








Kings County Community Advisory Committee Minutes

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| DATE: | September 9, 2024 |
| TIME: | 11:30 – 12:30 PM |
| LOCATION: | Microsoft Teams |

| SUBJECT | DISCUSSION |
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| Welcome | <p>Lali welcomed everyone to the meeting and invited them to add their contact information on the chat. In attendance:</p> <p>Yvette Moreno, Kings United Way-211 Kings County Rosa Flores, Outreach Specialist, Anthem Maryiat Yeranasyian, Program Adm/Telehealth, Anthem Will Sanchez, Community Relations Representative, Anthem Liz Tullis, FSR Nurse Manager, Anthem Savino Perico, Kings Community Action Organization David Lavine, Timely Access to Care, Anthem Alejandra Vaca, Health Promotion Consultant Sr., Anthem Deysi Sierra, Business Analyst, QM, Anthem Clarissa Ravelo, First 5 Kings County Winslow Lowe, CalAIM, Champions Recovery Carmen Escobar, RBL - Kings & Tulare County WIC Programs Gaby Rodriguez, Kings Partnership Andrea Thomas, Champions Recovery Cheryl Laundry, CalAIM, Anthem Margarita Perez, Champions Recovery Janet Paine, County Account Management, Anthem Laura Correa-Blanco, Provider Success/Quality, Anthem Lali Witrago, County Account Management, Anthem</p> |
| Purpose of the Community Advisory Committee | <ul style="list-style-type: none"> ○ Provide input and recommendations to Anthem’s programs and services. ○ Meet others to share and learn about resources. ○ Welcome for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Lali at eulalia.witrago@anthem.com |
| Anthem’s Healthy Rewards and Value-Added Benefits for Members, Will Sanchez, Community Relations Rep. | <ul style="list-style-type: none"> ○ Will 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. ○ For complete details, please refer to the attached fliers. ○ Will encourage partners to post, promote and/or share this flier with members. Will is also available to support clinics and organizations to help enroll members. He is also available to provide trainings to clinics / |

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| | <p>partners on this program. For more information, please contact Will at Will.Sanchez@anthem.com</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  12292504 1057170CAMENABC </div> <div style="text-align: center;">  12292504 F1057170CAMSPABC H </div> </div> <ul style="list-style-type: none"> ○ Will also presented on Anthem’s Value-Added Benefits. 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 preparedness kit, for members who are currently pregnant have the option get a stroller or a car seat, formula, and/or diapers. ○ Anthem also offers 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, will cover up to \$200 to repair. ○ 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. ○ Feel free to post, promote and/or share this flier with Anthem members. ○ For complete details on this program, refer to the flyers attached. ○ Additional information also available on Anthem website at https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html ○ For questions or a training on this program, please contact Will at Will.Sanchez@Anthem.com <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  7516674 1049017CACENABC </div> <div style="text-align: center;">  7516674 C1049017CACSPABC Cc </div> </div> |
| <p>Anthem’s Provider Manual, Maryiat Yeranosyan, Program Administrator</p> | <ul style="list-style-type: none"> ○ Maryiat presented on the Provider Manual edits completed July 15, 2024. ○ Provider Manual updates include: <ul style="list-style-type: none"> ▪ Enhanced provisions in member eligibility such as verifying eligibility, children’s benefits, sensitive services, and telehealth ▪ Adjustments to special programs including managed long-term services, enhanced care management, street medicine, and palliative care ▪ Changes in multiple areas such as care provider procedures, administrative procedures, utilization management, care management, claims, state-directed payments, and regulatory requirements ▪ Also added information regarding human trafficking. ○ For complete detail, refer to the attached file and/or visit the website at: https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf ○ For question or feedback, contact Maryiat at Maryiat.Yeranosyan@anthem.com |

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| |  <p>Provider Manual 7.15.2024 Update.pdf</p> |
| <p>Review Scripts for Members, Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p> | <ul style="list-style-type: none"> ○ Alejandra presented on a texting campaign that encourages our pregnant members to receive their recommended vaccinations. Messages will be staggered to one per month. ○ Key questions asked of the audience included, if it's easy for our members to read, is it presented in an organized or appealing way and will members feel represented by the material. ○ The messages were as follows: did you know that you should get your prenatal vaccines as early as possible between 27 to 38 weeks of gestation? Its safe to get vaccinated while you are pregnant? Your doctor may recommend other vaccines based on your health status. The last message is a true or false, it’s safe to get vaccinated while you are pregnant and can protect the health of your baby. Make an appointment for your vaccines by calling your PCP. ○ Members will have the options to reply to the questions or to opt in or request to be removed from receiving additional text messages. ○ Savino shared they have been collecting vaccine information from volunteers and shared how perhaps adults might need more information on vaccines needed. ○ Alejandra will relay this feedback to the vendor relating to the opportunity to include resource / informational links on the messages. ○ Savino asked about the timeframe for TDAP? Ale not sure and will look into this on the CDPH website. ○ Clarissa asked if the text message series start off saying 'Hi, (member name)' since the last test message is about wrong person contacted? ○ Janet stated DCHS does not allow us to use members name on text messaging. ○ For more information or feedback, please contact Alejandra at Alejandra.Vaca@anthem.com |
| <p>Timely Access to Care, David Lavine, Provider Performance Management</p> | <ul style="list-style-type: none"> ○ David presented on Anthem’s provider appointment availability survey and the afterhours survey. 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. ○ Provider types surveyed include: primary care, specialties, psychiatry, non-physician mental health, and ancillary specialists. ○ Timely access to care is important to support preventive medicine leading to better outcomes and lower cost, providing timely access to care to build patient’s loyalty, among other things. ○ Timely access for urgent appointments now includes weekends and holidays. |

