


















Tulare County Community Advisory Committee Minutes


DATE:	August 13, 2024
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Lali welcomed everyone to the meeting and invited them to add their name and contact information on the chat. In attendance:</p> <p>Joy Hilty, Quality Assurance, Visalia Health Care Center Decinda Allen, LMFT Clinical Manager Tulare County Integrated Services Timberly Romero, Program Officer, First 5 Tulare County Dan Blazar, Patient Experience Officer Sierra View Medical Center Alexia Montoya, Health Education Specialist, Tulare County Public Health George Jagatic, Supervisor, Tulare County Health Care Centers, Visalia Rosa Flores, CHW Outreach Specialist, Anthem David Lavine, Program Manager, Timely Access to Care, Anthem Pang Vallembois, CHW Lead, Anthem Gwyn Reniers, Clinic Manager, The Source LGBT+ Center Anthony Gracian, School Social Worker-Alpaugh Unified School District Alejandra Vaca, Health Education and Cultural and Linguistics, Anthem Erica Esquer, Community Health Worker, Anthem Deysi Sierra, Quality Management, Anthem Aide Hernandez, Central Valley Empowerment Alliance Sonia Duran-Aguilar, Director of Population, Kaweah Health Marcella Corona, Outreach and Education Lead, Anthem Cassandra Hernandez, CHW Outreach Specialist, Anthem Devina Arroyo, Adventist Health Will Sanchez, Community Outreach, Anthem James Richardson, Central Valley Vein and Wound Center Emilia Avila, Central California Food Bank Liz Tullis, Facility Site Reviews, Anthem Ellie Arellano, United Way of Tulare County/211 Sandra Escudero, Lindsay FRC Alma Torres-Nguyen, Kaweah Health Ercilia Montemayor, Tulare County Health Care Centers, Visalia Heather Journey-Thompson, Adventist Health Anna Pulido, United Way of Tulare County/211 Maria Zendejas, Altura for Health Sonia Duran-Aguilar, Kaweah Health</p>

	<p>Rondale Holloway, State Council on Developmental Disabilities Janet Paine, PD, County Management, Anthem Jessica Veliz, United Way of Tulare County Lali Witrigo, PM, County Management, Anthem</p>
<p>Purpose of the Community Advisory Committee</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 Lali at eulalia.witrigo@anthem.com
<p>Review Scrips for Members, Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> ○ Alejandra presented on five text messages regarding lead screening in children. Once this campaign is launched, parents / guardians 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. ○ 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 also in general, is the information relevant to their lives. ○ Alejandra displayed and read each of the messages. ○ Alexia recommended to avoid acronyms. ○ Sandra mentioned the messages are easy and simple to read. ○ Timberly shared most people are more open to receiving / reading messages via text and this campaign might be well received. ○ For further feedback, contact Alejandra at Alejandra.Vaca@anthem.com
<p>Anthem’s Healthy Rewards for Members, Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> ○ 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. ○ For complete details, please refer to the attached fliers. ○ Encourage partners to post, promote and/or share this flier with members. ○ Will Sanchez mentioned he is available to support clinics and organizations to help enroll members. Will is also available to provide trainings to clinics / partners on this program. For more information, please contact Will Sanchez at Will.Sanchez@anthem.com <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 1057170CAMSPABC I </div> </div>
<p>Timely Access to Care, David Lavine, Provider Performance Management</p>	<ul style="list-style-type: none"> ○ 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.

	<div style="text-align: center; background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;">Urgent Care</div> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>prior authorization not required by health plan</p> <p> 2 days</p> </div> <div style="text-align: center;"> <p>prior authorization required by health plan</p> <p> 4 days</p> </div> </div> <div style="text-align: center; background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;">Non-Urgent Care</div> <div style="text-align: center; background-color: #e0f0ff; padding: 5px; margin-bottom: 10px;">Doctor Appointment</div> <div style="display: flex; justify-content: space-around; background-color: #e0f0ff; padding: 5px;"> <div style="text-align: center; border: 1px solid #008000; padding: 5px;"> <p>PRIMARY CARE PHYSICIAN</p> <p> 10 business days</p> </div> <div style="text-align: center; border: 1px solid #008000; padding: 5px;"> <p>SPECIALTY CARE PHYSICIAN</p> <p> 15 business days</p> </div> </div> <div style="display: flex; justify-content: space-around; background-color: #e0f0ff; padding: 5px;"> <div style="text-align: center; border: 1px solid #008000; padding: 5px;"> <p>Mental Health Appointment <small>(non-physician 1)</small></p> <p> 10 business days</p> </div> <div style="text-align: center; border: 1px solid #008000; padding: 5px;"> <p>Appointment <small>(ancillary provider 2)</small></p> <p> 15 business days</p> </div> </div> <div style="text-align: center; background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;">Follow-Up Care</div> <div style="text-align: center; border: 1px solid #008000; padding: 5px;"> <p>Mental Health / Substance Use Disorder Follow-Up Appointment <small>(non-physician)</small></p> <p> 10 business days from prior appointment <small>(effective July 1, 2022)</small></p> </div> <ul style="list-style-type: none"> ○ Timely access for urgent appointments now includes weekends and holidays. ○ This year Anthem only provided four Corrective Action Plans (CAPs). ○ Joy inquired about how clinics can meet the 48-hour urgent appointment if the patient calls on Friday, then this would be Sunday. David acknowledged this new requirement is difficult to meet however this is a requirement from the Department of Managed Health Care. ○ Please refer to updated flier and slides for complete details. For more information, contact David Lavine at david.lavine@anthem.com <div style="display: flex; justify-content: center; gap: 20px; margin-top: 10px;"> <div style="text-align: center;">  Anthem Timely Access Flier.pdf </div> <div style="text-align: center;">  CAC - Timely Access and the Prov Appt Av </div> </div>
<p>Anthem’s Value-Added Benefits</p>	<ul style="list-style-type: none"> ○ Will Sanchez, 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 preparedness kit, for members who are currently pregnant have the option get a stroller or a car seat, formula and/or diapers. ○ We also offer members a \$100 gas card or Uber transportation card to make sure that they're making those baby appointments or is their car needs some type of repair, we cover up to \$200 to repair. ○ Other VAB includes uniforms for a job and also if the members is doing 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.

