




**San Francisco County
Community Advisory Committee Meeting
Q1 2025 Agenda**

DATE:	Friday, February 21, 2025
TIME:	1:00 PM – 2:00 PM
LOCATION:	Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 260 979 900 345 Passcode: nY7mKu Download Teams Join on the web

SUBJECT	NOTES
Welcome and Introductions	Kalil Macklin: Anthem Blue Cross (Program Manager) Richard So: SF Hep B Freee Alexis Cobbins: Human Services Agency (Diversity, Equity, Inclusion, Belonging, and Accessibility Manager) Jonathan Howell: San Francisco Community Clinic Consortium (IT Director) Derek Aoki: Department of Early Childhood Carlos Barr: St Anthony's Medical Clinic (Eligibility and Enrollment Specialist) Alana Pfeffinger: Anthem Blue Cross (Regional Program Manager) Maryiat Yeranosyan: Anthem Blue Cross (Program Administrator)
Anthem Updates	Anthem Health Plan Updates: CAC Policies & Procedures: <ul style="list-style-type: none">• <u>Community Advisory Committee Membership Survey</u> - You will be receiving this survey because of your participation in our Community Advisory Committee (CAC). As a Department of Healthcare Services 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 assistance with answering the following questions. Your valuable time and insight is greatly appreciated.• Anthem recently hired a CAC Coordinator. MOU Engagement: <ul style="list-style-type: none">• Kathleen Abanilla-Huynh is leading MOU for LHD• SFHP, Anthem & Kaiser have a standing weekly meeting with Kathleen• Currently being reviewed by SFDPH and can send a draft to City Attorney to review soon• Health Plans are also actively working with other entities to execute MOU including:<ul style="list-style-type: none">○ GGRC Regional Center - separately○ County Welfare○ Native America Health Center/WIC○ County Behavioral Health

	<ul style="list-style-type: none"> ○ In-Home Supportive Services (IHSS) ○ SSA Data Sharing • For some entities, MCPs are meeting together and other entities, MCPs are meeting separately. It depends on the entity's preference. • All executed MOUs will be posted on MCPs website • DHCS is currently working on First 5 MOU. • MHP/DMC_ODS MOU has been executed. <p>DEI: Participating in a workgroup that consists of San Francisco Health Plan, Santa Clara Family Health Plan, Kaiser, and Anthem to discuss how we will collaborate to fulfill the DEI APL requirements below.</p> <p><u>Sharing and Exchange of Educational Resources</u> 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.</p> <div style="text-align: center;">  <p>APL23-025 diversity equity inclusion.pdf</p> </div> <p>Alexis:</p> <ul style="list-style-type: none"> - **Federal Funding Consideration: Potential sensitivity around using specific language for federally funded county participants due to current administration. - Important to consider language use in upcoming training. - Have suggestions for training, to be discussed in the actual meeting. <p>CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment Meet with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), 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.</p> <p>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.</p> <p>We completed the LHJ/MCP Worksheet. CHIP Priorities: 1: Behavioral Health 2: Access to Care 3: Economic Opportunity</p> <p>Funding Proposal (\$61,750)</p> <ul style="list-style-type: none"> • Member data for May 1: Anthem 34,311, 14% = \$8,645; Kaiser, 19,543, 8% = \$4,940; SFHP, 186,100, 78% = \$48,165. =
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239,954 Total Members in SF County

We collaborated on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.

Currently Reviewing, Revising, and Finalizing 2024 CHA Draft.

CavityFreeSF:

- Collaborative that meets monthly to discuss integrating oral health into the overall health care system of San Francisco.
- Ages 0-10 and pregnant women. Low-Income, Communities of Color, Children with Special Needs and Recent Immigrants.
- Coordinated city-wide efforts, Policy and Systems Levels Change.
- Increase access to Oral Health Care services for San Francisco children and pregnant women.

Benefits, Programs, and Services:

[Medi-Cal Plan Benefits and Programs | California Medicaid Anthem](#)

LiveHealth Online:

	SSCASF (San Fran)
Jan 2024	28
Feb	31
Mar	18
Apr	19
May	14
Jun	18
Jul	22
Aug	25
Sep	20
Oct	27
Nov	14
Dec	11









[Urgent Care - See a Doctor 24/7 - LiveHealth Online](#)












