 Agenda/Meeting Notes	<u>Anthem, San Francisco Health Plan, & San Francisco Public Health Department</u> Meeting Title: Q1-2024 SF Public Health MOU Meeting Date/Time of Meeting: 2/6/24 – 9:00-10:00AM Location: MS Teams Frequency: Quarterly Dial in:		
Meeting Leader:	Kalil Macklin, Anthem & Anh Huynh, San Francisco Health Plan		
Anthem	Yes/o	San Francisco Public Health Department	Yes/No
Kalil Macklin, PM County Account Manager	Y	Aline Armstrong, Dir. MCAH	Y
Alana Pfeffinger, RPM CalAIM	Y	Jenny Lopez, MCAH Coordinator	Y
Carissa Avalos, Patient Centered Care Consult		May Bosco, Dental Hygienist CHDP	
Dieumi Nguyen, RPM Doula Program	Y	Kimberlee Pitters, Children’s Medical Svc. Dir	
		Liliana Ocegueda, Perinatal Svc Coord, MCAH	Y
		Marisel Brown, Population Health Division	
		Priti Rane, Director of Nutrition Services (WIC)	Y
		Margaret Buckwalter, Nurse Manager of CHDP	Y
		Michelle Barbary, FCS Nursing Unit Senior Charge Nurse	
		Tiffany Reyes, FCS Nurse Manager	Y
San Francisco Health Plan	Yes/No		
Anh Huynh - Children and Family Senior Program Manager, Population Health	Y	Victoria Lopez, CCS Nurse Manager	
John Bhambra – Director, Regulatory Affairs	Y	Ameerah Thomas, QI Coordinator	Y
Tina Yu – ECM Program Manager, State Programs	Y		
Shauntessa Aguon-Clark, Manager State Programs	Y		
I.	<u>Introductions</u> - Welcome new meeting members		All 5 min
II.	<u>MCP Joint Updates</u> MOU: Link to all DHCS MOU Templates APL: Link to APL 23-029 <ul style="list-style-type: none"> Kathleen Abanilla-Huynh is leading MOU for LHD SFHP and Anthem are meeting Mondays weekly to review and Kathleen will bring in folks as needed Discussion to add WIC MOU as an Exhibit in the LHD Anthem will remove duplicate language in WIC MOU and add any program specific as an Exhibit Adult Expansion: Anthem: Working on establishing a BAA with SFDPH SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once BAA is established.		All 25 min

SFHP:

- As of 2/1/2024 - there are 7,225 members enrolled through the Adult Expansion with SFHP.
- SFHP currently administers the Healthy SF program: health care services to uninsured individuals living in San Francisco
- Some of the Healthy SF members were transferred to full scope Medi-Cal if Medi-Cal determined that they qualify
- SFHP Healthy SF(HSF) team is also sending notices to HSF participants who might qualify under the Adult Expansion and have not transferred to full-scope Medi-Cal, to encourage them to apply.
- If potential members have questions, they can contact Medi-Cal office directly **1(415) 558-4700**, apply online: **mybenefitscalwin.org** or contact SFHP Enrollment team to schedule an appointment for application assistance: **1(415) 777-9992** Monday-Friday, 8:30am to 5:30pm

Enhanced Care Management (ECM):

Anthem - Alana Pfeffinger:

Enhanced Care Management.

- ECM is comprised of seven core services. So based off DHCS population of focus for enhanced care management, we focus on specific populations that would be eligible for enhanced care management.
- The last two populations to launch were on January 1st.
- Those included are individuals transitioning from incarceration, both adults and children, youth. As well as the birth equity population of focus.
- For those that are wondering about the birth equity population of focus...previously pregnant postpartum individuals were covered under other populations of focus and now DHCS has specific policies and that specific call out for the birth EQUITY.
- The definition of who's eligible under pregnant, postpartum, and then subsequently for equity. Those are individuals, children, youth who are pregnant or postpartum through a 12-month period.
- The birth equity, which again launched on January 1st.
- Those are characterized by individuals who are subject to racial and ethnic disparities as defined by the California Department of Public Health on maternal morbidity and mortality outcomes.
- What does that mean though? The specific individuals that are eligible under this population of focus are individuals in the following groups, Black, American Indian, Alaska Native, and Pacific Islander individuals. These are based off individuals who have a pregnancy related mortality or morbidity outcomes.
- It's a specific focus on those individuals with justice involved that also launched January 1st.
- Those are defined by individuals who are transitioning from a Correctional Facility within the past 12 months.
- For adults, these are individuals who have a concurring condition. This is only for the adult population where the requirement is for this concurring condition for the children youth population, they just need to have been transitioned within the past 12 months. That's that area distinction.
- With the populations of focus heretofore to date, we're launched with all the populations.
- The focus is looking at our network, ensuring that we have a good provider makeup.

