

Health Net, Anthem Blue Cross, Kaiser Permanente, and Amador County Local Health

Meeting Minutes

Meeting Title: Care Coordination Q1 Meeting
Date/Time of Meeting: February 13, 2025 at 10:00 a.m. - 11:00 a.m.
Frequency: Quarterly
Zoom: See Outlook invite

Meeting Leader: Lu Knott

Health Net	Yes/No	Amador County Local Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Joanne Hasson, Public Health Director	No
Arianna Phillips, Community Liaison	Yes	Davina Edmonson, RN, CHVP, MCAH	Yes
Patty Frederickson, Sr. Concurrent Review Nurse	No	Danae Littlefield, PHN, CD, IZ, Foster Care	No
Connie Lowe, Manager, Public Programs	No	Chris Tucker, Health Educator, CCS, MCAH	Yes
Debbie Teap, Public Programs Specialist	Yes	Anna Shrode, Health Educator, Oral Health	No
Trisha Inguito, Public Programs Specialist	No	Fernando Gutierrez, Health Educator, Disease Intervention	No
Tianna Arbulu, Program Manager, CalAIM	Yes	Denise Tollett, Program Coordinator, CCS	No
		Marsha Stone, Program Coordinator, CLPPP	Yes
Anthem Blue Cross		Kat Seeba, Nursing Supervisor	No
Janet Paine, Director Program Management	Yes		
Kimberly Kruse, Clinical Provider Liaison	Yes		
Kaiser Permanente			
Ava Lillard, Contract Manager	Yes		
Emily Sindon, Medical LHD Liaison	Yes		
Emely Arienza, Consultant, Medicaid Care Delivery and Operations	Yes		
Marsha Battee, Implementation Lead, Care Delivery	Yes		

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 MCPs and County attendees. 	All
II.	MOU	All




	<ul style="list-style-type: none"> • MOU status: The MOU is current, in good standing and terms in five years. The MHP MOU was fully executed December 3, 2024. There were no updates from either the County or MCPs. • Policy & Procedures: Lu will send the County Health Net Policy & Procedures template. The County & MCPS will schedule time to discuss the Policy & Procedures. • Training & Education: The MCPs will work collectively to create the Training & Education for the County, Emely asked was the County okay with a joint Training & Education slide deck from the MCPs. The County agreed. She also shared it would be comprehensive information of required covered services for MCPs shared via email. Any questions the County may have we can have a virtual training on. Lu confirmed the County prefers to have Training & Education and Policy & Procedures collectively with all MCPs. Chris shared that it depends on the topic how the Training & Education is presented. For new topics, a presentation may be appropriate. Janet shared the MCPs have been in the County for years and have been proving ongoing training. The MCPs are flexible on how information is shared. She did confirm with Anthem’s Legal department that the ongoing information that the MCPs are providing is sufficient. It does not have to wait until the quarterly meeting to be shared. Emely shared Kaiser’s Training & Education template in the meeting for the County to view. Chris shared 90% of their community members are with Anthem. Lu asked the County what specific topics they would like in the Training & Education. Chris did not have anything specific right now. The MCPs will discuss the Training & Education collectively and connect back with the County. 	
--	---	--



<p>III.</p>	<p>Health Plan Updates</p> <p>Health Net</p> <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 virtual. The County agreed to continue virtual meetings. • Health Net Transportation Services Brochure: This document covers the complete transportation benefit which is provided at no cost to our members. It highlights the benefit that can be utilized for doctor visits, dental appointments, counseling, pharmacy pick up, ongoing care such as dialysis or to pick up durable medical equipment and more. It also details how to reserve a ride, what information is needed from the member, Health Net’s nondiscrimination policy, the number for language services and more. • Health Net Teladoc Member Flyer: This single page flyer has been sent out to our members as a reminder how they can access telephonic or video appointments. Members can talk to a U.S. licensed doctor for non-emergency conditions like the flu, sinus infections or psychiatry visits and more. • Start Smart for Your Baby: This communication has gone out to our members, it’s also available on our website detailing our program and support for pregnant members and new parents. The Start Smart for your baby program provides resources and information for pregnancy, newborn, and postpartum care. Members can simply call the number on the back of their member card, and we can assist them with finding a doctor and getting them enrolled in this program. 	<p>MCPs</p>
-------------	--	-------------

	<p>Anthem</p> <ul style="list-style-type: none"> • Transportation Flyer: This flyer shares no cost transportation. It has instructions on how to request a ride. The member would provide their member ID. For first time callers they will need to provide their PCP's name address, phone number and fax number. • Live Health Online: Anthem members may visit with a doctor, therapist, psychologist, or psychiatrist through video from a smartphone, tablet, or computer. Doctors are available 24/7 at no cost to the member. • Findhelp: Findhelp is Anthem's referral platform. It has a process that connects patients with community resources to address their needs. • Enhanced Care Management: This communication shared access to a single Lead Care Manager who provides comprehensive care management and coordinates their health and health-related care and services. • Community Supports: This document has services that help address members' health-related social needs, help them live healthier lives, and avoid higher, costlier levels of care. Services include, support to secure and maintain housing. Access to medically tailored meals to support short term recovery. A variety of other community-based services. Community Supports referral form is also included. • Doula Service: Is a benefit at no cost to members. It includes services during and following pregnancy, childbirth, postpartum etc. • Community Health Worker Services: This update shared preventative health services to prevent disease, disability and other conditions or their progression. <p>Kaiser</p> <ul style="list-style-type: none"> • Transportation Services: Transportation information was shared for Non-Medical Transportation (NMT) and Non-Emergency Medical Transportation (NEMT) . Refer to attached presentation slide deck for more details. Shared information on eligibility criteria, benefits, and covered services. Gas and Mileage Reimbursement: Members can use flexible solutions arranging NMT transportation and are able to get gas and mileage reimbursement for themselves or a required attendant. The driver must be compliant with all California driving requirements and does not include vehicles that are connected to businesses, such as Uber or Lyft • CalAIM Programs: Refer to attached presentation slide deck for more details. Enrollment Data for ECM and CS: There were no members enrolled in Q3 2024 Flyers were included in the presentation slide deck for ECM, CS, and CHW 	
<p>IV.</p>	<p>County Updates</p> <ul style="list-style-type: none"> • Staffing updates: Marsha shared Denise Kasinger (CCS) last name changed to Tollett and email has been updated to dtollett@amadorcounty.gov. • New initiatives and programs: Chris shared the County is researching the PATH Grant. They are thinking whether or not to become a CalAIM provider for ECM or other services. The County would like an updated CalAIM provider list from each 	<p>County Team</p>

