



Medi-Cal Managed Care Quarterly Meeting Minutes

Date:	Wednesday, May 8, 2024	Time:	11:30AM to 1:00PM
Meeting:	Medi-Cal Managed Care Quarterly Meeting Microsoft Teams Need help? Join the meeting now Meeting ID: 260 267 671 222 Passcode: cS63VB Dial-in by phone +1 323-488-2458,949543189# United States, Los Angeles Find a local number Phone conference ID: 949 543 189# For organizers: Meeting options Reset dial-in PIN	Location:	Online meeting / Microsoft Teams
In attendance for Public Health:	Diego Casillas, Angela Castro, Elsa Estrada, Jasmine Gallegos, Lori Gardner, Sandra Hishida, Emily Hudak, Christopher Jones, Richard Kaz, Melanie Magalued, Tiara Munoz, Minh Nguyen, Dr. Simon Paul, Natalie Stein, Brenda Vargas		
In attendance for Anthem Blue Cross, CalViva Health, Kaiser Permanente:	Anthem Blue Cross: Stefanie Castro, Jamie Kong, Kimberly Kruse, Cheryl Laundry, Lori Olivero, Liz Tullis, Lali Witrago CalViva Health: Sukhvir K Gill, Connie Lowe, Rosa M Urueta Kaiser Permanente: Arif U Shaikh		
11:35 AM	WELCOME <ul style="list-style-type: none"> Lali welcomed everyone, and all new members introduced themselves. Cal-Viva was recognized for providing lunch. 		Lead Person: Lali / Lori
11:35 AM	PROGRAM UPDATES Administration – Dr. S. Paul <ul style="list-style-type: none"> There is a provider who would like to get specialized in both sleep and primary care, but the Medi-Cal IPAs will only allow them to practice one specialty or the other. With the shortage of sleep providers in Madera, it would be good if the managed care plans could possibly look in to allowing them to practice both. Representatives from all managed care plans committed to speaking with that provider, if needed. A \$10 million grant for a “Climate Resiliency Center” has been obtained. The new building will serve as an emergency shelter, a cooling/heating center, will include a kitchen for health education programs, and will also serve as an alternative workspace. 		All



CCS (California Children Services) – Angela, Lori

- **Angela:** Current caseload: 1,700+. A decrease in cases is expected, upon resuming the Annual Medical Reviews.
- Case complexities have been stable, but that is expected to change a bit during the summer, as more outdoor accidents tend to occur.
- One half-time nurse is out on maternity leave, leaving 2 full-time CCS nurses, plus the Supervising PH Nurse.
- The 3rd annual CCS Transition Fair went very well. It was held outdoors this year, and during the work week, which seemed to attract more traffic. The Transition Fair allowed the opportunity for other PH programs and outside vendors to provide education to the community.
- **Lori:** The Medical Therapy Unit (MTU) is now without an Occupational Therapist. OT treatment will be referred out to Valley Children’s Hospital until another therapist for MTU can be found.
- MTU is now starting to bill Medi-Cal for services.
- MTU services at the Coarsegold satellite center will resume in August, as the need for services during the summer tends to be low.

Vitals – Minh

- February certificates: 3 birth, 283 death, and no fetal.
- March certificates: 0 birth, 271 death, and no fetal.
- April certificates: 1 birth, 201 death, and no fetal.
- The certificate assignments appear to average the same as the previous quarter.
- A decrease in certificates did occur after the hospital closure, as more births and deaths were likely registered outside of Madera County.
- Currently working with Informatics team to be able to implement appointment scheduling online.
- A drop in staff from full-time to half-time took place with Christina Richardson, who is now half-time Vitals and half-time MCAH. Vitals staff is now also assisting with PH department-wide phone calls.

CD/HIV – Minh

- The “Take Me Home” program has now been in effect for the past 2 months or so, and is sponsored by the State (CDPH). The program consists of a home collection STI/HIV test kit provided to all Madera residents, 18 years or older, who have not had a recent STI/HIV test. The client collects the specimen and mails it back in, with the option to check the results online. If there is a positive result for STIs, the client can then show the result to their PCP or use a listed clinic facility (including Madera County PH), in order to get treatment. The program is expected to be sponsored through December of this year. 9 kits have been ordered so far.



- Currently in the contracting phase for HIV PrEP-AP. This phase can last between 3 to 6 months. Once contracted, enrollment and clinical services can be provided. An application for an HIV grant that will help support the HIV PrEP-AP roll-out has been submitted.

