

Minutes

Anthem Blue Cross, Health Net, and Amador County Public Health Department


Meeting Title: Care Coordination Q2 Meeting Minutes
 Date/Time of Meeting: June 6, 2024 at 9:00 a.m. - 10:30 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite

Meeting Leader: Desiree Dalby, Program Manager, Anthem Blue Cross

Agenda

Health Net	Yes/No	Amador County Public Health Department	Yes/No
Lu Shaw, Community Liaison	Yes	Joanne Hasson, Public Health Director	No
Arianna Phillips, Community Liaison	No	Davina Edmonson, RN, MCAH/CHVP Director	No
Gloria Beyam – Valenzuela, Manager, Clinical UM, CCS	No	Christian Tucker, Health Educator, CDHP, CCS, MCAH	Yes
Patty Frederickson, Sr. Concurrent Review Nurse	No	Anna Shrode, Health Educator, Oral Health	No
Debbie Teap, Public Programs Specialist	No	Fernando Gutierrez, Health Educator, Disease Intervention	No
Ramiro Zuniga, MD; VP Medical Director	No	Danae Littlefield, PHN, IZ Coordinator	No
Anshul Dixit, MD; Regional Medical Director	No	Denise Kasinger, Program Coordinator, CCS	No
Amber Kemp, Regional VP	No	Marsha Stone, Program Coordinator, CLPPP	Yes
Vernal Shaw, III, Director, Strategic Provider Partnerships	No	Kat Seeba, PHN Supervisor	No
Tiana Arbulu, Regional Program Manager, CalAIM	No		
Anthem Blue Cross			
Desiree Dalby, Program Manager	Yes		
Liz Tullis, FSR Nurse	Yes		
Mark O. Perlas, FSR Nurse	No		
Aura M. Basa, FSR Nurse	No		
Chantal Betancourt, CCS Liaison Nurse	Yes		
Kimberly Kruse, Provider Clinical Liaison	No		
Kaiser Permanente			
Melissa Sutherland, Project Manager, Lead Mental Health & SUD MOU	No		
Anna Yutuc, Managerial Consultant, Medicaid Care Delivery and Operations	Yes		
Melissa Gonzalez, MOU Coordinator	No		
Martin Levario, Senior Account Manager, Contract Manager LHD & WIC MOU Statewide	Yes		
Kelly Ann Hoeft, Local Engagement Team	Yes		

Agenda

Categories	Details	Responsible Party
I.	<p>Introductions</p>	All
II.	<p>MOU</p> <p>APL 23-029 stating the intent behind the required MOUs released by DHCS. This APL addresses DHCS' expectations and oversight of MCP obligations. MCP's are to make a good faith effort to execute MOUs with Other Parties by either January 1, 2024, July 1, 2024, or January 1, 2025.</p> <ul style="list-style-type: none"> • Managed Care Plans to build partnerships with the following Third-Party Entities: <ul style="list-style-type: none"> ○ Local Health Departments including California Children's Services (CCS), Maternal, Child, and Adolescent Health (MCAH), and Tuberculosis Direct Observed Therapy by 1/1/24. ○ County Behavioral Health Departments for Specialty Mental Health Services and Substance Use Disorder Services by 1/1/24. ○ Local Government Agencies In-Home Supportive Services (IHSS) by 1/1/24. ○ County Social Services programs and Child Welfare Departments by 1/1/24. ○ Woman, Infants and Children Supplemental Nutrition programs (WIC) by 1/1/24. ○ Continuum of Care programs by 1/1/25. ○ Area Agencies on Aging by 1/1/25. ○ First 5 Resource Centers by 1/1/25. ○ Home and Community-Based Services (HBCS) by 1/1/25. ○ Justice Departments by 1/1/25. ○ Local Education Agencies (LEAs) by 1/1/25. ○ Indiana Health Services/Tribal Entities by 1/1/25. ○ California Caregiver Resource Centers by 1/1/25. <div style="text-align: center;">  <p>APL 23-029 MOU Requirements FINAL</p> </div> <p>MOU Status Update</p> <p>As a team, we took the time to review the current status of the LHD MOU. Health Net and Kaiser provided their approval for the current language in the MOU, and upon Anthem leadership approval, Desiree will provide the clean copy to initiate the signature process. We collectively agreed to include language that establishes the effective date as the date of signing, with each MCP signatory's date being recorded during the electronic signing process. Additionally, we've set the agreement's term to end on December 31, 2028.</p> <p>Desiree also mentioned that once the LHD MOU is signed, we will use this already scheduled time to discuss the implementation of the MOU.</p>	All
III.	<p>Health Plan Updates</p> <p>Anthem Blue Cross</p> <ul style="list-style-type: none"> • SMART Goal Follow-Up <p>Desiree mentioned the SMART Goal that's been in development by the MCPs and Amador County Public Health. Seeing as our last discussion took place in April, the MCPs have suggested arranging</p>	All

another meeting. This will allow us to confirm our agreement on the SMART Goal and complete the LHJ Collaboration Worksheet, a requirement set by DHCS. Given the recent closure of WellSpace Clinic in Amador County, we have numerous matters to address in our follow-up.

- **CCS: Chantal Betancourt**

Chantal tackled the issues concerning referrals to CCS. She explained that when MCPs receive requests related to CCS eligible conditions—which are carved out of the MCP and redirected to Amador CCS—she has heard from CCS that these requests need to be sent independently. For example, one request sent for inpatient care, then another separate one for specialty care, or ambulance transportation, if necessary.

