







**Madera County
Community Advisory Committee
Meeting Minutes**

DATE:	March 11, 2025
TIME:	11:30 – 12:30 PM
LOCATION:	Microsoft Teams

SUBJECT	DISCUSSION
Welcome	<p>Meeting Attendees:</p> <p>Kruse, Kimberly S., Anthem Esquer, Erica Flores, Rosa, Anthem Serrano, Mayra, Anthem Maribel Gonzalez Diego Casillas, Madera County Crandall, Mary L., Anthem Maciel, Crystal Vaca, Alejandra, Anthem Raveena Singh, California Health Collaborative Sylvia Stratford Carol Edeza Vallembois, Pang, Anthem Lavine, David, Anthem Yeranosyan, Maryiat, Anthem Olivero, Lori, Anthem Ana B. Rodriguez Sophia Salinas Vang, Maichee, Anthem Lori Gardner, Madera County</p>
Purpose of the Community Advisory Committee	<ul style="list-style-type: none">○ Provide input and recommendations to Anthem’s programs and services.○ Meet others to share and learn about resources.○ Welcome for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Janet at Janet.Paine@Anthem.com <p>Janet also asked for those present to think of Anthem Medi-Cal members that may want to join the CAC and let her know of anyone interested.</p>
Community Advisory Committee Membership Survey	<p>As a DHCS contractual requirement, Anthem Blue Cross must ensure its CAC membership reflects the general Medi-Cal Member population in its service area. In order to comply with this requirement, we are requesting your</p>

	<p>assistance with answering the following questions. Your valuable time and insight is greatly appreciated. You will be receiving this survey later this week. Janet shared that she sent out the survey last week and thanked those who completed it and asked those who had completed the survey to please do so.</p>
<p>Non-Specialty Mental Health Education,</p>	<p>Non-Specialty Mental Health Education – DHCS APL 24-012 - in response to DHCS APL 24-012, request to educate members on how to receive NSMHS, a flyer has been created (attached). Additionally, a provider training deck has been developed. Janet asked those present to let her know if they are interested in the provider training.</p> <p> 11255262 1063248CAMENABC</p> <p>Feedback: For language, the words support, guidance, and assistance are favored over the word help, especially with consumers and family members of those with mental health symptoms/conditions and serious mental health symptoms/conditions. I can see that you did use the word support many times and that is great. Thank you for welcoming our input.</p>
<p>Mission Drive Finance</p>	<p>Janet shared information on Mission Drive Finance.</p> <p>Are you a small business owner or nonprofit leader dedicated to improving physical, social, or behavioral health?</p> <p>The Anthem Blue Cross Foundation is partnering with Mission Driven Finance to provide accessible and affordable financing to small businesses and nonprofits to create healthier communities. The funding is designed to empower organizations that are making a difference in under-resourced communities by advancing health outcomes.</p> <p>Attached is a flyer with additional information and you can learn more on the website. If you feel you qualify, you can contact Mission Driven Finance directly by emailing or scheduling a call to see if this is a fit.</p> <p> MDF - Anthem Blue Cross Foundation Bor</p>
<p>Health Equity, Mayra Serrano, Director, Health Equity</p>	<ul style="list-style-type: none"> ○ Review the updated 2024 Health Equity Evaluation and 2025 Workplan/Goals. <p>Mayra shared some of our updates in terms of our Health Equity strategy and where we landed in 2024 and what's in store for 2025 and really want your</p>