EPI – Minh

- The Waste Water Surveillance program has been extended until the end of summer of 2025. It was originally set to end in January of this year, but additional funding came through. The program helps detect the activities of waste water, and to know what emerging infections to be concerned about.
- The Syndromic Surveillance program is making progress. Camarena has shown interest in onboarding. They are in the validation phase and are very close to completing onboarding of their 3 urgent care facilities. Valley Children’s Hospital has also shown interest and will hopefully begin the onboarding process soon.
- Madera County is now a CA Violent Death Reporting site. With the collaboration of the sheriff’s and coroner’s offices, this will now allow EPI to have a better sense of the circumstances surrounding a violent death, such as homicide, suicide, or mass casualties. The information can potentially help identify where more preventive help can be useful (for example, preventive care for mental health).
- Although the Community Health Assessment (CHA) was published in May of last year, new data collection will be taking place that will focus on community-based organizations, rather than community leaders. The data collection should be completed by November of this year, and any updates will be posted by next summer.
- A Health Care Continuum assessment project will be taking place. The purpose will be to assess how all health care infrastructures (hospitals, clinics, specialists, labs, etc.) interact, and to detect any gaps in care.
- A CA Epidemiologic Service Fellow will be starting in July, and will assist for 1 year.

CHDP (Child Health and Disability Prevention) – Sandra, Lori

- **Sandra:** The program will be sunsetting on 6/30/24.
- 30 referrals were received during the last quarter.
- Ongoing facility and medical record reviews for our provider offices; 6 were completed last quarter, with 4 more coming up.
- Outreach continues via the Mobile Team and physician facility visits.
- **Lori:** Currently in the process of setting up meetings with the health plans, to ensure a smooth transition out of the program. Gateway providers will be grandfathered into being Childhood Presumptive Eligibility Providers, but will still require training for Medi-Cal billing.



Clinic – Dr. S. Paul

- Due to the PH building remodel, PH clinic services may be relocated for up to a year. An alternate location has not yet been finalized.
- The Mobile Team continues to do well and has been able to detect a fair number of STI diagnoses through testing. The Mobile Team is currently trying to mirror most of the services provided at the PH clinic.
- The remodeled clinic in Oakhurst may be able to allow for HIV/HIV PrEP/STI services, for residents of that area.
- PH has been approved to re-start as a Family PACT site, and will do so as soon as a plan for re-opening has been finalized.

Fiscal – Richard

- MOUs between Madera County and the managed care plans are in the works. Because of this, a notification was received from the Department of Health Care Services (DHCS) giving preliminary approval for our annual participation in the Targeted Case Management (TCM) program.



TCM-MOU-Templat
e.pdf

- Training was received last week, regarding Medi-Cal administrative claiming. This week another training will be provided, related to best practices when working with the Medi-Cal managed care plans. The trainings are being provided by consulting firm, Health Management Associates, and will help in understanding the language of the MOUs that are in process.
- A \$10 million grant was recently received and will be used for the purposes that Dr. Paul described earlier.

Community Wellness - Tiara

- **DPP (Diabetes Prevention Program)**
 - A new cohort will be starting in July. A new funding source from the CA Department of Public Health (CDPH) will assist with focusing on Type 2 diabetes, specifically. Services will also be expanded into the city of Chowchilla.
 - Since we were able to help set up the Camarena clinic as a Diabetes Self-Management Education and Support (DSMES) site, we will be working on setting up another accredited site. Ideally, setting up DSMES/DPP through local pharmacies would be great, with the hope of having that pharmacy reach out to the Chowchilla Women’s Prison.
 - The infrastructure of community health workers to build sustainable DPP/DSMES practices is being looked at. Different community mediums and resources are being considered (i.e.: churches), while ensuring that barriers to care are still being addressed.



- Future mobile events are in the works, with a focus on outreach, screening, and referrals.
- **Oral Health**
 - The Oral Health Needs Assessment is currently in progress. The assessment will help address immediate community needs as it relates to oral health, as well as any barriers to care.
 - Continuing to provide education on establishing a dental home and how to get connected to providers via their Denti-Cal plans. Education is being provided via schools, parent resource centers, and through our Mobile Team.
- **CFHL (CalFresh Healthy Living)**
 - Building out an enhanced pantry at Madera Community College, and looking for more sites to connect residents to nutritious foods.
 - The Farmer’s Market will be starting up in the summer (dates/times will be provided upon finalizing them).
- **Tobacco Prevention**
 - Continuing to work on creating smoke-free spaces for multi-unit housing by building out ordinances and policies around smoke-free spaces.
 - Would like to connect with the health plans, to see what services are offered, as there are no in-person tobacco cessation programs within Madera County, and because smoking is considered an addiction that could require additional help and education.
- **PREP (Personal Responsibility Education Program)**
 - Continuing to provide resources to the students within Chowchilla High School, the foster youth at the Department of Social Services (DSS), and the youth at the Juvenile Detention Center.
 - Continuing to look towards expanding support or services to areas where sexual health education could be needed.

