

Meeting Minutes



Anthem Blue Cross, CalViva Health, Kaiser Permanente, & Kings County Public Health Department






Meeting Title: Care Coordination Quarterly Meeting
Date/Time of Meeting: 05/22/2024 – 10:00-11:30 AM
Frequency: Quarterly
Location: Virtual meeting

Meeting Leader: Lali Witrigo (Anthem) and Rosy Martinez Urueta (CalViva)

Anthem Blue Cross	Yes/No	Kings County Public Health Department	Yes/No
Chantal Betancourt, Manager, CCS	No	Araceli Gomez, HE, Oral Health	No
Cheryl Laundry, Program Manager, CalAIM	No	Czarina Marasigan, PHN DM, MCAH/CPSP	Yes
Jaime Kong, Manager, Case Management	No	David Long, Program Manager, Contracts	Yes
Janet Holme, Facility Site Review	No	Everardo Legaspi, Assistant Director, ACE's	No
Kimberly Kruse, Provider Clinical Liaison	Yes	Gina Rodriguez, PM, Equity & Accreditation	No
Lali Witrigo, Program Manager, County Mngt	Yes	Heather Silva, Assistant Director	No
Liz Tullis, Facility Site Review	No	Maria Alvarez, Medical Biller	Yes
Mark Perlas, Facility Site Review	No	Maricela Castellanos, SPHN, STD, TB, IZ, CD	Yes
Mary Crandall, Manager, Quality Management	Yes	Marjorie Batin, SPHN, Oral Health, CHDP, CCS, FC	Yes
Maryiat Yerosyan, Telehealth Programs	Yes	Melissa Kevorkian, Office Assistant, P&P	Yes
Tanya Gonzalez, Provider Experience Manager	No	Miriam Morales, MCAH – CPSP Coordinator	No
Valerie Taylor, Provider Experience Manager	No	Nicholas Montoya, Program Manager, ELC	Yes
Will Sanchez, Community Outreach Representative	Yes	Nichole Fisher, SPHN, MCAH, CPSP, HIV	Yes
		Rhonda Baxter, Administrative Support	No
CalViva Health	Yes/No	Rose Mary Rahn, Director of Public Health	No
Betty Thao Cha, Public Programs Specialist	No	Sharon Soong, PHN, CD	No
Connie Lowe, Manager, Public Program / CCS	No	Thomas Brand, Nutri Svs. Manager, WIC Dir	Yes
Dara Lee, Public Programs Specialist, CCS	Yes		
Gloria Beyam Valenzuela, Director, UM	No	Kaiser Permanente	Yes/No
Patricia Frederickson, Manager, Prio Auth/Concur Rev	No	Anna Yutuc, Consultant, MOU Coordinator	Yes
Rosy Martinez Urueta, Community Liaison	Yes	Emely Arienza, Consultant	Yes
		Shahzad Dhanani, Regional Director	No
		Lindsey Ball, Consultant, PHM Implement	No
		Andrea Martinez	No
		Kelly Ann Hoeft, Local Engagement Consultant	Yes
		Martin Levario	Yes
		Giselle Fernandez, Consultant, MOU Implement	Yes
		Melissa Gonzalez	Yes
		Emily Sindon	Yes
		Roger Tang, Program Manager	Yes

Categories	Details	Responsible Party
I.	Welcome Lali welcomed everyone to the meeting and self-introductions proceeded.	ALL

