






<p>Meeting Minutes</p>   <p>Health Net</p> 	<p><u>Anthem Blue Cross, Health Net, Kaiser Permanente & Tulare County Public Health Department</u></p> <p>Meeting Title: Care Coordination Q1 Meeting Date/Time of Meeting: March 7, 2024 – 1:00-2:30 pm Frequency: Quarterly Location: Microsoft Teams</p>
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Meeting Leader:	Lali Witrago (Anthem Blue Cross) and Perry Shelton Jr. (Health Net)
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Anthem Blue Cross	Yes/No	Tulare County Public Health	Yes/No
Chantal Betancourt, Manager, CCS	No	Arcellie Santos, PH Coord - MTU	Yes
Brandi Jenkins, Program Manager, CalAIM	Yes	Carmen Escobar, Breastfeeding Liaison, WIC	Yes
Kimberly Kruse, Provider Clinical Liaison	Yes	Carolyn, Sup Nurse	No
Lali Witrago, Program Manager, County Mngt	Yes	Cecilia Herrera, Division Manager	No
Liz Tullis, Facility Site Review	No	Damian Navarro, HES - CLPPP, CHDP	Yes
Maryiat Yeranosyan, Telehealth	Yes	Guillermina (Mina) Andres, CCS	No
Stefanie Castro, Practice Consultant	No	Heather Collins, MCAH, NFP	No
Tanya Gonzalez, Provider Account Manager	No	Jeremy Kempf, PH Nursing Manager	Yes
Valerie Taylor, Provider Account Manager	No	Kathlene Barragan, IZ (<i>to be removed</i>)	No
Will Sanchez, Community Relations	No	Kitzya Herrera Alcocer, HES - TB, IZ	Yes
		Laura Esbenshade, Sup PHN, CD	Yes
Health Net	Yes/No	Laurie Ruiz, PHN, CHDP & CLPPP	No
Betty Thao Cha, Public Programs	Yes	Manpreet Kaur, MTU	No
Celine Rangel, Long Term Care Specialist	No	Michelle Reynoso, PH Manager	No
Connie Lowe, Manager, Public Programs	No	Nicole Vannortwick, RN Lead, CPSP	No
Debbie Teap, Public Programs	No	Paula Ptomey, Sup PHN, IZ, TB	No
Patricia Frederickson, Concurrent Review Nurse	No	Samantha Velchansky, PH Coordinator, IZ,	Yes
Perry Shelton Jr, Community Liaison	Yes	Sarah Smith, Director, WIC	Yes
Rosy (Rosa) Martinez Urueta, Community Liaison	No	Sarai Guido Esparza, CD, HIV for Laura	No
		Tammy Wiggins, MCAH	No
Kaiser Permanente	Yes/No	Terry Lytle, PHD	No
Anna Yutuc, Consultant, MOU Implement.	No	Vanessa Sanchez, HIV	Yes
Lynn Shields, Consultant MOU Implement.	Yes	Veronica Andrade, CHDP	No
Shahzad Dhanani, Regional Director	No	Bianca DeGiorgio, for Nicole/Samantha	Yes
		Danielle Glick, for Mina Andres	Yes

Categories	Details	Responsible Party
I.	Lali welcome everyone to the meeting. Danielle Glick attending for Mina Andres and Bianca DeGiorgio attending for Nicole Vannortwick and for Tammy Wiggins. Lali was asked to remove Kathlene Barragan from the roster.	All

