

Meeting Minutes	<u>Health Net, Anthem Blue Cross, Kaiser Permanente, and The Resource Connection</u>		
	Meeting Title:	Care Coordination Q1 Meeting	
	Date/Time of Meeting:	March 14, 2025 at 10:00 a.m. - 11:00 a.m.	
	Frequency:	Quarterly	
	Zoom:	See Outlook invite	
Meeting Leader:	Lu Knott		
Health Net	Yes/No	The Resource Connection Amador County	Yes/No
Lu Knott, Community Liaison	Yes	Sasha Kristoffersen, Chief Administrative Director, WIC Program Director	Yes
Annesha Land, Community Liaison	Yes		
Anthem Blue Cross			
Janet Paine, Director Program Management	No		
Kalil Macklin, Program Manager	Yes		
Kimberly Kruse, Clinical Provider Liaison	Yes		
Kaiser Permanente			
Emely Arienza, Consultant, Medicaid Care Delivery and Operations	Yes		
Erica Anderson, Implementation Lead WIC Medicaid Care Delivery & Operations	Yes		
Maribel Soria, WIC Liaison	Yes		
Meeting Minutes			
Categories	Details		Responsible Party
I.	Introductions <ul style="list-style-type: none"><li>All attendees introduced themselves by name and role. The agenda was updated for Kaiser attendees. Sasha asked about the attendees on the call. MCPs confirmed the Point of Contact for each health plan. Lu to send names and emails of the POC of each health plans to Sasha.</li></ul>		All
II.	MOU <ul style="list-style-type: none"><li>MOU status: The MOU is current, in good standing and terms December 31, 2028. The WIC MOU was fully executed December 17, 2024. There were no updates from either The Resource Connection or MCPs.</li><li>Policy &amp; Procedures: The MCPs will work collectively to update the Health Net draft template and then share with The Resource Connection.</li></ul>		All

	<ul style="list-style-type: none"> <li>Training &amp; Education: The Training &amp; Education was emailed to The Resource Connection February 27, 2025. Emely shared the MCPs can set up an ad hoc meeting to discuss any questions Sasha may have about the Training &amp; Education the MCPs prepared.</li> </ul>	
III.	<p><b>Health Plan Updates</b></p> <p><b>Health Net</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Training and Education</b></p> <ul style="list-style-type: none"> <li>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 members, Health Net's nondiscrimination policy, the number for language services and more.</li> </ul> <div data-bbox="516 919 570 982" data-label="Image"> </div> <p>Health Net Transportation Servi</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <div data-bbox="516 1249 570 1312" data-label="Image"> </div> <p>Teladoc Member Flyer MediCal.pdf</p> <ul style="list-style-type: none"> <li>Start Smart for Your Baby: This communication has gone out to our members, it's also available on our website detailing our program and support for pregnant members and new parents. The Start Smart for your baby program provides resources and information for pregnancy, newborn, and postpartum care. Members can simply call the number on the back of their member card, and we can assist them with finding a doctor and getting them enrolled in this program.</li> </ul> <div data-bbox="516 1642 570 1705" data-label="Image"> </div> <p>StartSmartforBaby_ Prenatal_Medicaid_(</p> <ul style="list-style-type: none"> <li>Mahmee: This resource is a wraparound maternity care for Medi-Cal members. Eligible Medi-Cal members that register for Mahmee offers personalized support from a dedicated care team, at no cost to them. Health Net has partnered with Mahmee to offer all eligible Medi-Cal members greater access to a range of</li> </ul>	MCPs

maternal health services and support tools at no added cost to the member. The goal is to enrich patient care with personalized, multidisciplinary support and enhance patient outcomes through proactive monitoring, education, and personalized care plans. Physicians and their staff also benefit from a reduction in administrative and care coordination efforts.