<p>II.</p>	<p>MOU</p> <p>Anthem Blue Cross Lali shared the following updates:</p> <ul style="list-style-type: none"> ○ LHJ MOU under review by KC DPH. ○ KC DPH WIC MOU with County Counsel. ○ New MOUs will supersede existing MOU once executed. <p>CalViva Health Rosy confirmed the following:</p> <ul style="list-style-type: none"> ○ New MOU Templates released by DHCS and under review. ○ WIC MOU Template released by DHCS and under County Counsel review/approval. ○ New MOU will supersede existing MOU once executed. <p>Kaiser Permanente Anna reported MOU updates are the same for KP. Kelly provided the following resources via email.</p> <ul style="list-style-type: none"> ○ KP 24/7 Designated Medi-Cal Line: 1-855-839-7613 (request to speak to Medi-Cal trained agent) ○ KP Medi-Cal Programs (ECM, CS, CHW): CalAIM Programs in California Kaiser Permanente ○ KP Medi-Cal Continuity of Care: Learn about CA Medi-Cal Continuity of Care Kaiser Permanente ○ KP self-service Community Resource Directory: KP.org/communityresources <ul style="list-style-type: none"> ○ 1-800-443-6328 Toll-free number to speak with a resource specialist (M-F, 8a-5p local time) ○ KP Transportation Services at 1-844-299-6230 ○ KP additional transportation services (non- emergency; wheelchair van services, gurney van services, or other special transportation) 1-833-226-6760. <p>Discussion</p> <ul style="list-style-type: none"> ○ Rosy inquired regarding need for reoccurring meeting to review LHJ MOU. ○ Czarina shared she will be coordinating a meeting with the MCPs to discuss the MOU and specifics related to TB. ○ Lali and Rosy requested confirmation regarding TCM. Czarina confirmed Kings County does not offer TCM. ○ Czarina and David requested confirmation on POC from the MCPs. Lali is POC for Anthem, Rosy for CalViva, and Anna Yutuc and Emely Arienza for Kaiser. ○ Czarina will be reaching out to the MCPs POCs to coordinate an MOU review meeting. ○ David reported that for the WIC MOU, county counsel requested the addition of the definition of LHJ. David will make the edit and send out to the MCPs for final reviews and upon approval will send for MCPs signatures. 	<p>MCPs</p>
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<p>III.</p>	<p>Health Plan Updates</p> <p>Anthem Blue Cross Lali reported on the following:</p> <ul style="list-style-type: none"> ○ Anthem partnering with Public Health around PHM support and funding related to the CHA/CHIP and SMART goal alignment across MCPs. ○ Lali also shared the following links and encouraged everyone to visit these for complete details on: Medi-Cal Renewal – DHCS Dashboard https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx#Enrollment and Full Scope Medi-Cal Expansion for Adults Ages 26 through 49 regardless of immigration status https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx <p>CalViva Health Rosy shared the following resources:</p> <ul style="list-style-type: none"> ○ CalAIM Resources and Tools in One Central Place  24-248 CalAIM Resources Flyer_CVH_ ○ Post Partum Doula Services Recommendation Form  hn-calviva-member-recommendation-doul. ○ Dara also shared the Case Management (CM) referral form available should individuals need CM specially those transitioning / aging out of CCS.  Care Management Referral Form - CalViv <p>Kaiser Permanente Anna reported no additional updates and Kelly highlighted the following:</p> <ul style="list-style-type: none"> ○ Complex care certificate program available for front line staff. The coupon code is kp2024. Refer to attached documents.   Complex Care Certificate for KP SafeComplex Care Certificate training ove 	<p>MCPs</p>
<p>IV.</p>	<p>County Updates</p> <ul style="list-style-type: none"> ○ David reported Public Health is going to be at a temporary building for about 6-8 months until a permanent location is determined. This is due to the recent fire in the building. ○ Czarina and David mentioned David will be sending a list of CHDP providers trained by the CHDP staff. ○ Nichole reported that the fire also damaged the PH Lab / equipment. For now, specimens are being sent to the Tulare PH Lab for testing. Will provide an update on the Lab status at the next meeting. 	<p>Kings County Team</p>

