

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

Meeting Minutes

Meeting Title: Care Coordination Q1 Meeting
Date/Time of Meeting: February 18, 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 Mental Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Wendy Alt, Mental Health Director, and Deputy Director of Clinical Services	No
Myriah Kemp, Sr. Clinical Manager	Yes	Stacey Meily, BH Program Manager	Yes
Gilda Medrano, Senior Manager Contracting & Network Development	Yes	Morgan Berry, Administrative Services Manager	Yes
Tianna Arbulu, Program Manager, CalAIM Program	Yes	David Bugarin, Data Analyst	No
Anthem Blue Cross	Yes/No	Robb Fulgham, Supervisor SUD Services	No
Janet Paine, Director Program Management	Yes		
Mashaal Khan, BH CM Liaison	Yes		
Jennifer Niles, BH CM Liaison Lead	No		
Kimberly Kruse, Clinical Provider Liaison	Yes		
Brandi Jenkins, Regional Program Manager	Yes		
ModivCare			
Ruben Garcia, Director, Provider Relations	No		
Jody Larios, Northern Provider Relations Manager	Yes		

Meeting Minutes

Categories	Details	Responsible Party
I.	Introductions <ul style="list-style-type: none"> All attendees introduced themselves by name and role. The agenda was updated for Anthem attendees 	All
II.	MOU <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 May 28, 2025. There were no updates from either the County or MCPs. Policy & Procedures: The Health Net Policy & Procedures draft template was discussed. Stacey agreed to have an ad hoc meeting to review and update the 	All



	<p>P&P. It was confirmed there will be a Policy & Procedures for all MOUs that are fully executed.</p> <ul style="list-style-type: none"> • Training & Education: Stacey confirmed to continue to share flyers for training and education. Janet shared the County may request specific topics and that they do not have to wait until the quarterly meeting to share that request. The MCPs may do a training and education for the County as needed. • DMC State Plan MOU: There was discussion on the DMC State Plan MOU. Stacey shared the DMC State and MHP State contracts are no longer in effect for Calaveras County BH. Calaveras County is one of the integrated counties that moved forward with DHCS. When an MOU refers to the MHP contract or DMC contract the County wants to update it to the MHP Integrated contract. The County only has one now. Janet shared some of the Counties have combined (integrated) MOUs already. The MHP MOU will be terminated. The update will be included in the DHCS quarterly report. Stacey to send the MCPs the cancelation letter from DHCS. The DMC State Plan MOU will be integrated for both MHP & DMC. Lu to resend a clean copy of the MOU to the County. 	
<p>III.</p>	<p>Health Plan Updates</p> <p>Health Net</p> <ul style="list-style-type: none"> • ModivCare: ModivCare attended the meeting to discuss with the County and MCPs reimbursement for 51/50 Safety Care Transports from facility to facility. • Stacey shared they use a Safety Car via a Calaveras County ambulance company. They have set up a process with Anthem and are getting reimbursed for those transports. They have set a process with the Health Net members as well. Lu confirmed ModivCare is the vendor for Health Net’s transportation. Stacey asked that the County should call ModivCare instead of the local ambulance company for 51/50 transports. Jodie asked does the County submit reimbursement to Health Net or ModivCare. Stacey has to confirm with her Fiscal team. They are in another division at the County. Her thought is Health Net reimburses and not ModivCare. Stacey asked what the process should look like. Janet shared the County does submit an invoice to Anthem because in the past ModivCare would not cover the 51/50 transports because they couldn’t. Recently due to the updated APL ModivCare now will cover the transports and the County will schedule those transports with ModivCare. It will not change anything on Anthem’s side. She added it sounds like the County is invoicing Health Net as well. Gilda shared she is not familiar with Health Net being invoiced. It may be with another department at Health Net. Stacey will follow-up with Health Net regarding the process. Gilda referenced APL 22-008 does indicate that the 51/50 transport from hospital to hospital falls under Behavioral Health transports. She confirmed that Health Net wants the County to use their vendor ModivCare. The APL states the County can submit the transport claims to ModivCare. If the County goes to a different vendor or ambulance provider per the updated APL the plan is to reimburse for those specific transports. Stacey asked if the County changes their internal process and call ModivCare for 51/50 transports at the emergency room she is concerned with the response time and that the patient could potentially lose a bed. Gilda shared that ModivCare or vendors have up to 3 hours to arrange the transports. If ModivCare fails to arrange the transportation or does not show up at that point the County is able to use a vendor of their choice and 	<p>MCPs</p>

