



**Quarter 1 2025 San Francisco County Public Health/MCP Quarterly MOU Meeting**

**Date & Time**                    March 4, 2025  
**Frequency**                     Quarterly  
**Location**                        Virtual  
**Meeting Leader**                Anh Huynh (SFHP) & Kalil Macklin (Anthem)

**Attendees**

Organization	Name & Title	Attended
<b>San Francisco County Public Health Department</b>	Victoria Lopez, CCS Nurse Manager	<input checked="" type="checkbox"/>
	Jenny Lopez, MCAH Coordinator	
	Aline Armstrong, MCAH Director	
	Kimberlee Pitters, MCAH Children’s Medical Director	
	Dalia Rojas, Vendor Agreements Manager	<input checked="" type="checkbox"/>
	Sophia Carrillo, MCAH Perinatal Family Planning	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
<b>SFHP</b>	Anh Huynh – Children and Families, Senior Program Manager	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
<b>Anthem</b>	Kalil Macklin, Program Manager	<input checked="" type="checkbox"/>
	Rudy Garcia, Community Outreach Manager	<input checked="" type="checkbox"/>
	Patricia Lacanfora, BH Case Manager	<input checked="" type="checkbox"/>
	Alana Pfeffinger, Regional Program Manager	
		<input type="checkbox"/>
		<input type="checkbox"/>

**Agenda**

Topics	Presenters
<b>I. Welcome &amp; Introductions</b>	All
<b>II. Follow-up Items</b>	
1)	All
2)	



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<p><b>III. MOU Updates</b></p> <ol style="list-style-type: none"> <li>1) <b>LHD/WIC MOU:</b> City Attorney is Reviewing</li> <li>2) <b>IHSS/CWDA MOU</b></li> <li>3) <b>First Five MOU</b></li> <li>4) <b>Child Welfare MOU</b></li> <li>5) <b>Regional Center MOU</b></li> </ol>	<p>SFHP Anthem</p>
<p><b>IV. County Program Updates</b></p> <ol style="list-style-type: none"> <li>1) General Updates</li> <li>2) Immunization (IZ): No Updates</li> <li>3) Sexually Transmitted Disease (STI): No Updates</li> <li>4) Tuberculosis (TB): No Updates</li> <li>5) Maternal Child and Adolescent Health (MCAH): No Updates</li> <li>6) California Children Services (CCS)</li> </ol> <p>Alpha Update:</p> <ul style="list-style-type: none"> <li>- Sent out updated alpha; team fully staffed.</li> <li>- Awaiting feedback/questions on the alpha distribution.</li> </ul> <p>Monitoring Oversight Program:</p> <ul style="list-style-type: none"> <li>- Effective from July 1st. Involves 15 performance measures. Some measures are new, necessitating new workflows.</li> </ul> <p>Transition Planning Focus:</p> <ul style="list-style-type: none"> <li>- Emphasizes 17, 18, and 20-year-olds. Administrative focus: Address larger caseloads, increase family contact. Important for discussing after high school plans and adult specialties. Early engagement with providers for adult care.</li> </ul> <p>Social Determinants &amp; Transition Challenges:</p> <ul style="list-style-type: none"> <li>- Address housing, mental health, financial support early (ages 17-18). Aims to establish ECM providers early. Goal: Equip 20-year-olds for transition to adult care.</li> </ul> <p>Family Engagement:</p> <ul style="list-style-type: none"> <li>- Enhance communication with families. Increased focus on transition-related workflows.</li> </ul> <ol style="list-style-type: none"> <li>7) Childhood Lead Poisoning Prevention Branch (CLPPB) – Blood Level Screening: No Updates</li> <li>8) Women Infant and Children (WIC): No Updates</li> <li>9) CCHP: No Updates</li> <li>10) NFP: No Updates</li> <li>11) Black Maternal Health Outcomes</li> </ol>	<p>San Francisco County Team</p>




