



## Q1 2025 Madera County Behavioral Health/MCP Quarterly MOU Meeting

**Date & Time** February 21, 2025, from 10:30am to 11:30am  
**Frequency** Quarterly  
**Location** Virtual  
**Meeting Leader** Lali Witrago, Kaiser Permanente. Meeting Minutes: Janet Paine, Anthem.

### Attendees

Organization	Name & Title	Attended
<b>Madera County Behavioral Health Department</b>	Eva Weikel, Division Manager of Quality, Compliance, Madera County BHD	<input checked="" type="checkbox"/>
	Andrea Martinez, Deputy Director of Business Operations (fiscal/contracts/MOUs/data/quality)	<input checked="" type="checkbox"/>
	Maria Barragan, BH Services Program Manager	<input checked="" type="checkbox"/>
	Kimberlee Hernandez, Admin. Analyst (MHP/Compliance)	<input type="checkbox"/>
<b>Kaiser Permanente</b>	Lali Witrago, MOU Coordinator	<input checked="" type="checkbox"/>
	Lesley A Adair, MOU Contract Manager	<input type="checkbox"/>
	Melissa Gonzalez, County Lead, Medi-Cal Engagement	<input type="checkbox"/>
	Stephanie J Chandler, Managerial Consultant	<input type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input checked="" type="checkbox"/>
<b>CalViva Health</b>	Rosa (Rosy) Martinez, Community Liaison	<input type="checkbox"/>
	Myriah Kemp, Senior Manager BH Utilization Mgt.	<input checked="" type="checkbox"/>
	Elizabeth Campos, Program Manager II	<input type="checkbox"/>
		<input type="checkbox"/>
<b>Anthem</b>	Janet Paine, Director, County Account Management	<input checked="" type="checkbox"/>
	Brandi Jenkins, Program Manager, CalAIM	<input type="checkbox"/>
	Cheryl Laundry, Program Manager, CalAIM	<input type="checkbox"/>
	Fargol Riahi, Behavioral Health	<input type="checkbox"/>
	Terese Spencer, Behavioral Health	<input checked="" type="checkbox"/>

### Agenda

Topics	Presenters
<b>I. Welcome &amp; Introductions</b>	All
<b>II. Follow-up Items</b>	All
1) Terese from Anthem to reach out Madera and identify the appropriate contact for regular referral correspondence, not just transition of care, and include Kimberlee in the communications in regard referral follow-ups.	All






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<p><b>III. MOU Updates</b></p> <ol style="list-style-type: none"> <li>1) MHP MOU with Anthem, CalViva Health, and Kaiser Permanente executed on 1/16/2025.</li> <li>2) DCM-State Plan MOU with Anthem, CalViva Health, and Kaiser Permanente has been signed by MCPs, next step Madera BOS signature. Scheduled for 3/11/25 for BOS agenda. Once approved by BoS it will be signed by Madera County Behavioral Health Director.</li> <li>3) DCM-ODS MOU pending. MCPs to review and provide comments. Once MCPs review and comment, it can be sent to County Counsel for review.</li> <li>4) MHP Training and Education forthcoming. Deu by 4/14/25. MCPs going to put together a combined training deck. Kaiser is taking the lead. MCPs will send out the deck once completed. County can review and then if necessary additional training can be provided. It is only for internal purposes not to be shared with members. Janet also shared that if the County has a specific topic they would like to receive training on to let the MCPs know.</li> </ol>	<p>CalViva Health Kaiser Permanente Anthem</p>
<p><b>IV. County BH Program Updates</b></p> <ol style="list-style-type: none"> <li>1) Andrea reported new director Christine Doss, effective 2/3/25. Christine worked for Mariposa County and also Madera Unified School District so she comes with much experience and has been in the business for a while.</li> <li>2) Maria shared that the County BH Department has been nominated for Best in the Central Valley for Mental Health Services. There was a video created and shared on ABC30. You can go to the County website to place your vote.</li> <li>3) Andrea shared they have expanded their team and will be opening a location in Oakhurst. They are also moving forward with CSU and Sobering Center. They are also looking to partnering with Public Health to get a new administrative building.</li> <li>4) EQRO audit coming up soon, towards the end of March. Will be different this year, and conducted by HSAG. A kick off call is coming.</li> </ol>	<p>Madera BH Team</p>



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<p>d. Cal-AIM Programs</p> <ul style="list-style-type: none"> <li>i. ECM and CS Enrollment Data</li> <li>ii. Flyers: ECM, CS and CHW</li> </ul> <p>e. Attachments / Reports</p> <div style="text-align: center;">  <p>Madera BH MOU - Q1 Meeting - Kaiser</p> </div> <p>f. Data Sharing, Close Loop Referrals, and Operating Guidelines – Lali shared she would like to schedule a meeting (s) with county regarding data sharing and close loop referrals. Eva stated she will be the point of contact. For Operating Guidelines (jointly developed policies and procedures), Kaiser is open to convene meetings with the county and MCPs to develop these jointly.</p> <p><b>3) Anthem</b></p> <p>a. <b>Non-Specialty Mental Health Services – Member Information</b> – Janet shared, in response to DHCS APL 24-012, request to educate members on how to receive NSMHS, a flyer has been created. She did not have the document available to share during the meeting but it is attached here. Additionally a provider training deck has been developed.</p> <div style="text-align: center;">  <p>11255262 1063248CAMENABC</p> </div> <p>b. Data Report Shared with the following information:</p> <ul style="list-style-type: none"> <li>• Membership</li> <li>• Transportation Services (NMT and NEMT) Utilization Report</li> <li>• Screening Tools &amp; Transition of Care Tools Referrals</li> <li>• Cal-AIM Programs - ECM and CS Enrollment Data</li> <li>• Flyers: EMC, CS and CHW</li> </ul> <div style="text-align: center;">  <p>Anthem Data Report Madera County Q1 2025</p> </div>	



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<b>Topics</b>		<b>Presenters</b>
<b>VI.</b>	<b>Care Coordination</b> – It was reported everything is going smoothly.	All
<b>VII.</b>	<b>Referrals</b> 1) Maria inquiry for Anthem: can we get the contact information for the staff assigned to handle Medi-Cal screening referrals? Sarah Paulsen, Anthem's Director of Behavioral Health oversees the screening tool information and process. 2) Eva – ECM/CS referral process? MCPs to share referrals process, training, and resources / flyers.	All
<b>VIII.</b>	<b>Strategies to Avoid Duplication of Services</b>	All
<b>IX.</b>	<b>Dispute Resolutions</b>	All
<b>X.</b>	<b>Collaboration</b> – Discussed a training on transportation and inviting ModivCare to present as CalViva and Anthem both use them as a vendor.	All
<b>XI.</b>	<b>Member Engagement – Non-Specialty Mental Health Services – Member Information</b> – Janet from Anthem shared, in response to DHCS APL 24-012, request to educate members on how to receive NSMHS a flyer has been created and will be distributed.	All
<b>XII.</b>	<b>Action Items</b> 1) ECM/CS referral process training and information... MCPs to share referrals process, training, and resources / flyers as part of the upcoming Training and Education. 2) Andrea requested a transportation presentation from MCPs for staff and will email Janet, Rosy and Lali to coordinate.	All
<b>XIII.</b>	<b>Open Forum Discussion</b> 1) Andrea requested a transportation presentation from MCPs for staff and will email Janet, Rosy and Lali to coordinate.	All
<b>XIV.</b>	<b>Next Meeting:</b> 1) 3rd Friday of the 2nd month of each quarter from 10:30 –11:30 am a. May 16 b. August 15 c. November 21	All