

QUALITY IMPROVEMENT AND HEALTH EQUITY COMMITTEE (QIHEC) Q4 2024 MEETING

DECEMBER 9, 12PM-1:30PM

TOPIC	DISCUSSION
Opening Remarks	Les Ybarra welcomed all attendees to the Q4 meeting and acknowledged Dr. Elizabeth Stewart for stepping in as co-chair due to Mayra Serrano's absence. He highlighted the committee's continuing mission to address quality improvement and health equity, emphasizing collaboration with community partners to promote these goals.
QIHETP Update Dr. Elizabeth Stewart	<p>Quality Improvement and Health Equity Transformation Plan (QIHETP) Progress:</p> <ul style="list-style-type: none"> Discussed results of 2024 social risk and needs assessment in 6 most populous counties. Housing was identified as the most common social risk while substance use disorder as the most commonly reported social need. Goals were developed focused on these two identified needs. Efforts focused on closing care gaps, enhancing preventive access, and addressing disparities across race, ethnicity, and geography. Specific achievements include improvements in postpartum care rates among Black/African American women, utilizing doula benefit programs, and increased housing support for homeless members. Challenges such as transportation barriers, financial constraints, lack of childcare, and mistrust in healthcare systems were discussed, with pilot programs introducing community health workers for maternal and child health outreach.
Non-Specialty Mental Health Services (NSMHS) Dr. Elizabeth Stewart & Linh Casas	<ul style="list-style-type: none"> Explained the distinction between non-specialty mental health services (less acute) managed by care plans, and specialty services. Emphasized the importance of ensuring access for both children and adults across different needs, focusing on improving delivery efficiency. Shared NSMHS Utilization rates and highlighted disparities by race/ethnicity, age, gender, and language. Lower utilization were observed among Hispanic/Latinos, Asian, males, older adults over 50 years old, and those speaking a language other than English Requested feedback on NSMHS member facing flyer
Population Health Management Strategy Linh Casas	<ul style="list-style-type: none"> Beginning January 1, 2023, Managed Care Plans (MCPs) are no longer required to submit an annual Population Needs Assessment (PNA) and PNA Action Plan; instead, they must participate meaningfully in Local Health Jurisdictions' (LHJ) Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) processes as directed by the updated DHCS Population Health Management Policy Guide. Between 2024-2027 MCPs will be required to support LHJ on current CHA/CHIP processes. Anthem is actively collaborating in CHA/CHIP processes led by county LHJs in counties with existing contracts, a total of 16 counties. Anthem is participating in meetings, sharing data, providing in-kind staffing and funding, and collaboration with other MCPs to align with DHCS clinical strategies and bold goals Shared county shared goals for each county to align with the bold goals, including closing racial/ethnic disparities in well child visits and immunization by 50%; closing maternity care disparity for Black and



QUALITY IMPROVEMENT AND HEALTH EQUITY COMMITTEE (QIHEC) Q4 2024 MEETING

DECEMBER 9, 12PM-1:30PM

	<p>Native American persons by 50%, Improving maternal and adolescent depression screening by 50%; Improving follow-up for mental health and substance use disorder by 50%; and ensuring health plans exceed the 50th percentile for children's preventive care measures</p>
<p>Community-Based Partnerships Updates</p> <p>Kristopher Kuntz</p> <p>Tara Brickey</p>	<ul style="list-style-type: none"> • Defines the 2 primary types of partnerships, including Grant Agreements and Data Driven Partnerships • For grant agreements, described process for determining strategies, selecting grants, and evaluating partners • Shared evaluation results of grant agreements for Housing and Homelessness partners: Supported development of 325 new units of permanent supportive housing and 164 new interim shelter beds. <p>CalAIM IPP Initiatives:</p> <ul style="list-style-type: none"> • CalAIM (California Advancing and Innovating Medi-Cal), launched in 2022, aims to boost Medi-Cal services. • The Incentive Payment Program (IPP) evaluates performance in contracted ECM provider programs. Described how partnerships are evaluated. • Discussed Community Reinvestment Programs with a focus on housing, healthcare worker education, and addressing root causes of poor health conditions. • Updates on Community-Based Organization partnerships emphasized collaborations aimed at improving access and equity, particularly through social support services. Merging efforts with private wellness providers opens doors to more flexible and effective interventions to improve health outcomes.
<p>FindHelp Update</p> <p>Spenser Rudd</p>	<p>Spencer Rudd presented referral data for the first half of 2024:</p> <ul style="list-style-type: none"> • Shared insights from the FindHelp platform, citing referral data and increasing the closed-loop rates. The current emphasis remains on refining the platform's use among member-facing associates to enhance referral conversion into actionable support. • Q3: 241 associates, 1,494 searches, equating to 90 shares leading to 264 referrals, 6 closed loops (2% closed loop rate). • Emphasis was placed on increasing referral volume and closed loop rates, targeting a 25% closed loop rate. Q3 saw a decrease in closed loop rates • Emphasis on refining member-facing associates' use of the platform for better outcomes and increasing close loop rates. Strategies include training employees on Community Resource Link. • Trusted Network Development: Onboarding status of 6 out of 24 community-based organizations (CBOs).
<p>External Stakeholder Feedback/Priority Setting</p>	<ul style="list-style-type: none"> • Engaged external stakeholders in meaningful dialogue, soliciting input for improving healthcare services and addressing inequities. • Topics included expanding the underpinning partnerships for community initiatives, boosting collaborative networks, and improving the effectiveness of interventions for underserved populations.



