

























## Kings County Community Advisory Committee Meeting Minutes

<b>DATE:</b>	December 2, 2024
<b>TIME:</b>	11:30 – 12:30 PM
<b>LOCATION:</b>	Microsoft Teams

SUBJECT	DISCUSSION
<b>Welcome</b>	<p>Brandi welcomed everyone to the meeting and invited them to add their contact information on the chat. In attendance:</p> <p>Andrea Thomas, Champions Recovery            Carmen Escobar, RBL, Tulare and Kings County            Gisselle Tamayo, Kings Partnership            Margarita Perez, Champions Recovery            Karina Casarez, Kings Partnership            Jessika Schneider, Champions Recovery            Everado Legaspi, Kings County            David Long, Kings County            Margarita Perez, Champions Recovery            Winslow Lowe, Champions Recovery            Linh Casas, Whole Health Director, Anthem            David Lavine, Program Manager Medi-Cal Network Adequacy, Anthem            Maryiat Yeranosyan, Program Adm/Provider Manual Contract, Anthem            Alejandra Vaca, Health Promotion Consultant Sr., Anthem            Cheryl Laundry, Regional Program Manager, Anthem            Mayra Serrano, Director, Health Equity, Anthem            Liz Tullis, National Quality Manager, Anthem            Brandi Jenkins, Regional Program Manager, Anthem            Will Sanchez, Comm. Relations Rep II, Anthem</p>
<b>Purpose of the Community Advisory Committee</b>	<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>○ Welcome for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Janet at <a href="mailto:Janet.Paine@Anthem.com">Janet.Paine@Anthem.com</a></li> </ul>
<b>Anthem’s Provider Manual Updates</b> , Maryiat Yeranosyan, Program Administrator	<ul style="list-style-type: none"> <li>○ Maryiat presented on the updated Provider Manual which is now available.</li> <li>○ <a href="https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf">https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_ProviderManual.pdf</a></li> </ul>