- Focusing in on local providers so that we can increase utilization of services.
- Community Supports: Anthem is currently launched with all Community supports except short term post hospitalization housing, which we are aiming to launch on 7/1/24.

SFHP – Tina Yu

- We have launched with both the new populations of focus; birth equity for adults and youth, as well as justice involved, but mainly on post release for now.
- This includes children and youth under 21 years of age, and then for adults it would be 21 and over.
- There's a distinction with ECM in getting into specific services.
- Depending on the age where the children and youth populations of focus tend to have lower barriers to be eligible for this service.
- I would add for sfhp we have our referral forms on our SFHP website that have been uploaded.
- New referral forms.
- We will go by what is called the attestation mode in lieu of requiring that for the ECM referrals for the adult and youth.
- We no longer require having clinical or care assessment plans attached to deem somebody potentially eligible for ECM.
- The bottom of the referral forms is supposed to be simplified.
- There are check boxes in lieu of having clinical documentation being attached for community supports.
- We also have the new forms on the website.
- We have expanded the medically tailored meals program to include the medically supportive groceries.
- We also have launched home modifications, housing deposits, housing tenancy, sustaining services and community transition services or nursing facility transition at home.
- We have our care management intake phone number on the website as well.

1/1/2024: Anthem/SFHP are working on rolling out the Birth Equity population of focus (CY POF)

Anthem:



CA_CAID_ECMProviderDirectory.pdf



ENGLISH CalAIM CS One-Pager FINAL.pdf



ENGLISH CalAIM ECM One-Pager FINAL.pdf



CalAIM ECM Referral Form_FINAL_Fillable.pdf

Public Health Program Updates:


DPH Team

Staffing Updates:

25 min

III.

- **CCS:** Nurse manager is currently out on leave, and they have an interim nurse in place. They have a couple of vacant positions.
- **CHDP:** Health Worker recently accepted another role. Sunsetting July 1, 2024. Two vacant PhD positions and one health worker position. Waiting on State allocation of money to know department moves.
- **CCHP:** CCHP is a program that is supporting the various childcare sites across San Francisco, we're in a lot of different spaces right now. The nurses created an entire manual, it's being published. It will be distributed across that program. They just identified a second charge nurse for the program, and they just hired on a new public health nurse.
- **MCAH/CPSP:** MCAH: We have a kickoff letter that will be going out to all our stakeholders and Community partners to let you inform you about our needs assessment. It's a save the date for April the 17th. It will be held in San Francisco Southeast Community Center starting at 11:00 AM and of course we will be providing lunch and so please look out for that email later today. MCAH will be interviewing soon for our Chief Medical Officer. We have candidates that have applied for that position, so hopefully we will have some great person coming on board within the next few months as our new medical director. We have a new halftime physician, a Women's Health champion physician that will be started in March to provide support for our family planning program and our primary care within our San Francisco Health Network clinic.
CPSP: The state is going to have the perinatal services coordinators continue to monitor the FQHC providers and fee for service providers. I wanted to also share with you all that I will be working with the Department of Public Health, Cal AIM team, leading the pregnancy population of focus and I'll be starting to work on that in March. We'll be able to collaborate on that.
- **BIH:** Black Infant Health will be hosting an open house event and sharing about the history of Black infant health on and have some testimonies from their participants for the Black History Month. That is February 22nd from 2:00 to 4:00 PM. We have a few positions that are still vacant. We have the Black Infant Health coordinator position, a clerk position, and a family health advocate position. We're proud to share that we just filled a family health advocate position with a former employee. Black Infant Health. It is BIHP.org black infant health program.org. There's a lot of information on there, including information on the events.
- **SIDS:** We're continuing to look at opportunities and provide safe sleep education courses across the section and with clients. There is a strategy with Black Infant Health program where the sids coordinator provides one on one teaching to a group for the BIH clients.
- **IZ/HIV/STD/TB/COVID:** No Updates
- **WIC:** still doing the great service that they provide in services for over 13,000 families in San Francisco. Today, there is a hearing with the Health Commissioner because we had to renew a contract for ESF vouchers that provide food for thousands of families here in San Francisco. Hopefully, that will go smoothly, and we can continue to provide EPSDT, vouchers, fruits and vegetables and healthy produce for many of the families here in San Francisco.

