

# Meeting Minutes



Health Net



## Anthem Blue Cross, Health Net, Kaiser Permanente & Tulare County Public Health Department

Meeting Title: Care Coordination Q2 Meeting  
 Date/Time of Meeting: June 6, 2024 – 1:00-2:30 pm  
 Frequency: Quarterly  
 Location: Microsoft Teams

**Meeting Leader:**

Lali Witrago (Anthem Blue Cross) and Perry Shelton Jr. (Health Net)

Anthem Blue Cross	Yes/No	Tulare County Public Health	Yes/No
Chantal Betancourt, Manager, CCS	Yes	Arcellie Santos, PH Coord - MTU	No
Brandi Jenkins, Program Manager, CalAIM	No	Carmen Escobar, Breastfeeding Liaison, WIC	Yes
Kimberly Kruse, Provider Clinical Liaison	Yes	Carolyn Tubillo, Sup Nurse, CCS	Yes
Lali Witrago, Program Manager, County Mngt	Yes	Cecilia Herrera, Division Manager	No
Liz Tullis, Facility Site Review	Yes	Damian Navarro, HES - CLPPP, CHDP	Yes
Maryiat Yeranosyan, Telehealth	Yes	Guillermina (Mina) Andres, CCS	No
Stefanie Castro, Practice Consultant	No	Heather Collins, MCAH, NFP	No
Tanya Gonzalez, Provider Account Manager	No	Jeremy Kempf, PH Nursing Manager	Yes
Valerie Taylor, Provider Account Manager	No	Kitzya Herrera Alcocer, HES - TB, IZ	Yes
Will Sanchez, Community Relations	Yes	Laura Esbenshade, Sup PHN, CD	No
		Laurie Ruiz, PHN, CHDP & CLPPP	No
<b>Health Net</b>	<b>Yes/No</b>	Manpreet Kaur, MTU	No
Betty Thao Cha, Public Programs	Yes	Michelle Reynoso, PH Manager	No
Celine Rangel, Long Term Care Specialist	No	Nicole Vannortwick, RN Lead, CPSP	No
Connie Lowe, Manager, Public Programs	Yes	Paula Ptomey, Sup PHN, IZ, TB	Yes
Debbie Teap, Public Programs	No	Samantha Velchansky, PH Coordinator, IZ,	No
Patricia Frederickson, Concurrent Review Nurse	No	Sarah Smith, Director, WIC	Yes
Perry Shelton Jr, Community Liaison	No	Sarai Guido Esparza, CD, HIV for Laura	Yes
Rosy (Rosa) Martinez Urueta, Community Liaison	Yes	Tammy Wiggins, MCAH	No
		Terry Lytle, PHD	No
<b>Kaiser Permanente</b>	<b>Yes/No</b>	Vanessa Sanchez, HIV	Yes
Andrew Tsang, Local Engagement Consultant	Yes	Veronica Andrade, CHDP	No
Anna Yutuc, Consultant, MOU Implement.	Yes	Lisseth Ramos-Leon	No
Emily Sindon; LHH / Dental Liaison	Yes	Kayla Christenson,	Yes
Giselle Fernandez, MOU Coord	Yes	Tiffany Ibarra Diaz	Yes
Melissa Gonzalez, MOU Coord	Yes	Lisseth Ramos-Leon	Yes
Shahzad Dhanani, Regional Director	No	Kayla Christenson, PHN, TB	Yes
		Tiffany Ibarra, STI	Yes
		Bianca M DeGiorgio	Yes

