

Anthem Blue Cross & El Dorado County Public Health MOU Meeting



Meeting Title: Care Coordination Q4 2024 Quarterly Meeting
Date/Time of Meeting: 03/28/2024 / 12:00 pm – 1:00 pm
Frequency: Quarterly
Dial in: Virtual/Zoom Meeting

Meeting Leader: Emely Arienza, Program Manager

Anthem	Yes/No	El Dorado County Public Health & Behavioral Health Department	Yes/No
Emely Arienza, Program Manager, Anthem	Yes	Donna Fettig, Public Health Nursing Manager	No
John Zamboni, Provider Relationship Account Consultant	No	Michael Ungeheuer – Deputy Director Public Health	No
Chantal Betancourt, Nurse Medical Management Sr	No	Heather Orchard, Supervising Public Health Nurse	No
Mary Crandall, Manager I, Quality Management	Yes	Teresa Mackey, Supervising Public Health Nurse	No
Kimberly Kruse, Provider Clinical Liaison	Yes	Sabina Keller, Supervising Public Health Nurse, CCS	Yes
Liz Tullis, Manager II GBD Quality Management	No	Caprice Ramsey, Supervising Public Health Nurse	Yes
Mark Perlas, Provider Clinical Liaison	No	Maureen Virgil, Public Health Nursing Manager	No
Angel Perlas, Provider Clinical Liaison	No	Kristin Becker, Program Manager	Yes
		Juliet Barwis, WIC Director	Yes
		Jennifer V. Byrne. Public Health Director	Yes

	Details	Responsible Party
I.	INTRODUCTIONS: <ul style="list-style-type: none"> • Emely Arienza – Conduct Introduction 	All
II.	MOU <ul style="list-style-type: none"> • Public Health MOU <ul style="list-style-type: none"> ○ 2024 LHD MOU – continuing collaborative redlines/review with El Dorado County Public Health, Anthem, Kaiser, and Health Net. 	All

III.

Health Plan Updates:

- **Reports** – Emely Arienza shared the following reports. Refer to presentation slides for details.
 - Membership
 - Transportation Utilization
 - LiveHealth Online Utilization
- **Medi-Cal Renewals** - majority of disenrollments continue to be due to procedural issues – paperwork not received on time or incomplete. Anthem continues to exert its efforts in bringing awareness to the Medi-Cal beneficiaries through various communication campaigns such as direct mail, digital and social media, outbound calls, events, Community Advisory Committee meetings, etc. Refer to page 14 and 15 of the presentation slides for more details.

Anthem Link: <https://www.anthem.com/ca/medicaid-renewal-redetermination>

- **Questions:**
 - **What is Anthem’s plan for improving the utilization rate of LiveHealth Online (LHO)?**
Answer: Anthem shares/promotes the LHO during various meetings, i.e., Community Advisory Committee, MOU meetings with counties, collaborative/coalition meetings, provider education/engagement, and events.
 - **Does Anthem have a printed flyer that and is there a batch that El Dorado County can distribute?**
Answer: Yes, Anthem has been distributing the hardcopy LHO flyer to providers, during events, and various in-person meetings. Emely submitted request to the Marketing team to send hardcopy to El Dorado County.
 - **Is the LHO included in EHR/EMR?**
Answer: Utilization of LHO is not automatically entered into member’s medical record. At the end of the visit, member has the option to printout the visit and share it to his/her respective PCP to add the LHO visit to the medical records.
 - **What are the quality improvement efforts are you doing to increase utilization of LHO? Would like to see utilization increase to at least 5% in El Dorado County? Suggested to have the Quality Improvement team and representative from LHO participate in the next MOU meeting to have a strategic discussion to improve utilization.**
 - **Answer:** Anthem continues to exert its efforts in promoting LHO in various platforms – events, virtual and in-person meetings, provider education, etc. In-depth presentations have been conducted - sharing how to access LHO, benefits, and its limitations during events, in-service, webinars, etc. Emely suggested Anthem can also conduct an in-depth LHO presentation for El Dorado County Public staff.

