



## Medi-Cal Managed Care Quarterly Meeting Minutes

<b>Date:</b>	<b>Wednesday, February 14, 2024</b>	<b>Time:</b>	11:30AM to 1:00PM
<b>Meeting:</b>	<b>Medi-Cal Managed Care Quarterly Meeting</b> <b>Microsoft Teams meeting</b> <b>Join on your computer, mobile app or room device.</b> <a href="#">Click here to join the meeting</a> Meeting ID: 275 118 763 337 Passcode: dAgFr9 <a href="#">Download Teams</a>   <a href="#">Join on the web</a> <b>Or call in (audio only)</b> <a href="tel:+13234882458">+1 323-488-2458,,999931387#</a> United States, Los Angeles Phone Conference ID: 999 931 387# <a href="#">Find a local number</a>   <a href="#">Reset PIN</a>	<b>Location:</b>	Online meeting / Microsoft Teams
<b>In attendance for Public Health:</b>	Ilse Arrambide, Emily Baldwin, Diego Casillas, Elsa Estrada, Jasmine Gallegos, Lori Gardner, Sandra Hishida, Emily Hudak, Christopher Jones, Richard Kaz, Melody Kellar, Marie Kelly, Melanie Magalued, Tiara Munoz, Alma Rutherford, Sylvia Stratford, Brenda Vargas, Tiffany Vargas		
<b>In attendance for Anthem Blue Cross, CalViva Health, Kaiser Permanente:</b>	<b>Anthem Blue Cross:</b> Chantal Betancourt, Stefanie Castro, Mary Crandall, Janet Holmes, Ana Kams, Jaime Kong, Kimberly S Kruse, Cheryl Laundry, Lali Witrago, Maryiat Yeranosyan  <b>CalViva Health:</b> Sukhvir Gill, Connie Lowe, Rosa M Urueta  <b>Kaiser Permanente:</b> Not in attendance		
<b>11:35AM</b>	<b>WELCOME</b> <ul style="list-style-type: none"> <li>Lali welcomed everyone, and all attendees introduced themselves. Kaiser Permanente was recognized for providing lunch.</li> </ul>	Lead Person: Lali Witrago	
<b>11:35AM</b>	<b>PROGRAM UPDATES</b> <b>Administration – Melody</b> <ul style="list-style-type: none"> <li>Madera Community Hospital will be reopening in about 120 days (4 months).</li> <li>American Advanced Management, Inc (AAMI) will be responsible for the reopening, including licensing, the hiring of all appropriate staff, and the purchasing and stocking of all necessary supplies.</li> <li>The reopening will start with a Level 3 Emergency Room and an Urgent Care.</li> </ul>	All	



**CCS (CA Children’s Services) – Emily B., Lori**

- **Emily B.:** As of January, the caseload was at 1,672 active cases.
- A new nurse will be assisting with CCS, part-time (Tiffany Vargas).
- The 3<sup>rd</sup> annual Transition Fair is in planning, for either the first or second week of April. Anthem and Cal-Viva will be asked for their continued participation.
- **Lori:** The current caseload for the Medical Therapy Unit (MTU) is at 150 active cases.
- MTU just recently received their Outpatient Rehabilitation Certification (OPRC) from the State, which will allow them to now serve as an official OPRC center, as well as allowing them to bill for the services.

**Vitals – Minh (not in attendance)**

- **Lori will obtain the updates and report back.**

**CD/HIV – Minh (not in attendance)**

- **Lori will obtain the updates and report back.**

**EPI – Minh (not in attendance)**

- **Lori will obtain the updates and report back.**

**CHDP (Child Health and Disability Prevention) – Sandra**

- There were 70 referrals in the last quarter.
- 4 site visits and medical record reviews have been conducted since November; one to two visits are planned monthly.
- Approximately 120 brochures were distributed at various events and physician offices.
- Vision and audiometric screening training was offered in December, with a total of 5 participants. Another session will be offered in March, for up to 12 participants, with many clinics already showing interest.
- The Mobile Team continues for provide outreach on CHDP’s behalf.

