

Anthem Blue Cross, Health Net and Calaveras County
Behavioral Health Department

Minutes

Meeting Title: Care Coordination Q2 Meeting Minutes
 Date/Time of Meeting: May 15, 2024 at 10:00 a.m. – 11:00 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite

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| Meeting Leaders: | Desiree Dalby and Lu Knott |
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| Anthem | Yes/No | Calaveras County Behavioral Health Department | Yes/No |
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| Desiree Dalby, Program Manager | Yes | Wendy Alt, Mental Health Director, and Deputy Director of Clinical Services | No |
| Mashaal Khan, BH CM Liaison | Yes | Stacey Meily, Administrative Service Manager | Yes |
| | | Lisa Snyder, CalAIM Project Coordinator | No |
| Health Net | Yes/No | David Bugarin, Data Analyst | No |
| Lu Knott, Community Liaison | Yes | Willow Thorpe, Quality Management Specialist | No |
| Robin Lewis, LMFT, Sr. Clinical Manager, MHN | Yes | Morgan Berry, Quality Management Specialist | No |
| | | Riley Lehman, Administrative Services Manager | No |
| | | Karlee Karnes | Yes |

| Categories | Details | Responsible Party |
|------------|---|-------------------|
| I. | Introductions | 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. <ul style="list-style-type: none"> 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. | Desiree & Lu |

- 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:

- **MHP-SMHS MOU Status:** *Anthem provided clean copy and final redline edits on 4/16/2024.*

Stacey updated that Calaveras BH submitted the MHP-SMHS MOU to the contracting department on April 22, 2024. It is due for board review on June 25, 2024. During our conversation, all participants received the signed MHP-SMHS MOU from Calaveras County, allowing us to move forward with the execution process.

Collectively, we also discussed the recent release of the DMC-State Plan. Both Anthem and Health Net are in the process of finalizing redlines, upon completion will then be shared to the county. We will adhere to the same procedure as was adopted for the MHP-SMHS.

- **Operationalization of the MOU**

In our group discussion, we subsequently addressed the implementation of the MOU and what it would involve. Health plans are working jointly on creating the policies and procedures, with the aim of reducing the administrative burden on the county. Both the health plans and the county agreed to convene a meeting to discuss our future course of action following the execution of the MHP-SMHS MOU. Desiree proposed the idea of establishing a regular cadence for meetings to manage implementation and maintain communication outside of the quarterly meetings, but this is yet to be determined.



III.

Health Plan Updates

Anthem:

Desiree shared a reminder that counties need to have Medi-Cal enrollees' current contact information and need to be aware of any changes that could affect enrollment/eligibility.

- Medi-Cal enrollees should provide the County with such changes:
 - Contact Info:
 - Phone number
 - Mailing address
 - Email address

Desiree &
Lu



PHE
Unwind-PROVIDER I

Mashaal shared there were no screening and transition tools referrals for Calaveras County.

Health Net:

- **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_MCI



BHS-Referrals-Tip-S
heet-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-findhel
p-cs-flyer.pdf

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

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



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r-recommendation-c



IV.

County Updates

Stacey provided the update that the county had plans of getting involved with MAT at the jail, however, they elected to go with Wellpath - the current medical service provider at the jail. The county is now transitioning away from that area but maintaining its focus on the Justice Involved and exploring this via ECM.

County
Team

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| | <p>Stacey shared concern with obtaining substantial data regarding inmates applying to Medi-Cal prior to their release. This would offer an estimate of the number of individuals they could potentially serve, and this is an ongoing process with the Calaveras County Medi-Cal Eligibility contact.</p> <p>The county is focusing on getting the crisis mobile implementation plan approved. They received a CAP due to an inability to deliver 24/7 services to the county due to staffing limitations. The intent is to find a resolution to this by August 5, 2024.</p> <p>There's a substantial push from the county for new infrastructure planning for an upcoming building. They have received a \$20 million grant and are presently in the process of approving the floor plans and building design.</p> <p>Stacey also informed that the contract for the external quality review of the county's behavioral health plans was awarded to HSAG this year and not Behavioral Health Concepts, with the transition effective from July 1.</p> <p>Stacey acknowledged and thanked Anthem on behalf of the executed transportation agreement with American Legion to reimburse for 51/50 transports via Safety Cars.</p> <p>David was absent for today's call, but Stacey communicated on his behalf that the county is liaising with Manifest for health information exchange and is receiving data from Sonora Regional Hospital regarding ER admissions.</p> <p>The county is currently recruiting to fill multiple vacancies, with the hope of augmenting their clinical staff through the student program.</p> | |
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| <p>v.</p> | <p>Follow-Up Items</p> <ul style="list-style-type: none"> • Anthem to obtain signature on MHP-SMHS, then send to Health Net for signatures. • Anthem and Health Net to finish redlines on the DMC-State Plan MOU, then share with County to review. • Once MHP-SMHS MOU is fully signed and executed, MCPs to reach out to county to find time to discuss implementation of the MOU. • Desiree to connect with David regarding Manifest MedEX and the ER alerts. • Desiree to follow up with Stacey regarding the iPad Kiosk program at Anthem to potentially place one in the Wellness Center. Provide information via email and connect with Anthem Project Manager. • Desiree to follow up regarding the cancellations through Modivcare and whether these are member cancellations or cancelled from the transportation provider. • Lu to follow up regarding Health Net reimbursement of 51/50 transports via Safety Cars. | <p>All</p> |
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| <p>VI.</p> | <p>Care Coordination</p> <p>Anthem</p> | <p>Desiree, Lu, & Robin</p> |

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| | <p>Desiree reviewed the Quarter 2 Anthem Calaveras County Behavioral Health data report.</p> <ul style="list-style-type: none"> • Membership Data • Utilization Data: LiveHealth Online and Modivcare (transportation) <p></p> <p>Q2 2024_Calaveras County BH Data.ppt</p> <p>Health Net</p> <p>Robin and Lu shared Quarter 2 Health Net Calaveras County Behavioral Health data sheet.</p> <ul style="list-style-type: none"> • Screening and transition tools data • Enrollment Data • Modivcare Utilization Data (transportation) <p></p> <p>Q2 2024 BH Data Sheet - Calaveras Co</p> | |
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| <p>VII.</p> | <p>Open Forum</p> <ul style="list-style-type: none"> • Quarter 3 Meeting: August 14, 2024 facilitated by Health Net. • Desiree shared about Innovative Renal Care in Jackson, CA – a recent dialysis center working to provide services to Medi-Cal members. | <p>All</p> |