Live Health Online Flyer FINALv6.pdf



LHO User Instructions Flier.pdf

	<div data-bbox="509 258 558 317"></div> <div data-bbox="397 323 672 354">LHO Overview FINAL.pdf</div> <div data-bbox="753 258 802 317"></div> <div data-bbox="711 323 841 354">LHO SP.pdf</div> <p>Transportation/ModivCare Services:</p> <p>Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)</p> <div data-bbox="591 569 639 627"></div> <div data-bbox="414 636 823 667">Transportation BR FINAL 12 21 (2).pdf</div> <div data-bbox="1135 569 1183 627"></div> <div data-bbox="919 636 1403 667">Transportation BR Flier Spanish HR 12 21.pdf</div> <p>CalAIM:</p> <p>Alana:</p> <ul style="list-style-type: none"> - NEMS serves as an ECM provider in San Francisco and Santa Clara. - Lead care managers are informed and can leverage this in their work with ECM-enrolled members. - Aim to enhance collaboration with hospitals to improve care transitions. - ECM prioritizes a small subset of the Medi-Cal population. - Some Medi-Cal eligible individuals do not qualify for ECM but can still utilize other services. - Need to identify and target specific groups for information sharing, including those who might not be enrolled in ECM but are eligible for related services. <ol style="list-style-type: none"> 1. CalAIM Overview 1. Community Health Workers (ca.gov) 2. ECM Overview 3. CS Overview <p>Community Health Worker:</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <div data-bbox="802 1346 850 1404"></div> <div data-bbox="454 1409 1192 1440">CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf</div> <div data-bbox="769 1482 818 1541"></div> <div data-bbox="449 1547 1143 1579">CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf</div> <div data-bbox="1037 1598 1086 1656"></div> <div data-bbox="581 1661 1549 1692">2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21.pdf</div> <div data-bbox="1037 1709 1086 1768"></div> <div data-bbox="581 1772 1544 1803">2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21.pdf</div>
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	<div data-bbox="836 262 885 315"></div> <div data-bbox="467 325 1253 357">ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf</div> <div data-bbox="370 394 639 426">Community Supports:</div> <div data-bbox="370 457 1218 489">California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</div> <div data-bbox="597 514 646 567"></div> <div data-bbox="422 583 823 615">CA_CalAIMCSmemberreferralform.pdf</div> <div data-bbox="1177 514 1226 567"></div> <div data-bbox="938 583 1469 615">CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf</div> <div data-bbox="621 625 670 678"></div> <div data-bbox="427 695 868 726">ENGLISH CalAIM CS One-Pager FINAL.pdf</div> <div data-bbox="446 737 495 789"></div> <div data-bbox="375 806 565 858">CA_CalAIMILOSlier.pdf</div> <div data-bbox="370 894 730 926">Enhanced Care Management:</div> <div data-bbox="370 926 1624 1010">When providers are fully contracted they are posted on our website under “Find Care.” Find Care & Estimate Costs for Doctors Near You Anthem.com Type ECM Field-Based in the search bar. That is the most real time update as required by DHCS.</div> <div data-bbox="370 1041 1218 1073">California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</div> <div data-bbox="370 1098 893 1129">Care Management California Medicaid Anthem</div> <div data-bbox="678 1167 727 1220"></div> <div data-bbox="514 1236 894 1268">CA_CAID_ECMProviderDirectory.pdf</div> <div data-bbox="1039 1278 1088 1331"></div> <div data-bbox="829 1348 1304 1379">CalAIM ECM Referral Form_FINAL_Fillable.pdf</div> <div data-bbox="860 1390 909 1442"></div> <div data-bbox="475 1459 1304 1491">CalAIM-ECM Referral Form with Checklist_CABC-CD-047080-23 _V3_fillable.pdf</div> <div data-bbox="771 1501 820 1554"></div> <div data-bbox="456 1570 1133 1602">CABC-CD-049193-24 EXPRESS CalAIM ECM Flier_FINAL (1) 2.pdf</div> <div data-bbox="370 1640 706 1671">Healthy Rewards Program:</div> <div data-bbox="370 1703 1624 1843">Through our Healthy Rewards Program, members can earn \$10 to \$80 for getting certain health services. At the same time, you increase your practice’s quality scores by providing members with the vaccinations, screening visits, and medications they need. When an Anthem member meets the eligibility criteria for the activities listed below and completes the service, they will earn the corresponding reward amount after the service is confirmed by the Claims department. The reward dollars are loaded into the member’s Healthy Rewards account.</div>
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Rewards account and can be redeemed for a variety of retail gift cards. Please ensure you file your claim timely so the members can receive their awards.



12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf



12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf



CA_CAID_PU_HealthyRewardsProgram.pdf

Provider Flier only.



CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf

Capital for Small Businesses & Nonprofits

Are you a small business owner or nonprofit leader dedicated to improving physical, social, or behavioral health?

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.

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.

Thank you for the work you do to make a meaningful difference in our communities.



