

Meeting Minutes

Health Net, Anthem Blue Cross, and Calaveras County Local Health Department

Meeting Title: Care Coordination Q1 Meeting
Date/Time of Meeting: February 20, 2025 at 10:00 a.m. - 11:00 a.m.
Frequency: Quarterly
Zoom: See Outlook invite

Meeting Leader: Lu Knott



Health Net	Yes/No	Calaveras County Local Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Colleen Rodriguez, Deputy Director	No
Arianna Phillips, Community Liaison	Yes	Georgia Brodie, Director, Public Health Nurse	No
Patty Frederickson, Sr. Concurrent Review Nurse	No	Courtney Atnip, Health and Human Services Program Manager, CalAIM, CCS	Yes
Connie Lowe, Manager Public Programs	No	Cecily Smith, Interim Health Education Program Manager	No
Sukhvir Gill, Public Programs Specialist	No	Haley Graham, Health Education Program Manager	Yes
Trisha Inguito, Public Programs Specialist	Yes	Amy Eaves, Executive Director, First 5	Yes
		Justin Barnes, Department Analyst	No
Anthem Blue Cross			
Janet Paine, Director Program Management	Yes		
Chantal Betancourt, Medical Management Manager, CCS	Yes		
Kimberly Kruse, Clinical Provider Liaison	No		

Meeting Minutes

Categories	Details	Responsible Party
I.	Introductions <ul style="list-style-type: none"> All attendees introduced themselves by name and role. No updates needed for the agenda. 	All
II.	MOU <ul style="list-style-type: none"> The MOU is current, in good standing and terms in five years. The Local Health Department MOU was fully executed February 5, 2025. There were no updates from either the County or MCPs. 	All

	<ul style="list-style-type: none"> • Policy & Procedures: There was discussion on Health Net’s Policy & Procedures draft template. The County agreed to have a separate meeting to review and discuss the P&Ps with MCPs. Lu to send the County Health Net Policy & Procedures template. • Training & Education: Lu shared Training & Education per the MOU has to be completed within 60 working days of the MOU being fully executed. The County shared they would like Training and Education on billing Medi-Cal (EHR), what additional contracts would the County need with MCPs for that. Also how to get into the CalAIM Community Supports benefit of Community Health Worker (CHW). The MCPs will collaborate on the specific items the County wants training and education on. 	
<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 meetings as they are. However, if the County would like in person meetings to let Health Net know. The County would like to continue the meetings virtually. Lu confirmed Health Net’s attendance at Healthy Calaveras Collaborative. It is in-person which the County prefers MCPs attendance. The County’s Community Health Improvement Plan (CHIP) will be discussed. • 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>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. 	<p>MCPs</p>

	<ul style="list-style-type: none"> • LiveHealth 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: This is a benefit at no cost to members. It includes services during and following pregnancy, childbirth, postpartum, and etc. • Community Health Worker Services: This update shared preventative health services to prevent disease, disability and other conditions or their progression. 	
IV.	<p>County Updates</p> <ul style="list-style-type: none"> • Staffing update: The County shared Kyrie Byker is the new Senior Department Analyst. She may attend meetings in the future. Her contact information was also shared. • New programs and initiatives: Haley shared the County is working on the Healthcare for Housing (HHIP) work. She is working with Tianna at Health Net to get payment. It as a compliance issue on their end. Haley confirmed the County is still working with Anthem and has already received funds from them. 	County Team
V.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • Lu to email the County Health Net Policy & Procedures draft template. • The MCPs to collaborate on Training & Education for the County. The County would like Training and Education on billing Medi-Cal (EHR), what additional contracts would the County need with MCPs for that. Also, how to get into the CalAIM Community Supports benefit of Community Health Worker (CHW). 	All
VI.	<p>Care Coordination</p> <p>The Couty and MCPs agreed to have the suggested DHCS agenda items:</p>	All

