

Minutes

Anthem, Health Net, and Amador County Behavioral Health Department

Meeting Title: Care Coordination Quarter 2 Meeting Minutes
 Date/Time of Meeting: May 16, 2024 at 10:00 AM
 Frequency: Quarterly

Meeting Leader: Desiree Dalby, Program Manager

Anthem	Yes/No	Amador County Behavioral Health Department	Yes/No
Desiree Dalby, Program Manager	Yes	Melissa Cranfill, Behavioral Health Director	Yes
Mashaal Khan, BH CM/Liaison	Yes	Amy Hixson, SUD Program Manager	Yes
John Zamboni, Provider Relations Consultant	Yes	Angie Grau, Compliance Officer	Yes
		Raechel Razzano, Quality Improvement and Utilization Review Coordinator	Yes
		Karen Vaughn, Deputy Director of Behavioral Health	Yes
Kaiser Permanente	Yes/No	Health Net	Yes/No
Melissa Sutherland, Project Manager, Mental Health & SUD MOU Lead	No	Lu Knott, Community Liaison	Yes
Anna Yutuc, Managerial Consultant, Medicaid Care Delivery and Operations	Yes	Robin Lewis, Senior Clinical Manager	No
Melissa Gonzalez, MOU Coordinator	Yes		
Jhonathan Ardemagni, Contract Management for Behavioral Health MOU Development	Yes		
Ava Lillard, MOU Coordinator	Yes		
Andrea Martinez, MOU Coordinator	Yes		
Giselle Fernandez, MOU Coordinator	Yes		
Dana McEwen (stepping in for Melissa)	Yes		

Agenda

Categories	Details	Responsible Party
I.	<p>Introductions</p> <p>All participants introduced themselves by name, title, and organization.</p>	All
II.	<p>MOU</p> <p>DHCS has released new MOU templates. MCP's are to make a good faith effort to execute MOUs with Other Parties by either January 1, 2024, July 1, 2024, or January 1, 2025.</p> <ul style="list-style-type: none"> Managed Care Plans to build partnerships with the following Third-Party Entities: <ul style="list-style-type: none"> Local Health Departments including California Children's Services (CCS), Maternal, Child, and Adolescent Health (MCAH), and Tuberculosis Direct Observed Therapy by 1/1/24. 	All

- County Behavioral Health Departments for Specialty Mental Health Services and Substance Use Disorder Services by 1/1/24.
- Local Government Agencies In-Home Supportive Services (IHSS) by 1/1/24.
- County Social Services programs and Child Welfare Departments by 1/1/24.
- Woman, Infants and Children Supplemental Nutrition programs (WIC) by 1/1/24.
- Continuum of Care programs by 1/1/25.
- Area Agencies on Aging by 1/1/25.
- First 5 Resource Centers by 1/1/25.
- Home and Community-Based Services (HBCS) by 1/1/25.
- Justice Departments by 1/1/25.
- Local Education Agencies (LEAs) by 1/1/25.
- Indian Health Services/Tribal Entities by 1/1/25.
- California Caregiver Resource Centers by 1/1/25.



APL 23-029 MOU
Requirements FINAL

Anthem, Health Net, and Kaiser:

- **MHP-SMHS MOU:** Anthem provided clean copy and final redline edits on 5/14/2024.

Karen and Melissa confirmed they have received the clean copy and final redline edits of the MHP-SMHS MOU. It is currently under review and the County will notify us prior to obtaining signatures. All Parties agree to signature date being the effective date, the final signee will enter the Effective Date prior to the final signature placed. The County will confirm that this is acceptable with County Council.

- **DMC-State Plan**

DMC-State Plan MOU has been released by DHCS. All MCPs working to complete redlines to provide to the County for review. All Parties agree to follow the same process as followed with the MHP-SMHS MOU execution.

- **Operationalization of the MOU**

Desiree highlighted the necessity to maintain ongoing discussions about the MOU's implementation, as there will be new elements to develop in order to fulfill the requirements laid out in the MOU.



III.

County Behavioral Health Updates:

Melissa shared that a longtime SUD Counselor at Amador BH, with over a decade's experience, will be changing departments. Her final day in the current role is scheduled for next week, so the County is planning to fill this vacancy soon.

County

Additionally, she informed that the County's crisis coordinator will be leaving their position on 5/16/24, so recruitment is currently underway for the role.

Other positions the County is actively recruiting for include an administrative technician to handle some data-related tasks and two personal services coordinator roles, for on case management. A recent hiring has already been made for a front desk position, as well as a recent successful hire to replace the MHSa Coordinator position.

