



## Madera County Community Advisory Committee Minutes

<b>DATE:</b>	December 10, 2024
<b>TIME:</b>	11:30 – 12:30 PM
<b>LOCATION:</b>	Microsoft Teams

SUBJECT	DISCUSSION
<b>Welcome</b>	<p>Cheryl welcomed everyone to the meeting and invited them to add their contact information on the chat. In attendance:</p> <p>Lisa Rocha Danks, CASA Fresno and Madera Counties            Diego Casillas, Madera County            Sophia Salinas, California Health Collaborative            Lillia Serrano Monson, Camarena Health            Jorge De Nava Jr, CVOC            Sylvia Stratford, MCDHPH – MCAH            Linh Casas, Whole Health Director, Anthem            David Lavine, Timely Access to Care, Anthem            Maryiat Yeranosyan, Program Adm/Telehealth, Anthem            Alejandra Vaca, Health Promotion Consultant Sr., Anthem            Cheryl Laundry, Regional Program Manager, Anthem            Denise Ornelas, Program Manager</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, Maryiat Yeranosyan, Program Administrator</b>	<ul style="list-style-type: none"> <li>○ Maryiat presented on the updated Provider Manual which is now available.</li> <li>○ For question or feedback, contact Maryiat at <a href="mailto:Maryiat.Yeranosyan@anthem.com">Maryiat.Yeranosyan@anthem.com</a></li> </ul> <div style="text-align: center;">  <p>CABC-CD-072492-24_ EXPRESS New PM ava</p> </div>
<b>Network Adequacy, David Levine, Provider Performance Management</b>	<ul style="list-style-type: none"> <li>○ David presented on Anthem Network Adequacy in general terms. Due to an internet outage, he was unable to present Madera-specific data. David will forward the Madera slide deck to meeting participants.</li> </ul>

○ 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.



Anthem Timely Access Flier.pdf

○ Please refer to updated flier. Feel free to share / post the Timely Access Flier in provider offices.

○ For more information, contact David Lavine at [david.lavine@anthem.com](mailto:david.lavine@anthem.com)

**Health Equity,**  
Mayra Serrano, Director,  
Health Equity

- Mayra was not available.
- Non-Specialty Mental Health services flier below – your is feedback encouraged
- For more information, contact Mayra Serrano at [Mayra.Serrano@elevancehealth.com](mailto:Mayra.Serrano@elevancehealth.com)



<Anthem Blue Cross> encourages our members to take care of themselves and their families, both physically and emotionally.

**We offer these mental health services:**

- Mental health evaluation and treatment, including individual, group, and family psychotherapy
- Psychological and neuropsychological testing, when needed to measure a mental health condition
- Outpatient care for purposes of monitoring drug therapy
- Psychiatric consultation
- Outpatient labs, drugs, supplies, and supplements\*








If you have any questions or to find out if you're eligible for the above and for help in finding in-network providers to support your needs, please visit our member website at [anthem.com/ca/medi-cal](http://anthem.com/ca/medi-cal) or download the <Sydney Health> app for live chat support.

You can also call <a Customer Care Center> toll free at **<800-407-4627 (TTY 711)>** (outside L.A. County) or **<888-285-7801 (TTY 711)>** (inside L.A. County) <Monday through Friday, 7 a.m. to 7 p.m. Pacific time>.

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



\* This does not include medications covered under the <Medi-Cal> Rx Contract Drug List.  
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<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 and MCPS detailed</li> <li>○ DHCS Expectations for PNA – MCPS required to co-develop meaningful shared goals with LHD</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 Madera CAC.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>○ 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>
<p><b>Committee Member Updates / Events - two minutes per person maximum</b></p>	<ul style="list-style-type: none"> <li>○ Lisa RochaDanks, CASA Fresno and Madera mentioned that she has high need of advocates as Casa has several teen moms.</li> <li>○ Cheryl discussed ECM Birth Equity for Black, Pacific Islander, American Indian and Alaskan Natives and/or Doula program for all moms.</li> </ul> <div style="text-align: center;">    </div> <p style="text-align: center;">             Doula Program BR QM 05 23.pdf    ca_caid_pregnancyan dbeyond_eng.pdf    CalAIM-CS-a11y.pdf         </p>
<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 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 Madera County CAC Q3 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.</li> </ul> <div style="text-align: center;">               Anthem Data Report Madera County_Q3 21         </div>



<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>