Emely
Arienza

- **Why is there a decline in utilization?**

Answer: During COVID-19 and the shelter at home mandate, the utilization for LHO increased dramatically as telehealth was the option for medical and behavioral visits. When the Public Health Emergency was lifted, more in-person office visits are occurring and the LHO utilization decreased.


Public Health/Behavioral Health County Updates:

- **CCS** - in the process of hiring MTP supervisory therapist. Sabina inquired who is her POC for CCS. Advised that Chantal Betancourt at Anthem is the CCS liaison.
- **CHDP/Foster Care**– no update related to CHDP. Anthem can connect with Caprice Ramsey if additional information is needed with the CHDP transition. For Foster Care, they are working on policies, procedures, and protocol. Donna Fettig requested for introduction with Anthem’s Foster Care liaison via email.
- **MCAH** – Donna Fettig shared that there are concerns around mental health services and transportation in linking members to care. Jennifer Byrne shared that there has been abrasion for both WIC eligible and WIC participants who are currently pregnant or recently delivered in getting access to care due to Progress House does not have transportation services to get patients to their OB services. As a result, they are having to choose between substance use services or prenatal care. For Anthem members, she would like members to leverage the transportation benefit and requested for flyer and contact information.
 - **ModivCare Contact Information:**
 - **Reservation:** 877- 931-4755
 - Ride Assistance (Where’s My Ride): 877- 931-4756
 - Hearing Impaired (TTY): 866-288-3133
 - Facility Line: 866-529-2128
 - Facility Fax: 877-601-0535
 - **Does Anthem have any behavioral health groups for teenagers or women in crisis in which they can participate?**
 - **STDs** – no update
 - **TB** - no update
 - **HIV** – no update

El Dorado County

	<ul style="list-style-type: none"> ▪ WIC – Juliet Barwis shared that they are riding at about mid to high 80% of caseloads which translates into looking to capture about 200 additional individual participants. There are 2000 eligible nonparticipants in the county that exist. There have been pain points for members in utilizing the transportation. 	
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<p>VII.</p>	<p>DATA EXCHANGE:</p>  <p>Q1%202024_%20Anthem_EDC%20PH%20M</p>	
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<p>VIII.</p>	<p>Action Items/Follow-up:</p> <ul style="list-style-type: none"> • Mail hardcopies of LHO and transportation flyers to the following locations: <ul style="list-style-type: none"> For WIC Send to <u>931 Spring Street, Placerville, CA 95667</u> English: 100 Live Health Online, 100 Transportation Spanish: 25 Live Health Online, 25 Transportation Send to <u>1360 Johnson Blvd Ste 103, South Lake Tahoe, CA 96150</u> English: 75 Live Health Online, 75 Transportation Spanish: 50 Live Health Online, 50 Transportation For Caprice Ramsey/CHDP Send to <u>1360 Johnson Blvd Ste 103, South Lake Tahoe, CA 96150</u> English: 150 Live Health Online, 150 Transportation Spanish: 50 Live Health Online, 50 Transportation For MCAH Send to <u>941 Spring Street, Suite 3, Placerville, CA 95667</u> English: 150 Live Health Online, 150 Transportation Spanish: 50 Live Health Online, 50 Transportation • Conduct in-depth LiveHealth Online presentation and invite LHO representative to strategize on the quality improvement to increase utilization. • Introduce Donna Fettig to Anthem’s Foster Care liaison via email. <i>(Email sent to Donna with Foster Care Liaison contacts– 4/12/2024)</i> • Email template for Vendor Transportation Agreement to Donna Fettig and Jennifer Byrne. <i>(Emailed to Donna and Jennifer – 4/12/2024).</i> • Does Anthem have or know of any behavioral health groups for maternal child/teenagers or women in crisis in which they can participate, particularly for SUD? 	
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IX.	Quarterly Meetings: <ul style="list-style-type: none">▪ Schedule remaining quarterly meetings on Tuesday – 2nd thru 4th week.	