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<p>Black Maternal Health Week event. Date: April 16th. - Location: Southeast Community Center, San Francisco. Time: 10:00 AM to 3:00 PM. Key Features: Speaker: Dr. Cida Pepper. Training Focus: Practicing cultural humility and dismantling implicit bias. Lunch provided. Anthem is Sponsoring this Event.</p> <p>12) Black Infant Health (BIH)</p> <p>Birth Care Pathway Short Notes: March 4, 2025 @ 3:00 pm</p> <p>Black Infant Health Program:</p> <p>- Recent open house event to honor Black History Month. Gathered current and former participants to share program impacts. Attended by stakeholders and community members. Event was successful and well-received.</p> <p>13) SIDS: No Updates</p> <p>14) Foster Care: No Updates</p> <p>15) Home Visiting: No Updates</p> <p>16) Adolescent Sexual Health Advocates (ASHA): No Updates</p>	
<p><b>V. Health Plan Updates</b></p> <p>1) <b>SFHP</b></p> <ul style="list-style-type: none"> <li>• Transportation Services (NMT and NEMT) <ul style="list-style-type: none"> <li>I. As of Dec 1<sup>st</sup> 2024, SFHP partnered with Modivcare to enhance transportation scheduling and coordination. They oversee a network of transportation vendors. Provider not have an option to request transportation on behalf of their member online through the TripCare portal or over the phone. (registration is required).</li> <li>II. Patients may continue to call SFHP Customer Service to arrange transportation: <b>1(415) 547-7800 Monday to Friday 8.30am to 5.30pm</b></li> <li>III. For more information, please visit: <a href="#">SFHP Transportation Website</a></li> </ul> </li> <li>• Cal-AIM Programs <ul style="list-style-type: none"> <li>I. ECM Referrals forms have been revised to include standardized referral languages as set by DHCS. Please use these new forms for ECM referrals.</li> <li>II. <a href="#">SFHP Adult ECM Referral Form</a></li> <li>III. <a href="#">SFHP Children and Youth ECM Referral Form</a></li> </ul> </li> <li>• Health Education &amp; Other Resources <ul style="list-style-type: none"> <li>a. <a href="#">SFHP Health Rewards</a></li> <li>b. <a href="#">SFHP Reproductive Health Website</a></li> </ul> </li> <li>c. <a href="#">SFHP: Doula Provider Directory</a> <ul style="list-style-type: none"> <li>d. <a href="#">SFHP Community Supports Website</a></li> <li>e. <a href="#">SFHP Behavioral and Mental Health Services Forms</a></li> </ul> </li> </ul> <p><a href="#">SFHP Community Health Worker Form</a></p> <p>2) <b>Anthem</b></p>	<p align="center">SFHP Anthem</p>









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<p><b>Alana Pfeffinger:</b></p> <p>ECM Referral Form:</p> <ul style="list-style-type: none"> <li>- Updated form under internal review; will be distributed soon. Accepts other managed care plans' referral forms. Submission via referral.com or traditional methods.</li> </ul> <p>Streamlined Authorization: Effective January 1st. Allows ECM providers 30 days to initiate services pre-authorization, provided the member isn't already enrolled in ECM. Applies to entire ECM provider network.</p> <p>Closed-Loop Referral Process: To be implemented by various care plans starting July 1st. Requires compliance.</p> <p>Injustice Involved Initiative: Begins April 1st for adults. Pre-release services start 90 days before release. Includes training session in March with jail health and the Sheriff's Office.</p> <p>Community Support Services:</p> <ul style="list-style-type: none"> <li>- DHCS guidance impacts definitions, effective July 1st. Changes include medically tailored meals. Housing services updates expected, affecting language around housing deposits. More details forthcoming before implementation dates.</li> </ul> <p align="center"> <b>a. Membership – 36,276 (February 1<sup>st</sup>)</b>  <b>b. Utilization Report</b> </p> <p align="center">             Q1 2025 Anthem Blue Cross _ San Francisco Public Health MOU _Reports_3.4.2025.pdf         </p> <p align="center"> <b>i. Transportation Benefits (NMT and NEMT)</b>  <a href="#">Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)</a> </p> <p align="center"> <b>ii. LiveHealth Online</b>            Live Health Online can be used by everyone. Encourage our members to use this platform.  <a href="#">Urgent Care - See a Doctor 24/7 - LiveHealth Online</a> </p> <p><b>LiveHealth Online:</b></p> <table border="1"> <thead> <tr> <th></th> <th>SSCASF (San Fran)</th> </tr> </thead> <tbody> <tr> <td>Jan 2024</td> <td>28</td> </tr> <tr> <td>Feb</td> <td>31</td> </tr> <tr> <td>Mar</td> <td>18</td> </tr> <tr> <td>Apr</td> <td>19</td> </tr> <tr> <td>May</td> <td>14</td> </tr> </tbody> </table>		SSCASF (San Fran)	Jan 2024	28	Feb	31	Mar	18	Apr	19	May	14	
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Topics		Presenters
Jun	18	
Jul	22	
Aug	25	
Sep	20	
Oct	27	
Nov	14	
Dec	11	
<p><b>i. Cal-AIM Programs- Flyers: ECM, CS and CHW</b></p> <p>Anthem is continuing to implement CalAIM in Santa Clara County with regular meetings occurring with key organizations.</p> <ol style="list-style-type: none"> <li><a href="#">CalAIM Overview</a></li> <li><a href="#">Community Health Workers (ca.gov)</a></li> <li><a href="#">ECM Overview</a></li> <li><a href="#">CS Overview</a></li> </ol> <p><b>Community Health Worker:</b></p> <p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <div style="text-align: center;">             CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf         </div> <div style="text-align: center;">             CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf         </div> <div style="text-align: center;">             2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21.pdf         </div> <div style="text-align: center;">             2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21.pdf         </div> <div style="text-align: center;">             ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf         </div>		

