



Meeting Agenda/Notes

Anthem & Santa Clara County Behavioral Health Department


Meeting Title: Q2 2024 Behavioral Health MOU Meeting
Date/Time of Meeting: 5/31/2024 – 2:00 p.m. – 3:00 p.m.
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader:

Kalil Macklin, Anthem

Anthem	Yes/No	Santa Clara County Behavioral Health Department	Yes/No
Kalil Macklin, Program Manager	Y	Natalie Mckelvey, BH Youth & Children System of Care Under Linked Services	
Patrica Lacanfora, BH Case Manager	Y	Hung Nguyen, Quality Improvement	
Carissa Avalos, Special Programs		Bruce Copley	Y
Fargol Riahi, Behavioral Health CM Manager		Joe Tansek, Call Center Manager	
Sarah Paulsen, Director BH		Juan Troy, Program Manager	Y
		Courtney Gray	Y
		Brian Wagner	
		Domingo Acevedo	
		Tammy Ramsey	
		Quan Dong	
		Veronica Marquez, BHSD QI	
		Orlie Petrola	
		Jennifer Sprinkles	
		Taby Kalami	
		Tova Sweet	
		Nidia Aguirre	
		Peter Jeensalute	
		Leilani Villanueva	
		Katelyn Lu	
		Bob Rocco	

I.	Introductions	All 5MIN
II.	<p>BH Program Updates:</p> <p>Courtney:</p> <ul style="list-style-type: none"> We just wrapped up our fiscal year 24. Currently working on 24 DMC, ODS, SAG audits. In July, we're having our first integrated audits for mental health and sets at the same time, which is a change they've been doing. They updated the audit process several years ago. This is a big undertaking. There is a lot going on in terms of audit and oversight from DHS and a lot of changes. We are dealing with a wait list for residential programming. 	BH Team 20MIN

	<ul style="list-style-type: none"> • If Anthem has beneficiaries that you're hearing any grievances or anything, please let me know. • MOU negotiations is enhancing relations between the plans, and we are really making strides. <p>Juan:</p> <ul style="list-style-type: none"> • We're continuing to work with the plans and making sure that we have that loop back process in place. • It's not only a requirement for us, but it's really a DHCS requirement that we get to achieving that full loop back. • Anthem is very aware of the meetings that we have in place for that and attend regularly. 	
<p>III.</p>	<p>Anthem Health Plan Updates:</p> <p>MOU:</p> <ul style="list-style-type: none"> • MHP/DMC_ODS MOU: in discussion and engagement with County. <p>CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment : Conducting regular meetings to discuss our Goals, Deliverables, Time Frames, Measurables, Budget, Funding Proposals, etc.</p> <p>GOAL 1: Lead: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventative care measures in partnership with Santa Clara County Public Health Department (SCC PHD) by supporting the Childhood Lead Poisoning Prevention Program (CLPPP), through the expansion of the number of lead awareness and outreach events by xx%, through the contribution of resources, data sharing, and by assisting with the planning of targeted provider education campaigns and follow up services. Confirmed 1/30/24</p> <p>GOAL 2: Oral Health: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventive care measures, in Partnership with the County of Santa Clara Public Health Department (SCC PHD) to move forward the Oral Health Strategic Plan, through training, data sharing, promotion and outreach, and referrals to improve the oral-systemic health among members ages 1-20. Confirmed 1/30/24</p> <p>Latino Health Assessment:</p> <ul style="list-style-type: none"> • Housing and Neighborhood Conditions • Access to Care • Acute and Chronic Conditions • Maternal and Child Health <p>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 BAA with SCC HSS. SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once BAA is established.</p> <div style="text-align: center;">  <p>APL 23-031 Adult Expansion Final_Clean.pdf</p> </div>	<p>Kalil Macklin & Anthem Team 20MIN</p>

DEI: Participating in a workgroup that consists of Santa 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

CalAIM:

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



2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 2



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_ECMPProviderDirectory.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

Planning For the End of the Continuous Coverage Requirement when the Medi-Cal COVID-19 Public Health Emergency (PHE) Ends:

Anthem:

- States **began** the redetermination process by **April 30, 2023**; and,
- States will have up to 14 months to complete all redeterminations (i.e., no later than May 31, 2024).

[Medicaid Renewal & Disenrollment Coverage Options | Anthem](#)

[Check Your Health Benefits Eligibility | Anthem \(myhealthbenefitfinder.com\)](#)

<https://www.readyrenew.com/835/index.html?m=ca&c=4&e=e>

https://players.brightcove.net/3639471564001/QBcqf6zgr_default/index.html?videoid=6325324769112



6155712 1033874CAMENABS Ready Set Renew Buckslip UPD 08 22.pdf



6155712 1033874CAMSPABS Ready Set Renew Buckslip UPD 08 22.pdf

ModivCare/Transportation:



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

LiveHealth OnLine:



Live Health Online Flyer.pdf



LHO SP.pdf



Live Health Online Flyer FINALv6.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

Transition of Care Tool and Screening Tool Metrics:


Transition of Care Tool: Santa Clara

Month/Year	Referrals Received	Members Linked	Members Refused	Members Unable to Locate	Referrals Made to County/MHP
Jan 2024	13	10	0	3	0
Feb 2024	7	6	0	1	2
Mar 2024	19	13	0	6	0
Totals	39	29	0	10	2

Screening Tools Completed by Anthem

				2024 Q1 Total	YTD Grand Total
Screening Tool Type	Jan	Feb	March		
Adult	12	7	5	24	24
MCP (NSMHS)	10	6	4	20	20
MHP (SMHS)	2	1	1	4	4
MHP (SUD ONLY)	0	0	0	0	0
Youth	2	1	0	3	3
MCP (NSMHS)	2	0	0	2	2
MHP (SMHS)	0	1	0	1	1
MHP (SUD ONLY)	0	0	0	0	0
Grand Total	14	8	5	27	27

Screening Tools Received by Anthem					
				2024 Q1 Total	YTD Grand Total
Screening Tool Type	Jan	Feb	March		
Adult	8	18	13	39	39
Warm Transfer	0	0	0	0	0
Fax Only	8	18	13	39	39
Youth	1	1	5	7	7
Warm Transfer	0	0	0	0	0
Fax Only	1	1	5	7	7
Grand Total	9	19	18	46	46

IV.	<p>Utilization Report:</p> <ul style="list-style-type: none"> • Anthem membership • Live Health Online Utilization • Modivcare Transportation Utilization • Behavioral health Utilization <p style="text-align: center;"></p> <p style="text-align: center;">Q2 2024 Anthem Blue Cross _ Santa Clara BH MOU _Reports_5.31.2024.pdf</p>	Kalil
V.	<p>Follow-Up Items:</p> <p>MHP_ DMC-ODS MOU</p> <p>Link to meeting recording:</p>	All 5MIN

Next Meeting: