

**Q1 2025 El Dorado County Public Health/MCPs Quarterly MOU Meeting**  
**LHD & WIC MOUs**  
**Meeting Minutes**

**Date & Time** February 25, 2025 | 2:00 pm – 3:00 pm  
**Frequency** Quarterly  
**Location** Virtual  
**Meeting Leader** Emely Arienza, Consultant V/MOU Coordinator/Kaiser Permanente

**Attendees**

Organization	Name & Title	Attended
<b>El Dorado County Public Health Department</b>	Jennifer V. Byrne, Director of Public Health Division	<input checked="" type="checkbox"/>
	Maureen Virgil, Public Health Nursing Manager	<input checked="" type="checkbox"/>
	Kyle Fliflet – Deputy Director	<input checked="" type="checkbox"/>
	Caprice Ramsey, Public health Nursing Supervisor	<input type="checkbox"/>
	Cathleen L. St. Dennis, Supervising Occupational/ Physical Therapist	<input checked="" type="checkbox"/>
	Heather R. Orchard, Public Health Nursing Manager	<input checked="" type="checkbox"/>
	Jessica Cullen, Public Health Nursing Supervisor	<input checked="" type="checkbox"/>
	Juliet Barwis, Health Program Manager	<input type="checkbox"/>
	Nathaniel Deardorff, Public Health Nursing Supervisor	<input type="checkbox"/>
	Sabina F. Keller, Public Health Nursing Supervisor	<input checked="" type="checkbox"/>
	Patrick Klein, Supervising Health Education Coordinator	<input checked="" type="checkbox"/>
<b>Anthem</b>	Janet Paine, Director, Program Management	<input checked="" type="checkbox"/>
	Linh Casas, Director, Population Health	<input type="checkbox"/>
	Chantal Betancourt, Manager, Medical Management, CCS Liaison Unit	<input type="checkbox"/>
	Kimberly Kruse, Clinical Provider Liaison	<input checked="" type="checkbox"/>
<b>Kaiser Permanente</b>	Emely Arienza, Consultant V/MOU Coordinator	<input checked="" type="checkbox"/>
	Erica Anderson, Consultant	<input type="checkbox"/>
	Marsha Battee, Care Experience Consultant	<input checked="" type="checkbox"/>
	Maribel Soria, Regional Service Liaison	<input checked="" type="checkbox"/>
	Emily Sindon, Program Liaison	<input checked="" type="checkbox"/>
	Lindsey Ball, Managerial Consultant	<input checked="" type="checkbox"/>
	Nancy V. Lomeli, Clinical Consultant	<input checked="" type="checkbox"/>
<b>Mountain Valley Health Plan</b>	Rochelle White, Medical Management Contract Liaison	<input checked="" type="checkbox"/>
	Setar Testo, Manager, Health Education	<input checked="" type="checkbox"/>

**Agenda**

Topics	Presenters
<b>I. Welcome &amp; Introductions</b>	All



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<p><b>II. Follow-up Items</b></p> <p><b>1. HIPAA Privacy Rule Amendment – effective 12/23/24</b>  <a href="https://www.hhs.gov/hipaa/for-professionals/special-topics/reproductive-health/final-rule-fact-sheet/index.html">https://www.hhs.gov/hipaa/for-professionals/special-topics/reproductive-health/final-rule-fact-sheet/index.html</a></p> <p><b>a. Anthem Response:</b>            Janet Paine – requested example to determine who to refer within Anthem.</p> <p><b>b. KP Response:</b></p> <ul style="list-style-type: none"> <li>➤ Currently, KP requires a signed attestation from the requester and work with Release of Medical Information (ROMI) Team.</li> <li>➤ Emely Arienza shared Jennifer Byrne’s email with the attached letter from CDPH to LHD Officers and County Health Executives to KP Legal Counsel. The Privacy Team is currently reviewing this concern/escalation.</li> <li>➤ Jennifer Byrne – majority of examples is with KP. Inquired on ETA for resolution. Emely will check with legal the following week and send updates/findings to Jennifer as soon as possible.</li> </ul> <p><b>c. MVHP Response:</b>            Setar Testa – forwarded the example to their internal Provider Services Team and Clinical Team to clarify the actual requirements. Will share updates/findings as soon as possible.</p>	<p align="center">All</p>
<p><b>III. MOU Updates</b></p> <p><b>1. All parties (<i>El Dorado County Public Health, Anthem, Kaiser Permanente, and Mountain Valley Health Plan</i>) are currently reviewing LHD and WIC MOUs to ensure all parties agree with the language before proceeding in fully executing both agreements.</b></p>	<p align="center"> <b>Anthem</b>  <b>Kaiser Permanente</b>  <b>Mountain Valley Health Plan</b> </p>

