

# Minutes

## Anthem Blue Cross, Mountain Valley Health Plan, and Alpine County Behavioral & Public Health Departments

Meeting Title: Care Coordination Q1 Meeting Minutes  
 Date/Time: March 13, 2024 at 11:00 am  
 Frequency: Quarterly  
 Dial in: See Outlook invite

Meeting Leaders: Desiree Dalby, Program Manager

Anthem Blue Cross	Yes/No	Alpine County Behavioral & Public Health Departments	Yes/No
Desiree Dalby, Program Manager	Y	Nichole Williamson, CAO, Interim BH Director, HHS County Administrative Officer	N
Kimberly Kruse, Provider Clinical Liaison	Y	Tim Streeper, Public Health Deputy Director, Interim Behavioral Health Deputy Director	Y
Chantal Betancourt, CCS Liaison Manager	Y	Janel Morales, Fiscal and Administrative Supervisor, Human Services	N
Mashaal Khan, Behavioral Health Case Manager	Y	Erin Dobyms, Deputy Director Social Services	N
Cheryl Laundry, Regional Program Manager	Y		
Rosa Deming, Supervisor of Healthcare Options	Y		
Mountain Valley Health Plan	Yes/No		
Jeanette Lucht, Director of Special Projects and Medical Management	Y		
Eric Cubillo, Director of Fiscal Operations	N		
Mariam Ali, Project Manager MOU Implementation	Y		
Lakshmi Dhanvanthari, Chief Medical Officer	N		
Samantha Parker	Y		
Elizabeth Campos Martinez, Manager of Social Work Department	Y		
Setar Testo, Manager for Health Education and Population Health	Y		
Serena Ornelas, IT Project Coordinator	Y		
Tina Espino, Facilities and Emergency Management Specialist	N		

### Agenda

Categories	Details	Responsible Party
I.	Introductions	All
II.	MOU	All

APL 23-029 stating the intent behind the required MOUs released by DHCS. This APL addresses DHCS' expectations and oversight of MCP obligations. MCP's are to make a good faith effort to execute MOUs with Other Parties by either January 1, 2024, July 1, 2024, or January 1, 2025.

- Managed Care Plans to build partnerships with the following Third-Party Entities:
  - Local Health Departments including California Children's Services (CCS), Maternal, Child, and Adolescent Health (MCAH), and Tuberculosis Direct Observed Therapy by 1/1/24.
  - County Behavioral Health Departments for Specialty Mental Health Services and Substance Use Disorder Services by 1/1/24.
  - Local Government Agencies In-Home Supportive Services (IHSS) by 1/1/24.
  - County Social Services programs and Child Welfare Departments by 1/1/24.
  - Woman, Infants and Children Supplemental Nutrition programs (WIC) by 1/1/24.
  - Continuum of Care programs by 1/1/25.
  - Area Agencies on Aging by 1/1/25.
  - First 5 Resource Centers by 1/1/25.
  - Home and Community-Based Services (HBCS) by 1/1/25.
  - Justice Departments by 1/1/25.
  - Local Education Agencies (LEAs) by 1/1/25.
  - Indiane Health Services/Tribal Entities by 1/1/25.
  - California Caregiver Resource Centers by 1/1/25.



APL 23-029 MOU  
Requirements FINAL

**Anthem:**


Anthem is currently in the process of consolidating the LHD, MHP-SMHS, Child Welfare, and IHSS MOUs into a single, comprehensive Master MOU document. Desiree kindly requests patience during this complex task as we aim to streamline the document by eliminating any redundant language. Alpine County steadfastly believes that a unified MOU serves the county's interests best.

