
 Agenda/Meeting Notes	<u>Anthem, San Francisco Health Plan, & San Francisco Public Health Department</u> Meeting Title: Q2-2024 SF Public Health MOU Meeting Date/Time of Meeting: 5/14/24 –11:00-12:00PM Location: MS Teams Frequency: Quarterly Dial in:		
Meeting Leader:	Kalil Macklin, Anthem & Anh Huynh, San Francisco Health Plan		
Anthem	Yes/No	San Francisco Public Health Department	Yes/No
Kalil Macklin, PM County Account Manager	Y	Aline Armstrong, Dir. MCAH	Y
Alana Pfeffinger, RPM CalAIM		Jenny Lopez, MCAH Coordinator	Y
Dieumi Nguyen, RPM Doula Program	Y	May Bosco, Dental Hygienist CHDP	Y
Janet Paine, Program Director	Y	Kimberlee Pitters, Children’s Medical Svc. Dir	
Minakshi Sharma, Facility Site Review Nurse	Y	Liliana Ocegueda, Perinatal Svc Coord, MCAH	Y
Patricia Lacanfora, BH Case Manager	Y	Marisel Brown, Population Health Division	
		Priti Rane, Director of Nutrition Services (WIC)	
		Margaret Suda, Charge Nurse CHDP	
		Michelle Barbary, FCS Nursing Unit Senior Charge Nurse	
		Tiffany Reyes, FCS Nurse Manager	
San Francisco Health Plan	Yes/No		
Anh Huynh - Children and Family Senior Program Manager, Population Health	Y	Victoria Lopez, CCS Nurse Manager	
John Bhambra – Director, Regulatory Affairs		Ameerah Thomas, QI Coordinator	Y
Edwin Poon – Health Services Officer		May Bosco, DPH	Y
		Sophia Carrillo, MCAH Family Planning Coordinator	Y
		Margaret Buckwalter, CHDP Nurse Manager	Y
I.	<u>Introductions</u> -		All 5 min
II.	<u>MCP Joint Updates</u> MCAH Needs Assessment 5/7/24 <ul style="list-style-type: none"> • Thank you MCAH team for hosting and sharing such great information. • It was great to see everyone in person and we look forward to the root cause analysis meetings. MOU: Link to all DHCS MOU Templates APL: Link to APL 23-029 <ul style="list-style-type: none"> • Kathleen Abanilla-Huynh is leading MOU for LHD • SFHP and Anthem are meeting Mondays weekly to review with Kathleen • CCS and MCAH have reviewed their sections, Kathleen is waiting for the other programs to review • WIC MOU content has been added to the LHD MOU – see draft 3.20.24 		All 25 min



LHD-WIC MOU
Anthem San Francisco

	<p>LHD-WIC MOU Anthem San Francisco</p>	
<p>III.</p>	<p>Public Health Program Updates:</p> <p>Staffing Updates:</p> <ul style="list-style-type: none"> • CCS: Filling Positions currently (Biller and Clerk). Start dates before Mid-June. • CHDP: Program still transitioning for sunset of program. 6/30. We are hoping that many of the staff can be absorbed by MCAH. We have time to work on our budget. Temporary positions will be impacted more than permanent positions. • CCHP: Recently filled vacant position for Public Health Nurse. • MCAH/CPSP: CPSP Transitioning. that work is transitioning over to MCPs and we're holding it in limbo at the moment. Currently helping internally at the San Francisco Health Network with the CALAIM works. Pregnant population of focus, we are trying to figure out how we can include more enhanced case manager programs. • BIH: still have vacancies. Coordinator Role, Clerical Role. Working in adding Community Outreach Liaison role. Added Family Health Advocate (Social Worker) • SIDS: individual who's leading that work is out of the office right now but will return soon. She's the individual who supports the programs with well, childcare sides and individuals such as black infant health with safe sleep measures and then working on preterm birth reviews as well. • IZ/HIV/STD/TB/COVID: No Update • WIC: Continuing to provide services to over 13,000 moms, babies, and families. Working hard to meet deadlines. Understaffed, working closely with HR to fill vacancies. Coordinating moving to different sites or transitioning from a site they had, making sure that those needs are met. • FC: serving approximately 1,100 foster children and youth. • Family Planning Program: New Family planning team program staff Doctor Martin Escandon, reproductive health provider champion, and Jessica Alegria, Quality improvement coordinator. Working on our Title 10 and family planning grants, there's a lot of opportunity to collaborate with the health plans and have shared goals. QI Projects and Reports will help collaborate and share that data and then come up with those goals together. 	<p>DPH Team</p> <p>25 min</p>
<p>IV.</p>	<p>Anthem Health Plan Updates:</p> <p>MOU Engagement:</p> <ol style="list-style-type: none"> 1. IHSS/Child Welfare 2. SSA Data Sharing <p>Adult Expansion:</p> <p>Anthem: Adult Expansion A26-49 is to ensure individuals transitioning from restricted scope Medi-Cal or are otherwise uninsured to full-scope Medi-Cal maintain their existing Primary Care Provider (PCP) assignments to the maximum extent possible to minimize disruptions in services. As these individuals transition to full scope Medi-Cal, California has prioritized two goals: 1) Maintain PCP assignment to the maximum extent possible; and 2) Support and strengthen traditional county health providers who treat a high volume of uninsured and Medi-Cal patients. Working on establishing a stand-alone DAA with SFDPH. SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once DAA is established.</p> <p style="text-align: center;"></p> <p style="text-align: center;">APL 23-031 Adult Expansion Final_Clean.pdf</p>	<p>Katil Macklin</p> <p>10 min</p>