CLPPP (Childhood Lead Poisoning Prevention Program) – Sandra, Elsa

- **Sandra:** Current caseload: 185. 7 cases are full-State cases, while the remainder are either basic or potential.
- The Transition Fair went well. Many in-person surveys were completed, related to a better understanding of lead in the environment.
- 2 recalls are currently in place for high lead levels: (1) a Vietnamese hemorrhoid cream that caused the death of a user, and (2) “chapulines” (grasshoppers), which can be a delicacy in some households. Information about the recalls has been provided to CLPPP families and local clinics.
- Approximately 800 brochures were distributed.
- The Mobile Team continues to provide outreach on CLPPP’s behalf.
- **Elsa:** A State site visit took place in March, which went very well. Much praise was given about the management of the CLPPP program.
- A State meeting is coming up, in which it will be asked how the sunseting of CHDP will/may affect CLPPP case management and education.



MCAH (Maternal, Child, and Adolescent Health) – Natalie

- Working on finishing up the Five Years Needs Assessment. Sylvia (nurse) and the PH epidemiologists have been working on surveys, key informant interviews, and data collection. A summary should be available in the next month as it relates to the five domains of child, infant, maternal children with youth, adolescents, and special health care needs.
- The Healthy Families America home visitation programs will be up for reaccreditation between July 28th of this year through July 30th of 2025, and will consist of completing a self-study, gathering reports, policies and procedures, and health equity plans. There will be 2 HFA peers coming out for 3 days to assist with the reaccreditation plan.
- Due to a lot of outreach, the caseload is almost at capacity. There are only a few spots left on the Adolescent Family Life program and in the Cal-Works Healthy Families America program. Program availability only tends to be created upon graduating a client from one of the programs.

Operations – Christopher

- **I.T.**
 - Finalizing the Information Security Plan Policy. This policy defines the technical controls and security configurations for users and administrators that are required to be implemented, in order to ensure the integrity and availability of the data environment the department.
 - The PH Sharepoint site went live on May 2nd.
- **Mobile Health**
 - Hosted a “One Stop Shop” (OSS) at Fairmead Elementary School on February 29th. Services provided include: STI testing, VFC vaccines, TB waivers, Narcan training, and referrals to Medi-Cal. The next OSS will take place on May 30th in North Fork.
 - Partnered with the Food Bank to distribute food boxes, as well as hosting other vendors and programs such as: WIC, Oral Health, Tobacco, Behavioral Health, CPS, Health Navigators, CAP-MC, Cal-Viva, Anthem Blue Cross, CVOC, Camarena Health, and Fresno State mobile team.
 - 418 clients were served between February and April, with an average of about 139/month.
 - A new Health Education Specialist has fully onboarded as of March, and will be leading the second team.
 - A new sanitation station is currently under construction, which will include a shower and a restroom, to be completed and received sometime this year.
- **Informatics**



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- **Patagonia:** EHR referrals (forms) have been fully implemented for DPP, MCAH, WIC, and Medi-Cal. Working on implementing EHR referrals for PH Clinic, HIV, and CD.
- The Quest interface has been fully implemented. PH Clinic staff is now able to submit orders through Patagonia or print the requisition labels for the collected specimens.
- **Paperless Project:** Working on transitioning to paperless workflows, which will soon be established through Laserfiche. MCAH is currently modifying their workflow to be fully digital, while Vitals is scanning and creating forms, and CD is archiving files.
- **Billing:** The DPP application for billing Medi-Cal was approved, and just waiting on the new DPP cohort.
- The self-pay fee schedule is being updated and pending a Board date, as well as the Sliding Fee Scale.
- MBS was approved at the Board, and the next step is to provide training. MBS will take over scrubbing, onboarding of private insurances, and will assist with the contracting of different medical groups.
- An ERA for HealthNet will be completed and submitted.
- Family PACT and Every Woman Counts have been approved.
- The Medicare application has been approved.
- **Capital Projects**
 - 2 interns had been brought on to assist with some of the projects. One intern is currently working on creating a Story Map on the One Stop Shop through Mobile Health. The other intern is assisting with the Referral and Resource Directory project, relating to the buildout of the EHR referrals. Both internships will end on May 17th.
 - A relocation site for the PH Clinic has been identified, during the Building A Tenant Improvement (remodel) project, which is set to begin between July and August.
 - The launch date for the Oakhurst Government Building is set for June 3rd. It will host WIC and Clinic services starting in July. Clinic services will be held every 3rd week of the month, on Tuesdays and Fridays, and lab services will be held every other Monday.

WIC (Women, Infants & Children) – Diego (updates were given as provided by Ilse and Alma from WIC)

- Current participants: 7,770.



