



Agenda/Meeting Notes

Anthem & San Francisco County Behavioral Health Department

Meeting Title: Q2-2024 Behavioral Health MOU Meeting
Date/Time of Meeting: 6/10/2024 9:00 a.m. – 10:00 a.m.
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader: **Kalil Macklin, Anthem**

Anthem	Yes/No	San Francisco County Behavioral Health Department	Yes/No
Kalil Macklin, Program Manager		Maximilian Rocha, (DPH)	
Sarah Paulsen, BH Director		Imo Momoh, Director MCP (DPH)	
Fargol Riahi, BH Case Management		Mimi Hiraki, (DPH)	
Carissa Avalos		Craig Murdock, (DPH)	
Patricia Lacanfora, BH Case Manager		Heather Weisbrod, (DPH)	
David Lavine, Program Manager Timely Access		Gloria Frederico, (DPH)	
		Farahnaz Farahmand, (DPH)	
		Angelica Almeida, (DPH)	
		Kali Cheung, (DPH)	
		Joe Turner, (DPH)	
		Alecia Martin, (DPH)	
		Nancy Yu, (DPH)	

I.	Introductions	All
II.	<p>Behavioral Health Program Updates:</p> <p>Imo:</p> <ul style="list-style-type: none"> • Live on Epic: • On May 22, DPH BHS Mental Health Services went live on Epic. Many thanks to the DPH IT, Epic IT, and BHS Operational teams that participated in design planning, testing, adoption, and application testing. • This transformation was a result of multiple work efforts including the following: • Epic build completed for clinical outpatient and residential workflows 	BH Dept.

- Completed Functional, Integrated, and Charge Testing
- Service Uploader CBOs reconfigured their upload files to align with Epic
- Epic CareLink build completed to support minimum data sets for Uploaders
- Epic Training for civil service and CBO staff

We continue to engage in post-live activities as we optimize the system for ongoing optimum performance.

Heather:

- BHS Epic launch provided new tools for OCC to track and refer to SMH services within BHS, which will benefit referrals from the MCPs to BHS
- BHS Office of Coordinated Care and Anthem have been convening separate meetings to work on screening & transition of care tool workflows and coordinate care/problem-solve specific client scenarios.
- As one result of these meetings, BHS Office of Coordinated Care and Anthem developed a plan for monthly exchange of screening/transition tool spreadsheet: in the process of implementing and fine-tuning this exchange of information.

Status of MOU between Anthem and BHS

The Draft MOU has been reviewed by San Francisco City Attorney. The document is now with Anthem for final review and signatures.

Anthem Health Plan Updates:

MOU Engagement:

- MHP/ DMC_ODS MOU. Pending Anthem review.

Adult Expansion:

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.



APL 23-031 Adult Expansion Final_Clean.pdf

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.

III.

Kalil

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

Meeting regularly 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**

MCAH Needs Assessment 5/7/24

- 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.

LiveHealth Online:

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 promotores, 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.pdf



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



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

Community Supports:



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



ENGLISH CalAIM CS One-Pager FINAL.pdf



CA_CalAIMILOSmemberreferralform.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

Case Management

Case Management referral forms and our Preservice Review form (which was recently revised). Attaching both here, and both can be downloaded from our provider website:

- 1) [Case Management referral form](#)
- 2) [Pre-Service Review form](#)

Updated Case Management Form



ACAPEC-2687-21 CA
Medi-Cal Care Mgm

Updated Preservice Review Form



ACAPEC-3456-22 CA
GBD PA Request For

Data Exchange:

Referrals:


Transition of Care Tool: San Francisco County

Month/Year	Referrals Received	Members Linked	Members Refused	Members Unable to Locate	Referrals Made to County/MHP
Jan/2024	0	0	0	0	0
Feb/2024	0	0	0	0	0
Mar/2024	4	3	0	1	2
Totals	4	3	0	1	2

IV.

Screening Tools Completed by Anthem

	Jan	Feb	March	2024 Q1 Total	YTD Grand Total
Screening Tool Type					
Adult	3	3	2	8	8
MCP (NSMHS)	2	3	1	6	6
MHP (SMHS)	1	0	1	2	2
MHP (SUD ONLY)	0	0	0	0	0
Youth	0	0	0	0	0
MCP (NSMHS)	0	0	0	0	0
MHP (SMHS)	0	0	0	0	0

MHP (SUD ONLY)	0	0	0	0	0
Grand Total	3	3	2	8	8
Screening Tools Received by Anthem					
				2024 Q1 Total	YTD Grand Total
Screening Tool Type	Jan	Feb	March		
Adult	3	3	7	13	13
Warm Transfer	0	0	0	0	0
Fax Only	3	3	7	13	13
Youth	0	2	0	2	2
Warm Transfer	0	0	0	0	0
Fax Only	0	2	0	2	2
Grand Total	3	5	7	15	15
<p>Utilization Reports:</p> <ol style="list-style-type: none"> Enrollment Behavioral Health Utilization LiveHealth Online Modivcare Transportation <p style="text-align: center;">  Q2 2024 Anthem Blue Cross _ San Francisco County BH MOU _Reports_6.10.24.pdf </p>					
V.	<p>Follow-Up Items:</p> <ol style="list-style-type: none"> Now that we're getting through the Epic launch, Heather will schedule a time for us to reconvene about the screening and transition tools. 				All

Next Meeting: 9/9/2024 @ 9:00 am