



**Q1 2025 Fresno County Women, Infants and Children (WIC) – EOC, CSV, UHC /
MCP Quarterly MOU Meeting**

Date & Time 2/12/2025, 3:00 pm – 4:00 pm
Frequency Quarterly
Location Virtual
Meeting Leader Lali Witrago, Kaiser Permanente. Meeting Minutes: Rosy Martinez, CalViva Health.

Attendees

Organization	Name & Title	Attended
Fresno Economic Opportunities Commission (EOC), Clinica Sierra Vista (CSV), United Health Centers (UHC)	Annette Thornton, RD, Director, Fresno EOC WIC	<input checked="" type="checkbox"/>
	Chelsea Manning, MBA, RD, Nutrition Services & WIC Program Director, CSV	<input checked="" type="checkbox"/>
	Denise Lee-Martinez, Director, UHC WIC	<input checked="" type="checkbox"/>
	Manuel Pedroza, Chief Information Officer, CSV	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
	<input type="checkbox"/>	
Anthem	Janet Paine, Director, County Account Management (MCP Liaison)	<input type="checkbox"/>
	Chantal Betancourt, CCS Liaison Manager	<input type="checkbox"/>
	Kimberly Kruse, Clinical Provider Liaison	<input type="checkbox"/>
	Denise Ornelas, Program Manager	<input checked="" type="checkbox"/>
	Brandi Jenkins, Regional Program Manager	<input checked="" type="checkbox"/>
CalViva Health	Rosy Martinez, Community Liaison-Service Coordination Team	<input checked="" type="checkbox"/>
	Connie Lowe, Manager, Public Programs Specialist	<input checked="" type="checkbox"/>
	Debbie Teap, Public Programs Specialist	<input checked="" type="checkbox"/>
Kaiser Permanente	Erica Anderson, PMG Liaison	<input type="checkbox"/>
	Lali Witrago, MOU Coordinator	<input checked="" type="checkbox"/>
	Maribel Soria, WIC Liaison	<input checked="" type="checkbox"/>
	Melissa Gonzales, Local Engagement	<input type="checkbox"/>

Agenda



Topics	Presenters
I. Welcome & Introductions Attendees introduced themselves by name and role and Lali welcomed everyone to the meeting.	All
II. Follow-up Items 1) Annette would like to discuss medical nutritional formulas for their participants. Annette stated that clients are coming to WIC office for medical formulas, causing higher workload and hoops for patients and participants. She added that medical providers need education on WIC	All










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<p>formula distribution process, and Pharmacies and MCPs also have issues with formula distribution.</p> <ol style="list-style-type: none"> a. Maribel from KP shared that they are looking at internal processes and looking at where there may be gaps in terms of provider education, and to ensure they are using Medi-Cal RX as the primary avenue for members. Will provide process and confirmation via email. b. Connie from CalViva, shared that for CalViva/Health Net it goes through the pharmacy benefit, and we give them a two-week emergency supply while the doctor would do the evaluation for continued need for the medical formula. Connie stated that there is a process in place and will verify if these steps are still accurate. c. MCPs open to see specific examples of this to help address this issue. <p>2) Manuel, Chief Information Officer, joined the meeting to learn about data sharing. MCPs to schedule a meeting with Annette, Denise, Cheslea and Manuel at manuel.pedroza@clinicasieravista.org. Agency directors will include other IT staff accordingly. In addition, data SMEs from all parties to participate in discussions for effective care delivery and data sharing.</p>	
<p>III. MOU Updates</p> <ol style="list-style-type: none"> 1) MOU between Fresno EOC, CSV, UHC and Anthem, CalViva Health and Kaiser Permanente executed 7/29/24. 2) Kaiser Permanente Training and Education Slide Deck Emailed on 10/22/24. 3) Anthem, CalViva Health, and Kaiser Permanente Collective Training and Education Slide Deck Emailed on 2/4/25. 	<p align="center">Anthem CalViva Health Kaiser Permanente</p>
<p>IV. WIC Agency Updates</p> <ol style="list-style-type: none"> 1) Chelsea shared CSV WIC is currently serving 5,000 clients in Fresno County. No updates reported for this quarter. 2) Annette reported that Fresno EOC WIC is serving 28,500 clients. Annette also shared concern regarding clients not coming in due to immigration sweeps. They are providing telehealth and over the phone appointments however there is also a need for in person for height and weight and their hemoglobin. WIC agencies are now relying on their clients to get that information from their provider and send it to WIC. She added that numbers were down for January, typically a high month for participants rates and they usually have had more participants walking in for services, so they recruited volunteers from college that are nutrition students to assist them with height and weight measurements, unfortunately they have seen less foot traffic. 3) Denise shared, UHC WIC is serving 20,000 clients in Fresno County. Denise also shared the same concern in regard immigration issues. 	<p align="center">Clinica Sierra Vista Fresno EOC United Health Centers</p>