Categories	Details	Responsible Party
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I.	<p><b>Welcome</b> Lali welcomed everyone to the meeting and everyone introduced themselves.</p>	All
II.	<p><b>MOU</b></p> <p><b>Anthem</b> Lali reported on the following:</p> <ul style="list-style-type: none"> <li>• New LHJ MOU Template released by DHCS and under review by TC PH.</li> <li>• New WIC MOU Template released by DHCS and under review by TC WIC and MCPs.</li> <li>• New MOUs will supersede existing MOU once executed.</li> </ul> <p><b>Health Net</b> Rosy shared the following:</p> <ul style="list-style-type: none"> <li>• Waiting to hear back front the county departments after their review of the MOUs.</li> </ul> <p><b>Kaiser Permanente</b> Melissa reported</p> <ul style="list-style-type: none"> <li>• New MOU template under review by TC PH and waiting to hear regarding structure and next steps.</li> </ul> <p><b>MOU Discussion</b></p> <ul style="list-style-type: none"> <li>• Jeremy reported the department still working on the LHJ MOU and he has recently contributed to draft development.</li> <li>• Sarah shared she is working on the WIC MOU with the MCPs while also waiting for the county to determine MOU structure.</li> </ul>	MCPs
III.	<p><b>Health Plan Updates</b></p> <p><b>Anthem</b> Lali shared the following updates:</p> <ul style="list-style-type: none"> <li>• Anthem is now accepting CalAIM Enhanced Care Managements and Community Supports referrals through Anthem’s Findhelp platform at <a href="https://anthembcfindhelp.com/">https://anthembcfindhelp.com/</a>. If questions contact Brandi, CalAIM Program Manager, at <a href="mailto:brandi.jenkins@anthem.com">brandi.jenkins@anthem.com</a>.</li> <li>• Anthem engaged in the Population Health Management strategy and supporting Tulare with the their Community Health Assessment (CHA) and Community Health Improvement (CHIP) efforts inclusive of funding.</li> <li>• Lali also referenced the following resources: Medi-Cal Renewal – DHCS Dashboard &amp; Full Scope Medi-Cal Expansion for Adults Ages 26 through 49 regardless of immigration status <a href="https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx#Enrollment">https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx#Enrollment</a> &amp; <a href="https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx">https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx</a></li> </ul> <p><b>Health Net</b> Perry provided the following updates in writing:</p> <ul style="list-style-type: none"> <li>• CalAIM Resources: Health Net’s CalAIM one page flyer that list various resources, trainings, and tools all in one place. You can find these resources on Health Net’s website at <a href="http://www.healthnet.com/providers/CalAIM">www.healthnet.com/providers/CalAIM</a>. The General information on this website includes Enhance Care Management and Community Supports provider guides, claims/invoice submission processes, and electronic data interchange (EDI)</li> </ul>	MCPs

instructions that are available in English and other languages. The training and webinars also cover data sharing, prior authorizations, claims billing and more.



24-250 CalAIM  
Resources Flyer\_MCL

- Behavioral Health Services and Referral Tip: This behavioral health services and referral tip sheet was sent out to HNs provider network as a reminder and a guide on how to assist their patients access mental health services. The best way to access MH services from Health Net is to have members, or the parent/guardian of minors, or PCPs, and advocates assisting members call the phone number indicated on the back of the member identification card. This number gives access to the 24/7 telephonic crisis support. Also, anyone can connect with a provider services representative that will assist with finding a provider with a confirmed timely appointment or telehealth if needed. Interpreter services and language assistance is also available. Health Net will also help link members to the County's Mental Health Plan to receive specialty mental health services for patients who are experiencing severe level of impairment and/or substance use disorder.



BHS-Referrals-Tip-Sheet-HN.pdf

- Post Partum Doula Services Recommendation Form: Doula Services recommendation form has been sent out to HNs provider network. Want to ensure HN partners are aware of this benefit to share with your clients when appropriate. "Doula services require a written recommendation for additional visits during the postpartum period submitted by a physician or other licensed practitioner of the healing arts acting within their scope of practice. The recommending provider does not have to be enrolled in Medi-Cal or a network provider to submit a recommendation for a member."



hn-medi-cal-member  
-recommendation-do

- Connie shared Health Net's Case Management referral information and provided the attached referral form.






Care Management  
Referral Form- HNT.p

### **Kaiser Permanente**

#### **Andrew reported on the following:**

- Outlined how to submit a referral for ECM or CS. KP has a no wrong door approach and will take any referral form from anyone. Also shared a list of CS providers.
- Shared information on the Complex Care Certificate available offering free training.
- Transportation services information also shared. Refer to attached slides and materials for complete details.