<p>II.</p>	<p>MOU</p> <p>Anthem Blue Cross Lali shared the following:</p> <ul style="list-style-type: none"> • New MOU Templates released by DHCS and under review by TC PH. • New MOUs will supersede existing MOU once executed. <p>Health Net Perry shared Health Net’s updates are the following:</p> <ul style="list-style-type: none"> • MOU execution update same as Anthem. • Perry added that policies / procedures / workflow and other documents called out on the MOU will be discussed / shared among the MCPs and then share with PH. <p>Kaiser Permanente</p> <ul style="list-style-type: none"> • Lynn mentioned they do not have any specific updates. <p>Public Health</p> <ul style="list-style-type: none"> • Jeremy reported PH still reviewing MOU template. PH does not have a target date of completion however the review process is moving along. 	<p>MCPs</p>
<p>III.</p>	<p>Health Plan Updates</p> <p>Anthem Updates</p> <ul style="list-style-type: none"> • Brandi reviewed the flyer on the new Doula Services. Doula services are provided at no cost for individuals during and following pregnancy, including childbirth and the postpartum period, to prevent perinatal complications and/or promote the physical and mental health of the beneficiary. Refer to flyer for complete information and referral/recommendation details. <p> CABC-CD-027253-23 Doula Flyer FINAL.pdf</p> <ul style="list-style-type: none"> • Brandi shared the updated ECM and CS flyer and referral forms. Brandi conducted high level review of the services and populations of focus. The flyers contain the same information and process, these have just been revised. Flyer are member facing and the referral forms are for those referring members. Members can also self-refer by calling Anthem’s customer call center or the number on the back of their Anthem Medi-Cal card. If questions, contact Brandi at Brandi.Jenkins@anthem.com <p>    CABC-CD-049193-24 CalAIM-ECM Referral CABC-CD-049197-24 CABC-CD-046785-23 EXPRESS CalAIM ECMForm with Checklist_CalAIM CS Flyer_FINACalAIM Com Support:</p> <ul style="list-style-type: none"> • Lali referenced the following links as resources for the Medi-Cal Renewal – DHCS Dashboard & Full Scope Medi-Cal Expansion for Adults Ages 26 through 49 regardless of immigration status starting 1/1/24 https://www.dhcs.ca.gov/dataandstats/dashboards/ https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx <p>Health Net updates</p> <ul style="list-style-type: none"> • Perry mentioned Health Net is busy with the MOU implementation as well as working with the local health jurisdictions around the populations needs assessment. DHCS is 	<p>MCPs</p>

	<p>requiring MCPs to meaningfully engage with the public health departments with the CHA / CHIP process. MCPs met with Public Health, Staci, Laura, and others this morning to discuss the SMART goal and data.</p> <ul style="list-style-type: none"> • Perry also asked public health regarding the CHDP sun set and PH plans. • Damian reported all remains the same until further notice. Nurses still approving providers and clinics. Audio and Vision screening training being conducted. • Perry requested to connect regarding trainings and will reach out to Damian directly. <p>Kaiser Permanente</p> <ul style="list-style-type: none"> • Lynn reported Kaiser's focus is on MOUs. 	
IV.	<p>General County Updates</p> <ul style="list-style-type: none"> • <i>Samantha request:</i> would like to connect with the MCPs regarding a campaign on prenatal immunization awareness. The MCPs confirmed the following as the POCs: Lali for Anthem, Lynn confirmed Anna would be for Kaiser, and Perry for Health Net. • <i>Samantha will reach out to the POCs, when ready to move forward, to schedule a meeting to discuss further.</i> 	County Team
V.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • <i>Sarai requested materials and information on transportation. Rosy and Lali provided to Sarai.</i> 	All
VI.	<p>Care Coordination</p> <ul style="list-style-type: none"> • <i>Paula requested support from Kaiser regarding records for the purposes of TB case follow ups / management. Lynn will look into this and get back to Paula.</i> • <i>Lynn will circle back on this and communicate with Paula via email.</i> 	All

<p>I.</p>	<p><u>Program Updates</u></p> <p>CCS – Danielle for Mina</p> <ul style="list-style-type: none"> • Danielle mentioned there were no updates from Mina. <p>MTU – Arcellie</p> <ul style="list-style-type: none"> • MTU had site review/audit in January and currently working on corrective action items to be compliant with State. • Still conducting recruitment efforts for providers. <p>CHDP – Damian</p> <ul style="list-style-type: none"> • Conducting trainings and accepting new providers. Also conducting vision and audiometric trainings monthly virtual with practicum only in person. • MCPs are invited to attend these trainings. <p>CLPPP – Damian</p> <ul style="list-style-type: none"> • Over 140 basic cases, five state cases, and five potential cases. • Starting to attend community outreach events and health fairs. <p>CPSP – Bianca for Nicole</p> <ul style="list-style-type: none"> • CPSP no longer follow by the County Perinatal Services Coordinator. County will no longer be recruiting, enrolling, or conducting oversight of CPSP providers. Providers being referred to the State for this. <p>HIV – Vanessa</p> <ul style="list-style-type: none"> • Continuing with case management. Currently have twenty-three cases, up from the nineteen recently had. Changes due to relocation, moving in or out of county, or pending to locate. • Continue to contract and refer to The Source. They provide food voucher to members however many are not receiving food voucher due to transportation barrier and trying to get the vouchers from The Source to give directly to clients however clients must go to The Source to fill out form to receive food voucher. Conversations with The Source are ongoing to figure out if county staff can take clients to fill out form. • Expanding to now also receiving referrals for HIV case management from hospitals. • Continue to host the HIV Community Collaboration meetings. This taking place the first Thursday of the month with Gilead presenting this month/today. <p>STD/CD – Laura</p> <ul style="list-style-type: none"> • For STD’s nearing the end of five-year grant with state. The state will be modifying arrangement and currently preparing for allocation of two-year installment. County working on work plan to be submitted to state. • Continue partnership with Altura Center for Health for rapid testing and The Source LGBTQ+ for holding events and testing. • New partnership with Tule River Indian Health Center. They received a grant to hire a disease investigation specialist to serve tribal members. County currently meeting and collaborating to determine plan on how this will work out. County may still maintain responsibility for disease investigation and will partner with the new staff to do home visits to help cultural bridge the gaps. Might also partner with the CHWs from the clinic to do home visits to ensure positive and productive visits. • Continue to receive congenital syphilis cases and sending those over to MCAH. 	<p>County Team</p>
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- Infection Prevention nurse working with nursing homes and hospitals regarding all communicable diseases to keep residents safe and discuss drug resistant organisms.

