



**San Francisco County  
Community Advisory Committee Meeting  
Q2 2025 Meeting Minutes**

<b>DATE:</b>	Friday, May 16, 2025
<b>TIME:</b>	1:00 PM – 2:00 PM
<b>LOCATION:</b>	<b>Microsoft Teams meeting</b> <b>Join on your computer, mobile app or room device</b> <a href="#">Click here to join the meeting</a> Meeting ID: 260 979 900 345 Passcode: nY7mKu <a href="#">Download Teams</a>   <a href="#">Join on the web</a>

SUBJECT	NOTES
<b>Welcome and Introductions</b>	Kalil Macklin Mayra Serrano Alejandra Vaca Alana Pfeffinger Rudy Garcia Kimberlee Pitters Alexis Cobbins Terri Thomas
<b>Anthem Updates</b>	<b>Anthem Health Plan Updates:</b>  <b>CAC Policies &amp; Procedures:</b> <ul style="list-style-type: none"><li>• <a href="#">Community Advisory Committee Membership Survey</a> - 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.</li><li>• Introduce CAC Coordinator, Alaiza Mae Tiongson.</li></ul> <b>MOU Engagement:</b> <ul style="list-style-type: none"><li>• Health Plans are also actively working with other entities to execute MOU including:<ul style="list-style-type: none"><li>○ GGRC Regional Center - separately</li><li>○ Child Welfare</li><li>○ Native America Health Center/WIC</li><li>○ County Behavioral Health</li><li>○ In-Home Supportive Services (IHSS)</li></ul></li></ul>

- First Five
- SSA Data Sharing
- All executed MOUs will be posted on MCPs website
- MHP/DMC\_ODS MOU has been executed.

**Health Education Update** – Alejandra Vaca, Health Promotion Consultant

Full-Time Health Educator

- A health educator is available full-time to provide personalized one-on-one health education sessions at no cost to Anthem Medicaid members.

Health Education Referral Form



CA\_CAID\_HealthEducationReferralForm (1) 2.pdf

- Members can be referred to the program by their healthcare provider or internal Anthem associates.
- The form requires:
  - Provider information.
  - Health topics the member is being referred for.
  - Any additional information the provider wishes to share.
- The form is available on the Anthem Provider California website and will be shared in the chat box.

Self-Referral Option

- Members can self-refer by contacting the Anthem Customer Care Center using the phone number on their member ID card.
- The Customer Care Center will email referrals to the health education team.

Language Support

- Health education sessions are available in English and Spanish.
- For other languages, interpretation services can be arranged.

**Health Equity**, Mayra Serrano, Director, Health Equity

HealthEquity Goals Approval

- The 2025 goals have been approved by a committee as of Wednesday, after a review by the CAC.

Annual HealthEquity Evaluation

- A comprehensive evaluation and work plan are developed annually to set and assess goals.

Committee Approval and Feedback

- Goals were submitted for approval on 5/14.
- Feedback is still encouraged for current and future goals (2026 onward).

Key Goals for 2025

1. Interpretation Services

- Focus is on increasing services in rural counties, with a target increase to 5%.
- Services involve on-demand interpretation via mobile iPads, primarily audio, with a push for more video services.

2. Postpartum Care

- Goal to improve care for Black, African American, and now including American Indian and Alaska Native women.
- Utilizing a doula program and recruiting diverse doulas for cultural congruence in service.

3. Chronic Disease Management

- Aim to increase management rates by 5% for asthma, diabetes, high blood pressure, and COPD.
- Pharmacies to provide disease education, medication adherence support, and consultations.