Denise, the CCS Coordinator, wasn't able to participate in the call today. However, Chris, Denise's supervisor, stated that if they get separate referrals, they will simply add them to the client's caseload. If all the referrals are received together, they process them all at once. Chris also suggested arranging a separate call with Denise, if required.

Health Net

- **CalAIM Resources Flyer**

Lu presented the CalAIM resources and training tools handout. This informative brochure imparts knowledge on how to tap into resources within CalAIM ECM and CS, inclusive of elements such as housing.



24-250 CalAIM
Resources Flyer_MC

- **Health Net Medi-Cal Findhelp Flyer**



hn-medi-cal-findhel
p-cs-flyer.pdf

- **Health Net Medi-Cal Recommendation Postpartum Doula Services Form**



Lu shared the Health Net Medi-Cal Findhelp brochure that details how to gain access to resources in a given county using Findhelp. Input your zip code for your required county, and Findhelp will provide a catalog of resources in diverse categories. Registration by creating a login is necessary for the referral monitor process. Both Health Net and Anthem make use of the Findhelp platform.




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r-recommendation-c

Kaiser

Kelly provided information about Kaiser's comprehensive care certification program, which aims to holistically improve health outcomes by acknowledging social wellbeing and the complex needs of individuals as part of healthcare delivery. An online, self-paced course offering 13 CEUs is available for various health professionals - including, but not limited to, ECM and CS members, CHWs, nurses, doctors, peers, and social workers. The curriculum equips participants with relationship-building tools and addresses gaps in healthcare delivery. To register for the course, a special coupon code must be used.

	<p>She explained that regarding referrals for ECM and Community Supports, KP's 'no wrong door' approach will accept any of the health plan forms. These forms are then processed according to the specific regions within California. Kelly emphasized that they happily provide phone support for submitting referrals, which can also be sent via email.</p> <p>She shared an updated provider list tailored specifically for Amador County, featuring ECM services, CS and benefits for Kaiser Medi-Cal members, as well as transportation services for medical appointments. Information on how to contact and available transportation services, including those with special requirements such as wheelchair van services, is also included.</p> <p>Kelly further discussed opportunities for community-based organizations looking to partner with the Kaiser network, which is facilitated through network lead entities.</p> <p>Chris and Marsha expressed their gratitude for the information and asked Kelly for any Kaiser member-facing flyers that they could distribute, as well as the contact person for Kaiser in Amador County. In response, Kelly suggested using the dedicated Medi-Cal Call Center, staffed by individuals trained to offer round-the-clock phone support.</p> <div style="text-align: center;">  PATH CPI KP Updates_v4_2024.05 </div>	
<p>VI.</p>	<p>County Updates</p> <p>Marsha shared about the new home visitor position.</p> <p>Chris noted that they are in the process of hiring a new person for nutrition education outreach.</p> <p>As for CCS, Chris updated that the county is still awaiting new training requirements from the state. There had been grievances from the counties regarding the lack of onboarding or a contact number to consult a nurse about clients. According to Chris, the state resolved this by mandating a 60-unit training for counties to be certified to implement CCS, but this is all the information he has thus far.</p> <p>The county has made significant strides in the past year by transitioning from paper files to an electronic filing and faxing system, which has significantly alleviated some of the manual workload.</p>	<p>County Team</p>
<p>VII.</p>	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • Kaiser to provide any member facing flyers to the county. • Desiree to follow up regarding harm reduction vending machine in Amador County. 	<p>All</p>
<p>VIII.</p>	<p>Data Exchange</p> <p>Anthem Blue Cross</p> <p>Desiree reviewed the below quarter 2 data report for Amador County.</p> <div style="text-align: center;">  2024-Q2 Amador County PH Data.ppt </div>	<p>Desiree & Lu</p>

	<p>Health Net Lu reviewed the below quarter 2 data sheet for Amador County.</p>  <p>Q2 2024 PH Data Sheet - Amador Cou</p> <p>Kaiser No data to share at this time.</p>	
IX.	<p>Program Updates</p> <ul style="list-style-type: none"> • Family Planning: (not a provider) • TB: no updates, business as usual. • IZ: no updates, business as usual. • STD/HIV: no updates, business as usual. • Billing: The County does not bill Health Net for any services. • MCAH <ul style="list-style-type: none"> ○ CPSP: (not a provider) ○ BIH: (not a provider) ○ POP: (not a provider) ○ CHVP: position open for home visitor. • CHDP: Sunsetting July 1. Health plans working on this transition. • CLPPP • Field Nursing: (not a provider) • CCS 	County Team
X.	<p>Open Forum</p> <ul style="list-style-type: none"> • The next meeting scheduled for September 5, 2024 • Chris asked if after July 1st, will the providers receive a financial benefit in forwarding care coordination forms to Amador County PH? • Chris mentioned the opportunity for Amador PH to become a contracted provider for CHW services, but are concerned about whether they can still bill CMAA? • Chris also shared that the county wants to make sure that the clients being handed off to local nonprofits for ECM are receiving the same quality of care and there is a seamless transition of services. • Chris shared the Amador County Town Hall happening June 13, 2024 5:30-7:30. 	All