

# Meeting Minutes



## Health Net, Anthem, KP & Tulare County Mental Health Department

Meeting Title: Care Coordination Q1 Quarterly Meeting  
 Date/Time of Meeting: June 18, 2024, at 2:00pm – 3:00pm  
 Frequency: Quarterly (Q1)  
 Dial in: [+1 669-247-1027](tel:+16692471027), [975174145#](tel:+1975174145)  
 Meeting ID: 247 259 130 142

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Meeting Leader:

Perry Shelton Jr & Lali Witrigo

Health Net & MHN	Yes/No	Tulare County Health and Human Services	Yes/No
Perry Shelton Jr, Community Liaison	Yes	Betsy Ellis, Unit Manager, Children Authorization & Adults, Mental Health Dept., Managed Care -QI	Yes
Robin Lewis, LMFT, Clinical Manager	Yes	Andrew Ruddy, Staff Service Analyst III, Managed Care -QI	Yes
Lesley Adair, Supervisor, Provider Relations	No	Aziza E Citi, Supervising Clinician, QI	Yes
Myriah Kemp	Yes	Liz Mason, LMFT, Clinic Administrator VAIC, Recovery and Prevention	Yes
		Joseph Hamilton, LMFT, Mental Health Clinic Administrator, PAC/PYS & Housing	Yes
Anthem	Yes/No	Cynthia Hernandez, Mental Health Clinic Manager, VAIC (Access)	Yes
Lali Witrigo, Program Manager	Yes	Angela Sahagun, Electronic Health Records Manager.	No
Janet Paine, Program Director	No	Jeffrey L Blackmon, Admin. Specialist	No
Chris Domasin, Behavioral Health Case Manager	Yes	Elsie Lopez-Triste, Administrative Aide, Mental Health Dept., Managed Care- QI	Yes
Dr. Ford	Yes	Denise Benavides PAC and PYS Clinic Manager	Yes
Jared Martin, Program Director	No	Kristin Rupp, Adult Clinic Manager - Visalia	Yes
Kaiser Permanente	Yes/No	Fabiola E Wallace, LMFT, Mental Health Clinic Manager, VAIC	No
Adrian Ware, Consultant (Point B)	N/A	Kiani, Staff Analyst, QI	Yes
Melissa Sutherland, Project Manager	N/A	Michelle Grey, Clinician, QI	Yes

Categories	Details	Responsible Party
I.	<b>Introductions</b>	All
II.	<b>MOU</b> Perry gave a brief update on the MOU progress.	Perry

	<p>Betsy provided an update for Tulare County on the progress of the MOU. Tulare County, County Council is in review of the MOU. They are making minimal changes or edits if any at all. Betsy or their contract unit maybe reaching out to the MCPs to gather the addresses/signatory's information. Once the County Council completes their review, the MOU document will be sent to the MCPs for signatures and then to their BOS for signatures, then submitted to DHCS.</p> <p>Betsy added, the only edits made was the information on the reimbursement for eating disorders, and the data elements, and County Council asked about the signatory page.</p> <p>Tulare County HHS must report quarterly to DHCS the status of the MOU execution which is due at the end of July.</p> <p>Lali added, once the MCPs receive the MOU from County Council, that legal and compliance will do a final review (if there are any red-line edits), then it would go to the signatory for execution.</p> <p>In addition, Lali provided an update that DHCS has given guidance on the MOU effective date will be when the last signatory signs. Given the previous MOUs are evergreen and will be superseded once the new MOU is executed. Lastly, the MCPs are recommending the term of the new MOU be set to evergreen or 5 years.</p> <p>Betsy will confirm the guidance from their DHCS rep.</p>	<p>&amp; Lali</p>
<p>III.</p>	<p><b>Health Plan Updates</b></p> <p><b>Health Net</b> Perry gave the following updates:</p> <p><b>Bright Heart Health:</b> Is one of many telehealth vendors that Health Net has contracted with. Members with SUD can be referred to BHH to receive telehealth services and virtual treatment programs, and pain management. The crisis line can be utilized 24/7 365 days a year, plus you can call 800-892-2695 for car coordination. When calling you'll be connected to a live person.</p> <p><b>CalAIM Resources:</b> Here is Health Net's CalAIM one page flyer that list various resources, trainings, and tools all in one place. You can find these resources on Health Net's website at <a href="http://www.healthnet.com/providers/CalAIM">www.healthnet.com/providers/CalAIM</a>. The General information you will find on this website includes Enhance Care Management and Community Supports provider guides, claims/invoice submission processes, and electronic data interchange (EDI) instructions that are available English and other languages. The training and webinars also cover data sharing, prior authorizations, claims billing and more.</p> <p><b>Behavioral Health Services and Referral Tip:</b> This behavioral health services and referral tip sheet was sent out to our provider network as a reminder and a guide on how to assist their patients access mental health services. The best way to access MH services from Health Net is to have members, or the parent/guardian of minors, or PCPs, and advocates assisting members call the phone number indicated on the back of the member identification card. This number gives you access to the 24/7 telephonic crisis support. Also, you can connect with a provider services representative that will assist with finding a provider with a confirmed timely appointment or telehealth if needed. Interpreter services and language assistance is also available. Health Net will also help link members to the County's Mental Health Plan to receive specialty mental health services for patients who are experiencing severe level of impairment and or substance use disorder.</p> <p><b>Anthem Blue Cross</b></p>	<p>Perry &amp; Lali</p>