Melissa also mentioned that Amador County was among those delayed for launching mobile crisis services. The services are set to roll out on July 1 following submitted plans.

Initiatives are being launched for further collaboration with partners to implement care core systems by the end of the year. Relationships with local jails are also being made for more effective discussions regarding Justice-Involved and BH Links in cases of prisoners' releases.



IV.

Anthem Updates:

Program Manager:

- Provider Bulletin: Remind your patients to update their Medi-Cal Managed Care information to avoid any lapse in coverage.
- Desiree explained the request regarding the Receiver ID to complete the SFTP set up to exchange data. Anthem is requesting to utilize the Tax ID to simplify the process.



PHE
Unwind-PROVIDER I

Provider Relations: John Zamboni, Provider Relationship Account Consultant joined today's discussion to provide some resources for the Medicaid line of business, included below.

- **Provider Portal:** <https://providers.anthem.com/california-provider/home>
- **Provider Bulletin renamed "Provider News":** <https://providers.anthem.com/california-provider/communications/news-and-announcements>
- **Provider Manual:** <https://providers.anthem.com/california-provider/resources/manuals-policies-guidelines>

BH Case Management: Mashaal provided screening and transition tool data for Amador County, included below.



Amador County
Screening Tools.doc,

Karen sought further clarification about the process when Anthem cannot establish contact with a member. Mashaal clarified that Behavioral Health Case Managers make two contact attempts before sending a letter. The outcome of

Desiree &
Lu

these attempts is then relayed to the person who initially referred the member to Anthem.

Raechel observed that the data from Anthem does not seem to align with that of Amador County BH. As such, Raechel and Anthem BH team will be collaborating more closely to review the data, resolve potential issues, and identify any inconsistencies.

Health Net Updates:

- **CaAIM Resources Flyer**

Lu presented the CaAIM resources and training tools handout. This informative brochure imparts knowledge on how to tap into resources within CaAIM ECM and CS, inclusive of elements such as housing.



24-250 CaAIM
Resources Flyer_MC

- **BHS-Referrals-Tip-Sheet**



BHS-Referrals-Tip-Sheet-HN.pdf

- **Health Net Medi-Cal Findhelp Flyer**

Lu shared the Health Net Medi-Cal Findhelp brochure that details how to gain access to resources in a given county using Findhelp. Input your zip code for your required county, and Findhelp will provide a catalog of resources in diverse categories. Registration by creating a login is necessary for the referral monitor process. Both Health Net and Anthem make use of the Findhelp platform.



hn-medi-cal-findhelp-cs-flyer.pdf

- **Health Net Medi-Cal Recommendation Postpartum Doula Services Form**



Lu went through the Health Net Medi-Cal Postpartum Doula Services Recommendation form, which can be used to request services.



hn-medi-cal-member-recommendation-c

Kaiser:

No updates at this time.

<p>VII.</p>	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • Amador BH to provide Anthem with Tax ID. • Anthem BH team to connect with Raechel concerning the data related to screening and TOC tools. • MCPs expected to deliver to the County a final revised DMC-State Plan MOU that incorporates edits from all three MCPs. • County to provide an update to MCPs regarding the County Council’s preferred approach regarding the Effective Date and anticipated signature on the MHP-SMHS MOU. 	<p>All</p>
<p>VIII.</p>	<p>Data Exchange</p> <p>Anthem: Desiree shared the Quarter 2 Amador County Behavioral Health Data Report:</p> <ul style="list-style-type: none"> • Membership • Utilization: <ul style="list-style-type: none"> - LiveHealth Online - Modivcare (transportation) <p> 2024-Q2 Amador County BH Data.ppt</p> <p>During the discussion about Modivcare data, it was observed that dialysis appointments were the most common reason for seeking transportation services. In light of this information, Desiree reached out to the newly established dialysis center in Jackson to investigate their acceptance of Medi-Cal. They are currently in the approval process of becoming a Medi-Cal provider. Desiree offered her assistance to aid them in becoming contracted with Anthem once they successfully complete their Medi-Cal provider approval process. Additionally, she facilitated connections between the center and representatives from Health Net and Kaiser.</p> <p>Health Net: Lu shared the Quarter 2 Amador County Behavioral Health Data Sheet:</p> <ul style="list-style-type: none"> • Screening and transition tools • Enrollment • Modivcare (transportation) <p> Q2 2024 BH Data Sheet - Amador Cou</p> <p>Kaiser: No data yet at this time. Working to gather to present for Quarter 3.</p>	<p>Desiree & Lu</p>

IX.	Open Forum Quarter 3 MOU Care Coordination Meeting: August 15, 2024 at 10:00 facilitated by Health Net.	All
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