner, Valley Care Giver. They offer day habilitation for members with Alzheimer’s / dementia for up to 336 hour a year. Transportation can be arranged as well.</li> <li>○ Natalie, Fresno County Public Health, shared Yvonne Lopez is the new CPSP coordinator, and they are planning a CPSP roundtable for 10/23 from 9-12 pm. Topic will be compassionate care in the face of pregnancy and infant loss with a special like guide for birth professionals.</li> <li>○ Leticia, Fresno County Public Health, shared the Fresno County Department of Public Health Emergency Preparedness Program is hosting a FREE drive-thru flu vaccination event on Saturday, September 28th from 8:00 am – 11:00 am at the Old UMC Parking lot (445 S. Cedar Ave, Fresno 93702). Flu vaccines will only be provided at this event. Individuals that attend the Mass Vax event will be entered in a raffle prize drawing. For more information, please visit: <a href="http://www.fcdph.org/noflu">www.fcdph.org/noflu</a>. Please refer to the attached fliers for complete details and feel free to promote further.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Mass Vax 2024              English.pdf         </div> <div style="text-align: center;">               Mass Vax 2024              SPANISH.pdf         </div> <div style="text-align: center;">               Mass Vax 2024              HMONG.pdf         </div> </div> <ul style="list-style-type: none"> <li>○ Rondale, State Council on Developmental Disabilities. Shared the following via chat as her public comment: importance of insurance company to know what the term "designated records set" is. Should have information located on website to instruct members (former or past) how to obtain these records and where to send their request to (electronically online, fax, mail, email). You should never assume that their mailing address you have on record is where it needs to be sent to unless they confirm it in writing.</li> </ul>
<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>○ Anthem’s Healthy Rewards for Members</li> <li>○ Alejandra provided a high-level review of the Healthy Rewards program. This is a program where members can earn rewards for completing healthy activities such as blood lead screening in children, among others.</li> <li>○ For complete details, please refer to the attached fliers.</li> <li>○ Encourage partners to post, promote and/or share this flier with members.</li> <li>○ Also shared Maichee is available to support clinics and organizations to help enroll members. She is also available to provide trainings to clinics / partners on this program. For more information, please contact Maichee at <a href="mailto:Maichee.Vang@anthem.com">Maichee.Vang@anthem.com</a></li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               12292504              1057170CAMSPABC         </div> <div style="text-align: center;">               12292504              11057170CAMENABC         </div> </div> <ul style="list-style-type: none"> <li>○ Anthem’s Value-Added Benefits for Members</li> <li>○ Maichee, Community Relations Representative, presented on Anthem’s new Value-Added Benefits (VAB). Some of the VAB Anthem is now offering include fresh food option for members with diabetes, asthma and COPD relief products, digital mental health resources and resources, emergency</li> </ul>

	<p>preparedness kit, for members who are currently pregnant have the option get a stroller or a car seat, formula, and/or diapers.</p> <ul style="list-style-type: none"> <li>○ We also offer members a \$100 gas card or Uber transportation card to make sure that they are making those baby appointments or is their car needs some type of repair, we cover up to \$200 to repair.</li> <li>○ Other VAB includes uniforms for a job and if the members are taking an industry certification exam and they pass, Anthem will reimburse them for that exam.</li> <li>○ Feel free to post, promote and/or share this flier with Anthem members.</li> <li>○ For complete details on this program, refer to the flyers attached. Additional information also available on Anthem website at <a href="https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html">https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html</a></li> <li>○ Natalie shared is exiting to hear that Anthem’s benefits include a car seat.</li> <li>○ JR state they see a lot of Anthem members, and this is a great resource.</li> <li>○ JR also requested a flyer to promote the CACs. Lali sent after the meeting.</li> <li>○ Josephine Arguelles requested contact information for training. Rosa Flores and Margarita Rocha also would like to receive training for their teams.</li> <li>○ Maichee stated she and Will cover Fresno and can provide training.</li> <li>○ For questions or a training on this program, please contact Maichee at <a href="mailto:Maichee.Vang@anthem.com">Maichee.Vang@anthem.com</a> and/or Will at <a href="mailto:Will.Sanchez@Anthem.com">Will.Sanchez@Anthem.com</a></li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               7516674              1049017CACSPABC C1049017CACENABC (         </div> <div style="text-align: center;">               7516674         </div> </div> <ul style="list-style-type: none"> <li>○ Lali share highlights from Anthem’s Data Report for Fresno County CAC Q3. 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.</li> </ul> <div style="text-align: center;">               Anthem Data Report              Fresno County CAC_C         </div>
<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>● Third Friday of the second month of each quarter from 11:30 – 12:30 pm. Next meeting: November 15, 2024.</li> </ul> </li> </ul>



[www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal)

Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

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*