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<p><b>IV. County Program Updates</b></p> <p><b>1. General Updates</b></p> <ul style="list-style-type: none"> <li>• Status quo. Still working on MOUs.</li> </ul> <p><b>2. Immunization</b></p> <ul style="list-style-type: none"> <li>• Working on electronic registration form.</li> <li>• Provided MCPs with billing codes for rabies vaccine.</li> </ul> <p><b>3. Sexually Transmitted Disease (STI)</b></p> <ul style="list-style-type: none"> <li>• Have not provided recent treatment to STD</li> </ul> <p><b>4. Tuberculosis (TB)</b></p> <ul style="list-style-type: none"> <li>• County provides TB skin test for those individuals with no insurance/health coverage.</li> </ul> <p><b>5. Maternal Child and Adolescent Health (MCAH)</b></p> <ul style="list-style-type: none"> <li>• Biggest barrier with their population is the transportation.</li> <li>• Seeing increased rates of SUD, congenital syphilis, and teen pregnancy.</li> </ul> <p><b>6. California Children Services (CCS)</b></p> <ul style="list-style-type: none"> <li>• El Dorado County has significant backlog of auth request from the state. Their finding that new request is being authorized more promptly.</li> <li>• <b>Anthem</b> – concern with referrals and services being denied by Anthem. Would like to figure out Anthem’s process. Appointments have been cancelled at UC Davis. There was one child that needed an appointment but had to be rescheduled.             <ul style="list-style-type: none"> <li>○ Chantal Betancourt/Anthem requested for examples of cases, especially those with delayed of care. They work closely with UC Davis and is aware of the CCS process. Email examples to Chantal @ <a href="mailto:chantal.betancourt@anthem.com">chantal.betancourt@anthem.com</a></li> </ul> </li> </ul> <p><b>7. Childhood Lead Poisoning Prevention Branch (CLPPB) – Blood Level Screening</b></p> <ul style="list-style-type: none"> <li>• No concerns</li> </ul> <p><b>8. California Home Visiting Program/HFA</b></p> <ul style="list-style-type: none"> <li>• Started seeing clients in September 2024 thru December 2024 and had 26 referrals with 11 open cases.</li> </ul>	<p align="center"><b>El Dorado County Team</b></p>






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<ul style="list-style-type: none"> <li>• This is a 3-year program focusing on family relationship, healthy goals, resources, etc.</li> <li>• They are utilizing Growing Great Kids curriculum.</li> <li>• Caprice supervises this program.</li> </ul> <p><b>9. Women Infant and Children (WIC)</b></p> <ul style="list-style-type: none"> <li>• Still working on executing this MOU with MCPs.</li> </ul>	
<p><b>V. Health Plan Updates</b></p> <p><b>1. Anthem – Janet Paine shared the following information below. See attachments for details.</b></p> <ul style="list-style-type: none"> <li>• Membership</li> <li>• Transportation Services (NMT and NEMT)             <ul style="list-style-type: none"> <li>1) Utilization Report</li> <li>2) Transportation Benefits</li> </ul> </li> <li>• LiveHealth Online Utilization</li> <li>• Transition of Care / Screening Tools for Behavioral Health</li> <li>• Non-Specialty Mental Health Services – in response to DHCS APL 24-012, Anthem created below member facing document to provide information on how to receive non-specialty mental health services as covered benefit under Managed Care Plans (MCPs).</li> <li>• Cal-AIM Programs             <ul style="list-style-type: none"> <li>1) ECM and CS Enrollment Data</li> <li>2) Flyers: ECM, CS and CHW</li> </ul> </li> <li>• <b>Attachments/Reports</b> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 10px;"> <div style="text-align: center;">               Anthem Data              Report El Dorado Cc1063248CAMENABC           </div> <div style="text-align: center;">               11255262           </div> </div> </li> <li>• El Dorado County shared concern surrounding transportation with ModivCare. Anthem members having issues with transportation,</li> </ul>	<p align="center"> <b>Anthem</b>  <b>Kaiser Permanente</b>  <b>Mountain Valley Health</b>  <b>Plan</b> </p>

