






Tulare County Community Advisory Committee Minutes

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

SUBJECT	DISCUSSION
Welcome	<p>Cheryl welcomed everyone to the meeting and invited them to add their contact information on the chat. In attendance:</p> <p>Linda Ledesma, Lindsay K-12 Tulare Anthony Gracian, School Social Worker, Alpaugh Unified School District Ellie Arellano, United Way of Tulare, 211 Resource Specialist Decinda Allen, Clinical Services Manager Tulare County Raul Magana-Lopez, Pathways Fellow, Tulare County Public Health Erica Cubas, Community Development Director, Altura Centers for Health Olga Ochoa, Supervisor CA Health Care Options Program Raveena Singh, Health Collaborative Sharon Lopez, Tulare County Jessica Veliz, United Way Tulare David Lavine, Timely Access to Care, Anthem Maryiat Yeranosyan, Program Adm/Telehealth, Anthem Alejandra Vaca, Health Promotion Consultant Sr., Anthem Marcella Corona, Anthem Cassandra Hernandez, Anthem Elizabeth Tullis, Anthem Rosa Flores, Outreach Specialist, Anthem Cheryl Laundry, Regional Program Manager Denise Ornelas, 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 Janet at Janet.Paine@Anthem.com
Anthem’s Provider Manual Updates, Maryiat Yeranosyan, Program Administrator	<ul style="list-style-type: none"> ○ Maryiat presented on the updated Provider Manual which is now available. ○ For question or feedback, contact Maryiat at Maryiat.Yeranosyan@anthem.com

	 <p>CABC-CD-072492-24_ EXPRESS New PM ava</p>						
<p>Network Adequacy, David Lavine, Provider Performance Management</p>	<ul style="list-style-type: none"> ○ David presented on Anthem Network Adequacy ○ GeoAccess Time or Distance and Heat Map reviewed for Tulare County ○ Provider Ratios and Mandatory Provider Types analyzed ○ Provider Appointment Availability Survey <div style="border: 1px solid green; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #008000; color: white; margin: 0;">Urgent Care</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; padding: 5px;"> <p style="font-size: small;">prior authorization not required by health plan</p> <p style="font-size: x-large; font-weight: bold;">2 days</p> </td> <td style="text-align: center; padding: 5px;"> <p style="font-size: small;">prior authorization required by health plan</p> <p style="font-size: x-large; font-weight: bold;">4 days</p> </td> </tr> </table> </div> <div style="border: 1px solid green; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #008000; color: white; margin: 0;">Non-Urgent Care</p> <p style="text-align: center; font-weight: bold; margin: 0;">Doctor Appointment</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; padding: 5px;"> <p style="font-size: small; font-weight: bold;">PRIMARY CARE PHYSICIAN</p> <p style="font-size: x-large; font-weight: bold;">10 business days</p> </td> <td style="text-align: center; padding: 5px;"> <p style="font-size: small; font-weight: bold;">SPECIALTY CARE PHYSICIAN</p> <p style="font-size: x-large; font-weight: bold;">15 business days</p> </td> </tr> </table> <table style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="text-align: center; padding: 5px; border: 1px solid black;"> <p style="font-size: small; font-weight: bold;">Mental Health Appointment (non-physician 1)</p> <p style="font-size: x-large; font-weight: bold;">10 business days</p> </td> <td style="text-align: center; padding: 5px; border: 1px solid black;"> <p style="font-size: small; font-weight: bold;">Appointment (ancillary provider 2)</p> <p style="font-size: x-large; font-weight: bold;">15 business days</p> </td> </tr> </table> </div> <div style="border: 1px solid green; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #008000; color: white; margin: 0;">Follow-Up Care</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center; font-size: small; font-weight: bold;">Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician)</p> <p style="text-align: center; font-size: x-large; font-weight: bold;">10 business days from prior appointment (effective July 1, 2022)</p> </div> </div> <ul style="list-style-type: none"> ○ 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. <div style="margin-top: 10px;">  <p style="font-size: small;">Anthem Timely Access Flier.pdf</p> </div> <ul style="list-style-type: none"> ○ 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 <div style="margin-top: 10px;">  <p style="font-size: small;">CAC - Network Adequacy -Tulare.ppt</p> </div>	<p style="font-size: small;">prior authorization not required by health plan</p> <p style="font-size: x-large; font-weight: bold;">2 days</p>	<p style="font-size: small;">prior authorization required by health plan</p> <p style="font-size: x-large; font-weight: bold;">4 days</p>	<p style="font-size: small; font-weight: bold;">PRIMARY CARE PHYSICIAN</p> <p style="font-size: x-large; font-weight: bold;">10 business days</p>	<p style="font-size: small; font-weight: bold;">SPECIALTY CARE PHYSICIAN</p> <p style="font-size: x-large; font-weight: bold;">15 business days</p>	<p style="font-size: small; font-weight: bold;">Mental Health Appointment (non-physician 1)</p> <p style="font-size: x-large; font-weight: bold;">10 business days</p>	<p style="font-size: small; font-weight: bold;">Appointment (ancillary provider 2)</p> <p style="font-size: x-large; font-weight: bold;">15 business days</p>
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<p>Health Equity, Mayra Serrano, Director, Health Equity</p>	<ul style="list-style-type: none"> ○ Mayra presented on Health Equity Updates ○ Quality Improvement and Health Equity Transformation Plan provides a complete assessment of all Quality Improvement and Health Equity activities undertaken by Anthem 						

- Key Elements/Analysis Social Risks and Needs reviewed
- Next Steps and Recommendations provided
- Non-Specialty Mental Health services flier shown and feedback encouraged
- (Linda) advised adding information regarding virtual provider visits and Anthem transportation links.
- For more information, contact Mayra Serrano at 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 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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Community Health Assessment / Community Health Improvement Plan,
 Linh Casas, Whole Health Director

- Linh shared information on the Community Health Assessment and Community Health Improvement Plan.
- 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)

	<ul style="list-style-type: none"> ○ CHA and CHIP differentiated, timeline for local health districts and MCPs detailed ○ DHCS Expectations for PNA – MCPS required to co-develop meaningful shared goals with LHD ○ Next steps include Anthem inviting LHD partners to share their CHA/CHIP ○ For more information, contact Linh Casas at Linh.Ngo@anthem.com ○ <div style="text-align: center;">  <p>PNA Tulare CAC.pdf</p> </div>
<p>Cultural Linguistics Update, Alejandra Vaca, Anthem’s Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> ○ Alejandra presented Anthem Health and Wellness Webpage ○ (Marcella) Don’t share DPP Solera Flyer – Anthem has a new vendor for Diabetes Education. We have removed Solera from provider website, it is no longer listed under provider bulletins. It is also not in LinkedIn or our health education email. We are working on getting the word out that we are switching providers at this time. ○ For more information or feedback, please contact Alejandra at Alejandra.Vaca@anthem.com ○ Links reviewed: Anthem Health and Wellness Health A to Z
<p>Committee Member Updates / Events - two minutes per person maximum</p>	<ul style="list-style-type: none"> ○ Committee Member had no updates or events to share.
<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"> ○ Update not available for this meeting. Anthem’s Data Report for Tulare 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.
<p>Closing Remarks & Next Meeting</p>	<ul style="list-style-type: none"> ○ Next Meeting: <ul style="list-style-type: none"> ● 2025 – To Be Scheduled



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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