	<p>Lali, initiated a conversation on behalf of Anthem BH Director in regards to the Transition of Care and Screening Tools close loop referral process. Anthem is inquiring if the County would like to have the opportunity to share data quarterly on an excel sheet of the members that Anthem or transitioning to the County or members who are being screened and referred to the county for SMHS, and vice-versa. Anthem would like to hear the Tulare’s County feedback if that data sharing would be a benefit.</p> <p>Lali also gave reminder of the Anthem’s CalAIM ECM and CS Referral Platform: Findhelp at <a href="https://anthebcbfindhelp.com/">https://anthebcbfindhelp.com/</a>.</p> <p>In addition, Lali gave a high level update and reminder of how we can assist our members with their Medi-Cal Renewal and for data refer to the DHC Dashboard. <a href="https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx">https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx</a></p>	
<b>IV.</b>	<p><b>County Updates</b></p> <p>TCHHS - As of January 2024, QI team has started a tracking log for the TOC and Screening tools. They’re tracking the docs by name, CIN number, DOB, where the forms are coming from and whom the forms are being sent to. Tulare would like to schedule ad hoc meetings between the quarterly meetings to reconcile the referrals and capture gaps and the closed loop, with each respective MCP.</p> <p>TCHHS – is working creating a warm hand off/close loop referral system with the medical care and behavioral health care services providers for the Justice Involved population of focus.</p>	County Team
<b>V.</b>	<p><b>Follow-Up Items</b></p> <p>N/A</p>	Health Net Anthem KP
<b>VI.</b>	<p><b>Data Exchange - Care Coordination</b></p> <p><b>Question from Tulare:</b></p> <p>If referral is closed out due to the inability to contact the client initially by way of the TOC tool, yet the client is still seeking services, what is the best way for the county to follow up with the MCPs?</p> <p>Health Net advises the County to call the Member Services or the Health Net Behavioral Health line to initiate a warm hand off.</p> <p>Anthem advises they will take back this information back to there Director to continue this discussion on how to implement a closed loop process.</p>	Robin Perry Jared Chris

	<p><b>Health Net</b> Data Report Tulare County BH Q2 2024:</p> <ul style="list-style-type: none"> <li>Referral Data, Mild/Moderate Utilization, Enrollment/Membership, and ModivCare Utilization Data. Please refer to Health Net Data Report Tulare County BH – Q2 2024.</li> </ul> <p></p> <p>Tulare County Data Sheet Q2 - Tulare BH.ç</p> <p><b>Anthem Blue Cross</b> Data Report Tulare County BH Q2 2024:</p> <ul style="list-style-type: none"> <li>Membership, Transportation, LiveHealth Online and TOCs. Redetermination Awareness, and CalAIM Enhanced Care Management / Community Supports resources. Anthem Data Report – Q2 2024.</li> </ul> <p></p> <p>Anthem Data Report Tulare County BH_Q2</p>	
<p><b>VIII.</b></p>	<p><b>Open Forum</b></p> <p><b>Next Meeting:</b> September 17, 2024, 2pm – 3pm. (3<sup>rd</sup> Tuesday of the 3<sup>rd</sup> month of every quarter @ 2pm).</p>	<p>All</p>