

## Q1 2025 Kings County Public Health/MCPs Quarterly MOU Meeting

**Date & Time** February 26, 2025, 10:30-12:00 pm  
**Frequency** Quarterly  
**Location** Virtual  
**Meeting Leader** Lali Witrigo, Kaiser Permanente. Meeting Minutes: Janet Paine, Anthem.

### Attendees

Organization	Name & Title	Attended
<b>Kings County Public Health</b>	Araceli Gomez, HE, Oral Health	<input type="checkbox"/>
	Clarissa Ravelo, Program Manager – Equity – First 5	<input type="checkbox"/>
	Czarina Martinez, PHN DM, MCAH/CPSP	<input checked="" type="checkbox"/>
	David Long, Program Manager, Contracts	<input checked="" type="checkbox"/>
	Heather Campos, Assistant Director	<input checked="" type="checkbox"/>
	Maricela Castellanos, SPHN, STD, TB, IZ, CD	<input checked="" type="checkbox"/>
	Marjorie Batin, SPHN, Oral Health, CHDP, CCS, FC	<input checked="" type="checkbox"/>
	Melissa Kevorkian, Office Assistant, Contracts	<input checked="" type="checkbox"/>
	Miriam Morales, MCAH – CPSP Coordinator	<input checked="" type="checkbox"/>
	Nicholas Montoya, Program Manager, ELC	<input checked="" type="checkbox"/>
	Nichole Fisher, SPHN, MCAH, CPSP, HIV	<input checked="" type="checkbox"/>
	Rhonda Baxter, Administrative Support	<input checked="" type="checkbox"/>
	Rose Mary Rahn, Director of Public Health	<input type="checkbox"/>
	Sharon Soong, PHN, CD	<input type="checkbox"/>
Thomas Brand, Nutrition Services Manager, WIC Dir	<input checked="" type="checkbox"/>	
<b>Kaiser Permanente</b>	Ava Lillard, LHD MOU Contract Manager	<input type="checkbox"/>
	Emily Sindon, LHD/Dental Liaison	<input checked="" type="checkbox"/>
	Lali Witrigo, MOU Coordinator	<input checked="" type="checkbox"/>
	Maribel Soria, WIC Liaison	<input checked="" type="checkbox"/>
	Martin Levario, WIC MOU Contract Manager	<input type="checkbox"/>
	Marsha Bette, Implementation Lead	<input checked="" type="checkbox"/>
	Melissa Gonzales, Local Engagement	<input checked="" type="checkbox"/>
<b>CalViva Health</b>	Betty Thao Cha	<input checked="" type="checkbox"/>
	Bryan Weiss, Consultant	<input checked="" type="checkbox"/>
	Connie Lowe, Manager, Public Program Operations / CCS	<input checked="" type="checkbox"/>
	Krystal Harris, Sr. Manager, Operations	<input type="checkbox"/>
	Patricia Frederickson, Manager, Prio Auth/Concur Rev	<input type="checkbox"/>
	Rosy Martinez Urueta, Community Liaison	<input type="checkbox"/>
	Tanya Villegas	<input checked="" type="checkbox"/>
	Sukhvir Gill, Public Programs Specialist, CCS	<input type="checkbox"/>
Virginia Lo, Public Programs Specialist, CCS	<input type="checkbox"/>	
<b>Anthem</b>	Chantal Betancourt, Manager, CCS	<input checked="" type="checkbox"/>
	Janet Paine, Director, Program Management	<input checked="" type="checkbox"/>
	Kimberly Kruse, Provider Clinical Liaison	<input checked="" type="checkbox"/>