DEI: Participating in a workgroup that consists of San Francisco Health Plan, Santa Clara Family Health Plan, Kaiser, and Anthem to discuss how we will collaborate to fulfill the DEI APL requirements below.

Sharing and Exchange of Educational Resources

MCPs located in the same county must coordinate DEI trainings that are reflective and encompassing of the criteria outlined in this APL so that if an MCP, Subcontractor, Downstream Subcontractor, or Network Provider completes the training for one MCP within the same county, then they will have met the obligation to complete the training for all other MCPs within the same county and can provide an attestation of training completion. All MCP HEOs within a similar geographical region or county must collaborate on DEI training criteria to ensure alignment and accurate training records.



APL23-025 diversity equity inclusion.pdf

UCSF Termination:

Good News & *Extension* UC Health System

- agreement reached.
- termination date extended to allow time to finalize new contract.
- UCSF documents are being processed for Anthem signature
- Anthem's Public Relations microsite: anthem.com/ca/uhealth/

CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment

Met with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), Hilary Gillette-Walch (SFHP), Suzanne Samuel (SFHP), and Gretchen Shanofsky (Kaiser Permanente) to initiate conversations on meaningful participation in CHA/CHIP processes and co-developing SMART Goals that align with DHCS overall BOLD GOALS. We met the DHCS requirement and can attest to having engaged in conversation and started to develop our first SMART Goal.

By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francisco Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures. **Confirmed on 1/30/24**

Data Exchange:

Kalil: Utilization report below.

1. Anthem membership
2. Modivcare Transportation Utilization
3. LiveHealth Online Utilization



Q2 2024 Anthem Blue Cross _ San Francisco Public Health MOU _Reports_5.14.2024.pdf

LiveHealth Online:

Kalil: Live Health Online can be used by everyone. Encourage our members to use this platform. Will continue to talk about it until our utilization increases.



Live Health Online Flyer FINALv6.pdf



LHO User Instructions Flier.pdf



LHO Overview FINAL.pdf



LHO SP.pdf

Transportation/ModivCare Services:



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

CalAIM:

1. Anthem is continuing to implement CalAIM in San Francisco County with regular meetings occurring with key organizations.
2. [CalAIM Overview](#)
3. [Community Health Workers \(ca.gov\)](#)
4. [ECM Overview](#)
5. [CS Overview](#)

Community Health Worker:

1. CHWs are skilled and trained health educators who work directly with individuals who may have difficulty understanding and/or interacting with providers due to cultural and/or language barriers.
2. A CHW is a trusted member of the community they serve and is a link between health, social services, and the community to facilitate access to services and improve the quality and cultural competence of service delivered.
3. CHWs are also known as promoters, community health representatives, or community health advisors.