MDF - Anthem Blue Cross Foundation Borrower Collateral — CA.pdf

Anthem Resources for Maternal Mental Health




Member Brochures on New Baby, New Life:

English [ca_caid_pregnancyandbeyond_eng.pdf](#)

Spanish: [ca_caid_pregnancyandbeyond_spa.pdf](#)

Info found under "Get Help" Health and Wellness- "Pregnancy and Women's Health" section:

<https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm>

	<p>Healthy Rewards Program includes New Baby New Life Incentives:</p> <p>Medi-Cal Plan Benefits and Programs California Medicaid Anthem Medi-Cal Plan Benefits and Programs California Medicaid Anthem. Our OB CM's always educate our members on Post Partum depression and resources.</p> <p>Live Health Online Maternal Menal Health Service:</p> <p>ca_caid_pregnancyandbeyond_eng.pdf (anthem.com)</p> <p>www.bemomaware.com</p> <p>https://www.postpartum.net</p> <p>CA_CAID_PostpartumMoodDisorderFlier.pdf (anthem.com)</p> <p>Case Management</p> <p>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:</p> <ol style="list-style-type: none"> 1) Case Management referral form 2) Pre-Service Review form <p>Updated Case Management Form</p> <p></p> <p>ACAPEC-2687-21 CA Medi-Cal Care Mgm</p> <p>Updated Preservice Review Form</p> <p></p> <p>ACAPEC-3456-22 CA GBD PA Request For</p> <p>Utilization Reports:</p> <ul style="list-style-type: none"> • Membership • LiveHealth Online • Modivcare Transportation <p></p> <p>Q1 2025 Anthem Blue Cross _ San Francisco CAC _Reports_2.21.2025.pdf</p>
<p>Attendee Comments / Updates</p>	<p>COMMUNITY PARTNER UPDATES</p> <ul style="list-style-type: none"> • Richard So (SF Hep B Free Bay Area): Seeking ways to promote hepatitis B education, screening, and vaccination, especially among Asian and Pacific Islander communities • Derik Aoki (SF Dept of Early Childhood): Working on connecting siloed services for families with young children, focusing on 3-5 year olds • Follow up on potential co-branding and collaboration opportunities (e.g. with SF Hep B Free Bay Area) <p>Richard - Focus on Asian, Pacific Islander, and African immigrants who are at risk.</p>

	<ul style="list-style-type: none"> - A vaccine has been effective since the 1980s; early screening can prevent progression to liver cancer. However, 2/3 of those affected are unaware because symptoms appear late and screening isn't mandated. - Raising awareness is crucial, especially among those with Medi-Cal, Medicare, or commercial insurance, where testing and vaccination are covered without copays. - Testing and vaccination costs are already covered, but utilization is low due to lack of awareness. - Efforts to raise awareness include health fairs and engaging with health systems, with varying success. - Interest in collaborating with insurance providers to promote disease awareness, particularly in ethnically diverse regions like the Bay Area, to enhance community outreach efforts. - Different Hepatitis B vaccines are available for various age groups. Since the late 90s, it's been a standard infant vaccine, and pregnant mothers are routinely tested. - While American-born infants are largely protected, immigrants and those born before the 90s remain at risk. - Efforts include participating in health and cultural fairs, such as Lunar New Year events, and using media channels for public service announcements (PSAs). - The organization operates with a small budget and staff, collaborating with corporate entities for health fairs and educational efforts. - Interest in collaborating with Anthem to promote Hepatitis B education and medical service access. A proposal has been submitted to Anthem for potential support. - Health fairs predominantly reach Asian seniors, with uncertainty about the spread of information to broader communities. <p>Derik:</p> <ul style="list-style-type: none"> - **DEC: Implementing Universal Preschool in San Francisco and exploring clinical partnerships. - **Goal: Ensure children are ready for kindergarten across multiple dimensions (physical, social-emotional, developmental). - **Challenge: Addressing service silos; families struggle to access comprehensive care. - **Solution: Creating intentional programs to connect preschool, clinical services, and social supports. - **Focus: Establishing partnerships with health plans, clinics, and family resource centers to serve children 0-5 and families. - **Aim: Develop sustainable systems of care, not reliant on single relationships. - **Contact: Open to inquiries and collaboration; email available for contact. <p>-Alana</p> <ul style="list-style-type: none"> - **Community Health Worker (CHW) Development: Expanding contracted workforce and improving resource dissemination. - Aim to facilitate sharing of up-to-date information and resources with CHWs. - Leverage partnerships with San Francisco Community Clinic Consortium and City College for CHW training. - Ensure new workforce has necessary knowledge upon entering the field. - Request for forms to improve information distribution to provider networks.
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Closing Remarks & Adjournment	1.
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www.anthem.com/ca/medi-cal

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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