



**Meeting  
Agenda/Note  
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**Anthem & Golden Gate Regional Center**

**Meeting Title:** Q2 2024 Golden Gate Regional Center MOU Meeting  
**Date/Time of Meeting:** 5/17/2024 – 2:00 pm to 3:00 pm  
**Location:** MS Teams  
**Frequency:** Quarterly  
**Dial in:**

**Meeting Leader:** Kalil Macklin, Anthem

Anthem	Yes/No	Golden Gate Regional Center	Yes/No
Kalil Macklin, Program Manager	Y	Brenda Gonzales (GGRC Clinical Director)	Y
Patricia Lacanfora, Case Management Manager	Y	Norman Manglona, Manager Social Working	Y
Alana Pfeffinger, RPM		Jenilla Worrell	Y
Maribeth Capen			

<b>I.</b>	<b>Introductions:</b>	All
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<b>II.</b>	<p><b>Regional Center Updates:</b>  Norman:</p> <ul style="list-style-type: none"> <li>GGRC has been encountering a lack of providers lately when it comes to behavioral health treatment services.</li> <li>Who should we direct families or members to?</li> <li>Reportedly, they just get a response that there's no provider, and therefore no service.</li> <li>To be clear, we are talking about ABA type therapies.</li> </ul> <p>Patricia:</p> <ul style="list-style-type: none"> <li>It is challenging right now in that ABA World.</li> <li>One thing you can do is refer your families or members to our behavioral health case management.</li> <li>That way they're assigned to a case manager instead of just getting lists you know from the customer service, that can be challenging for Members to go through.</li> <li>We're vetting providers all the time.</li> <li>The case management team, we're constantly looking for who's taking our members, who's following up with our members, who's contacting our members.</li> <li>We have more ability to do that on the case management side, I can get the information to you.</li> <li>Level Set: At Anthem Blue Cross, Medicaid, we only manage non specialty mental health services, meaning outpatient therapy, outpatient psychiatry, ABA services, some map medications, etc.</li> </ul>	GGRC
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- Anything that's a higher level of care, IOP, residential PHP, inpatient, that's all managed by the county directly.
- Level Set: Case Management though and Utilization Management are a totally separate team.

**Anthem Health Plan Updates:**

**MOU Engagement:**

- GGRC Regional Center MOU

**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 DAA with SFDPH. SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once DAA is established.



APL 23-031 Adult Expansion Final\_Clean.pdf

**DEI:** Participating in a workgroup that consists of San 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

**UCSF Termination:**

*Good News & Extension* UC Health System

- agreement reached.
- termination date extended to allow time to finalize new contract.
- UCSF documents are being processed for Anthem signature
- Anthem's Public Relations microsite: [anthem.com/ca/uhealth/](https://www.anthem.com/ca/uhealth/)

**CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment**

Met with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), Hilary Gillette-Walch (SFHP), Suzanne Samuel (SFHP), and Gretchen Shanofsky (Kaiser Permanente) to initiate conversations on meaningful participation in CHA/CHIP processes and co-developing SMART Goals that align with DHCS overall BOLD GOALS. We met the DHCS requirement and can attest to having engaged in conversation and started to develop our first SMART Goal.

By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francisco Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease

III.

Kalil

disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures. **Confirmed on 1/30/24**

### **MCAH Needs Assessment: 5/7/24**

- Thank you MCAH team for hosting and sharing such great information.
- It was great to see everyone in person and we look forward to the root cause analysis meetings.

### **LiveHealth Online:**

Kalil: Live Health Online can be used by everyone. Encourage our members to use this platform. Will continue to talk about it until our utilization increases.



Live Health Online Flyer FINALv6.pdf



LHO User Instructions Flier.pdf



LHO Overview FINAL.pdf



LHO SP.pdf

### **Transportation/ModivCare Services:**



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

### **CalAIM:**

1. Anthem is continuing to implement CalAIM in San Francisco County with regular meetings occurring with key organizations.
2. [CalAIM Overview](#)
3. [Community Health Workers \(ca.gov\)](#)
4. [ECM Overview](#)
5. [CS 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 21.pdf



2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21.pdf



ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf

**Community Supports:**



CA\_CalAIMCSmemberreferralfom.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



CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier\_FINAL.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](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

[Keep Your Medi-Cal \(socialpresskit.com\)](http://socialpresskit.com)

**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

VI.

**Utilization Reports:**

- Membership
- LiveHealth Online
- Modivcare Transportation



Q2 2024 Anthem Blue Cross \_ Golden Gate Regional Center MOU \_Reports\_5.17.2024.pdf

All

VII.

**Follow-Up Items:**

- Patricia to disseminate that information of how to refer to our case management department for behavioral health. (Completed)

All

**Next Meeting: 8/16/2024 @ 2:00 pm**