	<ul style="list-style-type: none"> • Care Coordination: Care Coordination was shared by both Anthem and Health Net. • Referrals: Referral information was shared by both Anthem and Health Net. The County shared they are having challenges with DHCS SARS and authorizations. • Strategies to Avoid Duplication of Services: No duplication of services discussed for this quarter. • Dispute Resolution: There were no disputes shared this quarter regarding MCPs. • Collaboration: The County and MCPs continue to collaborate with one another. Anthem and Health will be attending the Calaveras Couty Children’s Fair April 5, 2025. • Member Engagement: Flyers with information for members was shared with the County by Anthem and Health Net. 	
VII.	<p>Data Exchange</p> <p>The following data sheets were reviewed and provided by email:</p> <p>Health Net</p>  <p>Q1 2025 PH Data Sheet - Calaveras Co</p> <p>Anthem</p>  <p>Anthem Data Report Calaveras Co</p>	MCPs
VIII.	<p>Program Updates</p> <ul style="list-style-type: none"> • Family Planning: (not a provider) • TB: The program is active and still conducting testing. • IZ: The program is active. The County is looking into funding sources for the program. The County is working to spend COVID-19 funds. They are also sending out notifications for Vaccines for Children. They are doing some vaccine school events about twice a year. Janet asked from a HEDIS perspective, if the County bills for vaccines? Haley shared they do not bill for vaccines. VFC covers children on Medi-Cal. The County does not take private insurance, and many children are turned away because the County does not bill. The County partners with providers that accepts private insurance however, it is getting more challenging. They would like support with that. 	M

The County does want to bill for vaccines. Haley will let the MCPs know when the County begins billing for vaccines and other services. Janet also asked about an Immunization Coalition. Haley confirmed the County has an Infection Disease Coalition. Janet due to HEDIS measures. Haley also shared the County enters the vaccine information into Healthy Futures system.

- **STD/HIV:** The County has 2 team members who are trained to do HIV testing. They are partnered with CalPride Sierras who does HIV testing and the County will be shadowing them on how their process works. The goal is to have HIV testing once a month in the community. For other STD's the County still has a contract with TakeMeHome. The County will have funds for this program for about 2 years.
- **Billing:** The County does not bill MCPs for services.
- **MCAH:** The County provides baseline educational services as needed. They respond to SIDS and other cases as required. The MCAH program is focusing on the home visiting program.
 - **CPSP:** (not a provider)
 - **BIH:** (not a provider)
 - **POP:** (not a provider)
 - **CHVP:** The County plans to launch their California Home Visiting Program in April 2025. This will help the shared SMART Goal with MCPs that was agreed on.
- **CLPPP:** (not a provider)
- **Field Nursing:** (not a provider)
- **CCS:** Courtney shared working with the County assigned nurses at the MCPs is going well. She shared DHCS' back log of SARS and authorizations is affecting medically needed surgeries, appointments being postponed, and life imminent medications not being approved in a timely manner. The health plans have been on top of the process. She confirmed the County has over 100 SARS waiting at least 20 urgent (medically needed). Chantal shared that if the County has specific issues with Anthem CCS members to contact her directly. Courtney shared she wants to work with MCPs to see what it looks like for CCS members transitioning out. There isn't a refined process for these members in dependent counties. Some CCS members are transitioning back home with their parents. She sends out flyers that the MCPs provide to share with CCS members and their families.
- **First 5:** Amy shared she is glad First 5 is a part of Public Health. They just had their Annual Association Meeting. Arianna shared she will be sending out a meeting invite to discuss the First 5 MOU. Lu mentioned the County's First 5 program may utilize the Public Health meeting to if they would like once the MOU is fully executed since it is already a part of the meeting agenda.
- **Foster Care:** Courtney shared she and Georgis Brodie oversee and are engaged with Foster Care. She did get updates from Anthem & Health Net on who they contact for Coordination of Care. Coordination of Care in Calaveras

	<p>County is hard for kids to get a medical home. They don't know where they are going. Janet shared to let her know if she has concerns regarding Anthem support or Anthem members. Courtney shared the Issues at the county level are with DHCS not MCPs. Trisha shared there were no issues with Health Net CCS members in Calaveras County. Courtney shared the County is trying to support the Foster Care child within the health world so when they return to their family, age out or get adopted they have what they need to be successful in life.</p>	
IX.	<p>Open Forum</p> <ul style="list-style-type: none"> Lu shared the MCPs did get the invite for Calaveras Children's Fair April 5, 2025. Lu confirmed Health Net is available for assistance and support and will need 30-45 days advance notice to process requests. The next meeting is scheduled for May 21, 2025 from 10 a.m. – 11 a.m. 	All