



Anthem & Golden Gate Regional Center

Meeting Agenda/Notes

Meeting Title: Q1 2024 Golden Gate Regional Center MOU Meeting
Date/Time of Meeting: 2/16/2024 – 2:00 pm to 3:00 pm
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader: Kalil Macklin, Anthem

Anthem	Yes/No	Golden Gate Regional Center	Yes/No
Kalil Macklin, Program Manager	Y	Brenda Gonzales (GGRC Clinical Director)	Y
Sheila Freeman, BH Case Manager		Norman Manglona, Manager Social Working	Y
Patricia Lacanfora , Case Management Manager	Y		
Alana Pfeffinger, RPM			
Maribeth Capen			

I.	Introductions:	All
II.	<p>Regional Center Updates:</p> <ul style="list-style-type: none"> • GGRC has met with all our managed HealthCare Partners in the three counties. • We have reviewed the template with notes. • I have a meeting scheduled with our Executive Director in Lisa Rosine, who's our Director of Regional Center Services, to review the DHCS' MOU template. • Once I review that with the Executive director and Lisa will have better feedback for the managed care plans about what questions in particular about what we do with these certain areas. • The main area is the data exchange. • We don't have a way to facilitate data exchange. • I want to confirm that with Eric and Lisa, our executive director, in terms of what would this even look like if that was even possible. • There are about 6 areas we've highlighted to review with them in the meeting that I have scheduled. • My follow up with managed health care plans is once we've done that, we'll come back together, and I'll be able to give you feedback from our regional center of what might be coming up for us in that MOU. • I don't have anything yet, other than a meeting scheduled with my internal team to go through it. • I am going to send an email out to my contacts with all of my managed care plans and let them know. 	

- I can set up a one off or should I wait for our next meeting that we would be meeting next quarter.
- **Kalil: Waiting until May is too late. We should be meeting regularly before then.**

Anthem Health Plan Updates:

Adult Expansion:



APL 23-031 Adult Expansion Final_Clean.pdf

Anthem: Adult Expansion A26-49 is to ensure individuals transitioning from restricted scope Medi-Cal or are otherwise uninsured to full-scope Medi-Cal maintain their existing Primary Care Provider (PCP) assignments to the maximum extent possible to minimize disruptions in services. As these individuals transition to full scope Medi-Cal, California has prioritized two goals: 1) Maintain PCP assignment to the maximum extent possible; and 2) Support and strengthen traditional county health providers who treat a high volume of uninsured and Medi-Cal patients. 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.

Enhanced Care Management (ECM):

Enhanced Care Management.

III.

- 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.
- 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 that specifically 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.

- 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.

CalAIM:

- [CalAIM Overview](#)
- [Community Health Workers \(ca.gov\)](#)
- [ECM Overview](#)
- [CS Overview](#)

Community Supports:



ENGLISH CalAIM CS One-Pager FINAL.pdf



CABC-CD-046785-23 CalAIM Com Supports-Mbr Refrl Frm FINALv2.pdf

Enhanced Care Management:



ENGLISH CalAIM ECM One-Pager FINAL.pdf



CalAIM-ECM Rfral form chklsts_V2_CABC-CD-035582-23.pdf



CA_CAID_ECMPProviderDirectory.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 promotores, community health representatives, or community health advisors.

Primary roles:

- Health navigator
- Health educator



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



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



CABC-CD-022089-23 CHW Flyer FINAL.pdf



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

DEI: I am looking to start a workgroup to discuss how we will collaborate to fulfill the DEI APL requirements below. San Francisco Health Plan and Santa Clara Family Health Plan

Sharing and Exchange of Educational Resources

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.



APL23-025 diversity equity inclusion.pdf

UCSF Termination:

1. The contract was due to end 3/1/2024. Anthem and UC Health have reached an agreement in principle, Friday evening (2/2). Both parties agreed to extend the contract to April 1st 2024, allowing time to finalize the new contract and allow Anthem members uninterrupted in-network care at UC Health.
2. DMHC and DHCS have been notified of the agreement and extension.
3. The member communication, regarding termination, began February 1st.
4. Good News member letter submitted to DHCS, will be mailed next week. Both parties engaged and making progress towards agreement.

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.

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**

MOU:

- DHCS MOU Webpage - <https://www.dhcs.ca.gov/Pages/MCPMOUS.aspx> (Homepage for all MOUs, released Oct 27th, 2023)
<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-029.pdf> (APL)
<https://www.dhcs.ca.gov/Documents/BHIN-23-056-MOU-Requirements-for-MHP-MCP.pdf> (BHIN)
<https://www.dhcs.ca.gov/Documents/BHIN-23-057-MOU-Requirements-for-MCP-DMC-ODS-Counties.pdf> (BHIN)

DHCS released final MOU Redline:



Regional Center
MOU Template Anthe

Planning For the End of the Continuous Coverage Requirement when the Medi-Cal COVID-19 Public Health Emergency (PHE) Ends:

Anthem:

- States **began** the redetermination process by **April 30, 2023**; and,
- States will have up to 14 months to complete all redeterminations (i.e., no later than May 31, 2024).

[Medicaid Renewal & Disenrollment Coverage Options | Anthem](#)

[Check Your Health Benefits Eligibility | Anthem \(myhealthbenefitfinder.com\)](#)

<https://www.readyrenew.com/835/index.html?m=ca&c=4&e=e>

https://players.brightcove.net/3639471564001/QBc9f6zgr_default/index.html?videoId=6325324769112



6155712 1033874CAMENABS Ready Set Renew Buckslip UPD 08 22.pdf



6155712 1033874CAMSPABS Ready Set Renew Buckslip UPD 08 22.pdf

[Keep Your Medi-Cal \(socialpresskit.com\)](#)

ModivCare/Transportation:



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

LiveHealth OnLine:



Live Health Online Flyer.pdf



LHO SP.pdf



Live Health Online Flyer FINALv6.pdf

E-Consult Program:

- Anthem implemented an E-Consult program in the bay area counties whereby a PCP can refer a member for an E-Consult. We will be working with health centers and PCP to roll out the program.



ACA-NU-0432-22
E-Consult Patient Flye






E-Consult Patient Flyer FINAL.pdf

Case Management

Case Management referral forms and our Preservice Review form (which was recently revised). Attaching both here, and both can be downloaded from our provider website:

- 1) [Case Management referral form](#)
- 2) [Pre-Service Review form](#)

	<p>Updated Case Management Form</p>  <p>ACAPEC-2687-21 CA Medi-Cal Care Mgm</p> <p>Updated Preservice Review Form</p>  <p>ACAPEC-3456-22 CA GBD PA Request For</p>	
<p>VI.</p>	<p>Utilization Reports:</p> <ul style="list-style-type: none"> • Membership • LiveHealth Online • Modivcare Transportation  <p>Q1 2024 Anthem Blue Cross _ Golden Gate Regional Center MOU _Reports.pdf</p>	<p>All</p>
<p>VII.</p>	<p>Follow-Up Items:</p> <ol style="list-style-type: none"> 1. Start meeting regularly to execute RC MOU. 2. Brenda to send email correspondence to MCPs regarding MOU execution 	<p>All</p>

Next Meeting: 5/17/2024 @ 2:00 pm