submit for reimbursement. Jodie shared that the discharging facility is more than welcome to use their preferred provider for 51/50 transports. Stacey shared the County uses American Legion. Jodie shared it was confirmed in a previous meeting American Legion is already in ModivCare's system. They have been provided the instructions on how to submit the claims for the 51/50 facility to facility transports. Stacey said their process has been going on for years and this process with the new APL is new to her. She will review it. She also asked she should not see Heath Net members for 51/50 facility to facility transports on her bill. Gilda recommended the County utilizing ModivCare for their 51/50 facility to facility transports. She also mentioned to reach out to Lu or the Heath Net team if anything needs to be escalated with ModivCare and to make sure that the process is followed.

- Stacey asked does ModivCare have the ability to transport a person over 400lbs in a bariatric wheelchair. Jodie shared ModivCare does. They typically have a bariatric crew to accommodate with one but if needed they will send 2 separate units to assist with bariatric member. Stacey shared when she called ModivCare they denied her bariatric transport requests. She can give details from the past 3 weeks. Jodie would like to audit the requests and see who denied the requests. Lu asked Jodie to put her contact information in the chat. She also asked Stacey to copy her on the email to Jodie. The APL referenced is APL 22-008 Non-Emergency Medical and Non-Medical Transportation and Related travel expenses.
- 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 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 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.
- 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.

	<ul style="list-style-type: none"> NSMHS Outreach & Education Plan with County: 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 we are sharing it with our Behavioral Health/Mental Health Partners. The below link to Health Net webpage was shared and shown in 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"> 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. 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: 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. 	
<p style="text-align: center;">IV.</p>	<p>County Updates</p> <ul style="list-style-type: none"> Staffing updates: The County shared Michael Magana is the new Assistant Director of the Health and Human Services Agency. The County is down 3 critical staff including Quality Improvement staff. New programs and initiatives: Stacey shared the County had a call regarding the Housing and Transitional Rent Concept and it went well. Tianna shared Health Net is waiting on DHCS final guidance on Transitional Rent and that is anticipated for April. The MCPs have received the draft guidance and have 	<p style="text-align: center;">County Team</p>

	<p>begin coordinated conversations. The goal is to schedule meetings with County partners to see what implementation looks like. Janet shared there was an initial meeting with the County, Anthem & Health Net on Housing and Transitional Rent the week before. Tianna shared the next steps were to get recurring meetings scheduled with the right people. She will reach out to see who should be attending this meeting for the County. Stacey shared Michelle Meldon is a consultant with the County helping them with the planning. There was discussion of a meeting scheduled with Michelle Melson and Health Net. Lu asked to be a part of the meeting with Calaveras County.</p>	
V.	<p>Follow-Up Items</p> <p>Lu to follow-up on:</p> <ul style="list-style-type: none"> • Send the County redline and clean updated MOU for final review signature. • The County to send DHCS cancellation letter to combine MHP & DMC State Plan. • The MCPs agreed to work collectively on the Training & Education and Policy & Procedures for DHCS compliance. 	MCPs
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. • Collaboration: The County and MCPs continue to collaborate with each another. • Member Engagement: Information for members was shared with the County by Anthem and Health Net. 	All
VII.	<p>Data Exchange</p> <p>The following data sheets were provided by email:</p>	MCPs

	<p>Health Net</p>  <p>Q1 2025 BH Data Sheet - Calaveras Co</p> <p>Anthem</p>  <p>Anthem Data Report Calaveras Co</p>	
<p>VIII.</p>	<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 15, 2025 from 10 a.m. – 11 a.m. 	<p>All</p>