

# Meeting Minutes



## Managed Care Plans, Fresno County Behavioral Health Department

**Meeting Title:** Care Coordination Q1 2024 Quarterly Meeting  
**Date/Time of Meeting:** February 26, 2024, at 9:30 a.m.  
**Frequency:** Quarterly Meeting (Q1 2024)  
**Dial in:** 1 (816) 702-6560 ID:690 854 274#  
**Meeting ID:** 246 986 716 635  
**Password:** 6Aqttg

[Click here to join the meeting](#)

**Meeting Leader:**



**Rosy Martinez and Lali Witrigo**

Health Net/CalViva	Yes/No	Fresno County Behavioral Health Department	Yes/No
Vernell Shaw III, MSW, Director, Strategic Provider Partnerships	No	Susan L. Holt, LMFT Deputy Director, Clinical Operations	No
Robin Lewis – Manager, Clinical Services	No	Stacy Vanbruggen, Core Connective Care & Justice Services	Yes
Rosa (Rosy) Martinez Urueta, Community Liaison	Yes	Lesby Flores, Deputy Director, BH	No
		Joseph Rangel, Manager, Contracts	No
		Dr. John Tran, Medical Director	Yes
		Aimie Rojas, Division Manager	No
		Jolie Gordon-Browar, Manage, Adult Services	No
		Elizabeth Thomas, Sr, Staff Analyst QI	Yes
<b>Anthem Blue Cross</b>	<b>Yes/No</b>	Francisco Escobedo, BH Manage Care Coordinator	Yes
Lali Witrigo, Program Manager	Yes	Marcelia Black, Deputy Director BH	No
Cheryl Laundry, RPM, Special Programs	Yes	Gleyra Castro, Division Manager BH	Yes
Judy Barrios, BH Case Manager	Yes	Luisa Parra Sanchez, Division Manager	Yes
Fargol Riahi, BH Case Manager Lead	No	Natalie Armitstead, Division Manager	Yes
		Sharon Erwin, Sr. Staff Analyst	Yes
		Maria Imperatrice, Contracts	Yes
		Elizabeth Aguirre, Sr. Staff Analyst	No
		<b>Kaiser Permanente</b>	<b>Yes/No</b>
		Melissa Sutherland, Project Manager	Yes
		Adrian Ware, Consultant	No

### Meeting Agenda

Categories	Details	Responsible Party
I.	<b>Introductions:</b> Attendees introduced themselves by name and role.	All
II.	<b>MOU:</b> <b>CalViva Health MOU:</b> <ul style="list-style-type: none"> <li>New MOU template released by DHCS. Currently under review.</li> </ul>	

	<ul style="list-style-type: none"> <li>• New MOU will supersede existing MOU once executed.</li> <li>• MCPs and FCBH hosted initial meeting in 1/24/24 to review language/redlines.</li> <li>• FCBH needed to make some edits after reviewing Template.</li> </ul> <p>FCBH submitted MOU template to County Counsel and got some initial feedback (from them) and Elizabeth Aguirre-MOU Fresno BH Lead has sent her responses back to them, but hasn't heard anything yet, so they do not have a finalized County Counsel review yet, but it is on the works. Probably "maybe" another couple of weeks and that should be completed.</p> <p><b>Anthem Blue Cross MOU:</b></p> <ul style="list-style-type: none"> <li>• New MOU template released by DHCS and currently under review.</li> <li>• New MOU will supersede existing MOU once executed.</li> </ul> <p><b>Kaiser Permanente MOU:</b></p> <ul style="list-style-type: none"> <li>• No Updates provided.</li> </ul>	<p>Rosy Lali Melissa</p>
<p>III.</p>	<p><b>Health Plan Updates:</b></p> <p><b>CalViva Health:</b></p> <ul style="list-style-type: none"> <li>• Shared MOU updates. Next steps: awaiting response from FCBH/Elizabeth Aguirre.</li> </ul> <p><b>Anthem Blue Cross:</b></p> <ul style="list-style-type: none"> <li>• Revised ECM and CS Flyers</li> <li>• Doula Services Flyer</li> <li>• Medi-Cal Renewal – DHCS Dashboard <a href="https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/default.aspx">https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/default.aspx</a></li> <li>• Full Scope Medi-Cal Expansion for Adults Ages 26 through 49 <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>Kaiser Permanente MOU:</b></p> <ul style="list-style-type: none"> <li>• No Updates provided.</li> </ul>	<p>Rosy Lali Melissa</p>
<p>IV.</p>	<p><b>County Updates:</b></p> <ul style="list-style-type: none"> <li>• FCBH Care Act will go live in December, and they will continue to work together to figure out shared fiscal responsibility.</li> <li>• Assisted outpatient treatment with Laura's law is already live, but there have been very few petitions.</li> <li>• FCBH expressed interest in having more ongoing communication with staff who make referrals and their supervisors, and possibly having regular meetings with other point persons from different areas.</li> <li>• FCBH shared that collaboration and clarity are crucial in mental health services, particularly in case management and psychosocial rehabilitation. They emphasized the need for transparency and clear expectations and discussed challenges with the current referral and handover process. They proposed implementing a closed-loop peripheral expectations system to address these issues.</li> <li>• FCBH acknowledged the need for data sharing between managed care plans and counties.</li> </ul>	<p>County Team</p>

	<ul style="list-style-type: none"> <li>FCBH requested MCPs to provide training for line staff and supervisors on ECM and CS</li> </ul>	
V.	<p><b>Follow-Up Items:</b></p> <ul style="list-style-type: none"> <li>CalViva &amp; KP to send ECM and CS information</li> </ul>	County Team
VI.	<p><b>Care Coordination:</b></p> <p><b>CalViva Health</b> Data Report Madera County BH Q1 2024:</p> <ul style="list-style-type: none"> <li>Referral Numbers &amp; BH Utilization Data – See data report.</li> </ul> <p><b>Anthem Blue Cross</b> Data Report Madera County BH Q1 2024:</p> <ul style="list-style-type: none"> <li>Referral Numbers &amp; BH Utilization Data – See data report.</li> </ul> <p><b>Kaiser Permanente MOU:</b></p> <ul style="list-style-type: none"> <li>No Updates provided.</li> </ul>	Robin Rosy Lali
VII.	<p><b>Data Exchange:</b></p> <p><b>CalViva Health:</b> Enrollment Numbers &amp; ModivCare Utilization Data. Madera County BH Q1 2024.</p> <p> Q1 2024 BH Data Sheet - Fresno Cour</p> <p><b>Anthem Blue Cross:</b> Membership, Transportation, TOCs, and Behavioral Health Utilization. LiveHealth Online, Redetermination Awareness, and CalAIM. Enhanced Care Management / Community Supports Resources. Refer to Anthem Data Report - Madera County BH - Q1 2024.</p> <p> Anthem Data Report Fresno Coun</p> <p><b>Kaiser Permanente MOU:</b></p> <ul style="list-style-type: none"> <li>No Updates provided.</li> </ul>	Rosy Lali
VIII.	<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li><b>2024 Meeting Series:</b></li> <li>4<sup>th</sup> Monday of the 2<sup>nd</sup> Monday of every quarter from 9:30 a.m. to 10:30 a.m.</li> </ul> <p>Q2: May 27, 2024, at 9:30 a.m. Q3: August 26, 2024, at 9:30 a.m. Q4: November 25, 2024, at 9:30 a.m.</p>	All