	<ul style="list-style-type: none"> FC: We have one vacant position for a public health nurse and two other positions for admin staff. As of December 19th, we created a managed care plan MOU work group within family and Children's Services. We're starting to meet every quarter and talking about the MOU together and they're getting our feedback as the nursing unit. We did a pilot with one of our foster youths for ECM throughs, SF health plan and it was great. 	
<p>IV.</p>	<p>Anthem Health Plan Updates:</p> <p>DEI: I am looking to start a workgroup to discuss how we will collaborate to fulfill the DEI APL requirements below.</p> <p><u>Sharing and Exchange of Educational Resources</u> MCPs located in the same county must coordinate DEI trainings that are reflective and encompassing of the criteria outlined in this APL so that if an MCP, Subcontractor, Downstream Subcontractor, or Network Provider completes the training for one MCP within the same county, then they will have met the obligation to complete the training for all other MCPs within the same county and can provide an attestation of training completion. All MCP HEOs within a similar geographical region or county must collaborate on DEI training criteria to ensure alignment and accurate training records.</p> <div style="text-align: center;">  APL23-025 diversity equity inclusion.pdf </div> <p>UCSF Termination:</p> <ol style="list-style-type: none"> The contract is due to end 3/1/2024, although we are still in negotiations and hopeful of extending and entering a new contract. The member communication began February 1st Members will still be able to access UCSF for Transplant Services as the alternates do not have the same service. There is not any targeted marketing to assist in retaining Medi-Cal members. DHCS does not allow targeted marketing. The hospital termination letter members receive informs the members of the alternates that are within time or distance standard. <p>CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment Met with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), Hilary Gillette-Walch (SFHP), Suzanne Samuel (SFHP), and Gretchen Shanofsky (Kaiser Permanente) to initiate conversations on meaningful participation in CHA/CHIP processes and co-developing SMART Goals that align with DHCS overall BOLD GOALS. We met the DHCS requirement and can attest to having engaged in conversation and started to develop our first SMART Goal.</p> <p>By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francisco Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures. Confirmed on 1/30/24</p> <p>Data Exchange: Kalil: Utilization report still low.</p> <ul style="list-style-type: none"> Anthem membership Modivcare Transportation Utilization 	<p>Kalil Macklin</p> <p>10 min</p>

- LiveHealth Online Utilization



Q1 2024 Anthem Blue Cross _ San Francisco Public Health MOU _Reports_2.6.2024.pdf

LiveHealth Online:

Kalil: Live Health Online can be used by everyone. Encourage our members to use this platform. Will continue to talk about it until our utilization increases.



Live Health Online Flyer FINALv6.pdf



LHO User Instructions Flier.pdf



LHO Overview FINAL.pdf



LHO SP.pdf

CalAIM:

Kalil: Continue to implement.

- Anthem is continuing to implement CalAIM in San Francisco County with regular meetings occurring with key organizations.
- [CalAIM Overview](#)
- [Community Health Workers \(ca.gov\)](#)
- [ECM Overview](#)
- [CS Overview](#)



CA_CalAIMCSmemberreferralform.pdf



2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21



2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21



ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf

Primary Care:

Kalil: Provide information on ability to change Providers. Members may not always be aware they can change providers at any time.