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<p>V. Health Plan Updates</p> <p>1) Training and Education Follow-up / Questions and Answers</p> <p>Lali asked WIC partners if they were able to look through the Training and Education slide deck and if they have any questions. She also inquired if they would like the MCPs to do a live presentation. Denise will coordinate with Chelsea and Annette and provide the MCPs with a date. She mentioned that they need to schedule it at least three months out since it's a standard appointment schedule procedure.</p> <ul style="list-style-type: none"> a. MCPs are open to any questions or training needs. b. WIC agencies to coordinate and provide potential training date for MCPs to provide training to staff. <p>2) Anthem</p> <ul style="list-style-type: none"> I. Membership II. Transportation Services (NMT and NEMT) <ul style="list-style-type: none"> a. Transportation Benefits III. Cal-AIM Programs <ul style="list-style-type: none"> a. ECM and CS Enrollment Data b. Flyers: ECM, CS and CHW IV. Attachments / Reports <ul style="list-style-type: none"> I. Data Sharing, Close Loop Referrals, and Operating Guidelines <p align="center">  Anthem Data Report Fresno Coun </p> <p>3) CalViva Health – Rosy Shared Transportation Services, and NMT & NEMT information, ModivCare app Flyers and CalAIM online resource link. Also reported on the Referral Data, Enrollment Numbers & Transportation Utilization Data.</p> <ul style="list-style-type: none"> I. Transportation Services – How to Get a Ride (ENG, SPA & HMG) <ul style="list-style-type: none"> a. Routine Medical transportation and NMT & NEMT <p align="center">  CalViva Health - How-to-Get-a-Ride- </p>	<p></p> <p align="center">Anthem</p> <p align="center">CalViva Health</p>

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<p align="center">b. ModivCare App Transportation Flyers</p> <p align="center">   Modivcare App Transportation Flyer Modivcare App Transportation Refe </p> <p>II. CalAIM Resources</p> <p align="center">a. www.healthnet.com/providers/CalAIM</p> <p>III. Referral Data, Enrollment Data & Transportation Utilization Data.</p> <p align="center">a. CalViva Health Data Report – Q1 2025</p> <p align="center">  CVH_Fresno WIC Q1 2025 PH Data Sh </p> <p>4) Kaiser Permanente – Lali provided a high-level overview of the report provided with information relating to items I-IV.</p> <p>I. Membership</p> <p>II. Transportation Services (NMT and NEMT)</p> <p align="center">a. Transportation Benefits</p> <p>III. Cal-AIM Programs</p> <p align="center">a. ECM and CS Enrollment Data</p> <p align="center">b. Flyers: ECM, CS and CHW</p> <p align="center">    1305061815 - 2024 Medi-Cal ECM-CS Flyer 1305069181 - 2024 Medi-Cal ECM-CS Flyer 1305075343 - 2024 Medi-Cal ECM-CS Flyer </p> <p>IV. Attachments / Reports</p> <p>V. Data Sharing, Close Loop Referrals, and Operating Guidelines</p> <p align="center">a. Lali shared the need for Kaiser Permanente to have discussions related to the executed WIC MOU.</p> <p align="center">  Fresno WIC MOU - Quarterly Meeting_k </p>	<p>Kaiser Permanente</p>



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VI. Care Coordination 1) Updates between Clinica Sierra Vista, Fresno EOC, United Health Centers and MCPs a. Medical Formula follow up. MCPs to confirm the process.	All
VII. Referrals 1) None to report.	All
VIII. Strategies to Avoid Duplication of Services 1) Lactation Services	All
IX. Dispute Resolutions 1) None to report.	All
X. Collaboration 1) None to report.	All
XI. Member Engagement 1) None to report.	All
XII. Action Items 1) Medical Formula – MCPs to provide information on process. 2) Data Sharing – meeting to be scheduled between MCPs and WIC. 3) Training and Education – WIC directors to propose date / time. 4) Lactation Services – need to identify services to plan to avoid duplication.	All
XIII. Open Forum Discussion	All
XIV. Next Meeting: 1) WIC agency directors will communicate with MCPs a few potential options for subsequent quarterly meetings (cadence).	All