Primary roles:

- Health navigator
- Health educator



CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf



CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf



2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21



2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21



ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf

Community Supports:



CA_CalAIMCSmemberreferralform.pdf



CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf



ENGLISH CalAIM CS One-Pager FINAL.pdf

Enhanced Care Management:



CA_CAID_ECMProviderDirectory.pdf



CalAIM ECM Referral Form_FINAL_Fillable.pdf



CalAIM-ECM Referral Form with Checklist_CABC-CD-047080-23_V3_fillable.pdf



CABC-CD-049193-24 EXPRESS CalAIM ECM Flier_FINAL (1) 2.pdf



CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf

San Francisco Health Plan Updates

Staffing Update:

- New CMO – Dr Stephen O’Brien started May 6th. He will be leading the Health Services team. He comes to us from Alameda Alliance for Health

Referral Process:

- **Infant Wellness Map:**
 - Distributed to Katie, Liliana, Priti, Victoria
 - Please contact Anh if you need more
- **Health Education:** [Member Newsletter Spring 2024](#)
 - New SFHP member who complete their first health check-up within 120days of joining SFHP is automatically placed into a raffle for a \$50 giftcard.
 - Medi-Cal is now open to everyone, regardless of immigration status or age.
 - If potential members have questions, they can contact Medi-Cal office directly 1(415) 558-4700, apply online: mybenefitscalwin.org or contact SFHP Enrollment team to schedule an appointment for application assistance: 1(415) 777-9992 Monday-Friday, 8:30am to 5:30pm
- **Pregnancy Pop Up Village Bayview:**
 - SFHP Enrollment Team has been attending since October 2023.
 - 2nd Saturdays in the Bayview at South East Community Center
 - 12 month commitment
- **Community Health Worker Benefit:** [CHW Recommendation Form](#)
- **Doula Benefit:** [SFHP: Doula Provider Directory](#)
 - [Website](#)
 - Currently 13F, 1M Doulas

v.

Anh Huynh
10 min

	<ul style="list-style-type: none"> ▪ SFHP is in the process of contracting with a new organization, effective date 7/1/24. ○ Enhanced Care Management <ul style="list-style-type: none"> ▪ For referrals, please contact SFHP Care Management Intake Line: 1(415) 615-4515. <ul style="list-style-type: none"> ▪ ECM Referral for Adults ▪ ECM Referral for Children & Youth ▪ Website ○ Community Supports: <ul style="list-style-type: none"> ▪ For more information, call SFHP Care Management Intake Line: 1(415) 615-4515. <ul style="list-style-type: none"> ▪ Community Supports Prior Approval Form ▪ Housing Transition Navigation (HTN) Referral Form ▪ Medically Tailored Meals/Groceries (MTM) Referral Form ▪ Housing Deposits Referral Form ▪ Housing Tenancy Sustaining Services Referral Form ▪ Home Modifications Referral Form ▪ Community Transitions (Nursing Facility Transition to Home) Referral Form ▪ Website ○ SFHP Care Management Program: <ul style="list-style-type: none"> ▪ Current wait time is four to five weeks ○ Behavioral and Mental Health Benefit: <ul style="list-style-type: none"> ▪ For information on how members can access Mental Health Care, Alcohol and Substance Use Treatment, and Behavioral Health Treatment for Medi-Cal Members Under Age 21 includes Applied Behavior Analysis (ABA) and other Services: https://www.sfhp.org/programs/medi-cal/benefits/behavioral-mental-health-services/ ▪ Please see attached updated Carelon referral forms, FAQ, and flyers which can be found on our website: https://www.sfhp.org/providers/our-network/mental-health/ ○ Provider Directory: <ul style="list-style-type: none"> ▪ link ▪ Users can filter by Provider race and ethnicity on our online directory ▪ Providers who have not reported their race/ethnicity will have “unspecified” 	
<p>VI.</p>	<p>Quality Improvement:</p> <ul style="list-style-type: none"> • Please email Anh and Kalil if you would like to hear information/updates that is not currently being covered • Review any issues with referrals to Health Plan benefits or programs 	<p>All 5 min</p>
<p>VII.</p>	<p>Training & Education Materials:</p> <ul style="list-style-type: none"> • Please feel free to share any training materials that you would like the Health Plans to share to our staff • Health Plans can also share member facing materials via member newsletter, website, facebook, blogs etc 	<p>All 5 min</p>
<p>VIII.</p>	<p>Follow-Up Items:</p> <p><u>Next Quarterly Meeting: Tuesday, 8/6/24 from 9:00-10:00am</u></p>	<p>All 5 min</p>