



Quarter 1 2025 GGRC/Anthem Quarterly MOU Meeting

Date & Time February 21, 2025
Frequency Quarterly
Location Virtual
Meeting Leader Kalil Macklin (Anthem)

Attendees

Organization	Name & Title	Attended
GGRC	Brenda Gonzales	<input type="checkbox"/>
		<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
Anthem	Kalil Macklin	<input type="checkbox"/>
		<input checked="" type="checkbox"/>
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		<input type="checkbox"/>

Agenda

Topics	Presenters
I. Welcome & Introductions	All
II. Follow-up Items 1) 2)	All
III. MOU Updates 1) GGRC MOU (Sent Transmittal Checklist to Brenda)	GGRC Anthem




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<p>IV. GGRC Updates</p> <p>1) General Updates</p> <ul style="list-style-type: none">- New unified template for Individual Personal Plans (IPPs) has been implemented across all 21 regional centers, including GGRC.- Necessary adjustments due to the new IPP template.- GGRC is updating its website to facilitate referral processes and enhance inclusivity.- GGRC and Lanterman are foundational parts of the regional center system since the mid-60s, maintaining operations continuously.- Focus on leveraging long-standing history to update internal processes and external connectivity.- Enhancements to facilitate understanding and access to regional center services; designed for accessibility and multilingual use.- Regional center systems need updating to meet modern standards; strategic investments are planned.- Building a dedicated team for under-three referrals; 45-day eligibility decision timeline.- Hiring to manage early start referrals in two counties, starting July.- The regional center system anticipates increased demand, with projections of 50,000 new individuals needing services statewide.- Emphasis on improving intake and referral processes to handle growth.- Interest in further discussing ABA provider updates in San Francisco.- Helpful to have a list of ABA providers within 30 miles of San Francisco for the Medi-Cal line of business.- *Difficulty vendorizing with ABA providers; seeking to expand GGRC's contracted network.- Aim to share provider lists with the vendor network to explore potential contracts with GGRC.- Goal to maintain the same provider for continuity as clients transition from GGRC to health plan services.- Noted absence of health plan ABA utilization management on current call.	GGRC



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<p>V. Anthem Updates</p> <ul style="list-style-type: none"> 1. Anthem <ul style="list-style-type: none"> • Membership– 36,276 • Utilization Report <div style="text-align: center;">  <p>Q1 2025 Anthem Blue Cross _ Golden Gate Regional Center MOU _Reports_2.21.2025.pdf</p> </div> <ul style="list-style-type: none"> • Transportation Benefits (NMT and NEMT) Non-emergency medical transportation — provider certification statements - Provider News (anthem.com) • LiveHealth Online Live Health Online can be used by everyone. Encourage our members to use this platform. Urgent Care - See a Doctor 24/7 - LiveHealth Online <p>LiveHealth Online:</p> <table border="1" data-bbox="110 1213 524 1816"> <thead> <tr> <th></th> <th>SSCASF (San Fran)</th> </tr> </thead> <tbody> <tr><td>Jan 2024</td><td>28</td></tr> <tr><td>Feb</td><td>31</td></tr> <tr><td>Mar</td><td>18</td></tr> <tr><td>Apr</td><td>19</td></tr> <tr><td>May</td><td>14</td></tr> <tr><td>Jun</td><td>18</td></tr> <tr><td>Jul</td><td>22</td></tr> <tr><td>Aug</td><td>25</td></tr> <tr><td>Sep</td><td>20</td></tr> <tr><td>Oct</td><td>27</td></tr> <tr><td>Nov</td><td>14</td></tr> <tr><td>Dec</td><td>11</td></tr> </tbody> </table> <ul style="list-style-type: none"> • Cal-AIM Programs Anthem is continuing to implement CalAIM in Santa Clara County with regular meetings occurring with key organizations. 		SSCASF (San Fran)	Jan 2024	28	Feb	31	Mar	18	Apr	19	May	14	Jun	18	Jul	22	Aug	25	Sep	20	Oct	27	Nov	14	Dec	11	<p>Anthem</p>
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<p>1. CalAIM Overview</p> <p>1. Community Health Workers (ca.gov)</p> <p>2. ECM Overview</p> <p>3. CS Overview</p> <ul style="list-style-type: none"> • ECM and CS Enrollment Data (Utilization Report) • Flyers: CHW, CS, and ECM <p>Community Health Worker:</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <p>Community Supports:</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <p>Enhanced Care Management:</p> <p>When providers are fully contracted they are posted on our website under “Find Care.” Find Care & Estimate Costs for Doctors Near You Anthem.com Type ECM Field-Based in the search bar. That is the most real time update as required by DHCS.</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <p>Care Management California Medicaid Anthem</p> <p>ECM Referral Form Updates:</p> <ul style="list-style-type: none"> • ECM referral forms (for both adults and children & youth) will be revised and become available in Jan 2025 to include standardized referral language as set by the DHCS. You may continue using the current ECM referral forms until Jan 2025. 	
<p>VI. Care Coordination</p> <p>1) Updates between County and MCPs</p>	All
<p>VII. Referrals</p> <ul style="list-style-type: none"> • Close Loop Referrals 	All
<p>VIII. Strategies to Avoid Duplication of Services</p>	All

