

Meeting Minutes

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

Meeting Title: Care Coordination Q1 Meeting
 Date/Time of Meeting: February 27, 2025 at 10:00 a.m. - 11:00 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite

Meeting Leader: Lu Knott



California Health & Wellness	Yes/No	Tuolumne County Local Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Michelle Jachetta, Public Health Director	No
Arianna Phillips, Community Liaison	No	Lisa Heib-Stock, Deputy Director, CHDP, MCAH, WIC	No
Patty Frederickson, Sr. Concurrent Review Nurse	No	Alex Parnell, HHSA General Services	No
Connie Lowe, Manager Public Programs	No	Kristina Herrera, Agency Manager	No
Trisha Inguito, Public Programs Specialist	Yes	Sandra Perkins, Admin Technician	No
Sukhvir Gill, Public Programs Specialist	No	Rebecca Edmonds, Supervising Public Health Nurse, Foster Care PHN	No
		Amberly Hall, Public Health Nurse, MCAH, CHVP	No
		Denise Sanford, Public Health Nurse, CHDO, IZ Coordinator	Yes
		Sue Abernethy, Public Health Nurse, CCS, CLPPP	Yes
		Amanda Brunner, Public Health Nurse, CD, Foster Care PHN	Yes
		Bob Ingalls, Sr. Health Program Technician, CCS	Yes
		Paula Sarantopoulos, Health Program Technician, MCAH, Cal Fresh	No
		Laurie Britt, Health Program Tech II, LICN	
Anthem Blue Cross		Denise Carrillo, Program Specialist, CHVP	No
Janet Paine, Director Program Management	Yes	Maura Delvin, Oral Health Program Specialist	No
Chantal Betancourt, CCS	Yes	Michie Anderson, Deputy Director, Public Services	Yes
Kimberly Kruse, Clinical Provider Liaison	Yes	Jennifer Lynch, Staff Services Analyst Social Services	No
		Nicholas Olson, Staff Services Analyst	Yes

Meeting Minutes

Categories	Details	Responsible Party
I.	Introductions	All

	<ul style="list-style-type: none"> All attendees introduced themselves by name and role. The agenda was updated for County attendees. 	
II.	<p>MOU</p> <ul style="list-style-type: none"> MOU status: LHD MOU has been approved by both MCPs. Lu will send redline and clean version to the County for approval and signature. 	All
III.	<p>Health Plan Updates</p> <p>Health Net</p> <p>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 virtual. The County agreed to continue virtual meetings.</p> <ul style="list-style-type: none"> 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 Flye: 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. 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. 	MCPs

	<ul style="list-style-type: none"> 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 Services: Is a benefit at no cost to members. It includes services during and following pregnancy, childbirth, postpartum 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 updates: Michie shared she was part of the Child Welfare Services Agency. They promoted 2 people to the Agency Manager position. They should be joining the quarterly meetings in the future. Michie will confirm with the director who will be joining. New initiatives and programs: The County did not have any new initiatives and programs to share for this quarter. Janet asked who the First 5 contact is for the County. Amanda Shared Lisa Heib-Stock is the contact. Michie shared Sara Garcia is the First 5 Coordinator. Her contact information was shared. Lu mentioned the First 5 may join the quarterly meeting. Janet confirmed the First 5 Coordinators can discuss the addition to this meeting. 	County Team
V.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> Lu to send redline and clean LHD MOU to the County for approval and signature. 	All
VI.	<p>Care Coordination</p> <p>The County and MCPs agreed to have the suggested DHCS agenda items:</p> <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. Strategies to Avoid Duplication of Services: No duplication of services discussed for this quarter. Dispute Resolution: There were no disputes shared this quarter for MCPs. Collaboration: The County and MCPs continue to collaborate with each another. 	All

	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 - Tuolumne C</p> <p>Anthem</p>  <p>Anthem Data Report Tuolumne C</p>	MCPs
VIII.	<p>Program Updates</p> <ul style="list-style-type: none"> • Family Planning: (not a provider) • TB: The County shared surveillance has increased. There has been an increase in suspect latent cases and they have been following up on those cases. • IZ: Vaccines have declined. Immunizations is quiet this time of year. They will ramp up when the new school year starts. • STD/HIV: The County shared no newly diagnosed HIV cases. STD numbers and other diseases have had no change. • Billing: The County does not bill MCPs for any services. • MCAH: No new updates. <ul style="list-style-type: none"> ○ CPSP: No new updates. ○ BIH: (not a provider) ○ POP: (not a provider) ○ CHVP: No new updates. • CLPPP: Sue shared her active case may have moved out of the County. She is researching because the member is due for a retest. Basic cases are being 	County Team

	<p>closed due to their level being below 3.5. Also there has been no response from parents and doctors have stopped reaching out. They will not take their children in for testing. Sue is getting ready for her March presentation.</p> <ul style="list-style-type: none"> • Field Nursing: (not a provider) • CCS: Bob shared DHCS is back logged on processing SARS. The County has 220 total SARS and 17 pending clients, 3 pending reopening, 86 pending SARS. A client called Bob and shared they went for their weekly chemo appointment and the provider wanted to know do they give them their chemo since their SAR has not been authorized. The MCPs shared they have heard about DHCS back log on CCS SARS. Janet asked has DHCS stated why they are behind, are they short staffed. Bob shared DHCS lost one nurse and took on the Whole Child Model in several counties since January 1, 2025. Then they stopped the CNIP for level 1 & level 2 counties which brought more work. Janet asked is there anything the MCPS can do when they have meetings with DHCS. Bob, confirmed he shares in each meeting with DHCS the challenges they are having with the SARS being behind. He shared the SAR time to get adjudicated is about 6-8 weeks. A failed hearing test that was expedited January 7, 2025 took 50 days to be adjudicated. Lu asked what the normal time was of getting SARS adjudicated. Bob shared about 3-4 weeks. Trisha from Health Net shared there were no issues with Tuolumne County CCS members. They have a good relationship with Tuolumne. Bob confirmed Tuolumne is a dependent county and that the hospitals do not understand the difference between dependent and independent counties regarding CCS members. The hospital thought Tuolumne County medical director could approve the SAR for an ophthalmology appointment for a CCS member. Bob shared they do not have a medical director and that they are a dependent county 	
IX.	<p>Open Forum</p> <ul style="list-style-type: none"> • Michie shared the County has been directed by DHCS to work on May 2023 - May 2024 Medi-Cal renewals that that were just rolled on. There may be some turn with members who were eligible but did not turn in their paperwork, that may be coming off Medi-Cal and need to reapply. Janet shared Anthem has been watching PHE unwind and thought it had slowed down or ended and now the state was doing annual redeterminations. Michie shared it was supposed to be complete by January 2025, but the County was not able to make that deadline. The next target date is March 2025. Janet shared that is helpful information. MCPS can reach out to a person in a holding status but, once they fall off Medi-Cal MCPs cannot reach out because that is marketing. DHCS regulation does not allow MCPs to market to non-members. Janet will share with her team to monitor Tuolumne County numbers. Lu confirmed Michie’s position. Michie shared she has moved into the Public Services unit as the Deputy Director. She will continue to help Child Welfare Services as they are training their Agency Managers. The next meeting is scheduled for May 22, 2025 from 10 a.m. – 11 a.m. 	All