

Name of Meeting: Q1 Managed Care Plan MOU Meeting  
 Location: Zoom: Wednesday, March 19, 2025  
 Facilitator: Carmela Beringuela, VMRC Nurse Consultant



Meeting Details		
Attendees:	<b>VMRC:</b> Dr. Claire Lazaro, VMRC Clinical Director; Carmela Beringuela, VMRC Nurse Consultant <b>Anthem:</b> Dieumi Nguyen, Behavioral Health Coordinator <b>Health Net:</b> Lu Knott, Service Coordination Team <b>HPSJ:</b> Stephanie Acevedo-Moran, Behavioral Health Treatment Clinical Manager; Kim Thompson, Care Manager Behavioral Health Treatment	
Agenda & Notes		
	Topic & Intended Outcome	Lead / Facilitator
1.	Introduction	Carmela- VMRC Nurse Consultant
2.	<b>Anthem:</b> Updates and presentation of data on the following: Membership services per county: Amador County, Calaveras and Tuolumne County- Transportation Services (NMT and NEMT) Utilization Report- reminding members for No cost whenever they need for an appointment. Screening Tools & Transition of Care Tools Referrals- Cal-AIM Programs - ECM and CS Enrollment Data-Members can be referred to Flyers: ECM- Referral Process, Community Support Services, Community Health Workers- Benefits covered for members and how they can access services. <sup>1</sup> General Mailbox – email inbox/secure fox/ customer care  <b>Questions:</b> Dr. Claire asked about the Community Health Workers- some members are living in the care home facility; can they still receive from the CHW with emphasis on preventative measures that could be taken? Dieumi- CHW is a preventative benefit that is available to Medical members, if they are not enrolled in care management already, they will be qualified for CSW services. The criteria for being eligible for CHW is inclusive - any members feel that they would benefit from having CHW services.	Dieumi Nguyen- Anthem

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	<p>Dr. Claire also mentioned that CHW is something that can be shared with all the managers to assist our consumers.</p> <p>Dieumi also added that CHW is a great benefit for those who aren't qualified with ECM. She also reported about the Non-Specialty Mental Health Services, is a provider training deck in response to an APO that was requested to educate members on how they access NSMHS.</p> <p>The training flyer covers the general information on how members can access the services.</p> <p>Mental Health Services with mild- moderate are delegated to care plans, moderate to severe is delegated to counties. Services offered by Anthem are linked to the county, ABA services and telehealth.</p> <p>Member handbook – highlights what to do in the event of crisis with comprehensive information, Crisis Line- 988, providers who have additional sensitivity to behavioral health.</p> <p>Avenues for members to access behavioral services- 1. Contact the county directly, 2. Calling the call center.</p>	
3	<p>Other Matters: Lu – shared the information from Healthnet links regarding the Behavioral Health services almost same with Anthem. Transportation services. She also shared the end of the year audit – opportunity to share in the meeting /agenda:</p> <ul style="list-style-type: none"> <li>- Referral information</li> <li>- Care Coordination</li> <li>- Collaboration</li> <li>- Strategies to avoid duplication of services</li> <li>- Dispute Resolution</li> <li>- Member engagement</li> </ul> <p>Need opportunity to have all the health plans be part of the training and education.</p> <p><b>Question-</b> Is Kaiser not part of the MOU meeting?</p> <p>Dr. Claire explained that Kaiser has a separate MOU meeting with VMRC, on a different date. Kaisers is open to join this group to have one quarterly MOU meeting. It was part of their agenda in the last meeting utilizing the above bullet topics to be consistent to the audit of the state in the MOU meetings. If there is any need to discuss specific member case, another</p>	

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	meeting will be scheduled. The next meeting is on June 25 at 1:00pm. Dr. Lazaro asked if the group is amenable to this idea. The attendees agreed to this suggestion.  Lu- suggested to have additional 15 minutes to the call, to accommodate questions or not to rush, extending the meeting for 60-90 min.  Dr. Claire suggested that an email will be sent out for the final date/time and agenda template.	
4	Next Meeting: June 25, 2025, at 1-2:30 pm (Quarter 2 meeting).	Via TEAMS

Action Items	Responsible	Due Date