

Meeting Minutes

Health Net, Anthem Blue Cross, and Calaveras County Behavioral Health Department

Meeting Title: Care Coordination Q1 Meeting
 Date/Time of Meeting: February 14, 2024 at 10:00 a.m. – 11:00 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite



Meeting Leaders: Lu Knott and Desiree Dalby

Health Net	Yes/No	Calaveras County Behavioral Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Wendy Alt, Mental Health Director, and Deputy Director of Clinical Services	No
Robin Lewis, Senior Clinical Manager	Yes	Stacey Meily, BH Program Manager	Yes
		Morgan Berry, Quality Management Specialist	No
Anthem Blue Cross	Yes/No	Willow Thorpe, Quality Management Specialist	Yes
Desiree Dalby, Program Manager	Yes	Lisa Snyder, CalAIM Project Coordinator	No
		David Bugarin, Data Analyst	Yes
		Riley Lehman, Administrative Services Manager	No

Meeting Minutes

Categories	Details	Responsible Party
I.	Introductions <ul style="list-style-type: none"> All attendees introduced themselves by name and role. The agenda was updated for Calaveras County attendees. 	All
II.	MOU <ul style="list-style-type: none"> 2024 MOU execution review and status: Stacey shared the MCPs have the County edits. The MCPs will review and return to the County. Stacey confirmed the County wants to work on the Policies and Procedure with the MCPs. Stacey shared the MOU execution goes through Human Resources, IT, County Counsel, and the Board of Supervisors. She confirmed it takes 4-6 weeks to get the MOU on the Board's agenda. Stacey advised that the County and MCPs have to report to DHCS the MOU execution status. Desiree shared the goal is to get the MOU on the next Board agenda. 	All
III.	Health Plan Updates Health Net	Lu & Desiree

	<ul style="list-style-type: none"> Staffing Update: The Service Coordination Department is fully staffed. Health Net continues to work remotely. Depending on the department a hybrid schedule is an option working both from home and in the office as their role allows. Health Net is open to continue in-person meetings. <p>Anthem</p> <ul style="list-style-type: none"> County Contacts Update: Desiree asked how Calaveras County was sending Screening Tools and Transition of Care forms to Anthem. Willow confirmed the County sends TOC forms via email and Screening Tools via fax. She did confirm email would be easier. Desiree also asked was the SUD process the same as the TOC process. David confirmed yes it was the same process. There was discussion with Anthem being an SUD provider and sending referrals. Stacey confirmed the SUD point of contact is Riley Lehman, Administrative Services Manager. David gave Riley's email rlehman@co.calaveras.ca.us. Willow would like a reference guide about TOC and Screening Tools. Desiree shared Anthem has assigned Case Managers for Calaveras County for both TOC and Screening tools. Desiree can set up time to meet with the Case Manager and the County. Data Sharing/Manifest MedEX: David shared they are connected with MedEx and will be live soon. They are getting reimbursed through the QHIO grant (qualified Health Information Organization). David did confirm the Health and Human Services organization signed the California Data Sharing agreement. It includes Calaveras County BH as well. 834 ECM Test Files: Desiree will continue to research with the County. 	
<p>IV.</p>	<p>County Updates</p> <ul style="list-style-type: none"> Staffing updates: Stacey shared Riley Lehman is the new Administrative Services Manager. New programs and initiatives: David shared the County has a vehicle for their Crisis Care Mobile Unit (CCMU). They are working to hire staff for the program. DHCS declined the County to get their CCMU program active because they do not have staff to operate 24 hours a day. The County has to provide services but not bill for the services since it is not available 24 hours a day. The County will wait until they get 24-hour staff for the program to begin operation. Social Services in the jail is on Path 2. They are providing Medi-Cal eligibility support. Calaveras County BH is helping with those discussions. The County is providing training for providers regarding Medically Assisted Treatment (MAT). That will include medications and awareness of what causes opioid addiction. For Calaveras County Public Health Department Anthem purchased a Narcan and Safety vending machine and will be purchasing kiosks for the County as well. Stacey shared Calaveras BH is looking into their psychiatrist prescribing MAT in the local jail for the jail population. David shared the BHIQIP last submission is due March 1, 2024. The County will submit their information by that date. The next step is BH Connect. This is sharing data regarding the different HEDIS measures. Lu shared Health Net is available for assistance and support and will need 30-45 days advance notice to process requests. 	<p>County Team</p>

<p>V.</p>	<p>Follow-Up Items</p> <p>Lu to follow-up on:</p> <ul style="list-style-type: none"> • Medically Assisted Treatment (MAT) transportation data. • Calaveras County becoming a vendor for transportation. • Safety car reimbursement. <p>Lu and Desiree to follow-up on:</p> <ul style="list-style-type: none"> • MOU review for execution. <p>Robin to follow-up on:</p> <ul style="list-style-type: none"> • Correct number for ModivCare to schedule an ambulance ride for 51/50 transports to an inpatient facility. 	<p>All</p>
<p>VI.</p>	<p>Data Exchange</p> <p>The following data sheets were reviewed and provided by email:</p> <p>Health Net</p>  <p>Q1 2024 BH Data Sheet - Calaveras Co</p> <p>Anthem</p>  <p>Calaveras County Behavioral Health 02</p> <p>Stacey asked could the MCPs get Medically Assisted Treatment (MAT) transportation data. The County would like to have a MAT vendor for their County, and they need the data to show there is a need. Stacey shared the County has had members scheduled rides and not gotten picked up. Lu shared to contact her as soon as this happens so she can escalate the issue. She shared when sharing missed scheduled rides to include name, date of birth, and trip ID number. This information will help to research what happened with the ride. Desiree shared Anthem meets with ModivCare on a regular basis and will share missed scheduled rides them. Stacey mentioned the cost of the ambulance ride has shifted to the County when they transport members on a 51/50 via ambulance because the ambulance was not getting paid their cost for those rides. Calaveras County does reimburse the ambulance for the rides they give for 51/50 transports. Lu shared the 51/50 ambulance rides should be scheduled with ModivCare. Lu mentioned she can send Calaveras County BH information about becoming a transportation vendor for Health Net members. David shared the issue the County has with becoming a transportation vendor with Health Net is transporting members after hours. The County only operates during normal business hours 8am-5pm Monday – Friday. The County uses the ambulance service because they do staff 24-hoirs a day. Being reimbursed for a Safety Care was also mentioned.</p>	<p>Lu, Robin & Desiree</p>

VII.	<p>Open Forum</p> <ul style="list-style-type: none">• Stacey shared she would like to extend our meetings to 90 minutes. The next meeting will be scheduled and emailed to the County.	All