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### Agenda

Topics		Presenters
<b>I. Welcome &amp; Introductions</b>		All
<b>II. Follow-up Items</b>		All
<b>III. MOU Updates</b>	<ol style="list-style-type: none"> <li>1) Kings County WIC MOU with Anthem, CalViva Health, and Kaiser Permanente executed on 10/15/24.</li> <li>2) Kings County LHD MOU with Anthem, CalViva Health, and Kaiser Permanente executed on 1/7/25.</li> <li>3) Training and Education for WIC emailed on 1/10/25.               <ol style="list-style-type: none"> <li>a. Thomas to connect with MCPs regarding training needs.</li> </ol> </li> <li>4) Training and Education for LHD forthcoming.               <ol style="list-style-type: none"> <li>a. Janet with Anthem reminded everyone that additional training is available when necessary on topics like transportation, CalAIM or other areas of need.</li> </ol> </li> </ol>	Kaiser Permanente CalViva Health Anthem
<b>IV. County Program Updates</b>	<ol style="list-style-type: none"> <li>1) General Updates – Heather               <ol style="list-style-type: none"> <li>a. CHIP process – currently operationalizing. Currently going through the county budget but hopefully will be reaching out to MCPs in the next couple of months to let MCPs know how they can help.</li> <li>b. RFP for strategic plan is going to be released soon.</li> <li>c. DEI training through Common Health is occurring through the end of March. Right now we're in the process of just going through the data findings from the survey assessment, the focus groups and interviews and then figuring out ways to help improve communication.</li> <li>d. Relocating dept (old court house) – Currently in the process of restarting the agreement with the County. This will be a three year process.</li> </ol> </li> <li>2) Immunization – Maricella               <ol style="list-style-type: none"> <li>a. Partnering with Office of Ed (0-5 population) to offer vaccinations to pre-K students and preschool students. This will also include childcare facilities. Events are scheduled for March in Lemoore, Hanford and Avenal.</li> <li>b. COVID and Flu vaccines are also being provided to include events in the County and at the swap meet, churches, community events and food distributions.</li> </ol> </li> <li>3) Sexually Transmitted Disease (STD) – Maricella               <ol style="list-style-type: none"> <li>a. Continue to partner with CHC, who is providing home test kits.</li> <li>b. We're also looking to partner with a local local Community College to see if this could be one of the projects for the nursing students.</li> </ol> </li> </ol>	Kings County Public Health Team













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<ul style="list-style-type: none"> <li>c. The state has proposed a rapid Syphilis test that would give patients results in about 15 minutes.</li> <li>4) Maternal Child and Adolescent Health (MCAH) – Nichole               <ul style="list-style-type: none"> <li>a. Reporting on activities under Maternal Child Adolescent Health Domain.</li> <li>b. Identifying and testing educational materials.</li> <li>c. Addressing chronic health conditions during pregnancy.</li> <li>d. At the end of the year, developed a work group session with our FRCQ partnership to help identify priority chronic conditions for Kings County. Diabetes and Hypertension were identified and the providers and their office staff are asking for more teaching materials.</li> <li>e. MCH lunch box on gestational diabetes – identified the next teaching tools for their patients was video format.</li> <li>f. Perinatal Domain – continue to SIDS and sleep education.</li> <li>g. Community baby showers with WIC and FRCs in the community for expecting moms and families.</li> <li>h. Children and youth Domain – with special health care needs we are identifying the important needs of this population in emergency preparing. Activities for coordination of emergency preparedness and disaster relief support, which we've identified as something that isn't always talked about in emergency preparedness. Plan to have a lunch box presentation from the Office of Emergency Services.</li> <li>i. Adolescent Domain our goal was to incorporate youth voice and feedback into our local MCH health programs and initiatives. We're a member of the Kings County sexual and Reproductive health workgroup and this workgroup has developed a youth Advisory Board that we were a part of. We are working with them to educate them on sexual and reproductive health by providing presentations. So we are now able to get input from this youth advisory.</li> <li>j. California Home Visitation Program – Onboarding more home visitors and they are signing up families throughout Kings County for their parents as teachers program. Eligibility is prenatal to five years old to support families, promote optimal early development, learning and health for the children of Kings County.</li> </ul> </li> <li>5) California Children Services (CCS) – Marjorie               <ul style="list-style-type: none"> <li>a. Will be transitioning to Fully Dependent CCS County as of June 2025.</li> <li>b. Transition planning for 17-20 yrs old – will continue to send letters to all of those transition ages.</li> <li>c. Transportation – clients still love it, no negatives at this time.</li> <li>d. Case load is low at 960</li> </ul> </li> </ul>	