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<p><b>Community Supports:</b></p> <p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">             CA_CalAIMCSmemberreferralform.pdf         </div> <div style="text-align: center;">             CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf         </div> </div> <div style="text-align: center; margin-top: 20px;">             ENGLISH CalAIM CS One-Pager FINAL.pdf         </div> <div style="text-align: center; margin-top: 20px;">             CA_CalAIMILOSFlie.pdf         </div> <p><b>Enhanced Care Management:</b></p> <p>When providers are fully contracted they are posted on our website under “Find Care.” <a href="#">Find Care &amp; Estimate Costs for Doctors Near You   Anthem.com</a> Type ECM Field-Based in the search bar. That is the most real time update as required by DHCS.</p> <p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <p><a href="#">Care Management   California Medicaid Anthem</a></p> <p><b>ECM Referral Form Updates:</b></p> <ul style="list-style-type: none"> <li>ECM referral forms (for both adults and children &amp; youth) will be revised and become available in Jan 2025 to include <a href="#">standardized referral language as set by the DHCS</a>. You may continue using the current ECM referral forms until Jan 2025.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 20px;"> <div style="text-align: center;">             CA_CAID_ECMPProviderDirectory.pdf         </div> <div style="text-align: center; margin-top: 20px;">             CalAIM ECM Referral Form_FINAL_Fillable.pdf         </div> </div>	

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<p style="text-align: center;"> CalAIM-ECM Referral Form with Checklist_CABC-CD-047080-23_V3_fillable.pdf</p> <p style="text-align: center;"> CABC-CD-049193-24 EXPRESS CalAIM ECM Flier_FINAL (1) 2.pdf</p> <p style="text-align: center;"> CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf</p> <p><b>ii. ECM and CS Enrollment Data (Utilization Report)</b></p>	
<p><b>VI. Care Coordination</b></p> <p>1) Updates between County and MCPs</p>	All
<p><b>VII. Referrals</b></p> <p>1) Close Loop Referrals</p> <p>2) MOUs Development: Integrate processes from SFHP, Anthem, and Kaiser into MOUs. Begin operationalizing once finalized.</p> <p>3) DHCS Webinar: Upcoming session on closed loop referrals. Strongly recommended attendance for questions and clarity.</p> <p>4) Closed Loop Referrals Focus: Initially specific to ECM and Community Supports.</p>	All
<p><b>VIII. Strategies to Avoid Duplication of Services</b></p>	All
<p><b>IX. Dispute Resolutions</b></p>	All




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<p><b>X. Collaboration</b></p> <p><b>CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment</b></p> <p>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"> <li>Member data for May 1:              Anthem 34,311, 14% = \$8,645;              Kaiser, 19,543, 8% = \$4,940;              SFHP, 186,100, 78% = \$48,165. =              239,954 Total Members in SF County</li> </ul> <p>We collaborated on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.</p> <p>Currently Reviewing, Revising, and Finalizing 2024 CHA Draft.            Potential Collaboration for Community Baby Shower.</p> <p>Considering a car seat giveaway/community baby shower as part of the Perinatal Equity Initiative.            Aim: Educate and collaborate on community health measures.            Seeking participation from partners to strategize and organize. Open call for interest and involvement in planning.            Event Planning: Discuss potential event details, dates, and marketing strategies. Focus on creating impactful and educational experiences.            Support and Hosting: Health plans offer funding support. Looking for community-based organizations to host the event.            Potential YMCA Partnership (Anastasia Gordon) Aline Armstrong to give warm introduction.            Include Rudy Garcia and Rachel Gandt.</p> <p><b>A. DEI:</b> Participating in a workgroup that consists of Santa 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>All</p>





