




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


DATE:	June 06, 2025
TIME:	1:00 pm – 2:00 pm
LOCATION:	<p style="text-align: center;"><u>Microsoft Teams</u></p> <p style="text-align: center;"><u>Join the meeting now</u></p> <p style="text-align: center;">Meeting ID: 279 227 277 747 Passcode: hsA4ZR</p>

SUBJECT	TOPICS
Welcome and Introductions	<ul style="list-style-type: none">• Kalil Macklin welcomed everyone to the meeting and allowed attendees to introduce themselves.• Requested all attendees to put their contact information in the chat (name and organization). <p>Attendees:</p> <p>Community:</p> <ul style="list-style-type: none">• Hakeem O. Adeniyi, Jr., MD - Sacramento Native American Health Center• Pahoua Her - Sac County BH - Data Analytics• Marissa Wagner - CalAIM Data analyst - Lutheran Social Services of Northern California• Awai. Hannah (M.D.)• Lisa Mathews - Breastfeeding Program Coordinator with Sacramento County WIC• Ricks. LaVonne <p>Anthem:</p> <ul style="list-style-type: none">• David Lavine, Program Manager• Mayra Serrano, Health Equity Director• Linh Casa, Whole Health Director




	<ul style="list-style-type: none"> • Yanel Saenz, Health Educator • Alejandra Vaca, Health Promotion Consultant • Maryiat Yeranosyan, Program Consultant • Kalil Macklin, Program Manager • 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.
<p>Follow Up</p>	<p>No follow ups to report from Q1.</p>
<p>Health Equity: Mayra Serrano, Director Healthy Equity</p>	<p>Mayra Serrano presented on the 2025 Health Equity Goals:</p> <ul style="list-style-type: none"> • Health Equity's updates include work presented on 2024 goals and plans for 2025, submitted for QMC Committee approval on May 14. • 9 doulas are contracted in Sacramento, however there were 3,500 births in 2024 that were Anthem members <ul style="list-style-type: none"> ○ Working on increasing the number of doulas in Sacramento County. • There is a focus on increasing enhanced care management and housing navigation services for members experiencing homelessness, particularly in Kern County. • The number of people in enhanced care management has increased from 1,900 to 2,799 within the first half of 2024, surpassing initial goals. • Community support services aimed at housing navigation had 4,000 participants in 2024, with 2,600 currently enrolled; they aim to meet these targets.

	<ul style="list-style-type: none"> • Two new partnerships have been established in Kern County to support service expansion. • A pilot program in Fresno County aims to provide follow-up care within seven days for ED patients with substance use or mental health issues, showing promising results. <ul style="list-style-type: none"> ○ The pilot involves partnerships with Fresno County Department of Mental Health and Cal Viva, focusing on providing same-day appointments and pre-scheduled follow-up slots. ○ There are considerations for expanding the pilot to Madera and Sacramento Counties if successful. <p>Feedback/Q's:</p> <ul style="list-style-type: none"> • Dr. Hakeem raised concern about the coordination of sharing medical records, especially for behavioral health and substance use disorders, due to ROI (Release of Information) challenges. <ul style="list-style-type: none"> ○ There is difficulty in obtaining necessary records when precise details of a patient's previous care or follow-ups are unknown. • Mayra Serrano acknowledged the issue and plans to discuss it with the behavioral health medical directors overseeing the processes. She intends to gather more details and provide updates to ensure that coordination improves and all relevant parties receive necessary information. <p>For more information about the 2025 Health Equity Goals, please reach out to Mayra Serrano at Mayra.Serrano@anthem.com</p> <div data-bbox="889 1367 935 1413">  </div> <p>Sac CAC_HE Updates_6-5-25.pdf (C</p>
<p>Cultural Linguistics: Alejandra Vaca,</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"> • Anthem offers free health education sessions to its members on topics including nutrition, tobacco cessation, immunizations, and children's health. • These sessions are available in English and Spanish, conducted by health educator, Yanel Saenz. Additional languages can be accommodated through interpretation services.