	<ul style="list-style-type: none"> <li>○ For question or feedback, contact Maryiat at <a href="mailto:Maryiat.Yeranosyan@anthem.com">Maryiat.Yeranosyan@anthem.com</a></li> </ul>						
<p><b>Network Adequacy,</b> David Levine, Provider Performance Management</p>	<ul style="list-style-type: none"> <li>○ David presented on Anthem Network Adequacy</li> <li>○ GeoAccess Time or Distance and Heat Map reviewed for Kings County</li> <li>○ Provider Ratios and Mandatory Provider Types analyzed</li> <li>○ Provider Appointment Availability Survey Kings County</li> </ul> <div data-bbox="581 531 1502 1377" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="background-color: #2e8b57; color: white; text-align: center; padding: 5px;"><b>Urgent Care</b></div> <table style="width: 100%; text-align: center;"> <tr> <td style="width: 50%;">                     prior authorization  <b>not required</b> by health plan   <b>2</b> days                 </td> <td style="width: 50%;">                     prior authorization  <b>required</b> by health plan   <b>4</b> days                 </td> </tr> </table> <div style="background-color: #2e8b57; color: white; text-align: center; padding: 5px;"><b>Non-Urgent Care</b></div> <div style="text-align: center; border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <b>Doctor Appointment</b> </div> <table style="width: 100%; text-align: center; border: 1px solid #ccc;"> <tr> <td style="width: 50%;"> <b>PRIMARY CARE PHYSICIAN</b>   <b>10</b> business days                 </td> <td style="width: 50%;"> <b>SPECIALTY CARE PHYSICIAN</b>   <b>15</b> business days                 </td> </tr> </table> <table style="width: 100%; text-align: center; border: 1px solid #ccc;"> <tr> <td style="width: 50%;"> <b>Mental Health Appointment</b>                      (non-physician 1)   <b>10</b> business days                 </td> <td style="width: 50%;"> <b>Appointment</b>                      (ancillary provider 2)   <b>15</b> business days                 </td> </tr> </table> <div style="background-color: #2e8b57; color: white; text-align: center; padding: 5px;"><b>Follow-Up Care</b></div> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <b>Mental Health / Substance Use Disorder Follow-Up Appointment</b>                      (non-physician)   <b>10</b> business days from prior appointment                      (effective July 1, 2022)                 </div> </div> <ul style="list-style-type: none"> <li>○ 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.</li> </ul> <div data-bbox="641 1638 690 1690" style="text-align: center;">  </div> <p style="text-align: center;">Timely Access Flier.pdf</p> <ul style="list-style-type: none"> <li>○ Please refer to updated flier and slides for complete details. Feel free to share / post the Timely Access Flier in provider offices.</li> <li>○ For more information, contact David Lavine at <a href="mailto:david.lavine@anthem.com">david.lavine@anthem.com</a></li> </ul>	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	<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
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<p><b>Health Equity,</b> Mayra Serrano, Director, Health Equity</p>	<ul style="list-style-type: none"> <li>○ Mayra presented on Health Equity Updates</li> <li>○ Quality Improvement and Health Equity Transformation Plan provides a complete assessment of all Quality Improvement and Health Equity activities undertaken by Anthem</li> <li>○ Key Elements/Analysis Social Risks and Needs reviewed</li> <li>○ Next Steps and Recommendations provided</li> <li>○ Non-Specialty Mental Health services flier shown, and feedback encouraged</li> <li>○ For more information, contact Mayra Serrano at <a href="mailto:Mayra.Serrano@elevancehealth.com">Mayra.Serrano@elevancehealth.com</a></li> </ul> <div style="text-align: center;">               Kings CAC_HE              Updates_12-2-24.pd         </div>
<p><b>Community Health Assessment / Community Health Improvement Plan,</b> Linh Casas, Whole Health Director</p>	<ul style="list-style-type: none"> <li>○ Linh shared information on the Community Health Assessment and Community Health Improvement Plan.</li> <li>○ Linh reviewed new annual MCP PHM strategy to participate in Local Health Department (LHD)Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) – MCPS no longer required to submit annual Population Needs Assessment (PNA)</li> <li>○ CHA and CHIP differentiated, timeline for local health districts (LHD) and MCPs detailed</li> <li>○ DHCS Expectations for PNA – MCPS required to co-develop meaningful shared goals with LHD</li> <li>○ How can CAC members get involved?</li> <li>○ Kings County PNA Progress: One-pager shared</li> <li>○ Next steps include Anthem inviting LHD partners to share their CHA/CHIP</li> <li>○ For more information, contact Linh Casas at <a href="mailto:Linh.Ngo@anthem.com">Linh.Ngo@anthem.com</a></li> </ul> <div style="text-align: center;">               PNA Kings.pdf         </div>
<p><b>Cultural Linguistics Update,</b> Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> <li>○ Alejandra presented Anthem Health and Wellness Webpage</li> <li>○ David Long mentioned that there are a few things on the Health and Wellness Webpage list that were not previously discussed.</li> <li>○ Andrea advised SUD, Tobacco free were included but there wasn’t a section on immunizations which can be added in the future.</li> <li>○ For more information or feedback, please contact Alejandra at <a href="mailto:Alejandra.Vaca@anthem.com">Alejandra.Vaca@anthem.com</a></li> <li>○ Links reviewed: <a href="#">Anthem Health and Wellness Health A to Z</a></li> </ul>



<b>Committee Member Updates / Events - two minutes per person maximum</b>	<ul style="list-style-type: none"> <li>○ Committee Member had no updates or events to share.</li> </ul>
<b>Anthem Updates</b> <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 Relationship</li> <li>○ Telehealth Programs</li> <li>○ Marketing / Community Relations</li> <li>○ Quality Improvement / Provider Success</li> </ul>	<ul style="list-style-type: none"> <li>○ Update not available for this meeting. Anthem’s Data Report for Fresno County CAC Q3 is attached to include membership, transportation, and Live Health Online utilization. Medi-Cal Ready. Set. Renew, and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.</li> </ul>
<b>Closing Remarks &amp; Next Meeting</b>	<ul style="list-style-type: none"> <li>○ Next Meeting:             <ul style="list-style-type: none"> <li>● 2025 – To Be Scheduled</li> </ul> </li> </ul>

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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>