








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

DATE:	June 02, 2025
TIME:	11:30 am – 12:30 pm
LOCATION:	<p style="text-align: center;"><u>Microsoft Teams</u></p> <p style="text-align: center;">Join the meeting now Meeting ID: 287 464 585 473 Passcode: xh6Gb3gM</p>

SUBJECT	TOPICS
Welcome and Introductions	<ul style="list-style-type: none"> Welcome everyone to the meeting. Request all presenters to put their contact information in the chat (name, organization, and email). Introduced Alaiza Mae Tionson, Program Administrator Introduced Miguel Perez Lopez, Program Manager <p>Community:</p> <ul style="list-style-type: none"> Winslow L Champions - Recovery Clarissa Ravelo - First 5 Kings Andrea Thomas – Champions Amalia Cabadas – Human Services Agency David Long - Kings County Department of Public Health Devina Arroyo - Managed Care - Adventist Health Ashley Nuhfer - Kings County Library J.R. Raveena Singh Winslow Lowe <p>Anthem:</p> <ul style="list-style-type: none"> Liz Tullis Kimberly Kruse David Lavine Alejandra Vaca Mayra Serrano

	<ul style="list-style-type: none"> • Maryiat Yeranosyan • Yanel Saenz • Will Sanchez • Miguel Perez • Steven Torchia • Rosa Flores • Janet Paine • Alaiza Mae Tiongson
Anthem Flyers	<div>     </div> <div> Transportation BR HR Transportation BR CHW Flyer FINAL.pdf CABC-CD-049197-24 Flyer Spanish 12 21.p English 12 21 (2).pdf CalAIM CS Flyer_FINA </div> <div>   </div> <div> Your Behavioral and CABC-CD-049193-24 Emotional Health is EsEXPRESS CalAIM ECM </div>
Account Management Purpose of the Community Advisory Committee	Reminder: <ul style="list-style-type: none"> • Provide input and recommendations to Anthem’s programs and services. • Meet others to share and learn about resources. • Looking for Anthem Medi-Cal members to join this committee. Please refer anyone interested to Janet Paine at Janet.Paine@Anthem.com
Follow Up	<p>Janet Paine addressed a follow up from Q1 meeting: (A consulting group was working on behalf of Anthem and asking questions around Maternal Child Adolescent Health):</p> <p>It was determined that Anthem Special Programs/CalAIM Team was working with Quantified Ventures to provide outreach and engagement efforts with specific populations of focus.</p> <ul style="list-style-type: none"> • Efforts are ongoing
Program Consultant: Maryiat Yeranosyan	<p>Maryiat Yeranosyan presented on updates for the Provider Manual:</p> <ul style="list-style-type: none"> • The provider manual is updated two to three times annually

	<ul style="list-style-type: none"> • Provider Manual includes key provider information: General benefits, Telehealth, Transportation, Sensitive Services, Coverage Services, Claims, and Billing Guidelines. • Updates go live on November 15th, 2025, including: <ul style="list-style-type: none"> ○ Removal of MRMIP and CHDP program references ○ New compliance language for APL 2419, Assembly Bills 2843 and 2129, and APL 2418 ○ Added content on doula and committee-based adult services • Updates are based on directives from APLs, legislative bills, DHCS, DMHC, and CMS. • Feedback is welcome and has previously led to additional content on human trafficking. <p>For more information on the Provider Manual, please reach out to Maryiat Yeranosyan at Maryiat.Yeranosyan@anthem.com.</p> <div data-bbox="781 848 828 905">  </div> <p>CA_CAID_ProviderManual.pdf</p>
<p>Health Equity: Mayra Serrano, Director Health Equity</p>	<p>Mayra Serrano presented on the updates for the 2025 Health Equity Goals:</p> <ul style="list-style-type: none"> • Focus on social needs assessment: Identified housing and substance use disorder as key issues in Kings County. • 2025 plan approved by the Quality Management Committee, available on the website. • Goals for 2025: <ul style="list-style-type: none"> ○ Increase utilization of interpreter services ○ Recruit doulas residing in Kings County <ul style="list-style-type: none"> ▪ Update/Correction: There <i>are</i> doulas who service Kings County, but no doulas who <i>live</i> in Kings County ○ Address chronic diseases (asthma, high blood pressure, COPD, diabetes) via pharmacy intervention. <ul style="list-style-type: none"> ▪ Waiting state approval to launch, expecting to launch later in the year ○ Housing navigation/transition services goal increased from 5% to 15%; significant progress reported.