IZ – Samantha

- Continuing to review work plan and submitted annual report on March 1st.
- Conducting to conduct events our in the community as well as at the clinic.
- Seeing decline in COVID vaccination over the past few months.
- Will be attending school registration events in March and the coming months.

TB – Samantha



- Focusing on activities to open the new clinic. Still have a couple of licenses pending.
- The pharmacy board application was approved.
- Working with external consultant to review workflows and assist with the reopening of the clinic activities for TB clients.
- Currently also reviewing lots of policies, and also reviewing the electronic health record system to see if this will continue to meet the TB program needs.

MCAH – Bianca for Tammy

- Continue to get referrals and doing outreach and education.
- Jeremy added that MCAH is also working on the Title V needs assessment. New additional considerations include adding CCS as a stakeholder. Team is working through preparing their materials and presentation for the informant interviews.

WIC – Sarah

- Participation rate is 102.5% of allocated caseload.
- Over 22,000 participants a month and over 22,500 certified yet there is a small percentage not receiving benefits. This is due in part to not having enough capacity to serve 100% of the certified individuals. Currently have internal wait list.
- House of Representatives passes a bill with \$860 million dollars to increase WIC funding. This will help to reduced wait lists and provide more services to the most vulnerable, infants and children. An additional \$1 billion was added as well. Last step is for the President to sign this. In summary, if this is passed, there is \$7 billion dollars for WIC nationwide and looking at a 16% allocation for California. Waiting to hear what this will look like for Tulare County.
- This additional funding is important also because this will help keep the fruit and vegetable voucher known as CVB (Cash Value Benefit). Babies/children used to get \$9 per month and \$11 mom. The new proposed amount is \$28 per baby/child and \$47 for mom.
- Resuming in person services starting in April. Will be mandated to ask participants if they prefer in person or virtual visits.
- In person will make things easier again in terms of the breastfeeding peer counseling program, for babies’ height, weight, and hemoglobin, etc. For the peer counseling (PC) program, will have four staff in program. One supervisor and three PCs.
- Partnership with Tule River is in progress and once executed WIC staff will be moving in. The Visalia Health Care Center will also be integrated. Hoping to start in May.
- WIC is turning 50 years this year.
- Tulare WIC is planning to do another outreach campaign, like last year, to recognize breastfeeding month in August. Looking to place more bus ads and social media.
- Perry mentioned Health Net is available to attend events.

<p>XI.</p>	<p>Data Exchange</p> <p>Anthem Blue Cross:</p> <ul style="list-style-type: none"> Lali shared Membership, Transportation, and LiveHealth Online data. Redetermination Awareness, Doula, and CalAIM Enhanced Care Management and Community Supports resources. Refer to Anthem Data Report Tulare County PH Q1 2024. <p></p> <p>Anthem Data Report Tulare County_Q1 2024</p> <p>Health Net:</p> <ul style="list-style-type: none"> Perry reported on Enrollment Numbers & Transportation Utilization Data. See Health Net Data Report – Tulare PH. <p></p> <p>Q1_2024 Data Sheet - Tulare PH - Health N</p> <p>Kaiser Permanente</p> <ul style="list-style-type: none"> No updates. 	<p>MCPs</p>
<p>XII.</p>	<p>Open Forum Discussion</p> <ul style="list-style-type: none"> Damian shared information latest recalls due to lead - croquet set recalled sold by Amazon, cinnamon products from Dollar Tree and Apple sauce. Visit the CPSC website for complete recall information. <p>Next Meeting:</p> <ul style="list-style-type: none"> 2024 meetings <ul style="list-style-type: none"> 1st Thursday of the 3rd Month of every quarter <ul style="list-style-type: none"> June 6th September 5th December 5th 	<p>All</p>