

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

DATE:	June 10, 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: 265 675 433 638 Passcode: eB3JW9Tj</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 and organization.) Introduce: Alaiza Tiongson, Anthem Program Administrator Introduce: Miguel Perez Lopez, Anthem Program Manager <p>Attendees:</p> <p>Community:</p> <ul style="list-style-type: none"> Ana Rodriguez, California Rural Legal Assistance Raveena Singh, California Health Collaborative Sylvia Stratford, MCDPH-MCAH Sara Bosse Mary Crandall <p>Anthem:</p> <ul style="list-style-type: none"> Kimberly Kruse, Provider Clinical Liaison CA Maichee Vang, Community Relations Rep Maryiat Yeranossyan, Program Consultant Alejandra Vaca, Health Promotion Consultant Sr. Pang Vallembois, Outreach Specialist Lead Mayra Serrano, CHEO Rosa Flores, Outreach Specialist Sandra Velasco, Care Consultant Sr.

	<ul style="list-style-type: none"> • Denise Ornelas, Program Manager • Lori Olivero, Community Outreach Manager • Miguel Lopez, Program Manager • Janet Paine, Director of Program Management • Alaiza Mae Tiongson, Program Coordinator
<p>Account Management</p> <p>Purpose of the Community Advisory Committee</p>	<p>Reminder:</p> <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 Alaiza Tiongson at AlaizaMae.Tiongson@Anthem.com <ul style="list-style-type: none"> ○ Medi-Cal members who participate in the community advisory committee meetings are eligible for a \$50 gift card to Target or Walmart.
Follow Up	No follow-ups to report from Q1.
<p>Provider Manual: Maryiat Yeranosyan, Program Consultant</p>	<p>Maryiat Yeranosyan presented on the updates for Anthem’s Provider Manual:</p> <ul style="list-style-type: none"> • Discussed the provider manual and a recent update effective July 15th, with a correction stating the update went live in November 2024, not July. • The provider manual includes essential information on regulations, policies, and procedures relevant to provider offices. • Contents cover appeals processes, sanction monitoring, credentialing, claims submission, overpayments, and grievance processes. • Mentioned the 90-day notification letters sent before a manual update goes live. • Removal of outdated language from the manual, including programs that ended (MRMIP and CHDP) and updates for compliance with recent assembly bills and plan letters. • Added language for non-specialty outpatient mental health treatment and compliance with various legal and procedural updates.

	<ul style="list-style-type: none"> • Introduction of a new TRI mailbox (TRI_Inquiry@Anthem.com) • Mentions changes to comply with medical loss ratio updates from APL 240-18. • Feedback is welcomed and reviewed, with updates informed by assembly bills, senate bills, and guidance from DHCS, DMHC, and CMS. <p>For more information on the Provider Manual, please reach out to Maryiat Yeranossian at Maryiat.Yeranossian@Anthem.com.</p> <div data-bbox="894 667 943 714" data-label="Image"> </div> <p>CA_CAID_ProviderManual.pdf (1</p>
<p>Health Education: Alejandra Vaca, Health Promotion Consultant</p>	<p>Alejandra Vaca presented on the Health Education Sessions for Members and the Health Education Referral Form:</p> <ul style="list-style-type: none"> • The health education sessions are free for members and tailored to meet their specific health needs. • Topics include adolescent and children's health, nutrition, immunizations, and tobacco cessation, among others. • Sessions are available in English and Spanish; other languages are accommodated upon request. • Members can be referred to the program via a form on the Anthem Provider California website or through direct referrals by providers and internal associates. • Self-referrals are also possible by contacting the customer care center, as detailed on the Anthem member ID card. • Referrals can be directly sent to: HealthEd_CA_Medicaid@anthem.com <p>For more information about Health Education, please reach out to Alejandra Vaca at Alejandra.Vaca@Anthem.com.</p> <div data-bbox="967 1606 1015 1648" data-label="Image"> </div> <p>CA_CAID_HealthEducationReferralForm (1) 5.pdf (Co</p>

Health Equity:
Mayra Serrano,
Director Health Equity










Mayra Serrano presented on the 2025 Health Equity Goals:

- Highlighted that there was only one doula available for 378 births in 2024; more doulas are being recruited.
- Focus on a pharmacy-based intervention targeting conditions like asthma, diabetes, high blood pressure, and COPD is awaiting state approval.
 - The intervention aims to improve consultation, education, and motivation for medication adherence.
- Social needs assessment identified housing and substance use disorder as major issues in Madera County.
 - Goal to increase housing navigation and transition services by 15% and enhance care management services for the homeless.
- Significant increase in Enhanced Care Management participation in 2024.
- Collaborative effort in Fresno County to improve follow-up for emergency department visits due to substance use or mental health.
- New workflows and partnerships aim to secure behavioral health follow-up appointments.
- Plans to replicate successful programs in Madera County based on outcomes in Fresno.