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- The Farmer’s Market will begin on June 13th. 1,000 Farmer’s Market booklets with a \$30 value will be distributed to Madera WIC participants. Last year’s redemption rate was just above 90%.
- In the process of switching to a paperless fax system (eFax).
- A move from the current Oakhurst location to the new location will take place on June 2nd and 3rd.
- There will be a caseload increase of 190 more participants by this summer, to catch up with the increase of participation.
- Participating in the “Books 4 Kids” program, which will allow the distribution of books to Madera WIC families. This will be to promote literacy and reading habits as a family, geared towards children 1 year and older.

APS (Adult Protective Services) – Melanie

- One half-time nurse is currently on maternity leave.
- Requests for home visitations with nurses have stabilized.
- Currently in the planning stages for Elder Abuse Awareness, which happens in June. A resource fair will take place for elders, dependent adults, and caregivers. There will be a big focus on IHSS providers and connecting clients to them. Partners from Community Wellness and Mobile Health will also be participating. The fair will be taking place on June 12th.

Foster Care – Emily H, Elsa

- **Emily H:** Caseload: 349 medical, 208 under investigation, with 27 psychotropic medication cases.
- Current staff: 3 full-time nurses; 1 PH educator.
- With CHDP now sunsetting, Foster Care will be its own stand-alone program. The State has finalized a draft of the re-writing of the program manual, which has been sent out to the nurses for review. Otherwise, further guidance is being awaited (from the State).
- Home visitations (for education) are very busy.
- Working on getting better and more timely medical and dental preventive care for the FC youth.
- **Elsa:** Working with DSS and the nurses on how job duties will be reported to the State.
- With the hospital now closed and with a lack of dental providers in the county, the nurses are doing whatever possible to improve the number of medical and dental well-child exams. One idea is to collaborate with the Mobile Team in possibly getting these exams completed.

12:30 PM





HEALTH PLAN UPDATES

Anthem Blue Cross

**Lead Person:
Lali Witrago**



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	<ul style="list-style-type: none"> • MOU <ul style="list-style-type: none"> ○ New MOU Template released by DHCS and under review by MCDPH. ○ Pending discussion with MCDPH WIC on WIC MOU. ○ TCM MOU Templates released by DHCS. ○ New MOUs will supersede existing MOU, once executed. • Updates <ul style="list-style-type: none"> ○ Medi-Cal Renewal – DHCS Dashboard ○ Population Health Management • Madera County Q1 2024 Report <ul style="list-style-type: none"> ○ Membership, transportation, LiveHealth Online, redetermination awareness, and CalAIM Enhanced Care Management / Community Supports resources. Anthem Data Report Madera County PH – Q1 2024. <div style="text-align: center;">  Anthem Data Report Madera County PH_C </div> 	
<p>12:40 PM</p>	<p>CalViva Health</p> <ul style="list-style-type: none"> • MOU <ul style="list-style-type: none"> ○ New MOU Templates released by DHCS and under review by MCPH. ○ WIC and TCM MOU Templates released by DHCS, waiting on how to proceed. ○ New MOU will supersede existing MOU once executed. • Updates <ul style="list-style-type: none"> ○ CalAIM Resources <div style="text-align: center;">  CalViva 24-248 </div> ○ CalAIM Resources Fly ○ Post Partum Doula Services Recommendation Form <div style="text-align: center;">  CalViva hn-calviva-member-i </div> • Madera County Q2 2024 Data Sheet <ul style="list-style-type: none"> ○ Enrollment Numbers & Transportation Utilization Data. See CalViva Health Data Report - Madera County PH MOU. <div style="text-align: center;">  CalViva Q2 2024 PH Data Sheet - Madera </div> 	<p>Lead Person: Rosa Martinez Urueta</p>



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SARA BOSSE
Public Health Director

SIMON PAUL, M.D.
Health Officer

<p>12:50 PM</p>	<p>Kaiser Permanente</p> <ul style="list-style-type: none"> • Updates <ul style="list-style-type: none"> ○ ECM CS Slide Deck <div style="text-align: center;">  <p>KP 4-23-24 ECM CS - Fresno Kings and N</p> </div>	<p>Lead Person: Arif Shaikh</p>
<p>12:55 PM</p>	<p>Follow-Up items:</p> <ul style="list-style-type: none"> • MOU for Medi-Cal Managed Care Plans and WIC released. Lali to send MOU draft and schedule meeting with WIC staff to review. 	<p>All</p>
<p>1:00 PM</p>	<p>Meeting Dates:</p> <ul style="list-style-type: none"> • Wednesday, August 14, 2024 (virtual) • Wednesday, November 13, 2024 (virtual) 	<p>All</p>