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<p>especially with pregnant mom and kids. Experiencing issues with Uber/Lyft.</p> <ul style="list-style-type: none"> <li>○ Janet Paine – requested for member information so they can review if an exception to Uber/Lyft needs to be made. Send examples to Janet Paine – Email: <a href="mailto:janet.paine@anthem.com">janet.paine@anthem.com</a></li> <li>○ County also shared general example of a member issue needing dental denture and missed the appointment due to the transportation issue. Missing the appointments can impact access to care/cancelled appointments.</li> <li>○ Jennifer V. Byrne inquired if there is reimbursement for members if they pay for the transportation? <ul style="list-style-type: none"> <li>▪ All MCPs shared that there is a gas and mileage reimbursement if a friend or family can drive member using their personal vehicle. Driver must be compliant with all California driving requirements and not include vehicles that are connected to businesses such as Uber or Lyft.</li> </ul> </li> </ul> <p><b>2. Kaiser Permanente – Emely Arienza shared the following information below. See attachment for details.</b></p> <ul style="list-style-type: none"> <li>● Membership</li> <li>● Transportation Services (NMT and NEMT) <ul style="list-style-type: none"> <li>1) Transportation Benefits</li> </ul> </li> <li>● Cal-AIM Programs <ul style="list-style-type: none"> <li>1) Flyers: ECM, CS and CHW</li> </ul> </li> <li>● <b>KP Data Sharing Kick-off</b> - Emely Arienza shared that KP would like to schedule a meeting with El Dorado County for the data sharing kick-off. The meeting does not require for DSA/DUA to be executed. This is simply to introduce strategy on the data exchange requirements and modality of how data will be exchange, e.g. via SFTP.</li> </ul> <p>Emely Arienza to send email to Kyle Fliflet to schedule KP's data sharing approach.</p> <ul style="list-style-type: none"> <li>● <b>Attachments / Reports</b></li> </ul>	

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<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Q1 2025 _ EI              Dorado County &amp; M           </div> <div style="text-align: center;">               GENERAL -              1305061815_2024-M           </div> <div style="text-align: center;">               GENERAL -              1305061815_2024-M           </div> </div> <div style="margin-top: 20px; text-align: center;">               HOUSING -              1305069181_2024-M           </div> <p><b>3. Mountain Valley Health Plan - Rochelle White and Setar Testo shared the following information listed below. See attachments for details.</b></p> <ul style="list-style-type: none"> <li>• Membership</li> <li>• Transportation Services (NMT and NEMT)</li> <li>• Cal-AIM Programs               <ul style="list-style-type: none"> <li>1) ECM and CS Enrollment Data</li> </ul> </li> </ul> <div style="margin-top: 20px; text-align: center;">               El Dorado Q1 MOU Meeting.MVHP.pdf           </div>	
<ul style="list-style-type: none"> <li>• <b>Care Coordination</b> <ul style="list-style-type: none"> <li>○ El Dorado County shared CCS authorization back-log with the state.</li> <li>○ El Dorado County shared concern with referrals and services being denied by Anthem. Appointments are being cancelled at UC Davis. County to work directly with Chanta Betancourt @ Anthem.</li> <li>➤ Chantal Betancourt/Anthem requested for examples of cases, especially those with delayed of care. They work closely with UC Davis and is aware of the CCS process. Email examples to Chantal @ <a href="mailto:chantal.betancourt@anthem.com">chantal.betancourt@anthem.com</a></li> </ul> </li> </ul>	All
<p><b>VI. Referrals</b></p> <ul style="list-style-type: none"> <li>• <b>El Dorado County shared their California Home Visiting Program/HFA.</b> Started seeing clients in September 2024 thru December 2024. This is a 3-year program focusing on family relationship, healthy goals, resources, etc. They are utilizing Growing Great Kids curriculum. Caprice supervises this program.</li> </ul>	All

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	<ul style="list-style-type: none"> <li>➤ <b>Had 26 referrals</b></li> <li>➤ <b>11 open cases</b></li> </ul>	
<b>VII.</b>	<b>Strategies to Avoid Duplication of Services</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	All
<b>VIII.</b>	<b>Dispute Resolutions</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	All
<b>IX.</b>	<b>Collaboration</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	All
<b>X.</b>	<b>Member Engagement</b> <ul style="list-style-type: none"> <li>• Anthem shared NSMH flyer</li> <li>• <b>Transportation issues</b> - El Dorado County will share specific examples of transportation issues, e.g. failed transport, issues with Uber/Lyft, etc. to respective health plans.</li> </ul>	All
<b>XI.</b>	<b>Action Items</b> <ol style="list-style-type: none"> <li>1. Amend next meetings to 1.5 hours (2:00 pm – 3:30 pm). Jennifer V. Byrne to update meeting invite</li> <li>2. Send meeting agenda and attachments at least 2 weeks prior to the meeting.</li> <li>3. El Dorado County to send specific examples of transportation issues and CCS case concerns/escalations to respective MCPs.</li> <li>4. Emely Arienza to send email to Kyle Fliflet to schedule KP’s data sharing approach.</li> </ol>	All
<b>XII.</b>	<b>Open Forum Discussion - None</b>	All
<b>XIII.</b>	<b>Next Meeting:</b>  <b>Date/Time: May 27, 2025, 2:00 pm – 3:30 pm</b> <b>Facilitator: Rochelle White/MVHP</b> <b>Meeting Minutes: Emely Arienza/KP</b>	All