



## Quarter 1 2025 Santa Clara County Behavioral Health/Anthem Quarterly MOU Meeting

**Date & Time** February 19, 2025  
**Frequency** Quarterly  
**Location** Virtual  
**Meeting Leader** Kalil Macklin

### Attendees



Organization	Name & Title	Attended
<b>Santa Clara County Behavioral Health Department</b>	Natalie Mckelvey, BH Youth & Children System of Care Under Linked Services	<input checked="" type="checkbox"/>
	Hung Nguyen, Quality Improvement	
	Joe Tansek, Call Center Manager	
	Juan Troy, Program Manager	
	Courtney Gray	
	Tova Sweet	
	Taby Kalami	<input checked="" type="checkbox"/>
	Quan Dong	<input checked="" type="checkbox"/>
Domingo Acevedo	<input checked="" type="checkbox"/>	
Tammy Ramsey	<input checked="" type="checkbox"/>	
<b>Anthem</b>	Kalil Macklin, Program Manager	<input checked="" type="checkbox"/>
	Patricia Lacanfora, BH Case Manager	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

### Agenda

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







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Topics	Presenters
<p><b>II. Follow-up Items</b></p> <ul style="list-style-type: none"><li>1)</li><li>2)</li></ul>	All
<p><b>III. MOU Updates</b></p> <ul style="list-style-type: none"><li>1) <b>BH MOU: MHP/DMC_ODS MOU</b></li></ul> <p>Santa Clara County sent over to Kalil. Anthem will work internally to get through the review.</p>	Anthem
<p><b>IV. County BH Program Updates</b></p> <ul style="list-style-type: none"><li>1) No Program Updates</li></ul>	Santa Clara County Team
<p><b>V. Health Plan Updates</b></p> <ul style="list-style-type: none"><li>1. <b>Anthem</b><ul style="list-style-type: none"><li>• <b>Membership– 90,753</b></li><li>• <b>Utilization Report (Shared Separately)</b></li><li>• <b>Transportation Benefits (NMT and NEMT)</b></li></ul></li></ul> <p><a href="#">Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)</a></p> <div style="text-align: center;"> Transportation BR FINAL 12 21 (2).pdf</div> <div style="text-align: center;"> Transportation BR Flier Spanish HR 12 21.pdf</div> <ul style="list-style-type: none"><li>• <b>LiveHealth Online</b></li></ul> <p>Live Health Online can be used by everyone. Encourage our members to use this platform.</p> <p><a href="#">Urgent Care - See a Doctor 24/7 - LiveHealth Online</a></p>	Anthem



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Topics		Presenters																										
 Live Health Online Flyer FINALv6.pdf	 LHO User Instructions Flier.pdf																											
 LHO Overview FINAL.pdf	 LHO SP.pdf																											
	<table border="1"><thead><tr><th></th><th>SSCASA (Santa C)</th></tr></thead><tbody><tr><td>Jan 2024</td><td>44</td></tr><tr><td>Feb</td><td>20</td></tr><tr><td>Mar</td><td>36</td></tr><tr><td>Apr</td><td>22</td></tr><tr><td>May</td><td>39</td></tr><tr><td>Jun</td><td>41</td></tr><tr><td>Jul</td><td>33</td></tr><tr><td>Aug</td><td>36</td></tr><tr><td>Sep</td><td>26</td></tr><tr><td>Oct</td><td>43</td></tr><tr><td>Nov</td><td>24</td></tr><tr><td>Dec</td><td>29</td></tr></tbody></table>		SSCASA (Santa C)	Jan 2024	44	Feb	20	Mar	36	Apr	22	May	39	Jun	41	Jul	33	Aug	36	Sep	26	Oct	43	Nov	24	Dec	29	
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Jan 2024	44																											
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Dec	29																											
<ul style="list-style-type: none"><li>• <b>Screening Tools &amp; Transition of Care Tools Referrals (Sarah to Provide)</b></li></ul>																												



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Topics	Presenters
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## Transition of Care Tool: Santa Clara County Q4 2024

Month/Year	Referrals Received	Members Linked	Members Refused	Members Unable to Locate	Referrals Made to County/MHP
Oct 2024	12	10	0	2	0
Nov 2024	13	11	0	2	1
Dec 2024	15	11	1	3	0
<b>Totals</b>	40	32	1	7	1









Screening Tools Completed by Anthem					
Screening Tool Type	October	November	December	2024 Q4 Total	YTD Grand Total
<b>Adult</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>12</b>	<b>63</b>
MCP (NSMHS)	8	1	0	9	55
MHP (SMHS)	2	1	0	3	8
MHP (SUD ONLY)	0	0	0	0	0
<b>Youth</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>8</b>
MCP (NSMHS)	1	0	2	3	6
MHP (SMHS)	0	0	0	0	2
MHP (SUD ONLY)	0	0	0	0	0
<b>Grand Total</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>15</b>	<b>71</b>