QUALITY IMPROVEMENT AND HEALTH EQUITY COMMITTEE (QIHEC) Q4 2024 MEETING

DECEMBER 9, 12PM-1:30PM

	<ul style="list-style-type: none">The team will explore potential partnerships with wellness providers and increase community involvement to align with strategic goals.QIHETP goals to include further discussions for asthma control, community health assessments, and exploring population health strategies.
Q&A/Closing Remarks	<ul style="list-style-type: none">Summarized key discussions and invited additional questions or feedback from participants.Reminded attendees of the ongoing invitation to nominate external stakeholders for future meetings, ensuring diverse representation.Announced the next meeting scheduled for March 2025, with a promise to circulate drafts of the 2025 QIHETP for review in the first quarter.
Adjourn Meeting	Dr. Elizabeth Stewart adjourned the meeting at 1:30 PM PST

<u>Attendees</u>	<u>Title</u>	<u>Present</u>	<u>Absent</u>
Mayra Serrano (Co-chair)	Health Equity Director -Anthem		X
Cynthia Cervantes (Co-chair)	Quality Director - Anthem	X	
Elizabeth Stewart (Co-chair)	Plan Performance Medical Director- Anthem	X	
Meline Aleksanyan	Clinical Quality Program Manager- Anthem		X
John Angell	External- Sequoia Family Medical Center		X
Numbiya Aziz	External-Member	X	
Tara Brickey	Business Change Director-Anthem	X	
Linh Casas	Whole Health Director-Anthem	X	
Danielle Chapel	External-Tuolumne Me-Wuk Indian Health Ctr	X	
Sheryll Chavira	Dir Medicaid Plan Marketing-Anthem	X	
Mary Crandall	Manager I GBD QM- Anthem	X	
Jennifer Cruz	External-Guadalajara Medical Clinic		X
Muninder Dhaliwal	External-One Community Cares Clinic	X	
Beverly Ellis	Compliance Consultant Sr-Anthem	X	
Dr. Christina Ford	Behavioral Medical Director – Anthem	X	
Danielle Frouws	Accreditation Consultant-Anthem	X	
Gelissa Garcia Diaz	Director Healthcare Management-Anthem		X
Michelle Garcia	External-Northern Inyo Healthcare District	X	
Andrew Gomes	Manager Provider Relations- Anthem		
Dr. Rafael Gonzalez-Amezcu	Medical Director- Anthem	X	
Beau Hennemann	Director Medicaid QM-Anthem		X
Joselyn Huffman	Director II HCMS- Anthem		X
Kristopher Kuntz	Program Director-Anthem	X	
Jerry Low	Director Clinical Info- Anthem		X
Desiree Lowe	External- Kings County Behavioral Health		
Christina Ma	GBD Finance Director- Anthem	X	
Beth Maldonado	Director II Compliance-Anthem		X



QUALITY IMPROVEMENT AND HEALTH EQUITY COMMITTEE (QIHEC) Q4 2024 MEETING

DECEMBER 9, 12PM-1:30PM

Courtney Matsushima-Razo	Compliance Director-Anthem	X	
Eric Medina	External-Altura Clinic	X	
Roy Melendez	External-Tuolumne Me-Wuk Indian Health Ctr		X
Christina Menchaca	Director Clinical Inf-Anthem		X
Armando Millan	Director Program/Project Mgmt-Anthem	X	
Dieumi Nguyen	Program Director SBHIP – Anthem	X	
Lisa Nickle	Nurse Case Manager Lead - Anthem	X	
Jessica Nott	External-Northern Inyo Health District		X
Janet Paine	Director Program Management- Anthem	X	
Katie Panarella	Program Director-Anthem	X	
Sarah Paulsen	Director Behavioral Health Services- Anthem	X	
Dr. Victor Pedroza	External-Guadalajara Medical Clinic	X	
Andrea Perez	External-Guadalajara Medical Clinic		X
Eve Riley	External-Tuolumne Me-Wuk Indian Health Ctr	X	
Shannon Rodgers	External-Tuolumne Me-Wuk Indian Health Ctr	X	
Juana Rodriguez	Dir GBD Special Programs Svcs-Anthem	X	
Molly Roha-Fuentes	Manager Provider Network-Anthem		X
Spenser Rudd	Externa-FindHelp	X	
Eric Schwimmer	Program Director Special Programs- Anthem	X	
Rhonda Smith	External-California Black Health Network		X
Andrea Share	VP Ops & Ent Delegation Oversight – Anthem		X
Dr. Chad Sparks	RVP II Senior Clinical Officer-Anthem		X
Melissa Stringfellow	Provider Collaboration Director- Anthem		X
Brenda Tamayo Pagan	External-Kings County Behavioral Health		X
Brittni Ursick	Accreditation Manager – Anthem	X	
Lilet Vallangca	Project Director-Anthem		X
Lucida Vang	Manager II Health Services CHW - Anthem	X	
Anjali Vardhan	LTSS Contract Adhere Auditor- Anthem	X	
Breanna Villalobos	LTSS Admin Services Coordinator – Anthem	X	
Dawn Wells	External-Altura Clinic		X
Dr. Jackie Williams-Pascal	Medical Director- Anthem		X
Les Ybarra	Plan President – Anthem	X	