1889143 1030675CAMENABC Provider Related Member Communication Brochure 11 2047.pdf



1889143 1030675CAMSPABC Provider Related Member Communication Brochure 11 2078.pdf

Community Health Worker:

- CHWs are skilled and trained health educators who work directly with individuals who may have difficulty understanding and/or interacting with providers due to cultural and/or language barriers.
- A CHW is a trusted member of the community they serve and is a link between health, social services, and the community to facilitate access to services and improve the quality and cultural competence of service delivered.
- CHWs are also known as promotors, community health representatives, or community health advisors.

Primary roles:

- Health navigator
- Health educator



CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf



CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf

San Francisco Health Plan Updates

Staffing Update:

- Hilary Gillette-Walch – Director Population Health last day was on 2/2/24
- If you are working with Hilary on any projects, please reach out to Anh if you need help connecting with who the project has been transitioned to.

Referral Process:

- **Health Education:** [Member Newsletter Winter 2024](#)
- **Community Health Worker Benefit:** [CHW Recommendation Form](#)
- **Doula Benefit:** [SFHP: Doula Provider Directory](#)
 - [Website](#)
- **Enhanced Care Management**
 - New 2024 POF: Birth Equity
 - Adults and Youth who are both pregnant OR postpartum AND are subject to racial and ethnic disparities, including Black, American Indian, Alaska Native, or Pacific Islander
 - For more information, call SFHP Care Management Intake Line: **1(415) 615-4515**.
 - [ECM Referral for Adults](#)
 - [ECM Referral for Children & Youth](#)
 - [Website](#)
- **Community Supports:**
 - New 2024: Home Modifications, Housing Deposits, Housing Tenancy and Sustaining Services, Nursing Facility Transition to a Home, expanded Medically Tailored Meals to include diabetes
 - Must meet criteria
 - For more information, call SFHP Care Management Intake Line: **1(415) 615-4515**.
 - [Community Supports Prior Approval Form](#)
 - [Housing Transition Navigation \(HTN\) Referral Form](#)
 - [Medically Tailored Meals/Groceries \(MTM\) Referral Form](#)
 - [Housing Deposits Referral Form](#)
 - [Housing Tenancy Sustaining Services Referral Form](#)
 - [Home Modifications Referral Form](#)
 - [Community Transitions \(Nursing Facility Transition to Home\) Referral Form](#)
 - [Website](#)
- **SFHP Care Management Program:**
- Current wait time is three to four weeks
- **Behavioral and Mental Health Benefit:**

V.

Anh Huynh

10 min

	<ul style="list-style-type: none"> ▪ SFHP BH Team is actively referring BH Providers/Groups to the Carelon Provider Network to promote cultural concordant care and respond to members' health equity needs. ▪ The SFHP BH team aims to have two Dyadic Care sites (ZSFGH's Children's Health Clinic (6M) through the Healthy Steps Programs (Dr. Margolis' Team) and a FQHC) to increase BH and developmental screening, referrals, treatment and services. ▪ For information on how members can access Mental Health Care, Alcohol and Substance Use Treatment, and Behavioral Health Treatment for Medi-Cal Members Under Age 21 includes Applied Behavior Analysis (ABA) and other Services: https://www.sfhp.org/programs/medi-cal/benefits/behavioral-mental-health-services/ ▪ Please see attached updated Carelon referral forms, FAQ, and flyers which can be found on our website: https://www.sfhp.org/providers/our-network/mental-health/ 	
VI.	<p>Quality Improvement:</p> <ul style="list-style-type: none"> • Please email Anh and Kalil if you would like to hear information/updates that is not currently being covered • Meeting time will be shortened to 60 minutes per group agreement. 	All 5 min
VII.	<p>Training & Education Materials:</p> <ul style="list-style-type: none"> • Please feel free to share any training materials that you would like the Health Plans to share to our staff • Health Plans can also share member facing materials via member newsletter, website, facebook, blogs etc 	All 5 min
VIII.	<p>Follow-Up Items:</p> <p><u>Next Quarterly Meeting: Tuesday, 5/7/24 from 9:00-10:00am</u></p>	All 5 min