

Meeting Minutes

Health Net, Anthem Blue Cross, Kaiser Permanente, and Amador County Behavioral Health

Meeting Title: Care Coordination Q1 Meeting
 Date/Time of Meeting: February 11, 2024 at 10:00 a.m. - 11:00 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite

Meeting Leader: Lu Knott

Health Net	Yes/No	Amador County Behavioral Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Melissa Cranfill, Director, Behavioral Health	No
Myriah Kemp, Sr. Clinical Manager	Yes	Karen Vaughn, BH Deputy Director, Fiscal & Administration	Yes
Gilda Medrano, Senior Manager Contracting & Network Development	Yes	Angie Grau, Compliance Officer	Yes
		Raechel Razzano, Quality Improvement and Utilization Review Coordinator	Yes
		Amy Hixson, SUD Program Manager	No
Anthem Blue Cross			
Janet Paine, Director Program Management	Yes		
Mashaal Khan, BH CM Liaison	Yes		
Kristopher Kuntz, Program Director Housing and Homeless	Yes		
Kimberly Kruse, Clinical Provider Liaison	Yes		
Kaiser Permanente			
Emely Arienza, Consultant V, Medicaid Care Delivery and Operations	Yes		
Lesley Adair, Contract Manager	Yes		
Vanessa Bovee, Director	Yes		
Jennifer Shebesta, North Valley BH Manager	Yes		
ModivCare			
Ruben Garcia, Director, Provider Relations	Yes		
Jody Larios, Northern Provider Relations Manager	Yes		

Meeting Minutes



Categories	Details	Responsible Party
I.	Introduction <ul style="list-style-type: none"> All attendees introduced themselves by name and role. The agenda was updated for Anthem and Kaiser attendees. 	All


II.	<p>MOU</p> <ul style="list-style-type: none"> • The MOU is current, in good standing and terms in five years. The Mental Health Plan MOU was fully executed July 1, 2024. There were no updates from either the County or MCPs. • Policy & Procedures: Angie would like Health Net’s Policy & Procedures template. Lu will email it to her. • Training & Education: Emely shared the MHP Training & Education was emailed to the County September 25, 2024. • DMC State Plan MOU: Lesley shared the signed MOU was sent to MCPs today February 11, 2025. Emely shared the MCPs will work collectively to complete the Training & Education requirement. 	All
III.	<p>Health Plan Updates</p> <p>Health Net</p> <ul style="list-style-type: none"> • ModivCare: Karen of the County asked can a transportation provider American Legion get reimbursed for their 51/50 transports to an inpatient psychiatric facility via Safety Care. The County has been paying for these transports. They already have this agreement with Anthem. The ambulance company will no longer take the County’s 51/50 clients via ambulance because they do not consider the ride a medical emergency. Karen shared these trips cannot not be planned ahead of time. When there is a 51/50 client, they find a bed for them and have to get them to the facility as soon a as possible. Ruben of ModivCare shared their process does not extend to Kaiser. They do manage the transportation benefit for Anthem and Health Net. Per the All-Plan Letter for Non-Emergency and Non-Medical Transportation, ModivCare prefers that the reservation for transportation for facility to facility go through them so the ride can be dispatched to a Medi-Cal compliant provider to occupy. Ruben did confirm per the APL and the circumstance of the facility to facility transport the County did not need ModivCare’ s authorization. The County may give the trip to American Legion, and they can bill ModivCare without a contract. This is only specific to facility to facility transports and applicable as directed by the APL. If American Legon is taking the trips They can reach out to ModivCare claims team at support.claims@ModivCare.com with the relevant claim information. ModivCare will then review the claim to verify it meets the circumstances under the APL to then compensate the transportation provided. The only caveat being because of the circumstance the claim will be paid at the Medi-Cal fee schedule. Karen clarified that under the circumstance the claim would be a Medi-Cal reimbursable service. She just needs to submit the claim at support.claims@ModivCare.com. Ruben shared it would be submitted on the 1500 claim form. Karen asked can she connect American Legion with ModivCare to handle the claim submissions versus the County being the middleperson. She shared that with Anthem, the County is 	MCPs