- David acknowledged this new requirement is difficult to meet however this is a requirement from the Department of Managed Health Care.
- Provider groups with less than a 70% compliance rate for urgent or non-urgent appointments receive a Corrective Action Plan (CAP). This year, Anthem provided four CAPs.

| Urgent Care | |
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| prior authorization not required by health plan  2 days | prior authorization required by health plan  4 days |
| Non-Urgent Care | |
| Doctor Appointment | |
| PRIMARY CARE PHYSICIAN  10 business days | SPECIALTY CARE PHYSICIAN  15 business days |
| Mental Health Appointment (non-physician 1)  10 business days | Appointment (ancillary provider 2)  15 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) | |

- Provider offices are encouraged to post the timely access flyer in the front office, train front office/ scheduling staff in timely access, have policy and procedures to leave appointments available for last-minute urgent (sick) appointments, utilize telehealth appointments for timely access, and update Anthem when there is a change to your demographic information.
- Please refer to updated flier and slides for complete details. Feel free to share / post the Timely Access Flier in provider offices.
- For more information, contact David Lavine at david.lavine@anthem.com







Anthem Timely Access Flier.pdf



CAC - Timely Access and the Prov Appt Av

Committee Member Updates / Events - two minutes per person maximum

- Savino, KCAO, shared they will be hosting a Hispanic Heritage Month resource fair at KCAO on 9/14 from 10-1 pm. Savino also reported that they still have spots available for the Domestic Violence Prevention Month event scheduled for 10/17.
- Savino also shared that they are working in collaboration with West Hills for a Fun run at West Hills scheduled for 10/26. Registration link can be found on KCAOs website. Run will have a \$10 fee.
- Savino also mentioned they are looking for sponsorships.
- For questions on the events or sponsorships, contact Savino at SPerico@kcao.org

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| | <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Domestic Violence Awareness (1).pdf </div> <div style="text-align: center;">  Color Run .pdf </div> <div style="text-align: center;">  Hispanic Heritage Month Event (1).pdf </div> </div> |
| <p>Anthem Updates</p> <ul style="list-style-type: none"> ○ County Account Management ○ Special Programs / CalAIM ○ Health Education ○ Cultural and Linguistics ○ Provider Relationship ○ Telehealth Programs ○ Marketing / Community Relations ○ Quality Improvement / Provider Success | <ul style="list-style-type: none"> ○ Cheryl shared the Findhelp referral platform for Anthem’s CalAIM ECM and CS https://anthembc.findhelp.com/. Recommended for organizations / teams to create a log in and password. Recommend doing so for department so this way anyone can access referrals outcomes. For questions or more information, contact Cheryl at cheryl.laundry@anthem.com ○ Lali provided high level on Anthem’s Data Report for Kings County CAC Q3. Membership, transportation, and LiveHealth Online utilization. Medi-Cal Ready. Set. Renew and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports resources and information. For complete details, refer to slide deck attached. <div style="margin-top: 10px;">  Anthem Data Report Kings County CAC_Q3 </div> ○ Cheryl shared additional information related to CalAIM’s enhanced care management, community support, community health worker, and doula benefits. Anthem is looking to contract with additional providers with a focus on birth equity and serving patients that are Black, Pacific Islander, American Indian or Native Alaskan. For questions or more information, contact Cheryl Laundry at cheryl.laundry@anthem.com |
| <p>Closing Remarks & Next Meeting</p> | <ul style="list-style-type: none"> ○ Next Meeting: <ul style="list-style-type: none"> ● Next meeting: December 2nd, 2024, 11:30-12:30 PM |

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| We can translate this at no cost. Call the customer service number on your member ID card. | <i>English</i> |
| Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card). | <i>Spanish</i> |
| 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。 | <i>Chinese</i> |
| 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. | <i>Hmong</i> |
| Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card). | <i>Russian</i> |
| Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro. | <i>Tagalog</i> |
| 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. | <i>Vietnamese</i> |