**Clinic – Marie K.**

- Flu vaccines are still being administered, but vaccination numbers have been low. Hence, there is a lot of flu vaccine availability.
- COVID vaccines continue to be offered, though in limited numbers, due to more strict non-emergency guidelines.
- During a meeting with the CA Department of Public Health (CDPH), it was confirmed that there is currently a measles outbreak. It’s suspected that the transmissions are coming from foreign travel.
- Will be starting the Back-to-School Immunization Clinic planning very soon.



**Fiscal – Richard**

- All Madera County departments are developing their budgets for fiscal year 2024-2025. Those budgets will be presented to the Board of Supervisors this June.
- The Intergovernmental Funds Transfer (IGT) will be submitted to the Department of Health Care Services (DHCS) next week, in the amount of \$4.1 million. This is done in order to draw down federal funds for Medi-Cal Managed Care plans. This was for calendar years 2021 and 2022.
- Information regarding the dollar amounts that go to the Managed Care plans is not currently available.

**Community Wellness - Tiara**

- **DPP (Diabetes Prevention Program)**
  - Currently in the process of encouraging and recruiting for participation in the next cohort, set for the end of March. This is being done through engagement with the public by our Mobile Team, local clinics, and other health providers.
  - The program is also now set up to bill Medi-Cal.
- **Oral Health**
  - Working on incorporating more mobile services for Oral Health, so as to expand reach.
  - Trying to create schooling on dental care, as well as get students connected to dental homes. This plan would require more mobility within the community, and connection with the school(s).
  - Currently conducting the Oral Health Needs Assessment for the county, which includes focus groups, key informant interviews, and the assessment of dental needs within the county, with a focus on specific priority populations and any barriers to care.
  - There will also be a focus on addressing needs on how to use Denti-Cal and/or how to access it.
- **CFHL (CalFresh Healthy Living)**
  - Will be working with Madera City Parks and Recreation, regarding traffic playgrounds. These are initiatives that came from REACH, where there will be street assessments, and walkability assessments of parks, neighborhoods, and schools.
  - In connection to that, will be working on teaching the community more about physical activity, including how to access local parks and how to practice traffic safety, especially for the younger kids.
  - Planning to reach 1,000 participants this year.
  - Madera Community College will be starting and expanding their pantry, and will be connecting with Kaiser Permanente to do that.
  - Fruit and vegetable access will be expanded to those students in the community, while also ensuring that they have cooking demonstrations and have more resources to cook local, healthier foods.



- **Tobacco**
  - Currently assessing apartments for second-hand smoke exposure. Community assessments have been conducted, regarding feedback on the harms and dangers of it.
  - The findings will be going towards a policy effort by Youth Coalition and Tobacco Coalition members, to be presented to the City Council, to adopt an official ordinance for smoke-free multi-unit housing.
  - Working on assessing cessation services. The CA Smokers Helpline has been pushed, as well as referrals back to their medical providers for help.
- **PREP (Personal Responsibility Education Program)**
  - Services have been expanded into Sherman Thomas Middle and High School, with an anticipated kick-off in the spring.
  - Continuing to meet with probation and at-risk youth, regarding sexual health and STDs.
  - Working on finding new youth-friendly spaces in the community where preventive care contraceptives can be accessed. (It is a common concern from the youth that there are no accessible spaces to them.)
- **REACH, REACH FLU IZ, and COVID Vaccination Outreach (REACH COVID-19 IZ)**
  - These programs ended in September of 2023.

**CLPPP (Childhood Lead Poisoning Prevention Program) – Sandra**

- There are currently 7 full State cases, 10 potential cases, and 128 basic cases, for a total of 145 cases.
- A new nurse will be assisting with CLPPP, part-time (Mariza Calderon).
- Only one venous blood level test is now needed to meet the case closure requirements. Due to this, 60 cases have been closed, as per reviews of the case management tracker.
- Approximately 1,000 brochures were distributed. The brochures include information on testing, nutrition, and lead products in and around the home.
- The Mobile Team continues to provide outreach on CLPPP’s behalf.
- Will be partnering with Fresno State nursing students for CLPPP-related projects and outreach.

**MCAH (Maternal, Child, and Adolescent Health) – Sylvia**

- 41 referrals were received in the last quarter.
- Working on finishing up the Title V Needs Assessment. It began in July and will end this June. EPI has been great in providing support.