<p>Health Promotion Consultant</p>	<ul style="list-style-type: none"> • Members can be referred to the program by their healthcare providers or internal Anthem associates using a specific health education referral form. • The referral form requires details of the provider, member, and the health topics for referral, and is available on the Anthem Provider California website. • Members also have the option to self-refer by contacting the customer care center via the number on their member ID card. • Referrals can be directly sent to: HealthEd_CA_Medicaid@anthem.com <p>For more information about the Health Education Sessions or the Health Education Referral Form, please reach out to Alejandra Vaca at Alejandra.Vaca@anthem.com</p> <div data-bbox="945 827 987 861" data-label="Image"> </div> <p>CA_CAID_HealthEducationReferralForm (1) 4.pdf (Co</p>
<p>Provider Manual: Maryiat Yeranosyan, Program Consultant</p>	<p>Maryiat Yeranosyan presented on the Provider Manual updates:</p> <ul style="list-style-type: none"> • Provider manuals are updated 2-3 times annually, covering various topics including member benefits, telehealth usage, pharmacy benefits, and special programs. • The manual details claims processing, grievance and appeals procedures, and includes information on submitting and processing grievances. • A "90-day letter" is sent before updates, detailing sections and changes, with the latest sent for a July 15, 2025 update. • Recent updates include removing references to ended programs (MRMIP and CHDP), adding compliance language for outpatient mental health services, and incorporating Assembly Bills 2843 and 2129 requirements. • Language was added for community-based support services, visit limitations, targeted rate increases, and medical loss ratios. • Updates are based on Senate and Assembly Bills, APLs, DHCS, DMHC, CMS bulletins, and feedback from Community Advisory Committees. • The provider manual is publicly accessible, and feedback is encouraged to improve its content.

	<p>For more information on Anthem’s Provider Manual, please reach out to Maryiat Yeranosyan at Maryiat.Yeranosyan@anthem.com.</p> <div data-bbox="662 407 997 478">  CA_CAID_ProviderManual (1).pdf (C </div>
<p>Network Adequacy: David Lavine, Program Manager</p>	<p>David Lavine presented on the Timely Access Flyer and Timely Access data:</p> <ul style="list-style-type: none"> • Timely access standards dictate appointment scheduling wait times for members, informing both members and providers of their rights and obligations. • Sacramento's overall compliance score for appointment scheduling is 55.67%, below the 70% standard. • Urgent compliance rate is at 46%, while non-urgent appointments are at 64%, both below the required threshold. • The new standard for NPMH Follow-up is achieved with a 90% compliance rate. • Primary care compliance stands at 63%, whereas specialist compliance is significantly lower at 37.12%. • Training programs, such as a 20-minute timely access course, are available to help providers improve their compliance scores. • An Advanced Access Program offers automatic compliance scores when appointments are scheduled for the same day or next. • A timely access dashboard and real-time grievance reporting allow for proactive management of access issues, using data from enrollee surveys after provider visits. • The organization works with clinics and local groups to troubleshoot and improve timely access scores. <p>Feedback/Q’s:</p> <ul style="list-style-type: none"> • Dr. Hakeem asked: Are there any efforts at the health plan level to help streamline credentialing? <ul style="list-style-type: none"> ○ Dr. Hakeem brought to attention that it can take 3-9 months, 3 to 12 months to get a provider and