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<ul style="list-style-type: none"> <li>e. ORAL HEALTH – Working with UCLA. Continue Oral Health Coalition. Issues with schools related to oral health screenings. Health Educator is working with Tachi to provide education to kindergartners. Health Education provided to Corcoran pre k event and provided toothbrushes and kits.</li> <li>f. FOSTER CARE – One PHN, recruiting for a second PHN and there are new guidelines. Since there is no more CHDP program we are developing policies and procedures and working to function on own. Hoping for an office assistant to assist with data management reporting.</li> </ul> <p>6) Childhood Lead Poisoning Prevention Branch (CLPPB) – Blood Level Screening – Czarina</p> <ul style="list-style-type: none"> <li>a. Reported Kings County does not have a local CLPPP. Cases are refer and managed by the state.</li> </ul> <p>7) Women Infant and Children (WIC) – Tommas</p> <ul style="list-style-type: none"> <li>a. Baby Shower for CalViva held 2/25.</li> <li>b. Need to connect with Anthem and CalViva to present during baby showers. Janet POC for Anthem. Bryan POC for CalViva.</li> <li>c. Kaiser baby showers coming up. Melissa is POC for Kaiser.</li> <li>d. Discuss potential for combined (MCPs) baby showers</li> <li>e. Melissa inquired if baby showers are open to the community? Thomas shared, these are for WIC enrolled participants, hosting five events per year.</li> </ul> <p>8) EPI, Data, ELC – Nicholas</p> <ul style="list-style-type: none"> <li>a. <b>EPI – requesting list of providers to send quarterly surveillance reports</b> <ul style="list-style-type: none"> <li>i. Janet recommended for the county to send these to the MCP POCs for dissemination to their respective providers. Bryan Weiss POC for CalViva, Janet Paine POC for Anthem and Lali for Kaiser</li> </ul> </li> <li>b. ELC – FMM – HOPE HUB for CHW model – have an agreement with Fresno Metro Ministry and the Hope Hub. We are implementing a community health worker model which was implemented in Fresno County, now expanding into Kings County. Fresno Metro Ministry has asked for MCP contact information to make sure services are billable.</li> <li>c. <b>Nicholas asked for points of contact from each MCP for CHW.</b> <ul style="list-style-type: none"> <li>i. Bryan POC for CalViva, Janet POC for Anthem and Melissa Gonzalez for Kaiser.</li> </ul> </li> <li>d. Kings United Way – working directly with 211 who has developed their own referral system. Also partnering with Tulare County who is working on implementing this as well.</li> <li>e. Aria and United Health Centers– currently have agreements with these organizations but funding ends in 2026.</li> </ul>	


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<p>f. Public Health Emergency Preparedness – in February.</p> <p>g. Recently completed Hazard Vulnerability Assessment.</p> <p>h. Kings County Healthcare Coalition – will be working with partner agencies on some activities.</p>													
<p><b>a. Health Plan Updates</b></p> <p style="padding-left: 40px;"><b>a. Kaiser Permanente – Lali shared membership totals and referenced the transportation services.</b></p> <p>b. Membership</p> <p>c. Transportation Services (NMT and NEMT)</p> <p style="padding-left: 40px;">i. Transportation Benefits</p> <p><b>d. Cal-AIM Programs – Melissa highlighted the ECM, CS and CHW member facing flyers and encouraged the team to refer members for services as Kaiser showed no enrollment during Q3 2024. Melissa also shared the following related to the inquiry on how to refer members for EMC and CS.</b>  <a href="https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/scal/ever/enhanced-care-management-community-supports-referral-form.pdf">https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/scal/ever/enhanced-care-management-community-supports-referral-form.pdf</a></p> <p><b>Submitting ECM &amp; CS Referrals</b></p> <p>KP has a no-wrong-door approach for referrals</p> <ul style="list-style-type: none"> <li>• Referrals are accepted from any source (members, providers, family, community organizations, etc.)</li> <li>• Referrals may be placed via email or via phone or KP Health Connect</li> <li>• <b>NEW: For providers/organizations submitting referrals to your own ECM/CS/CHW organization, please send the referral form directly to your contracted Network Lead Entity</b></li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 15%; text-align: center; vertical-align: top;">  Area             </td> <td style="width: 33%; background-color: #1a3d4d; color: white; padding: 5px;">All Northern California Counties</td> <td style="width: 33%; background-color: #1a3d4d; color: white; padding: 5px;">All Southern California Counties</td> </tr> <tr> <td style="text-align: center; vertical-align: top;">  Phone (Member)             </td> <td style="background-color: #1a3d4d; color: white; padding: 5px;">1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.</td> <td style="background-color: #1a3d4d; color: white; padding: 5px;">1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.</td> </tr> <tr> <td style="text-align: center; vertical-align: top;">  Email (Counties/CBOs)             </td> <td style="background-color: #1a3d4d; color: white; padding: 5px;">Send completed <a href="#">referral form</a> to REGMCDURNs-KPNC@kp.org with the subject line "ECM Referral" or "CS Referral" or "CHW services request"</td> <td style="background-color: #1a3d4d; color: white; padding: 5px;">Send completed <a href="#">referral form</a> to RegCareCoordCis@kp.org with the subject line "ECM Referral" or "CS Referral" or "CHW services request"</td> </tr> <tr> <td style="text-align: center; vertical-align: top;">  Email (NEW: NLE Contracted providers submitting referrals to their own organization)             </td> <td style="background-color: #1a3d4d; color: white; padding: 5px;">Send completed <a href="#">self referral form</a> to contracted Network Lead Entity</td> <td style="background-color: #1a3d4d; color: white; padding: 5px;">Send completed <a href="#">self referral form</a> to contracted Network Lead Entity</td> </tr> </table>	 Area	All Northern California Counties	All Southern California Counties	 Phone (Member)	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.	 Email (Counties/CBOs)	Send completed <a href="#">referral form</a> to REGMCDURNs-KPNC@kp.org with the subject line "ECM Referral" or "CS Referral" or "CHW services request"	Send completed <a href="#">referral form</a> to RegCareCoordCis@kp.org with the subject line "ECM Referral" or "CS Referral" or "CHW services request"	 Email (NEW: NLE Contracted providers submitting referrals to their own organization)	Send completed <a href="#">self referral form</a> to contracted Network Lead Entity	Send completed <a href="#">self referral form</a> to contracted Network Lead Entity	<p>Kaiser Permanente</p>
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<p style="text-align: center;">i. ECM and CS Enrollment Data</p>													