V.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> ○ Anthem’s WIC funding. Tommy reported the funding has been received after addressing issues related to the check being lost. ○ Lynn to communicate with Marjorie Batin regarding Kaiser’s CCS point of contact. Anna will follow with Marjorie as Lynn is no longer with Kaiser. ○ Lynn and Dara will communicate with Marjorie and provide the point of contact for the CHDP program trainings. Marjorie provided training information to Dennis Perlas at Anthem and Annette Steele at CalViva. Anna will communicate point of contact to Marjorie. ○ Lynn to provide Kaiser’s point of contact for claims/billing to Maria. Anna will communicate with Maria Alvarez. 	ALL
VI.	<p>Care Coordination</p> <ul style="list-style-type: none"> ○ None 	ALL
VII.	<p>County Program Updates</p> <p>ACEs Aware – Gina</p> <ul style="list-style-type: none"> ○ No updates. <p>ELC (Enhancing Laboratory Capacity) – Nicholas</p> <ul style="list-style-type: none"> ○ Laboratory is currently down due to the fire and the department is evaluating capacity to ensure services such as surveillance and testing continue. ○ Have some agreements on CHW expiring however some are continuing such as the one with Tachi Tribe and will probably be taking this to the board next month. ○ Also extending agreements with Aria and United Health Center. <p>CCS – Marjorie</p> <ul style="list-style-type: none"> ○ Still waiting and monitoring the DHCS website for the CCS MOU release though acknowledge the focus on the whole child model counties. Concerned regarding the authorization turn around if the state reverts the counties back to fully dependent county status. Date still to be determined for 2025. ○ Also shared concern and need for transportation for members appointment out of the county. <i>Requested for MCPs to share transportation information. Anthem’s transportation information available on the quarterly report. CalViva and Kaiser to provide resources.</i> ○ Reported the program is down two staff. Currently have a physical therapist but now occupational therapist and down an office assistant. <p>CHDP – Marjorie</p> <ul style="list-style-type: none"> ○ List of providers trained on the various CHDP related training provided to Anthem and CalViva. Will provide to Kaiser pending point of contact information. ○ Marjorie and Maria are the only two staff in program and have been conducting site reviews at the clinics to ensure compliance with CHDP. ○ Have one new provider sites, United Health Center in Hanford. ○ Hoping for a smooth transition to the Children’s Presumptive Eligibility (CPE) program upon the CHDP program ending on June 30, 2024. ○ Anna requested clarification regarding the information provided to Anthem and CalViva. Marjorie stated she has shared a list of providers that received various CHDP trainings from the CHDP program, e.g., audio metric screening. Marjorie also mentioned the counties have developed some training slides and might be able to share if interested. 	Kings County Team

MCAH – Nichole

- Considered the MCAH director and has oversight of the home visiting programs. One of these programs is the Parents as Teachers Program which was started prior to COVID yet put on hold due to lack of capacity. Have now hired Veronica Garcia as the Program Manager to run this program. She is currently attending an MCAH conference and will probably attend and provide updates at future meetings.
- Also have home visitation program through CalWORKs which Veronica will also oversee.

CPSP – Nichole for Miriam

- Convening Lunch Box Sessions for providers. April's topic was on chronic health conditions. Session focused on nutrition related to heart disease and diabetes.
- Will be partnering with WIC to provide information to parents about nutrition and chronic conditions.
- Sent out letter to providers on perinatal infant initiative and Aria responded with interest. Looking to plan a media campaign on how to prevent preterm birth.
- Have an opening for a CPSP nurse.
- Currently, health educator, Jessica, conducts activities such as SIDS awareness, preventing preterm birth, etc.

Oral Health – Marjorie for Aracelie

- Arcellie and Jessica are in San Diego attending a UCSF training.
- Dr. Nieblas from Aria Community Health is supporting the oral health efforts and very active on the oral health coalition. She is helping to educate the community on the importance of preventative oral health and preventative dental exams.
- Managed care plans are welcome to become part of the oral health coalition. Connect with Marjorie is interested in joining.
- Goal of program is to increase awareness of oral health to improve oral health and encourage medical and dental connections.
- Another main goal is to increase kindergarten oral health assessments. Had Smile California van in Avenal in April and was a great success. Provided dental exams and full services to individuals at no cost.
- Currently looking for a FQHCs to partner with schools to provide the kindergarten oral health screenings. This is a five-minute screening followed by referral to a dental provider as needed.
- Nicholas mentioned FQHCs are limited in terms of their billing since they are required to provide the services within their facility and not outside such as at a school site and wonder if the MCPs might be able to support with funding.
- Emily Sindon from Kaiser shared she is the dental liaison for the LHJ and stated MCPs only covers sedation or deep sedation when provided by a medical anesthesiologist at a facility. All dental services should be covered and billed to Denti-Cal.
- Marjorie asked regarding steps to take in the care where a child required lots of dental work and their dental provider is not contracted with an anesthesiologist. Emily mentioned that in that case, they can reach out to the MCP to request coordination for the anesthesia part of the treatment.
- Mary inquired if the oral program offers fluoride varnish trainings for providers.
- Marjorie mentioned staff previously provided the fluoride varnish training however have not been able to do so recently due to multiple programs being covered. Currently have health educator who can provide the training and would need to coordinate as needed. This is part of the oral health program objectives.

