

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

Meeting Minutes

Meeting Title: Care Coordination Q1 Meeting
Date/Time of Meeting: February 25, 2024 at 10:00 a.m. – 11:00 a.m.
Frequency: Quarterly
Zoom: See Outlook invite

Meeting Leader:	Lu Knott
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Health Net	Yes/No	Tuolumne County Mental Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Tami Mariscal, Director, Behavioral Health	No
Myriah Kemp, Sr Clinical Manager	Yes	Misti Ambler, Deputy Director, Behavioral Health	Yes
		Brock Kolby, Deputy Director, Clinical Services	Yes
		Lindsey Lujan, Agency Manager	No
		Brittany Madden, Staff Services Analyst	No
Anthem Blue Cross	Yes/No	Ryan Kramer, Quality Improvement Analyst	Yes
Janet Paine, Director, Program Management	Yes	Amanda Lawrence, Sr. staff Analyst	No
Terese Spencer, BH Case Manager	Yes		
Kimberly Kruse, Clinical Provider Liaison	Yes		

Meeting Minutes		
Categories	Details	Responsible Party
I.	Introductions <ul style="list-style-type: none"> All attendees introduced themselves by name and role. No updates needed for the agenda. 	All
II.	MOU <ul style="list-style-type: none"> The MOU is current, in good standing and terms December 31, 2028. The Mental Health Plan MOU was fully executed September 9, 2024. There were no updates from either the County or MCPs. Policy & Procedures: Lu shared she embedded the Health Net Policy & Procedures draft template in the meeting invite. She shared the County & MCPS can schedule a meeting to discuss. Trainings & Education: The County confirmed they would like general information for their Training and Education. The MCPs will collaborate to create training for the County. DMC State Plan MOU: Lu shared the MOU is with the County for signature. Ryan confirmed he will send the MOU for signature today February 25, 2025. 	All

III.

Health Plan Updates

Health Net

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 virtually.

- 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.
- 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 is to Health Net's webpage and was shown to the County in the meeting:
https://www.healthnet.com/content/healthnet/en_us/providers/working-with-hn/heqi-deliverables.html

MCPs

Anthem

- Access to Non-Specialty Mental Health Services: In respond to the DHCS APL 24-012 Anthem has created a document to be shared with Members. The document was shared in the meeting chat.



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	<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. • Live Health 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: Is a benefit at no cost to members. It includes services during and following pregnancy, childbirth, postpartum, and etc. • Community Health Worker: 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: The County had no staffing updates to share for this quarter. • New initiatives and programs: Brock shared the County is continuing to provide an array of outpatient services with the Justice Involved population in jail and prison. The County has a few members being impacted in both systems. The prison system is making appointments for inmates that are on psychotropic meds and those receiving behavioral services prior to their release. They are contacting MCPs for ECM appointments, PCPs, psychiatric and other behavioral health providers for appointments. Janet asked the County are they getting what they need from the MCPs. Brock has not heard any feedback. 	County Team
V.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • The MCPs to collaborate on creating Training and Education on general information for the County. • MCPs to schedule a meeting for Policy & Procedures discussion. 	All

<p>VI.</p>	<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: Misti shared a member was denied transportation by ModivCare to U.C. Davis Medical Center due to distance. Janet shared when this happens to contact the her and she will forward the information to a Case Manager. Lu shared there is not a limit on distance for transportation for the vendor ModivCare. She shared with the County to contact the MCPs as soon as possible when an issue occurs so it can be resolved. • Collaboration: The County and MCPs continue to collaborate with each other. • Member Engagement: Flyers with Information for members was shared with the County by Anthem and Health Net. 	<p>All</p>
<p>VII.</p>	<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 - Tuolumne C</p> <p>Anthem</p> <p> Anthem Data Report Tuolumne C</p>	<p>MCPs</p>
<p>VIII.</p>	<p>Open Forum</p> <ul style="list-style-type: none"> • Lu shared Health Net is available for assistance and support and will need 30-45 days advance notice to process requests. The next meeting is scheduled for May 27, 2025 from 10 a.m. – 11 a.m. 	<p>All</p>