	<ul style="list-style-type: none"> ○ 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 Sanchez at Will.Sanchez@anthem.com <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  7516674 1049017CACSPABC (1049017CACENABC (</div> <div style="text-align: center;">  7516674 </div> </div>
<p>Committee Member Updates / Events - two minutes per person maximum</p>	<ul style="list-style-type: none"> ○ Alexia, TC Public Health, shared the link to the Tulare County Community Health Assessment (CHA) & Community Health Improvement Plan (CHIP) https://tchhsa.org/eng/community/community-health-assessment-cha-community-health-improvement-plan-chip/. Alexia also invited community partners to join the CHA/CHIP subcommittees. These are based on the findings from the CHA. The subcommittees focus on access to care and diabetes prevention and management. Current members to the subcommittees include the managed care plans, community partners, and hospitals. Each group works on different goals and objective towards those initiatives. Planning to come back to this committee to present additional information on the CHA/CHIP and its subcommittees. For further questions/ to join a subcommittee, contact Alexia at Jamontoya@tularecounty.ca.gov. ○ Rondale Holloway, SCDD. Share there has been an issue with members or former members receiving their designated record set upon request from Anthem. A designated record set is a terminology that is used solely for insurance companies. ○ Anna, United Way of Tulare County, shared their Annual Breakfast is schedule for September 27th. Sponsorship and nonprofit seats available. For more info and details visit: https://www.unitedwaytc.org/arb ○ Alma, Kaweah Health, shared that as part the nutrition education obesity prevention program they will be holding a Store Tour on September 18th from 5-7 pm. Refer to flier for details. They are getting ready to plan other activities, but the diabetes support groups are going well. Also doing the monthly walks in Lindsey, and those are very well attended. Alma also share the attached Community Health Survey via email for all to complete and share further, please refer flyer and QR code. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  central-valley_needsa </div> <div style="text-align: center;">  Store Tour Flyer </div> </div> <p>ssessmentsurvey.8.21English and Spanish.p</p> <ul style="list-style-type: none"> ○ Aide, CVEA, shared they are planning quadrilla events and health fairs and additional information will be forthcoming. Areas being considered include Ducor, Pixley, Poplar, Lindsey, etc.

<p>Anthem Updates</p> <ul style="list-style-type: none"> ○ County Account Management ○ Special Programs / CalAIM ○ Health Education ○ Cultural and Linguistics ○ Provider Relations ○ Telehealth Programs ○ Marketing / Community Relations ○ Quality Improvement / Provider Success 	<ul style="list-style-type: none"> ○ Lali share highlights from Anthem’s Data Report for Tulare County CAC Q3. These included Membership, transportation, and LiveHealth Online utilization. Also shared Medi-Cal Ready-Set-Renew, and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information. <div style="text-align: center;">  <p>Anthem Data Report Tulare County CAC_Q</p> </div> <ul style="list-style-type: none"> ○ David provided an update on Advanced Access. Anthem has initiated its Advanced Access Program. If a Primary Care Physician schedules all her/his appointments (both Urgent and Non-Urgent) within one or two days and meets certain requirements, they can receive an automatic "Compliant" score on the Provider Appointment Availability Survey without being surveyed. ○ David also shared details on the Time Access Training Course: Anthem is rolling out the new Timely Access Training Course for Appointment Availability and After-Hours requirements and surveys. The course will be available at the end of the year and will be required for Provider Pathways and will be issued to providers on an Ad Hoc basis and for Corrective Action Plans. ○ For questions or more information regarding Advance Access Program and/or the Time Access Training Course, please contact Dave at david.lavine@anthem.com
<p>Closing Remarks & Next Meeting</p>	<ul style="list-style-type: none"> ○ Next Meeting: <ul style="list-style-type: none"> ● Second Tuesday of the second month of each quarter from 11:30 – 12:30 pm. Next meeting: November 12, 2024.

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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>