- Thus far, the assessment has involved key informant interviews and polls. Focus groups may also be incorporated soon, though the current data is still being analyzed.
- A written report will be created and shared with the community partners, once the assessment has finalized and all the data has been processed.
- A “Donor Milk Collection” drive will be held on 2/29/24, from 10:30am – 12:30pm, @ MCDPH.
- The Central Valley Lactation Conference will be held on 4/25/24, and will feature breastfeeding pioneer, Dr. Jack Newman. For more information about the conference, the following site can be visited:

<http://tinyurl.com/yzcpze7j>



CVLC  
2024.Registration Flyer



MCBC-Milk Drive  
Flyer (Spanish).pdf



MCBC-Milk Drive  
Flyer (English).pdf

**Operations – Christopher**

- **I.T.**
  - I.T. is currently working on an Information Security project. It revolves around compliance with how data is expanded and centralized.
  - Preparing to launch a new intranet (SharePoint Online), with a focus on streamlining work processes and adding more collaboration features.
- **Mobile Health**
  - The first “One-Stop Shop” event took place on January 19<sup>th</sup>. The second event will take place on February 29<sup>th</sup> in Fairmead.
  - 21 flu events were held in the last quarter. 375 vaccinations were administered (via Mobile Health).
  - Between November and January, Mobile Health services were provided to about an average of about 330 patients, with 110 of those being from January, alone.
- **Informatics**
  - Continuing to expand billing in EHR to other programs.
  - Continuing to work on implementing paperless workflows for those programs that have not done so; working with MCAH, currently.
- **Capital Projects**
  - Continuing to work on the Building A Tenant Improvement construction project, which should begin somewhere between June and August.
  - Working on locking down a new location and a displacement plan within the next few months (related to the Building A Tenant



Improvement project). WIC, Vitals, and Clinic will be impacted and may need new locations.

- Planning for the completion of the Oakhurst Government Building Project, and looking at what the hours of operation will be. This may go live in June.
- The Mobile Health shower and bathroom trailer is currently under construction, and the program is being assessed on how the unhoused can be better served through the expansion of more resources.

**WIC (Women Infants Children) – Ilse**

- **WIC Stats**
  - There are 7,840 participants. Participation is expected to increase as the cost-of-living increases.
  - New participation guidelines are expected to be presented soon.
- **MOU from CA WIC Association**
  - There is an MOU between Medi-Cal Managed Care Plans and WIC, drafted by the CA WIC Association, and it appears to include the ability for the Managed Care Plans to do referrals, and to provide height, weight, and hemoglobin counts (along with other needed information). Lali did acknowledge having seen it, and offered to meet separately to discuss the details, and also offered to provide the final template (to Ilse) after this meeting.
- **Therapeutic Formula Requests**
  - CDPH has distributed a letter to all Medi-Cal health care providers, regarding the requirements for medical or nutritional formulas.
  - CDPH also provided an updated request form, in which only very specific diagnoses can now be selected, as opposed to the free-form space that previously existed. The form also includes the type of formula needed, and whether food allergies exist.
  - WIC cannot accept the form if any fields have been skipped or left blank. In such a case, the form must be returned to the submitter. (This is per State guidelines.)
  - The request forms themselves can be provided electronically, via mail, office pick-up, or fax, and can be obtained by the WIC client or the prescribing provider.
  - WIC only provides medical or nutritional supplements to WIC patients if it is the last available resource. If Medi-Cal or private insurance deny coverage (provider must submit proof of denial), the WIC patient can then resort to the submission of the request form. At that point, the form will go to the State for approval, and then to the vendor for shipping. The WIC client should expect up to a 2-week turnaround period for reception of the supplement(s).



**PUBLIC HEALTH**

- There is currently a shortage on Nutramigen-brand powder formula, and so providers are being asked to request alternative-brand formulas.
- Pedi-Sure can still be obtained at local stores (unless “Fiber” or “1.5” are being requested).



CDPH WIC HCP Letter.pdf



Medical Formula and Nutritionals Re



New Resources and Updates for HCPs.pr

**APS (Adult Protective Services) – Melanie**

- Averaging about 20 to 30 immediate referrals per month.
- Two new nurses will be assisting with APS, part-time (Tiffany Vargas & Mariza Calderon).
- Social worker turnover has been low (for APS).