**Mountain Valley Health Plan (MVHP):**

Jeannette inquired about the service provision arrangements that Alpine County has with El Dorado County. Desiree deferred to Tim to confirm, but Anthem's understanding is that the only arrangement Alpine County has with El Dorado County is regarding WIC services, which Anthem and MVHP are already collaborating with Juliet of El Dorado WIC to finalize the MOU applicable to both counties. Tim confirms that El Dorado County solely provides WIC services for Alpine County. Mariam has obtained information suggesting that El Dorado County also delivers IHSS, Adult Protective Services, and Child Welfare services to Alpine County. Tim confirms that this arrangement is a temporary solution due to a staffing shortage in Alpine County. This has been a fairly recent development and Alpine County does not anticipate it being a long-term solution so there are no plans for an official agreement, rather El Dorado County is offering temporary support to Alpine County. Tim also suggests that it should not be necessary to include this detail in the MOU. The health plans' team will further discuss and confirm this internally.

<p>III.</p>	<p><b>Health Plan Updates</b></p> <p><b>Anthem:</b></p> <p><b>BH Contacts for Alpine County</b>  Anthem is seeking to verify the point of contacts and procedural details concerning Alpine County Behavioral Health. Desiree has confirmed that for the secure transmission of screening and transition of care tools, Alpine County Behavioral Health prefers the utilization of the secure fax number: 530-694-2387. For all Behavioral Health-related matters in Alpine County, Anthem has assigned Mashaal as the dedicated Behavioral Health Case Manager. Tim confirms that for Alpine County, Nichole Williamson is the primary point of contact with Janel Morales serving as secondary contact. Additionally, Alpine has introduced a new deputy director for behavioral health. Tim has affirmed that for substance use disorder referrals, the county prefers utilizing the Transition of Care (TOC) process.</p> <p><b>Data Sharing</b>  In attempt to gain high level clarity surrounding the data sharing requirements mentioned throughout the MOUs, Desiree requests that Tim confirms the approach Alpine County plans to take regarding sharing data with the MCPs via HIE or SFTP. Considering the low volume of data to be shared, Tim dismisses the need for an elaborate platform, instead supporting the use of SFTP for Alpine County. As a follow up to this question, Desiree seeks to identify specifically what sort of data would be most beneficial for the county to receive from the health plans. Tim can provide specific input on data that could be advantageous to the Public Health Department, albeit limited for the Behavioral Health Department, and unable to comment on what the Social Services Department might find beneficial. He indicates that any form of morbidity and mortality data is valuable, as is medication data that could provide a broad picture of community health. Alpine County does not possess a hospital or medical offices, apart from a small-scale clinic based at the health department. Given a majority of the county's residents receive healthcare outside of the county, gathering data from where services were administered proves challenging. Therefore, any information that MCPs could provide, which would illuminate specific health issues within the county, would be immensely helpful.</p> <p>Desiree aims to organize a meeting to delve deeper into the discussions surrounding data sharing elements and processes with Alpine County and MVHP.</p> <p>This valuable discussion about data segued directly into the next agenda item, concerning the community health assessment and community health improvement plan. Tim noted that Alpine County has had difficulty in developing the CHA and CHIP due to limited access to objective data pertaining to their residents, thereby resulting in a reliance on subjective data.</p> <p><b>LHD Collaboration: SMART Goal and CHA/CHIP Engagement</b>  Tim conveyed that Alpine County accomplished their Community Health Assessment (CHA) in early 2021, a challenging feat given the ongoing COVID-19 pandemic. The state is currently striving to synchronize all counties to follow a uniform CHA and Community Health Improvement Plan (CHIP) schedule. However, for Alpine, this proposed schedule appears to conflict with their current one, making the transition uncertain. Tim assured that the health plans will be integrated into the discussions proceeding the revision of the CHA, emphasizing that the data would greatly assist that process. He acknowledged the significance of the Managed Care Plans' (MCP's) involvement for the county.</p>	<p>All</p>
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	<p>Desiree clarified that most of the data available from MCPs comes from claims data. In addition, she presented the latest draft of the SMART Goal, and committed to schedule a follow-up discussion on the objective with both Alpine County and MVHP.</p> <p>Tim suggests following up on this effort in the next fiscal year near July 1, 2024.</p> <p><b>Mountain Valley Health Plan:</b> Expressing appreciation for Tim's insights into the CHA/CHIP in Alpine County, Setar voiced interest in actively supporting the process. This may include involvement in meetings, facilitating and coordinating these sessions, providing lunch as an incentive for attendance, and aiding during focus groups. With the aim of merging the available data sets to present summarized data or member experience information, the health plans aspire to offer this level of support.</p> <p>Mariam inquired about Tim's opinion on having a detailed discussion about data, and when the County might be ready for such a conversation. Tim suggested scheduling it around the second quarter MOU meeting in May. As part of the preparation, Mariam intends to provide resources ahead of the discussion for the County's review.</p>	
IV.	<p><b>County Updates</b> Tim reported that there are no significant updates at this time. However, he highlighted the noteworthy progress in staffing: for the first time in nine years, the Public Health Department is nearly at full capacity, save for one remaining vacancy.</p> <p>Alpine County Behavioral Health has seen the appointment of a new Deputy Director, Kristina Davies, whose contact is <a href="mailto:kdavies@alpinecountyca.gov">kdavies@alpinecountyca.gov</a>. It has been requested that Kristina be included in all future quarterly MOU meeting invitations.</p>	County Team
VI.	<p><b>Program Updates</b></p> <ul style="list-style-type: none"> <li>• <b>Family Planning:</b></li> <li>• <b>TB:</b> Active, no updates.</li> <li>• <b>IZ:</b> Active, no updates.</li> <li>• <b>STD/HIV:</b> Active, no updates.</li> <li>• <b>Billing:</b> Active, no updates.</li> <li>• <b>MCAH</b> <ul style="list-style-type: none"> <li>○ <b>CPSP:</b> (not a provider)</li> <li>○ <b>BIH:</b> (not a provider)</li> <li>○ <b>POP:</b> (not a provider)</li> </ul> </li> <li>• <b>CHDP:</b> Active, no updates.</li> <li>• <b>CLPPP:</b> (not a provider)</li> <li>• <b>Field Nursing:</b> (not a provider)</li> <li>• <b>CCS:</b> Active, no updates.</li> </ul>	County Team
VII.	<p><b>Data Exchange</b></p> <p><b>Anthem:</b> Anthem reviewed the embedded data and utilization report.</p>	Desiree