Feedback/Q's:

- Sylvia S asked: Can you please clarify what the acronyms mean (in reference to slide 4)?
 - AMR: Asthma Medication Ratio
 - HPD: Blood Sugar
 - CBP: Blood Pressure Control
- Janet Paine provides an update on discussions concerning the Substance Use Disorder and Severe Mental Health (SUD SMH) program with Cal Viva and Kaiser.
 - Conversations focused on next steps for a program similar to one in Fresno County.
 - Received communication from Christine Doss, Behavioral Health Director for Madera County, regarding potential collaboration.
 - Janet will follow up with more information when she receives update.

	<p>For more information on Health Equity, please reach out to Mayra Serrano at Mayra.Serrano@Anthem.com.</p> <div data-bbox="950 352 998 415" data-label="Image"> </div> <p>Madera CAC_HE Updates_6-10-25.pdf (C)</p>
<p>Healthy Rewards Program for Members: Maichee Vang, Community Relations Rep</p>	<p>Maichee Vang presented on the Healthy Rewards Program:</p> <ul style="list-style-type: none"> • The program, started in 2024, offers rewards for completing health visits such as well-child checks, cancer screenings, and prenatal/postpartum visits. • Rewards range from \$25 to \$50, redeemable every 12 months, and can be claimed through an application process. • Members can enroll via the Anthem website, by phone, or at clinics with the help of providers or Anthem representatives. • Rewards include gift cards for Amazon, Target, and Chuck E. Cheese, which are particularly popular with children. • The Value Added Benefits also include gift options for members based on health conditions, such as diabetes and asthma. • Specific benefits involve fresh food delivery, memberships, medical supplies, digital resources, and emergency kits. • Support options are also available for expecting parents, including essentials, transportation benefits, and educational aids. • Members can learn more and access these benefits through Anthem's Benefit Reward Hub. <p>For more information about the Healthy Rewards program, please reach out to Maichee Vang at Maichee.Vang@Anthem.com.</p> <div data-bbox="922 1665 971 1707" data-label="Image"> </div> <p>CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf</p> <div data-bbox="930 1759 963 1801" data-label="Image"> </div> <p>12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24 2 1.pdf</p>

	 Value Added Benefits ENGLISH 1.pdf
Anthem Updates: <ul style="list-style-type: none"> • Special Programs • Provider Relations • Marketing/Community Relations • Quality Improvement/Provider Success 	No updates to report.
Anthem's Data Utilization Report: Janet Paine, Director of Program Management	Anthem's Data Report for Madera County CAC Q2 is attached to include membership, transportation, and LiveHealth Online utilization, Medi-Cal Ready, Set. Renew, and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.  Anthem Data Report Madera County Q2 2021
Flyers/Resources	 Transportation BR HR Flyer Spanish 12 21.p  Transportation BR English 12 21 (2).pdf  CHW Flyer FINAL.pdf  CABC-CD-049197-24 CalAIM CS Flyer_FINAL  Your Behavioral and Emotional Health is EXPRESS  CABC-CD-049193-24 CalAIM ECN  Value Added Benefits ENGLISH 1.pdf
Community Member Updates/Events <i>2-minutes per person maximum</i>	<ul style="list-style-type: none"> • Mary L. Crandall, part of the Central Valley Immunization Coalition, seeks information on contacts within Madera Public Health to support vaccination efforts. <ul style="list-style-type: none"> ○ Sara Bosse confirms the existence of such contacts and offers to connect Mary with a clinic manager.



Closing Remarks & Meeting Calendar	<u>Next Meeting(s)</u> <ul style="list-style-type: none">• Q3: 09/09/2025 at 11:30 am – 12:30 pm• Q4: 12/09/2025 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