**Foster Care – Emily H.**

- Caseload is currently at 515. 172 cases are under investigation, and the other 343 are open cases.
- There are 2 full-time nurses, and 3 part-time nurses.
- Ongoing case management continues, including: assessments, record-keeping, appointments, referrals, home visitations, collaborative meetings, and other tasks.
- Preparing for the sunseting of CHDP and the reception of its funds, which will mean minor rearrangements for the Foster Care program.
- The State is working on updating the Scope of Practice.
- Continuing to review requests for psychotropic medications (24 open cases, and 29 Medi-Cal claims, currently).

**12:40PM**

**HEALTH PLAN UPDATES**



**Anthem Blue Cross**

- **MOU**
  - New MOU Templates released by DHCS and under review by MCDPH.
  - WIC and TCM MOU Templates released by DHCS.
  - New MOUs will supersede existing MOU, once executed.
- **Updates**
  - Medi-Cal Renewal – DHCS Dashboard  
<https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/default.aspx>
  - Full Scope Medi-Cal Expansion for Adults Ages 26 through 49, regardless of immigration status.  
<https://www.dhcs.ca.gov/services/medical/eligibility/Pages/Adult-Expansion.aspx>

**Lead Person:  
Lali Witrago**



**PUBLIC HEALTH**

	<ul style="list-style-type: none"> <li>○ Working on the Population Health Management strategy and supporting county, and collaborating on SMART goal alignment.</li> <li>● <b>Madera County Q1 2024 Report</b> <ul style="list-style-type: none"> <li>○ Anthem’s report will be forthcoming with information on: membership, transportation, LiveHealth Online, redetermination awareness, and CalAIM Enhanced Care Management/Community Supports resources. Anthem Data Report Madera County PH – Q1 2024.</li> <li> Anthem Data Report Madera County PH_Q</li> <li>○ <b>Cheryl:</b> Anthem is looking for entities/organizations serving African American and American Pacific Island populations for birth equity. Anthem will also be supporting a new population of focus: justice-involved populations.</li> <li>○ <b>Chantal:</b> expressed gratitude to Diego for the help and support to Anthem’s CCS team.</li> </ul> </li> </ul>	
<p><b>12:50PM</b></p>	<p><b>CalViva Health</b></p> <ul style="list-style-type: none"> <li>● <b>MOU</b> <ul style="list-style-type: none"> <li>○ Existing MOU is current, evergreen and set to auto-renew.</li> <li>○ New MOU Templates released by DHCS and under review by MCDPH.</li> <li>○ WIC and TCM MOU Templates released by DHCS, waiting on how to proceed.</li> <li>○ New MOU will supersede existing MOU once executed.</li> </ul> </li> <li>● <b>Updates</b> <ul style="list-style-type: none"> <li>○ LHD Collaboration - Working on Goal alignment <a href="#">PHM Policy Guide</a></li> </ul> </li> <li>● <b>Madera County Q1 2024 Data Sheet</b> <ul style="list-style-type: none"> <li>○ Enrollment Numbers &amp; Transportation Utilization Data. See CalViva Health Data Report – Madera County PH</li> <li> Q1 2024 PH Data Sheet - Madera Cou</li> <li>○ <b>Connie:</b> expressed gratitude to Diego for the help and support to Cal-Viva’s CCS team.</li> </ul> </li> </ul>	<p>Lead Person: Rosa Martinez Urueta</p>
<p><b>12:55PM</b></p>	<p><b>Kaiser Permanente</b></p> <ul style="list-style-type: none"> <li>● <b>Not in attendance</b></li> </ul>	<p>Lead Person: N/A</p>
<p><b>12:55PM</b></p>	<p><b>Follow-Up items:</b></p> <ul style="list-style-type: none"> <li>● N/A</li> </ul>	<p>All</p>





**PUBLIC HEALTH**

**DEPARTMENT OF PUBLIC HEALTH**

[559-675-7893](tel:559-675-7893)

1604 Sunrise Avenue  
Madera, CA 93638

SARA BOSSE  
Public Health Director

SIMON PAUL, M.D.  
Health Officer

<b>1PM</b>	<b>Meeting Dates:</b> <ul style="list-style-type: none"><li>• Wednesday, May 8, 2024 (virtual)</li><li>• Wednesday, August 14, 2024 (virtual)</li><li>• Wednesday, November 13, 2024 (in-person)</li></ul>	All
------------	--	-----