	 <p>2024-Q1 Alpine County MOU Data.p</p> <p><b>MVHP:</b> No data to present at this time.</p>	
<p><b>VIII.</b></p>	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>• Mariam to provide data overview presentation. Anthem, MVHP, and Alpine County to reconvene on data sharing discussions near Quarter 2 MOU Meeting in May.</li> <li>• Anthem, MVHP, and Alpine County to connect regarding CHA/CHIP and SMART Goal near July 2024.</li> <li>• Desiree to connect with Alpine County staff regarding an in-person meeting during Summer 2024.</li> </ul>	<p>All</p>
<p><b>IX.</b></p>	<p><b>Open Forum</b></p> <p>Chantal expressed her readiness to lend support to the California Children Services (CCS) eligible members within Alpine County. In response, Tim acknowledged that while their caseload is quite small, however he appreciates the offer of assistance.</p> <p>Cheryl took the time to explain the doula benefit accessible through CalAIM. She urged that if the county recognizes any potential individuals who could serve as doula providers, they should not hesitate to contact her.</p> <p>Rosa Deming of Health Care Options/Maximus, responsible for aiding beneficiaries in selecting and registering for health plans as well as facilitating any necessary plan modifications, joined the call today. Rosa is looking forward to visiting Alpine County to engage with the community members and local organizations. Her goal is to establish connections and identify potential service providers in the area.</p> <p>Desiree shared that she and Rosa are interested in making a trip sometime during the summer and will connect with Alpine County team offline to find time to meet with them.</p> <p style="background-color: yellow;">Quarter 2 PH, BH, &amp; MCP MOU Meeting on May 9, 2024 at 10:00am</p>	<p>All</p>