

# Minutes


## Anthem Blue Cross, Health Net, and Tuolumne County Behavioral Health Department



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



Meeting Leader: Desiree Dalby, Program Manager, Anthem Blue Cross

Health Net	Yes/No	Tuolumne County Behavioral Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Misti Ambler, Deputy Director, Behavioral Health	Yes
Robin Lewis, Sr. Manager Clinical Services, MHN	Yes	Tami Mariscal, Director Behavioral Health	No
Myriah Kemp, LCSW, Lead Behavioral Health Clinician	Yes	Ryan Kramer, Quality Improvement Analyst	No
		Lindsey Lujan, Agency Manager	No
<b>Anthem Blue Cross</b>	<b>Yes/No</b>	Brock Kolby, Clinical Manager	No
Desiree Dalby, Program Manager	Yes	Brittany Madden, Staff Services Analyst	Yes
Terese Jarnutowski, BH CM Liaison	Yes	Annie Hockett, HHSA Agency Director	No
		Michelle Clarke, HHSA Assistant Director	No
		Amanda Lawrance, QM Senior Analyst	

### Agenda

Categories	Details	Responsible Party
I.	<p><b>Introductions</b></p> <p>All individuals introduced themselves and their title.</p> <p>Myriah Kemp will be replacing Robin Lewis as of July 19, 2024.</p>	All
II.	<p><b>MOU</b></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> <p></p> <p>APL 23-029 MOU Requirements REDLI</p> <ul style="list-style-type: none"> <li>MHP-SMHS MOU Status Update</li> </ul> <p>Desiree shared the most recent update from Ryan Kramer as of 5/16/2024, the Tuolumne County MHP-SMHS MOU is awaiting signature. Desiree brought up the concern regarding the effective date on the MOU being passed, and DHCS is not allowing us to backdate the MOU. We collectively agreed to have the effective date be the date of the final signature. Since Health Net will be the final signee, Health</p>	All

	<p>Net will enter the date in the sentence above the signature block and each party will timestamp their signature. Desiree will follow up with Amanda on guidance for language to enter to make these adjustments. County will need to go through signature process again to complete these changes before sending to the health plans for signature.</p> <ul style="list-style-type: none"> <li>DMC State Plan MOU</li> </ul> <p>Anthem and Health Net have provided redlines, and county is reviewing.</p> <ul style="list-style-type: none"> <li>Implementation of MOU requirements</li> </ul> <p>Desiree mentioned the need to continue to discuss during quarterly calls and meeting as needed to identify the implementation of the MOU to ensure we are fulfilling the requirements within the given timeframe.</p>	
<p>III.</p>	<p><b>Health Plan Updates</b></p> <p><b>Anthem</b></p> <ul style="list-style-type: none"> <li><b>HIE (Credible)</b></li> </ul> <p>Desiree asked about status of onboarding with Credible for HIE. Misti shared that the county is still in pursuit of onboarding and have not officially onboarded yet but are working with the vendor. They've also been working with their IT to get the SFTP set up to begin sharing data.</p> <p><b>Health Net</b></p> <ul style="list-style-type: none"> <li><b>CalAIM Resources Flyer</b></li> </ul> <p>Lu presented the CalAIM resources and training tools handout. This informative brochure imparts knowledge on how to tap into resources within CalAIM ECM and CS, inclusive of elements such as housing.</p> <div style="text-align: center;">  <p>24-250 CalAIM Resources Flyer_MC</p> </div> <ul style="list-style-type: none"> <li><b>Health Net Medi-Cal Findhelp Flyer</b></li> </ul> <p>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.</p> <div style="text-align: center;">  <p>hn-medi-cal-findhelp-cs-flyer.pdf</p> </div>	<p>Desiree &amp; Lu</p>
<p>IV.</p>	<p><b>County Updates</b></p> <ul style="list-style-type: none"> <li>Misti shared that the county has a new clinical manager onboarding who starts on Monday. The county has also added to their leadership team by promoting an internal staff member going from a program specialist to a supportive housing manager to manage the new home purchased by the county with grant funding.</li> <li>Rolling out the mobile crisis and Care Corps</li> </ul>	<p>County Team</p>

	<ul style="list-style-type: none"> <li>Brittany shared that the transition of care tool process has been reintroduced to the staff, so health plans can expect an uptick of referrals. Due to the staff transitioning to a new EHR, they needed a refresher on this process. Desiree reiterated the request for warm transfers as it increases the health plans opportunity to connect with the member and provide support.</li> </ul>	
V.	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>Desiree to follow up with Amanda regarding the effective date and term language in the MHP-SMHS MOU.</li> </ul>	All
VI.	<p><b>Care Coordination</b></p> <p><b>Anthem</b> Desiree reviewed the Q2 data report for Tuolumne County.</p> <ul style="list-style-type: none"> <li>Membership</li> <li>LiveHealth Online Utilization</li> <li>ModivCare utilization</li> </ul>  <p>2024 Q2 Tuolumne County BH MOU Data</p> <p><b>Health Net</b> Robin and Lu reviewed the Q2 data sheet for Tuolumne County.</p> <ul style="list-style-type: none"> <li>Screening and transition of care tools</li> <li>Membership</li> <li>ModivCare Utilization</li> </ul>  <p>Q2 2023 BH Data Sheet - Tuolumne County</p>	Desiree, Lu & Robin
VII.	<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>Q3 meeting scheduled for: September 10, 2024 at 10:00am facilitated by Health Net.</li> </ul>	All