not involved with the claim submissions process. Ruben shared it is the responsibility of the transportation provider. It is contextual for the County. Jody shared that ModivCare does have American Legion in their system as a non-contracted provider. They are able to submit their claims as they are already listed in the system with rates. Karen asked who can she put American Legion in contact with so they can make sure they are on the same page. Jody shared Karen can direct them to her with any questions they may have at jody.larios@modivcare.com. For claims related inquires they would still reach out to support.claims@ModivCare.com. Karen will send an introductory email for Jody and American Legion. Lu asked were the County's questions answered. Karen shared her question was, how can the County get Health Net to begin taking responsibility for the 51/50 Safety Care transport claims. She confirmed yes, her question was answered. Karen will keep Heal Net updated on the status of the claims. Jody asked Karen the correct name for America Legion, is it American Legion Post 108 Ambulance. Karen confirmed that was correct. Janet shared she reached out to ModivCare and had issues to get the claims processed that way. She is curious to know how it goes with Karen and ModivCare now. If it is easier on American Legion, then maybe Anthem can revisit the process as well. The County is invoicing Anthem now and it is working fine. Ruben shared that getting claims paid under these circumstances has been a challenge. With the APL revision that was made it granted ModivCare the modification applicable to the circumstances for interfacility transports. Emely shared that she has addressed this with Kaiser transportation vendor. She will connect back with Karen with her findings. Lu confirmed this is for 51/50 Safety car transports and not general transports. Emely did confirm that is what she is researching. Gilda shared that the APL did clarify what the responsibilities are, what falls under what, and what is reimbursable even though the transports are not arranged through ModivCare. The APL referenced is APL 17-010 Non-Emergency Medical and Non-Medical Transportation.

- 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. The County would like to continue the meetings as they are.
- 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 Behavioral Health Benefits: This flyer outlines Health Net's Behavioral Health benefit which provides treatment for mental health and substance use disorder services. The message we share with our members to access this benefit is to call the number on the back of their Health Net Member ID card. There will be a customer service representative and a licensed Care Managers to take their call and

	<p>assist them with their behavioral health needs including, answering questions about the benefit, getting them help right away if they're experiencing a Mental Health crisis or emergency and they'll help them find a provider with availability.</p> <ul style="list-style-type: none"> • 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. • NSMHS Outreach & Education Plan: All Plan Letter APL 24-012 which aims to address gaps in services by requiring MCPs to develop plans and conduct annual outreach and education to members and Primary Care Providers regarding covered NON-SPECIALTY MENTAL HEALTH SERVICES (NSMHS). Health Net created a plan and are sharing it with our Behavioral Health/Mental Health Partners. The below link is to Health Net's webpage. It was shared and shown to the County in the meeting: https://www.healthnet.com/content/healthnet/en_us/providers/working-with-hn/heqi-deliverables.html <p>Anthem</p> <ul style="list-style-type: none"> • Homeless and Housing: Kristopher shared he is available for discussion regarding Transitional Housing and homelessness when the County is ready. Lu shared the MCPs have agreed to have a joint discussion with the County once DHCS has the final update available. <p>Kaiser</p> <ul style="list-style-type: none"> • Transportation Services: Transportation information was shared for non-medical and non-emergency medical services. It also included how to access services, and services provided for both transportation requests. Gas reimbursement was also shared. • CalAIM Programs: Enhanced Care Management and Community Service information was shared. 	
<p>IV.</p>	<p>County Updates</p> <ul style="list-style-type: none"> • Staffing updates: The County is recruiting for a Clinician, 2 Crisis Counselors, and a Behavioral Health Program Manager. Karen will be retiring May 2, 2025. The County will be posting her position soon. • New initiatives and programs: The County shared they have not implemented the 24/7 Mobile Crisis Unit due to no staffing. They did go out to RFP for services, but the cost was unrealistic. The CARE Court program is up and running with 1 active participant. The County is ready for Justice involved and Path JI programs. The County Jail will not start until they are required to in 2026. The County is working on the HEDIS measurements, new EQRO, new data requirements, how to obtain the data, and working with DHCS. 	<p>County Team</p>

V.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • Health Net Ambulance numbers for 51/50 inpatient transportation to a psychiatric facility. Amador County Behavior Health has not used ModivCare for transportation. • Lu to email the County Health Net’s Policy & Procedures template. • MCPs to work on the DMC State Plan Training & Education DHCS requirement. 	All
VI.	<p>Care Coordination</p> <p>The Couty and MCPs agreed to have the suggested DHCS agenda items:</p> <ul style="list-style-type: none"> • Care Coordination: shared in data report. • Referrals: shared in data report. • Strategies to Avoid Duplication of Services: no new updates. • Dispute Resolution: no new updates. • Collaboration: no new updates. • Member Engagement: no new updates. 	All
VII.	<p>Data Exchange</p> <p>The following data sheets were reviewed and provided by email:</p> <p>Health Net</p>  <p>Q1 2025 BH Data Sheet - Amador Cou</p> <p>Anthem</p>  <p>Anthem Data Report Amador Cou</p> <p>Kaiser</p>	MCPs

	 <p>Q1 2025_Amador County BH & MCPs_</p> <p>Kaiser update</p> <ul style="list-style-type: none"> • Screening and TOC Referrals: There are no referrals (outbound/inbound) on youth and adult from Q4 2024 to current. <p>Karen asked will housing interventions be listed on the data sheets once they begin. Lu shared they can start adding that information on the data sheet once available. Emely shared Kaiser had ECM and CS information on their data sheets today.</p>	
VIII.	<p>Open Forum</p> <ul style="list-style-type: none"> • There were no open forum items for this meeting. The next meeting is scheduled for May 13, 2025 from 10 a.m. – 11 a.m. 	All