- Mary also shared that Anthem has a dental hygienist consultant, Rhoda Gonzalez, and can also offer support with fluoride training for providers' staff. Providers' MA for example can also apply fluoride to members two times in between their dental appointments. Mary mentioned Rhoda has reached out to some of the providers and Kings and is available to provider trainings.

HIV – Nichole

- Social worker conducting community presentation on HIV program to include available services, e.g., housing, assistance with medications, etc. Cindy, SW, is very knowledgeable and very supportive to the people enrolled in the program.

STI – Nichole

- STI testing not currently being offered as lab was affected by the fire. Developed a list of providers and referring individuals to their PCPs and surrounding clinics. Running into issues for STI case management as some providers are not sending over the CMR forms to report positive results. Working on letter to providers to remind them of the importance of the CMR report.
- Shared feedback provided by the California Health Collaborative regarding the conversations with Anthem around vending machines with hygiene products and STI kits and requested an update as Kings is really interested in this.
- Lali shared she is connecting with the Central California Safety Opioid Coalition to find out if additional funding provided by Anthem for vending machine still available. *Lali will connect with Maricela following confirmation.*

TB – Maricela

- TB testing was also affected by the fire and are currently limited in terms of TB skin tests and referring out for x-rays.
- Requested list of MCP contracted labs to guide the referral to outside labs for Anthem, CalViva and Kaiser members. *The MCPs will look into this and provide a list to Maricela.*

IZ – Maricela





- Will begin outreach to local schools to coordinate the provision of immunizations at the school sites. Continue offering immunizations at public health and working to shift this to the new location once programs/staff are relocated due to the fire.
- Have seen an influx of newly arrived immigrants seeking immunizations in order to get the children enrolled in school.
- Inquired if individuals can get retroactive Medi-Cal to cover these and other services. Emely Arienza with Kaiser confirmed Medi-Cal does allow three months of retroactive services and individuals can make that request to their local social services department upon completing their application.

WIC – Thomas

- Confirmed receipt of Anthem funding and reported the baby showers are coming along great.
- Mentioned case load increase by one hundred participants.
- Will be adding new staff and starting participation in outreach events.

LICN (Local Indigent Care Need) – Lalo

- No updates.

<p>XI.</p>	<p>Data Exchange</p> <p>Anthem Blue Cross:</p> <ul style="list-style-type: none"> ○ Lali presented on Anthem’s Membership, Transportation, LiveHealth Online, Redetermination Awareness, and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports resources. Anthem Data Report Kings County PH – Q2 2024. <p></p> <p>Anthem Data Report Kings County PH_Q2 2</p> <p>CalViva Health:</p> <ul style="list-style-type: none"> ○ Rosy reported on CalViva’s Enrollment Numbers & Transportation Utilization Data. See CalViva Health Data Report – Kings County PH – Q2 2024. <p></p> <p>Q2 2024 PH Data Sheet - Kings County.l</p> <ul style="list-style-type: none"> ○ Marjorie inquired regarding origin of CCS eligible members for CalViva. <i>Dara mentioned these might come from the State and will provide confirmation to Marjorie.</i> <p>Kaiser Permanente:</p> <ul style="list-style-type: none"> ○ Kelly shared information on their Complex Care Certificate Training program. Refer to attachment for complete details. <p> </p> <p>Complex Care Certificate training ov Complex Care Certificate for KP Safe</p>	<p>Lali/Rosy</p>
<p>XII.</p>	<p>Open Forum</p> <p>Next Meeting:</p> <ul style="list-style-type: none"> ○ 2024 Meeting Series. <ul style="list-style-type: none"> ▪ August 14, 2024. ▪ November 13, 2024. 	<p>ALL</p>