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<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;">               APL23-025 diversity equity inclusion.pdf         </div> <p><b>CavityFreeSF:</b></p> <ul style="list-style-type: none"> <li>• Collaborative that meets monthly to discuss integrating oral health into the overall health care system of San Francisco.</li> <li>• Ages 0-10 and pregnant women. Low-Income, Communities of Color, Children with Special Needs, and Recent Immigrants.</li> <li>• Coordinated city-wide efforts, Policy and Systems Levels Change.</li> <li>• Increase access to Oral Health Care services for San Francisco children and pregnant women.</li> </ul>	
<p><b>XI. Member Engagement</b></p> <p><b>Benefits, Programs, and Services:</b></p> <p><a href="#">Medi-Cal Plan Benefits and Programs   California Medicaid Anthem</a></p> <p><b>Healthy Rewards Program:</b></p> <p>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 and can be redeemed for a variety of retail gift cards. Please ensure you file your claims timely so the members can receive their awards.</p>	<p>All</p>

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 12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf	
 12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf	
 CA_CAID_PU_HealthyRewardsProgram.pdf <p style="margin-left: 300px;">Provider Flier only.</p>	
<p><b><u>Anthem Resources for Maternal Mental Health</u></b></p>	
<p><b>Member Brochures on New Baby, New Life:</b></p>	
<p>English <a href="#">ca_caid_pregnancyandbeyond_eng.pdf</a></p>	
<p>Spanish: <a href="#">ca_caid_pregnancyandbeyond_spa.pdf</a></p>	
<p><b>Info found under "Get Help" Health and Wellness- "Pregnancy and Women's Health" section:</b></p>	
<p><a href="https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm">https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm</a></p>	
<p><b>Healthy Rewards Program includes New Baby New Life Incentives:</b></p>	
<p><a href="#">Medi-Cal Plan Benefits and Programs   California Medicaid Anthem</a> 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><b>Live Health Online Maternal Menal Health Service:</b></p>	
<p><a href="#">ca_caid_pregnancyandbeyond_eng.pdf (anthem.com)</a></p>	
<p><a href="http://www.bemomaware.com">www.bemomaware.com</a></p>	
<p><a href="https://www.postpartum.net">https://www.postpartum.net</a></p>	
<p><a href="#">CA_CAID_PostpartumMoodDisorderFlier.pdf (anthem.com)</a></p>	
 Transportation BR FINAL 12 21 (2).pdf	
 Transportation BR Flier Spanish HR 12 21.pdf	
 Live Health Online Flyer FINALv6.pdf	 LHO User Instructions Flier.pdf

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<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">             LHO Overview FINAL.pdf         </div> <div style="text-align: center;">             LHO SP.pdf         </div> </div>	
<p><b>XII. Action Items</b></p> <ol style="list-style-type: none"> <li>1) Confidentiality Concerns: Providers need reassurance on maintaining confidentiality for adolescents.            Family PACT covers birth control/STI testing, not other services like blood pressure checks.            Prefer using primary insurance (e.g., Medical, Anthem) for comprehensive coverage. Concerns about confidentiality may deter use of primary insurance.            Ensure staff and patients that confidentiality measures prevent home notifications from health plans. Seek guidance on communicating confidentiality assurances with health plans.            Reassure that using Medical for birth control refills and related concerns (e.g., blood pressure) won't result in home notifications. Sensitive services tied to a visit remain confidential. No mail or communication regarding these services will be sent home, ensuring privacy.</li> <li>2) Set up meeting with Kimberlee Pitters (DPH), Anh Huynh, and ModivCare for transportation connectivity questions. (Sent Email)</li> <li>3) Include Kimberlee Pitters, Tiffany Reyes, and Victoria Lopez in SFCavityFree Calls. (Complete)</li> </ol>	All
<p><b>XIII. Open Forum Discussion</b></p>	All
<p><b>XIV. Next Meeting: May 6, 2025 @ 9:00 am</b></p>	All