	 PATH CPI KP Updates_v4_2024.05  Complex Care .Certificate for KP Safe  Non-Medical-Transp ortation_Kaiser.PDF	
	<ul style="list-style-type: none"> <li>• Sarah inquired if the certificate trainings would be applicable to dieticians. Andrew confirmed this is open to multiple disciplines including dietitians.</li> <li>• Paula inquired if Kaiser is serving predominantly in northern Tulare County. Andrew referenced slide #4 of the attached slide deck for specifics on the zip codes covered by KP in Tulare which include: Tulare Central Valley: 93618, 93631, 93646, 93654, 93666, 93673; and Tulare Southern CA: 93238, 93261.</li> </ul>	
IV.	<b>General County Updates</b> <ul style="list-style-type: none"> <li>• Jeremy shared the county is waiting on state budget decision particularly around the future of public health funding outcomes.</li> </ul>	Tulare County Team
V.	<b>Follow-Up Items</b> <ul style="list-style-type: none"> <li>• Perry to connect with Damian directly regarding CHDP trainings. Demian reported this has been completed.</li> </ul>	All
VI.	<b>Care Coordination</b> <ul style="list-style-type: none"> <li>• <i>Paula requested support from Kaiser regarding records for the purposes of TB case follow ups / management. Lynn will communicate with Paula via email. Paula / Kayla mentioned PH needing POC at Kaiser or TB+ clients/patients (lab results, chest x rays, hospital records). Paula and the Kaiser team (Melissa/Anna) discussed this request in detail and the need for the county to access members records. The KP team will look into this and get back to Paula.</i></li> </ul>	All
I.	<b>Program Updates</b> <b>CCS – Carolyn for Mina</b> <ul style="list-style-type: none"> <li>• Working on local MOU with internal program. Also reported DHCS deferring implementation of CCS compliance and monitoring oversight program from July 1, 2024, to July 1, 2025. State just released the grievance number letter for counties to develop process to respond to families who have grievances to be implemented on July 1, 2025.</li> <li>• May caseload report is around 5200 cases being handle by a team of nine staff.</li> <li>• Looking to establish a QA position that will be responsible for ensuring compliance with the policies and procedures outlined in the county’s MOU agreement.</li> </ul> <b>MTU – Arcellie</b> <ul style="list-style-type: none"> <li>• Report not available.</li> </ul> <b>CHDP – Damian</b> <ul style="list-style-type: none"> <li>• Reported stopped accepting applications from providers / clinics on June 1<sup>st</sup></li> <li>• Conducted last vision training last Monday and will be conducting the last audiometric training next Monday.</li> </ul> <b>CLPPP – Damian</b> <ul style="list-style-type: none"> <li>• Currently have over 200 basic cases, 10 potential cases, and 5 full state cases.</li> </ul>	County Team

- Staff moving around to other programs Damian included. Damien moving to criminal justice and will be supporting CalAIM.

**CPSP – Bianca for Nicole**

- CPSP services are no longer followed by the county. CPSP will be jointly administered by CDPH and DHCS. Under the purview of DHCS, Medi-Cal MCPs continue to be responsible for the oversight and quality assurance of CPSP like services.
- CDPH released CPSP Frequently asked questions in January 2024 for further guidance and that can be found on the CPSP website. For questions or to set up a meeting email Nicole at [nvannortwick@tularecounty.ca.gov](mailto:nvannortwick@tularecounty.ca.gov)

**HIV – Vanessa**

- Have 25 clients enrolled in the non-medical case management. Have not had any new enrollments in about a month and staff are catching up with case management.
- Seeing an increase in HIV Community Collaborative and plan to continue to conduct provider trainings, outreach, and testing events.

**STD/CD – Laura**


- Working on measles case. Person who tested positive was traveling and got care by a provider in Tulare and exposed large number of individuals in Tulare County. Unfortunately, the treating provider did not report case to the county timely.
- Wondering if MCPs could share information with providers on what to look for, how to report and encourage them to work with the local health department.
- Monitoring cases of people who have tested positive for avian flu after exposure with cattle in other states not in California.
- Sarai reported on the STD program ready to start the next grant cycle starting July 1<sup>st</sup>. This will continue to provide rapid syphilis testing in partnership with The Source LGBTQ and Altura. Will also continue collaboration with the HIV collaborative to provide resources and education on STDs and HIV to providers. Will also focus on congenital syphilis and expand education to include media posts to educate priority populations.
- Doing some outreach on upper respiratory illness for older adults and people with disabilities. If anyone know of any organization that could benefit from this information, please connect them with Sarai.
- Lali mentioned Anthem is willing to share any provider communications from the county, e.g., measles outbreak, with Anthem’s provider network. Laura agreed with the idea.