Mahmee Flyer.pdf

- **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 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](https://www.healthnet.com/content/healthnet/en_us/providers/working-with-hn/heqi-deliverables.html)








APL 24-012 NSMHS  
SB 1019 FINAL.pdf

#### Anthem

- **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. Sasha asked about cancellations for rides. Kalil shared that information is included in Anthem's data. All the member has to do is call to cancel the ride they scheduled. Kalil also mentioned the CAC (Community Advisory Committee) is a great place to share with other stakeholders and Community-Based Organizations and ask questions about transportation with the community.
- **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 Services:** This is a benefit at no cost to members. It includes services during and following pregnancy, childbirth, postpartum, etc.

	<ul style="list-style-type: none"> <li>Community Health Worker Services: This update shared preventative health services to prevent disease, disability and other conditions or their progression.</li> </ul> <div>  <p>Anthem Data Report Amador Cou</p> </div> <div>  <p>Anthem Data Report Calaveras Co</p> </div> <p><b>Kaiser Permanente</b></p> <ul style="list-style-type: none"> <li>Membership: Membership for Kaiser Amador members was shared.</li> <li>Transportation Services: Transportation information was shared for Non-Medical Transportation (NMT) and Non-Emergency Medical Transportation (NEMT) . Refer to attached presentation slide deck for more details. Shared information on eligibility criteria, benefits, and covered services. Gas and Mileage Reimbursement: Members can use flexible solutions arranging NMT transportation and are able to get gas and mileage reimbursement for themselves or a required attendant. The driver must be compliant with all California driving requirements and does not include vehicles that are connected to businesses, such as Uber or Lyft</li> <li>CalAIM Programs: Refer to attached presentation slide deck for more details. Enrollment Data for ECM and CS: There were no members enrolled in Q3 2024 Flyers were included in the presentation slide deck for ECM, CS, and CHW</li> <li>Data Staffing Kick-off</li> </ul> <div>  <p>Q1 2025_ The Resource Connecio</p> </div>	
IV.	<p><b>County Updates</b></p> <ul style="list-style-type: none"> <li>Staffing updates: Sasha shared The Resource Connection has a small staff that serves 2 counties.</li> <li>New initiatives and programs: The Resource Connection did not have any initiatives or programs to share this quarter.</li> </ul>	County Team
V.	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>Lu to send names and emails of the POC of the health plans to Sasha.</li> </ul>	All
VI.	<p><b>Care Coordination</b></p>	All

	<ul style="list-style-type: none"> <li>Care Coordination: Care Coordination was shared by all MCPS Anthem, Health Net, and Kaiser.</li> <li>Referrals: Referral information was shared by all MCPS Anthem, Health Net, and Kaiser. The Resource Connection can be a source of a referral for ECM (Enhanced Care Management) and CS (Community Supports). Transition of Care Tolls and Screening Tools was all shared from all MCPs.</li> <li>Strategies to Avoid Duplication of Services: No duplication of services was discussed for this quarter.</li> <li>Dispute Resolution: There were no disputes reviewed this quarter.</li> <li>Collaboration: The MCPs are collaborating on the Policy &amp; Procedures for The Resource Connection.</li> <li>Member Engagement: Information for members was shared by all MCPS Anthem, Health Net, and Kaiser. Anthem and Health Net to attend 2025 Calaveras Children's Fair April 5, 2025 in Calaveras County. Health Net is sponsoring and attending Celebrate Our Children Festival April 26, 2025, in Amador County.</li> </ul>	
VII.	<p><b>Data Exchange</b></p> <p>The following data sheets were reviewed and provided by email:</p> <p><b>Health Net</b></p> <p> Q1 2025 Amador MHP LHD Data Shee</p> <p> Q1 2025 Calaveras MHP LHD Data Shee</p> <p><b>Anthem</b></p> <p> Anthem Data Report Amador Cou</p> <p> Anthem Data Report Calaveras Co</p> <p><b>Kaiser</b></p> <p> Q1 2025_ The Resource Connectio</p>	MCPs

IX.	<p><b>Open Forum</b></p> <ul style="list-style-type: none"><li>• Lu offered the MCPS to review CalAIM with Sasha. She also encouraged Sasha to attend a CAC meeting for either Amador or Calaveras Counties. That will help her learn about community members and other Community-Based Organizations. The next meeting is scheduled for June 13, 2025, from 10 a.m. – 11 a.m.</li></ul>	All