



**Kern County  
Community Advisory Committee Meeting Minutes  
Q2 2025**

<b>DATE:</b>	May 15, 2025
<b>TIME:</b>	11:30 am – 12:30 pm
<b>LOCATION:</b>	<p style="text-align: center;"><a href="#"><u>Microsoft Teams</u></a></p> <p style="text-align: center;"><a href="#"><u>Join the meeting now</u></a></p> <p style="text-align: center;">Meeting ID: 288 008 615 905 2</p> <p style="text-align: center;">Passcode: N77wM9E7</p>

SUBJECT	TOPICS
<b>Welcome and Introductions</b>	<ul style="list-style-type: none"><li>• Welcome everyone to the meeting.</li><li>• Request all presenters to put their contact information in the chat.</li></ul> <p>Attendees:</p> <p>Community:</p> <ul style="list-style-type: none"><li>• Yadira Vargas</li><li>• Elaine Moore</li><li>• Jeremy Oliver</li><li>• Jannett Tapia</li><li>• Aubrianna Cooper</li><li>• Alessandra Magnia-Jackson</li><li>• Madison Lyons</li><li>• Kristin McClain</li><li>• Lorena Boykins</li><li>• Amber McCombs</li><li>• Rebecca Vaughan</li><li>• Quon Louey</li><li>• Marissa Ortiz-Cortez</li><li>• Argelia Diaz</li><li>• Mercedes Martinez</li><li>• Matthew Cauthron</li><li>• Rachelle Hunt</li><li>• Dee Slade</li></ul>

	<p>Anthem:</p> <ul style="list-style-type: none"> <li>• Denise Ornelas</li> <li>• Alejandra Vaca</li> <li>• Maryiat Yeranosyan</li> <li>• Phil Rodriguez</li> <li>• Yanel Saenz</li> <li>• David Lavine</li> <li>• Mayra Serrano</li> <li>• Crystal Maciel</li> </ul>
<p><b>Flyers</b></p>	 <p>Transportation BR HR Flyer Spanish 12 21.p  Transportation BR English 12 21 (2).pdf  CHW Flyer FINAL.pdf  CABC-CD-049197-24 Your Behavioral and CalAIM CS Flyer_FINAL  Emotional Health is Es  CABC-CD-049193-24 EXPRESS CalAIM ECM</p>
<p><b>Additional Decks</b></p>	 <p>2025-Q2%20Kern%20CAC%20Data.pptx</p>
<p><b>Account Management</b></p> <p><b>Purpose of the Community Advisory Committee</b></p>	<p><b>Reminder:</b></p> <ul style="list-style-type: none"> <li>• Provide input and recommendations to Anthem’s programs and services.</li> <li>• Meet others to share and learn about resources.</li> <li>• Looking for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Denise at <a href="mailto:Denise.Ornelas@Anthem.com">Denise.Ornelas@Anthem.com</a></li> </ul> <p><u>Community Advisory Committee Membership Survey - Please share the following –</u>  You will be receiving this survey because of your participation in our Community Advisory Committee (CAC). As a Department of Healthcare Services contractual requirement, Anthem Blue Cross must ensure its CAC membership reflects the general Medi-Cal Member population in its service area. In order to comply with this requirement, we are requesting your assistance with answering the following questions. Your valuable time and insight is greatly appreciated.</p>
<p><b>Health Education:</b>  Alejandra Vaca,  Health Promotion  Consultant</p>	<p>Alejandra Vaca presented on the Health Education Referral Form.</p> <ul style="list-style-type: none"> <li>• Anthem’s health education team now has a full-time health educator</li> <li>• The health educator can provide personalized 1-on-1 sessions for Medicaid members at no cost</li> </ul> <p>Direct link: <a href="#">Health Education Referral Form</a></p>

	 <p>CAC Overview - Health Ed .pdf</p>  <p>CA_CAID_HealthEducationReferralForm (1).pdf</p>
<p><b>Program Consultant:</b> Maryiat Yeranosyan</p>	<p>Maryiat Yeranosyan presented on the updated Provider Manual.</p> <ul style="list-style-type: none"> <li>• Removal of language related to the discontinued MRMIP program and the CHDP program, both now ended.</li> <li>• Explanation of sources for updates, including assembly bills, Senate bills, All Plan Letters (APLs), and bulletins from DHCS, DMHC, or CMS.</li> <li>• Inclusion of new language on non-specialty outpatient mental health treatment per APL 24/19.</li> <li>• Updates based on Assembly Bills 2843 and 2129 concerning sensitive services.</li> <li>• Modifications related to Community-Based Adult Services (CBAS), particularly on restrictions and limitations for doula services and targeted rate increases.</li> <li>• Introduction of a new mailbox feature for inquiries.             <ul style="list-style-type: none"> <li>○ TRL_Inquiry@Anthem.com</li> </ul> </li> <li>• Update on the Medical Loss Ratio (MLR) requirement that went live with APL 2418, affecting PMGs and IPAs.</li> </ul>  <p>CABC-CD-079950-25_EXPRESS Prvdr Mnl 90-Day Ntfctn FINAL V5.pdf</p>
<p><b>Health Equity:</b> Mayra Serrano, Director Health Equity</p>	<p>Mayra Serrano presented on the Health Equity Goals for 2025.</p> <ul style="list-style-type: none"> <li>• Increase utilization of interpreter services by 5% (deploy Digital Solutions Kiosks – mobile iPads)</li> <li>• Increase Postpartum Care HEDIS rates by 5%</li> <li>• Increase AMR, HBD, and CBP rates by 5%             <ul style="list-style-type: none"> <li>○ Launch pharmacy-based interventions for members with Asthma, Diabetes, High Blood Pressure and/or COPD</li> </ul> </li> <li>• Increase the number of individuals receiving housing navigation and transition services by 15%</li> </ul>