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<p>IX. Dispute Resolutions</p>	All
<p>X. Collaboration</p> <p>DEI: Participating in a workgroup that consists of San 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> 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> <div style="text-align: center;">  APL23-025 diersity equity inclusion.pdf </div> <p>CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment</p> <p>By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francsico Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures.</p> <p>We completed the LHJ/MCP Worksheet. CHIP Priorities: 1: Behavioral Health 2: Access to Care 3: Economic Opportunity Funding Proposal (\$61,750)</p> <ul style="list-style-type: none"> • Member data for May 1: Anthem 34,311, 14% = \$8,645; Kaiser, 19,543, 8% = \$4,940; SFHP, 186,100, 78% = \$48,165. = 239,954 Total Members in SF County <p>We collaborated on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.</p> <p>Currently Reviewing, Revising, and Finalizing 2024 CHA Draft.</p> <p>CavityFreeSF:</p> <ul style="list-style-type: none"> • Collaborative that meets monthly to discuss integrating oral health into the overall health care system of San Francisco. 	All



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<ul style="list-style-type: none"> • Ages 0-10 and pregnant women. Low-Income, Communities of Color, Children with Special Needs, and Recent Immigrants. • Coordinated city-wide efforts, Policy and Systems Levels Change. • Increase access to Oral Health Care services for San Francisco children and pregnant women. 	
<p>XI. Member Engagement</p> <p>Benefits, Programs, and Services:</p> <p>Medi-Cal Plan Benefits and Programs California Medicaid Anthem</p> <p>Healthy Rewards Program:</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> <div style="text-align: center;">  12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf </div> <div style="text-align: center;">  12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf </div> <div style="text-align: center;">  CA_CAID_PU_HealthyRewardsProgram.pdf </div> <p style="text-align: right;">Provider Flier only.</p> <p><u>Anthem Resources for Maternal Mental Health</u></p> <p>Member Brochures on New Baby, New Life:</p> <p>English ca_caid_pregnancyandbeyond_eng.pdf</p> <p>Spanish: ca_caid_pregnancyandbeyond_spa.pdf</p> <p>Info found under "Get Help" Health and Wellness- "Pregnancy and Women's Health" section:</p> <p>https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm</p> <p>Healthy Rewards Program includes New Baby New Life Incentives:</p> <p>Medi-Cal Plan Benefits and Programs California Medicaid Anthem 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>Live Health Online Maternal Menal Health Service:</p>	All



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ca_caid_pregnancyandbeyond_eng.pdf (anthem.com) www.bemomaware.com https://www.postpartum.net CA_CAID_PostpartumMoodDisorderFlier.pdf (anthem.com)	
XII. Action Items 1) Send Brenda a full list of ABA providers. 2) 3)	All
XIII. Open Forum Discussion	All
XIV. Next Meeting: May 16, 2025 @ 2:00 pm	All