	<p>MCP for the county. He mentioned the combined MCP CalAIM presentation that had been shared previously was a good resource. That presentation deck is what they need. There was discussion on how to get community resources for community members through CalAIM. Chris also asked shouldn't some MCP clients be proactively signed up for ECM, CHW etc. based on their health need that the MCPs know about. For example, dialysis patients. Lu shared it is a voluntary program that members need to opt into. Some members do not wish to have that level of care coordination. Lu put Tianna Arbulu's contact information in the chat. She is the program Manager for CalAIM for Amador County. She also forwarded Chris' email question about an updated CalAIM provider list for each MCP for Amador County to Tianna. Emely shared the MCPs are proactively offering the ECM and CS resources in variety of ways. Janet shared it is not an automatic enrollment in ECM. For Anthem's higher risk members there is a process for stratifying the risk with the Case Management team. Tianna was able to join the meeting. She shared CalAIM is a voluntary program that members need to opt into for ECM support. There was further discussion on referrals for ECM/CS resources. Tianna also shared that there is a CalAIM meeting February 18, 2025. This is a prime topic to discuss there. She shared she will get this topic added to the agenda for the CalAIM meeting. Tianna sent the CalAIM meeting invite to Emely and Janet.</p> <ul style="list-style-type: none"> Chris shared the county is working on CMAA (reimbursement for Medi-Cal administrative work). He asked if the County become a CalAIM provider how would that affect CalAIM program work (in the future). The County is waiting to hear if they received the Rural Health Initiative Grant and the Office of Traffic Safety Grant. 	
<p>V.</p>	<p>Follow-Up Items</p> <ul style="list-style-type: none"> MCPs to work collaboratively to complete the Training & Education and Policy & Procedures DHCS requirements. Lu to email Health Net Policy & Procedures template to the County. Lu to email the County MCP names and email addresses. 	<p>All</p>
<p>VI.</p>	<p>Care Coordination</p> <p>The County and MCPs agreed to have the suggested DHCS agenda items:</p> <ul style="list-style-type: none"> Care Coordination: Care Coordination was shared by all MCPs. Referrals: Referral information was by all MCPs. Strategies to Avoid Duplication of Services: No duplication of services discussed for this quarter. Dispute Resolution: There were no disputes shared this quarter. Collaboration: The County and MCPs continue to collaborate with one another. Member Engagement: Information for members was shared with the County by Anthem and Health Net. 	<p>All</p>

VII.	<p>Data Exchange</p> <p>The following data sheets were provided by email:</p> <p>Health Net</p> <p> Q1 2025 PH Data Sheet - Amador Cou</p> <p>Anthem</p> <p> Anthem Data Report Amador Cou</p> <p>Kaiser</p> <p> Q1 2025_Amador County PH & MCPs_</p>	MCPs

VIII.	<p>Program Updates</p> <ul style="list-style-type: none"> • Family Planning: (not a provider) • TB: No new updates. • IZ: No new updates. • STD/HIV: No new updates. • Billing: The County does not bill MCPs for any services. • MCAH: No new updates. <ul style="list-style-type: none"> ○ CPSP: (not a provider) ○ BIH: (not a provider) ○ POP: (not a provider) ○ CHPV: No new updates. • Foster Care: No new updates. • CLPPP: No new updates. • Field Nursing: (not a provider) 	County Team

	<ul style="list-style-type: none"> • CCS: Chris shared the back log in cases is getting high. The state wants to take some responsibilities of dependent countries back. The state has to review and approve SARS. The County is concerned about the delay in SARS being looked at and new cases being approved. Debbie from Health Net shared they contacted the County via phone with no answer and could not leave a message. They also faxed a pending list to get SARS status to the County and has not received a reply. Debbie asked is the County still reviewing the list. Debbie shared she called (209) 223-6630. Chris confirmed the number is correct. He will connect with Denise on the SARS pending list. Chris asked for Debbie’s contact information. Debbie shared Health Net Public Program Specialist number (844) 925-0962 and her direct email debbie.teap@centene.com. Emely shared for Kaiser CCS member or any other issues to contact her. She put her email in the chat: emely.x.arienza@kp.org. 	
IX.	<p>Open Forum</p> <ul style="list-style-type: none"> • Chris would like all MCP attendee names, email address and what plan they are with. There were no open forum items for this meeting. The next meeting is scheduled for May 8, 2025 from 10 a.m. – 11 a.m. 	All