	<p>feedback and your input on. Mayra reviewed the Health Equity transformation plan which is a comprehensive assessment of all our quality improvement and Health Equity activities that we do every year. It provides the blueprint for the upcoming year and it demonstrates our objectives, the scope of activities, our processes, our systems and strategies so that we can improve the quality of care and services provided to our Medicaid members. This report is presented to our Community Advisory Committee and also to our quality improvement and Health Equity committee where there is a deeper dive into some of that strategy development. If anyone is interested in the Health Equity Committee let Mayra know at Mayra.Serrano@anthem.com. Our next meeting is March 24th. We meet on a quarterly basis.</p> <p>Mayra also shared information on Anthem's Doula benefit. She shared that Madera County doesn't have any Anthem contracted Doulas. Doula's provide education and what to expect during labor. During labor they provide support, encouragement and guidance. There are currently zero doulas in Madera County. Marya encouraged those interested to reach out to her.</p> <div data-bbox="586 926 643 995" data-label="Image"> </div> <p>Kings CAC_HE Updates 3-3-25.pdf</p>
<p>Timely Access, David Lavine, Program Manager, Provider Performance Management</p>	<ul style="list-style-type: none"> ○ Review of DMHC Standards and Anthem results <p>David shared a few updates to the timely access standards that were changed this year. He reminded everyone that appointments have to be scheduled within certain time frames. He reviewed results from this year's provider appointment availability survey for Madera County and shared information on a few projects to improve our timely access in Madera County. Projects include Provider / Staff education, Timely Access Training Course, Dashboard of grievances and enrollee experience survey and Advanced Access Program PCP incentive.</p> <div data-bbox="586 1524 643 1593" data-label="Image"> </div> <p>Timely Access Flier.pdf</p> <div data-bbox="786 1524 842 1593" data-label="Image"> </div> <p>2024 PAAS Results - Madera County.pdf</p> <p>Feedback: Lori Garnder asked if changes in the health care environment, i.e., facility closures, Madera Community Hospital Rural Health Clinics, is taken into consideration when looking at access standards. David shared DMHC doesn't take that into account but there is an Access Committee at Anthem that meets quarterly to review the data and he will share that information.</p>

<p>Cultural Linguistics Update, Alejandra Vaca, Anthem's Health Promotion Consultant Sr.</p>	<ul style="list-style-type: none"> ○ Review of Member Facing Text Messaging Script <p>Alejandra Vaca, health promotion consultant senior Anthem with our health education programs shared, whenever we create health education content for our Members, we like to make sure that it's meeting the needs of our audience by conducting field testing sessions. Some of the key questions that we ask include if it's easy for our Members to read, if it's presented in an appealing way, if our Members feel represented by the material. And then also if the information is relevant to their lives. She asked for feedback on material shared. She shared a texting campaign that will be sent out to members. The campaigns intended for parents or guardians who have a child that is currently using Anti-psychotic medication and encourages the parent to keep to their child's treatment plan. This campaign can be provided in both English and Spanish. Members will receive the messages that were shared after confirming their date of birth, to protect their privacy, and then lastly 4 messages will be sent out in total. About one per month to try to avoid member abrasions with a bunch of different texting campaigns going on. She read through the text and asked for feedback.</p> <div data-bbox="516 930 711 1050">  15334882 1078627CAMENABC </div> <p>There was no feedback or comments provided.</p>
<p>Committee Member Updates / Events - two minutes per person maximum</p>	<p>Janet asked if there were any members who wanted to share updates on their organizations or upcoming events, or if there were any questions in general.</p> <p>No updates or information was shared.</p>
<p>Anthem Updates</p> <ul style="list-style-type: none"> ○ County Account Management ○ Special Programs / CalAIM ○ Health Education ○ Cultural and Linguistics ○ Provider Relationship ○ Telehealth Programs ○ Marketing / Community Relations ○ Quality Improvement / Provider Success 	<ul style="list-style-type: none"> ○ Anthem's Data Report for Madera County CAC Q4 2024 is attached to include, membership, transportation, and LiveHealth Online utilization and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information. <div data-bbox="516 1591 716 1711">  Anthem Data Report Madera County Q1 2025 </div>



Closing Remarks & Next Meeting	<ul style="list-style-type: none">○ Next Meeting: 2nd TUES of the 3rd MO of each Q: 11:30 - 12:30<ul style="list-style-type: none">● 6/10/2025● 9/9/2025● 12/9/2025
---	---

www.anthem.com/ca/medi-cal

Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

We can translate this at no cost. Call the customer service number on your member ID card.

English

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).

Spanish

我們可以免費為您提供翻譯版本。請撥打您ID卡上所列的電話號碼洽詢客戶服務中心。

Chinese

Peb txhais tau qhov no pub dawb. Hu mus rau qhov chaw pab neeg tus naj npawb xov tooj nyob rau ntawm koj daim ID ua mej zeej.

Hmong

Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).

Russian

Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.

Tagalog

Chúng tôi có thể phiên dịch văn bản này miễn phí. Xin gọi văn phòng dịch vụ hội viên qua số điện thoại ghi trên thẻ ID (thẻ hội viên) của quý vị.

Vietnamese