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<b>Screening Tools Received by Anthem</b>						
				<b>2024 Q4 Total</b>	<b>YTD Grand Total</b>	
<b>Screening Tool Type</b>	<b>October</b>	<b>November</b>	<b>December</b>			
<b>Adult</b>	<b>10</b>	<b>15</b>	<b>12</b>	<b>37</b>	<b>160</b>	
Warm Transfer	0	0	0	<b>0</b>	<b>0</b>	
Email Only	10	15	12	<b>37</b>	<b>160</b>	
<b>Youth</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>34</b>	
Warm Transfer	0	0	0	<b>0</b>	<b>0</b>	
Email Only	2	2	1	<b>5</b>	<b>34</b>	
<b>Grand Total</b>	<b>12</b>	<b>17</b>	<b>13</b>	<b>42</b>	<b>194</b>	
<ul style="list-style-type: none"> <li>• <b>Encounter Data- Mild to Moderate BH Services (TBD)</b></li> <li>• <b>Cal-AIM Programs</b></li> </ul> <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>1. <a href="#">CalAIM Overview</a></li> <li>1. <a href="#">Community Health Workers (ca.gov)</a></li> <li>2. <a href="#">ECM Overview</a></li> <li>3. <a href="#">CS Overview</a></li> </ol> <ul style="list-style-type: none"> <li>• <b>ECM and CS Enrollment Data (Utilization Report)</b></li> <li>• <b>Flyers: CHW, CS, and ECM</b></li> </ul> <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;">  </div> <p>CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf</p>						







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Topics	Presenters
<p> CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf</p> <p> 2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21.pdf</p> <p> 2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21.pdf</p> <p> ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf</p>	
<p><b>Community Supports:</b></p> <p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <p> CA_CalAIMCSmemberreferralform.pdf</p> <p> CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf</p> <p> ENGLISH CalAIM CS One-Pager_FINAL.pdf</p> <p> CA_CalAIMILOSflier.pdf</p> <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>	



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<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> <p> CA_CAID_ECMProviderDirectory.pdf</p> <p> CaAIM ECM Referral Form_FINAL_Fillable.pdf</p> <p> CaAIM-ECM Referral Form with Checklist_CABC-CD-047080-23 _V3_fillable.pdf</p> <p> CABC-CD-049193-24 EXPRESS CaAIM ECM Flier_FINAL (1) 2.pdf</p>	
<b>VI. Care Coordination</b>	All
<b>VII. Referrals</b> <ul style="list-style-type: none"><li>Close Loop Referrals</li></ul>	All
<b>VIII. Strategies to Avoid Duplication of Services</b>	All
<b>IX. Dispute Resolutions</b>	All
<b>X. Collaboration</b>  <b>A. CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment :</b> Conducting regular meetings to discuss our Goals, Deliverables, Time Frames, Measurables, Budget, Funding Proposals, etc.	All








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<p><b>GOAL 1: Lead:</b> By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventative care measures in partnership with Santa Clara County Public Health Department (SCC PHD) by supporting the Childhood Lead Poisoning Prevention Program (CLPPP), through the expansion of the number of lead awareness and outreach events by xx%, through the contribution of resources, data sharing, and by assisting with the planning of targeted provider education campaigns and follow up services.</p> <p><b>GOAL 2: Oral Health:</b> By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventive care measures, in Partnership with the County of Santa Clara Public Health Department (SCC PHD) to move forward the Oral Health Strategic Plan, through training, data sharing, promotion and outreach, and referrals to improve the oral-systemic health among members ages 1-20.</p> <p><b>Latino Health Assessment:</b></p> <ul style="list-style-type: none"> <li>• Housing and Neighborhood Conditions</li> <li>• Access to Care</li> <li>• Acute and Chronic Conditions</li> <li>• Maternal and Child Health</li> </ul> <p>We are currently collaborating on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.</p> <p>We completed the LHJ/MCP Worksheet.</p> <p>CHIP Priorities: 1: Behavioral Health 2: Access to Care 3: Economic Opportunity</p> <p>Funding Proposal:</p> <p>Total membership in Santa Clara is 417,837 members. SCFHP has 67% of membership with 280,606 members. Anthem has 22% of the membership with 92,487 members. Kaiser has 11% of the membership with 44,744 members</p> <p>The financial support from Anthem will be \$15,400 based on the membership breakdown and our commitment based upon that membership breakdown. Let me know if you have any questions.</p> <p><b>B. 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><u>Sharing and Exchange of Educational Resources</u></p> <p>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>	





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Topics	Presenters
 APL23-025 diversity equity inclusion.pdf	
<p><b>XI. Member Engagement</b> <b>Benefits, Programs, and Services:</b> <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> 12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf</p> <p> 12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf</p> <p> CA_CAID_PU_HealthyRewardsProgram.pdf      Provider Flier only.</p> <p> CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf</p> <p><b><u>Anthem Resources for Maternal Mental Health</u></b> <b>Member Brochures on New Baby, New Life:</b> English <a href="#">ca_caid_pregnancyandbeyond_eng.pdf</a> Spanish: <a href="#">ca_caid_pregnancyandbeyond_spa.pdf</a> <b>Info found under "Get Help" Health and Wellness- "Pregnancy and Women's Health" section:</b></p>	All



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<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>	
<p><b>XII. Action Items</b></p> <ul style="list-style-type: none"><li>1)</li><li>2)</li></ul>	All
<p><b>XIII. Open Forum Discussion</b></p>	All
<p><b>XIV. Next Meeting: May 21, 2025 @ 2:00 pm</b></p>	All