	<p>then another 3+ months to get them credentialed, which will impact their next available in anything else.</p> <ul style="list-style-type: none"> ○ David Lavine states he is unsure of the answer but mentions that there is a committee that handles access to care issues, and he will bring this insight back to the committee. ● Dr. Hakeem brought to attention: <ul style="list-style-type: none"> ○ Sacramento County Independent Practice Associations (IPAs) with Anthem have varying reimbursement rates affecting their performance. ○ A significant IPA has long struggled with limited gastroenterology (GI) coverage due to lower reimbursements. ○ This limitation results in a small network, with one GI specialist serving 2,000 patients. ○ Reimbursement rates are critical in influencing specialist availability and access compliance ● Lisa Mathews from Sac County WIC reports seeing many families delay their baby's first provider visit within the first month. <ul style="list-style-type: none"> ○ The delay is attributed to provider issues or medical coverage problems. ○ David Lavine acknowledges that this metric isn't covered by state regulators but recognizes it as an access issue. ○ The Access to Care Committee could address this concern about early visits not occurring on time. ○ Lavine plans to bring this issue to the committee and report back with updates at the next Sacramento Community Advisory Committee meeting. <p>For more information on Timely Access, please reach out to David Lavine at David.Lavine@anthem.com</p>
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	<div data-bbox="885 199 933 252"></div> <p data-bbox="670 254 1151 281">Anthem Advanced Access Program Overview.pdf</p> <div data-bbox="945 304 993 357"></div> <p data-bbox="682 354 1255 380">CABC-CD-081660-25-SRS81660 Aftr-Hrs Instrctns Flier_FINAL.pdf</p> <div data-bbox="722 401 771 453"></div> <p data-bbox="636 455 854 483">Timely Access Flier.pdf</p>
<p data-bbox="209 984 540 1056">Population Health Needs Assessment/CHA/CHIP:</p> <p data-bbox="228 1066 521 1138">Linh Casas, Whole Health Director</p>	<p data-bbox="610 644 1380 674">Linh Casas presented on the Population Needs Assessment:</p> <ul data-bbox="659 724 1458 1738" style="list-style-type: none"> <li data-bbox="659 724 1458 835">• Introduced the modified Population Needs Assessment (PNA) requirement and Anthem's involvement in the county's CHIP process. <li data-bbox="659 842 1458 913">• The PNA, part of the Cal AIM initiative, identifies community priority needs and health disparities. <li data-bbox="659 919 1458 1066">• Anthem previously conducted annual PNAs but, since 2023, has followed modified state guidelines by participating in local health department assessments and improvement plans. <li data-bbox="659 1073 1458 1184">• Starting January 2024, Anthem aims to enhance engagement with county and community stakeholders for better understanding and impact. <li data-bbox="659 1190 1458 1302">• Anthem must maintain NCQA and Health Equity accreditation by 2026 and report collaboration progress in their annual PHM strategy. <li data-bbox="659 1308 1458 1419">• The CHA/CHIP identifies key health needs and issues through data collection, influencing policy and resource allocation. <li data-bbox="659 1425 1458 1537">• Anthem funded the county with \$332,550 based on membership to support CHIP activities, such as eviction dashboards and hiring specialists. <li data-bbox="659 1543 1458 1738">• Anthem participates in various committees and work groups, including a steering committee, CHIA coalition, and several subcommittees. <ul data-bbox="755 1669 1317 1738" style="list-style-type: none"> <li data-bbox="755 1669 1317 1738">○ Community members are invited to join subcommittees to provide input. <p data-bbox="610 1787 1343 1892">For more information on the Population Health Needs Assessment/CHA/CHIP, please reach out to Linh Casas at Linh.Casa@anthem.com.</p>

	 PNA Sacramento.pdf
Anthem Updates: <ul style="list-style-type: none"> • Special Programs • Provider Relations • Marketing/Community Relations • Quality Improvement/Provider Success 	No updates to report.
Data Utilization Report: Kalil Macklin, Program Manager	Anthem's Data Report for Sacramento County CAC Q2 is attached to include membership, transportation, and LiveHealth Online utilization. CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information.  Q2 2025 Anthem Blue Cross _ Sacramento CAC_Reports_6.6.2025.pdf
Flyers/Resources	<div>  Transportation BR HR Flyer Spanish 12 21.p English 12 21 (2).pdf  Transportation BR CHW Flyer FINAL.pdf  CABC-CD-049197-24 CalAIM CS Flyer_FINAL </div> <div>  Your Behavioral and Emotional Health is E: EXPRESS CalAIM ECM  CABC-CD-049193-24 CalAIM ECM </div>
Community Member Updates/Events <i>2-minutes per person maximum</i>	No updates to report.



Closing Remarks & Meeting Calendar	<u>Next Meeting(s)</u> <ul style="list-style-type: none">• Q3: 09/05/2025 at 1:00 pm – 2:00 pm• Q4: 12/05/2025 at 1:00 pm – 2:00 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