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<p align="center">ii. Flyers: ECM, CS and CHW</p> <p>e. Attachments / Reports – <b>Refer to attached report.</b></p> <p align="center"></p> <p align="center">Kings County LHD-WIC_MCPs_Q1 2</p> <p>f. Data Sharing, Close Loop Referrals (CLR), and Operating Guidelines (OG/pp) / jointly developed policies and procedures strategy – <b>Lali shared the need to schedule meetings / conversation with Kings County related to these.</b></p> <p align="center">i. David will be POC for Data Sharing, Nick for CLR and David for OG/pp (will bring in program managers) as needed.</p> <p align="center"><b>b. CalViva Health</b></p> <p>g. Transportation Services:</p> <p>h. How to Get a Ride (ENG, SPA &amp; HMG)</p> <p>i. Routine Medical transportation and NMT &amp; NEMT</p> <p>j. ModivCare App Transportation Flyers</p> <p>k. CalAIM Resources:</p> <p>l. <a href="http://www.healthnet.com/providers/CalAIM">www.healthnet.com/providers/CalAIM</a></p> <p>m. Referral Data, Enrollment Data &amp; Transportation Utilization Data:</p> <p>n. CalViva Health Data Report – Pending</p> <p><b>c. Anthem</b></p> <p>o. Non-Specialty Mental Health Services Member Education - in response to DHCS APL 24-012, request to educate members on how to receive NSMHS, a flyer has been created and is attached here. Additionally a provider training deck has been developed.</p> <p align="center"></p> <p align="center"><b>11255262</b> <b>1063248CAMENABC</b></p> <p>p. Membership</p> <p>q. Transportation Services (NMT and NEMT)</p> <p>r. Transportation Benefits</p> <p>s. Cal-AIM Programs</p> <p>t. ECM and CS Enrollment Data</p> <p>u. Flyers: ECM, CS and CHW</p>	<p align="center">CalViva Health</p> <p align="center">Anthem</p>

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<p>v. Attachments / Reports – have information discussed in above items.</p> <div style="text-align: center;">  <p><b>Anthem Data Report Kings County Q1 2025</b></p> </div>	
<p><b>V. Care Coordination</b></p>	All
<p><b>VI. Referrals</b></p> <p>1) ECM and CS referrals. KP provided referrals link and information.</p>	All
<p><b>VII. Strategies to Avoid Duplication of Services</b></p>	All
<p><b>VIII. Dispute Resolutions</b></p>	All
<p><b>IX. Collaboration</b></p> <p>1) Baby showers funding and presentations by MCPs.</p>	All
<p><b>X. Member Engagement</b></p> <p>1) MCPs to provide information to members during baby showers.</p>	All
<p><b>XI. Action Items</b></p> <p>1) EPI – requesting list of providers to send quarterly surveillance reports                  2) Nicholas asked for points of contact from each MCP for CHW.                  3) Data Sharing, Close Loop Referrals (CLR), and Operating Guidelines (OG/pp) / jointly developed policies and procedures strategy – Lali shared the need to schedule meetings / conversation with Kings County related to these.</p>	All
<p><b>XII. Open Forum Discussion</b></p> <p>1)</p>	All
<p><b>XIII. Next Meeting:</b></p> <p>1) 4<sup>th</sup> Wednesday of the 2nd month of each quarter from 10:30 – 12:00 pm</p> <p style="margin-left: 20px;">a. May 28</p> <p style="margin-left: 20px;">b. August 27</p> <p style="margin-left: 20px;">c. November 26</p>	All