**IZ – Paula**

- Working on back-to-school immunization clinics to get kids ready for school.
- Updating policies and procedures as part of the accreditation process.
- Will need to purchase new refrigerator as the existing one does not meet FCC guidelines.
- Providing vaccinations and travel vaccinations at the Visalia clinic two full days, Mondays and Wednesday, and half days at the Hillman location.

**TB – Paula**

- Received 6 new TB cases and 8 suspected cases in a two-week period.
- Conducted provider training in February in collaboration with Kaweah Health. Sierra View have requested a similar training and will start to plan accordingly.

	<ul style="list-style-type: none"> <li>• Kayla working on training for providers to update them on how to refer people who have positive QuantiFERON or PPDs or concern about tuberculosis.</li> <li>• Trying to increase education to providers regarding the need for them to treat individuals with LTBI.</li> <li>• Team updating several forms as well as policies and procedures.</li> </ul> <p><b>Homeless – Street Outreach Team – Paula</b></p> <ul style="list-style-type: none"> <li>• Have two staff, one LVN and one PHN, coordinating with the Community Care Team (homeless outreach team) doing outreach at the encampment in Tulare and Porterville sites as well as the Dream Center (for foster youth aging out of foster care). Team works with the Tulare clinic to get patients transported for services.</li> <li>• County looking for a mobile unit.</li> </ul> <p><b>MCAH – Bianca for Tammy</b></p> <ul style="list-style-type: none"> <li>• Have just hired a new nurse, and still have one vacancy.</li> <li>• Will continue to serve the perinatal population through the PWP, PSEP, HR Perinatal, Pregnant women with syphilis, congenital syphilis, high-risk infants, and drug-exposed infants.</li> <li>• Have also started to receive referrals of unhoused pregnant women.</li> <li>• The MCAH AFA (Agreement funding application) is due at the end of the month.</li> </ul> <p><b>WIC – Sarah</b></p> <ul style="list-style-type: none"> <li>• Working closely with MCPs on finalizing the WIC MOU and then will work on developing workflows and processes to establish referral processing and trainings.</li> <li>• Participation rates continue to be solid at over 100% for the last 8-9 months. During the month of June, certified 22,660 participants.</li> <li>• Trying to fill 6 nutritionist positions.</li> <li>• Breastfeeding rates for 11 months is at 30% which is great compared to it being on the teens or low 20s. For breastfeed infants at three months staying steady at 8%.</li> <li>• Working with Tule River Indian Health Center to integrate WIC services and other resources at their health center. WIC staff will be there on Wednesdays starting on June 26.</li> <li>• Planning for this years’ Farmer’s Market to distribute WIC vouchers. Families will receive three \$10 vouchers. The Visalia market matches the vouchers for a total of \$60 per family.</li> </ul>	
<p><b>XI.</b></p>	<p><b>Data Exchange</b></p> <p><b>Anthem</b></p> <ul style="list-style-type: none"> <li>• Lali reviewed the following: Membership, Transportation, and LiveHealth Online data. Redetermination Awareness, CalAIM Doula, Community Health Worker, Enhanced Care Management and Community Supports resources. Refer to Anthem Data Report Tulare County PH Q2 2024.</li> </ul> <div style="text-align: center;">  <p>Anthem Data Report Tulare County PH_Q2</p> </div> <p><b>Health Net</b></p> <ul style="list-style-type: none"> <li>• Report not available.</li> </ul>	<p>MCPs</p>

	<p><b>Kaiser Permanente</b></p> <ul style="list-style-type: none"> <li>Andrew shared information on Enhanced Care Management &amp; Community Support and transportation Services for KP Medi-Cal Members. Refer to complete details under Health Plan Updates.</li> </ul>	
XII.	<p><b>Open Forum Discussion</b></p> <p><b>Next Meeting:</b></p> <ul style="list-style-type: none"> <li>2024 meetings <ul style="list-style-type: none"> <li>1<sup>st</sup> Thursday of the 3<sup>rd</sup> Month of every quarter <ul style="list-style-type: none"> <li><b>September 5<sup>th</sup></b></li> <li><b>December 5<sup>th</sup></b></li> </ul> </li> </ul> </li> </ul>	All