	<ul style="list-style-type: none"> <li>• Improve the % of provider notifications for members 18+ with SUD/SMH within 7 day of ED visit             <ul style="list-style-type: none"> <li>○ Pilot in Fresno County</li> </ul> </li> <li>• Anthem Food Insecurity Grant RFP             <ul style="list-style-type: none"> <li>○ \$400,000 available; will be awarded to 40 orgs statewide, \$10,000/org for high-need areas. Proposals due 05/31/2025.</li> <li>○ Kern is a priority county due to high food insecurity rates.</li> </ul> </li> </ul> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Anthem Blue Cross Food Insecurity Grant RFP.pdf</p> </div> <div style="text-align: center;">  <p>Kern CAC_HE Updates_5-15-25.pdf</p> </div> </div>
<p><b>Network Adequacy,</b> David Lavine, Provider Performance Management</p>	<p>David Lavine presented on Timely Access to Care.</p> <ul style="list-style-type: none"> <li>• Highlighted performance gaps in specialists and primary care availability</li> <li>• Introduced initiatives like a Timely Access Dashboard, provider training courses, and an Advanced Access Program to enhance service delivery.</li> </ul> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Timely Access Flyer (1).pdf</p> </div> <div style="text-align: center;">  <p>Anthem Advanced Access Program Overview.pdf</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <p>image.png</p> </div> <div style="text-align: center;">  <p>image2.png</p> </div> </div>
<p><b>Additional Anthem Updates</b></p> <p><b>Special Programs Provider Relations Marketing Quality</b></p>	<p>Denise Ornelas spoke about the upcoming Dia de las Madres event that is in partnership with Que Buena radio station. Event will take place on May 16th from 10am – 12pm at the Anthem Welcome Center on 1491 White Lane Bakersfield, CA.</p> <div style="text-align: center; margin-top: 20px;">  <p>ANTHEM Mother's Day 2025 Flyer.jpg</p> </div>
<p><b>Community Member Updates</b></p>	<ul style="list-style-type: none"> <li>• Mercedes Martinez is the administrator for a multi-employer trust fund that operates a medical and pension plan located near Tehachapi, handling tasks from customer service to processing claims and issuing payments.             <ul style="list-style-type: none"> <li>• They are seeking candidates for an Assistant Director-level position, where responsibilities include overseeing daily operations, managing staff, administering benefits, and collaborating with trustees, legal counsel, and regulatory bodies.</li> <li>• Contact: MMartinez@RFKJDLC.COM</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Jeremy Oliver spoke about the upcoming Annual Elder Abuse Prevention Conference. The event has CEU's pending.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>2025 EAPC Individual Registration.pdf</p> </div> <div style="text-align: center;">  <p>EAPC REGISTRATION ANNOUNCEMENT 2025.jpg</p> </div> </div> <div style="text-align: center; margin-top: 10px;">  <p>EAPC REGISTRATION ANNOUNCEMENT 2025.pdf</p> </div>
<p><b>Feedback Loop</b></p>	<p>No updates to report.</p>
<p><b>Closing Remarks &amp; Next Meeting</b></p>	<p><u>Upcoming Meetings:</u>            Q3: 08/14/2025 at 11:30 am – 12:30 pm            Q4: 11/13/2025 at 11:30 am – 12:30 pm</p>

**[www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal)**

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We can translate this at no cost. Call the customer service number on your member ID card.

*English*

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).

*Spanish*

我們可以免費為您提供翻譯版本。請撥打您ID卡上所列的電話號碼洽詢客戶服務中心。

*Chinese*

Peb txhais tau qhov no pub dawb. Hu mus rau qhov chaw pab neeg tus naj npawb xov tooj nyob rau ntawm koj daim ID ua mej zeej.

*Hmong*

Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).

*Russian*

Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.

*Tagalog*

Chúng tôi có thể phiên dịch văn bản này miễn phí. Xin gọi văn phòng dịch vụ hội viên qua số điện thoại ghi trên thẻ ID (thẻ hội viên) của quý vị.

*Vietnamese*