	<ul style="list-style-type: none"> Established new partnerships in Kern County – Bakersfield Recovery Services and Bakersfield American Indian Health project. Piloting a post-ER substance use disorder program in Fresno, exploring expansion to Madera County. <p>For more information on Health Equity Goals, please reach out to Mayra Serrano at Mayra.Serrano@anthem.com</p> <div data-bbox="812 554 857 611" data-label="Image"> </div> <p>Kings CAC_HE Updates_6-2-25.pdf</p>
<p>Get Connected Program: Steven Torchia, Innovation Director</p>	<p>Steven Torchia presented on the Get Connected for Health program:</p> <ul style="list-style-type: none"> Members can self enroll as soon as 06/02 at www.infinityhealth.net Upon verification of eligibility, a high-quality Samsung A-series smartphone with unlimited talk, text, and data is provided to members. Phone also includes a welcome brochure, FAQs, and a health helpline for program-specific support. Home screen features health plan branding, Sydney Health app, and preloaded contact numbers (e.g., member services, crisis line). "Get Started" folder includes Android basics and FAQs for new users. <p>For more information on the Get Connected for Health program, please reach out to Steve.Torchia@anthem.com.</p> <p>Video: Get Connected-DIA Final</p> <div data-bbox="834 1608 880 1665" data-label="Image"> </div> <p>GetConnected_CA_Dec2024_Share.pdf</p>
<p>Health Education:</p>	<p>Alejandra Vaca presented on the Health Education Referral Form:</p>

<p>Alejandra Vaca, Health Promotion Consultant</p>	<ul style="list-style-type: none"> Introduced the health education referral form for personalized one-on-one sessions available at no cost to Anthem members. Members can be referred by their providers or Anthem associates; the form collects provider, member, and health topic information. The referral form is available on the Anthem provider California website Members can also self-refer by calling the Customer Care Center, which will then notify the health education team. Sessions cover various health topics and are offered in English, Spanish, and other languages via Interpretation services. <p>For more information on the Health Education Referral Form, please reach out to Alejandra Vaca at Alejandra.Vaca@anthem.com.</p> <div data-bbox="901 892 950 955" data-label="Image"> </div> <p>CA_CAID_HealthEducationReferralForm (1) 3.pdf</p>
<p>Anthem Updates:</p> <ul style="list-style-type: none"> Special Programs Provider Relations Marketing/Community Relations Quality Improvement/Provider Success 	<p>Janet provided Anthem's Data Report for Kings County CAC Q2. Data Report includes membership, transportation, and LiveHealth Online utilization. CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.</p> <div data-bbox="1079 1312 1128 1375" data-label="Image"> </div> <p>Anthem Data Report Kings County Q2 2025 (2).pdf (Co</p>
<p>Community Member Updates/Events</p> <p><i>2-minutes per person maximum</i></p>	<p>No updates from community members</p>
<p>Closing Remarks & Meeting Calendar</p>	<p><u>Next Meeting(s)</u></p> <ul style="list-style-type: none"> Q3: 09/01/2025 at 11:30 am – 12:30 pm*



	<ul style="list-style-type: none">○ Will follow up with new date as this lands on Labor Day● Q4: 12/01/2025 at 11:30 am – 12:30 pm
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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