	<p>4. Housing and Substance Use Disorder</p> <ul style="list-style-type: none"> <li>- Continued effort from 2024 with an increased goal from 5% to 15%.</li> <li>- Focus on housing navigation, transition services, and enhanced care management, especially in Kern County and San Francisco.</li> <li>- Pilot project for substance use disorder in Fresno County; plan for follow-up post-emergency visits.</li> </ul> <p>Food Security Grant</p> <ul style="list-style-type: none"> <li>- Open from April 1st to May 31st, aiming to fund 40 organizations with \$10,000 each.</li> <li>- Funding is for food, equipment, preparation, storage, and staffing costs.</li> <li>- Priority is given to counties with high food insecurity rates, though San Francisco organizations are encouraged to apply.</li> </ul> <p><b>Alana Pfeffinger:</b></p> <p>Expansion of Networks</p> <ul style="list-style-type: none"> <li>- Continuous expansion of networks for Enhanced Care Management (ECM) community supports and Community Health Worker benefits.</li> </ul> <p>New Contract</p> <ul style="list-style-type: none"> <li>- Contracted with "Safer Together" for asthma remediation and community health worker services.</li> <li>- Emphasis on improving utilization of asthma remediation services, especially in San Francisco where usage is lower than desired.</li> </ul> <p>ECM Network Expansion</p> <ul style="list-style-type: none"> <li>- Recent expansion includes new providers such as Bayview Hunters Point Foundation and Full Circle.</li> <li>- These additions enhance capacity to serve children and youth populations.</li> </ul> <p>Justice-Involved Population Focus</p> <ul style="list-style-type: none"> <li>- Pre-release services for the justice-involved adult population started in San Francisco on April 1st.</li> <li>- Expecting an increase in referrals from correctional facilities for individuals receiving pre-release services.</li> <li>- Efforts underway to ensure smooth reintegration into the community through local ECM providers.</li> </ul> <p>County-Level Pre-Release Services</p> <ul style="list-style-type: none"> <li>- Each county is initiating pre-release services with a two-year implementation timeframe.</li> <li>- San Francisco is leading these efforts; services for the juvenile population to begin on April 1, 2026.</li> <li>- California Department of Corrections and Rehabilitation (CDCR) is also implementing pre-release services, leading an influx of individuals returning to San Francisco from other counties and state-level facilities.</li> </ul> <p>Upcoming Events</p> <ul style="list-style-type: none"> <li>- Reminder about the past CPI in-person meeting next Tuesday.</li> <li>- Meeting details: Institute on Aging on Geary, from 10:00 AM to 2:30 PM.</li> <li>- Open to all stakeholders serving the Medi-Cal eligible population; participation is encouraged.</li> </ul> <p><b>DEI:</b> Participating in a workgroup that consists of San Francisco Health Plan, Santa Clara Family Health Kaiser, and Anthem to discuss how we will collaborate to fulfill the DEI APL requirements below.</p> <p><u>Sharing and Exchange of Educational Resources</u></p> <p>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.</p>
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APL23-025 diversity equity inclusion.pdf

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

Meet with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), 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 disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures.

We completed the LHJ/MCP Worksheet.

CHIP Priorities: 1: Behavioral Health

2: Access to Care

3: Economic Opportunity

Funding Proposal (\$61,750)

- Member data for May 1:  
Anthem 34,311, 14% = \$8,645;  
Kaiser, 19,543, 8% = \$4,940;  
SFHP, 186,100, 78% = \$48,165. =  
239,954 Total Members in SF County

We collaborated on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.

Currently Reviewing, Revising, and Finalizing 2024 CHA Draft.

**CavityFreeSF:**

- Collaborative that meets monthly to discuss integrating oral health into the overall health care system of San Francisco.
- Ages 0-10 and pregnant women. Low-Income, Communities of Color, Children with Special Needs, and Recent Immigrants.
- Coordinated city-wide efforts, Policy and Systems Levels Change.
- Increase access to Oral Health Care services for San Francisco children and pregnant women.

**Benefits, Programs, and Services:**

[Medi-Cal Plan Benefits and Programs | California Medicaid Anthem](#)

[Urgent Care - See a Doctor 24/7 - LiveHealth Online](#)



Live Health Online Flyer FINALv6.pdf



LHO User Instructions Flier.pdf



LHO Overview FINAL.pdf



LHO SP.pdf

#### Transportation/ModivCare Services:

[Non-emergency medical transportation — provider certification statements - Provider News \(anthem.com\)](#)



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

#### CalAIM:

Anthem is continuing to implement CalAIM in San Francisco County with regular meetings occurring with key organizations.

1. [CalAIM Overview](#)
1. [Community Health Workers \(ca.gov\)](#)
2. [ECM Overview](#)
3. [CS Overview](#)

#### Community Health Worker:

[California Advancing and Innovating Medi-Cal \(CalAIM\) | Anthem Blue Cross](#)



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:

[California Advancing and Innovating Medi-Cal \(CalAIM\) | Anthem Blue Cross](#)



CA\_CalAIMCSmemberreferralform.pdf



CABC-CD-049197-24 CalAIM CS Flyer\_FINAL 1.pdf



ENGLISH CalAIM CS One-Pager FINAL.pdf



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pdf

#### Enhanced Care Management:

When providers are fully contracted they are posted on our website under “Find Care.” [Find Care & Estimate Costs f](#)  
[Doctors Near You | Anthem.com](#) Type ECM Field-Based in the search bar. That is the most real time update as  
required by DHCS.

[California Advancing and Innovating Medi-Cal \(CalAIM\) | Anthem Blue Cross](#)

[Care Management | California Medicaid Anthem](#)



CA\_CAID\_ECMProviderDirectory.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

#### Healthy Rewards Program:

Through our Healthy Rewards Program, members can earn \$10 to \$80 for getting certain health services. At the same time, you increase your practice's quality scores by providing members with the vaccinations, screening visits, and medications they need. When an Anthem member meets the eligibility criteria for the activities listed below and completes the service, they will earn the corresponding reward amount after the service is confirmed by the Claims department. The reward dollars are loaded into the member's Healthy Rewards account and can be redeemed for a variety of retail gift cards. Please ensure you file your claims timely so the members can receive their awards.



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12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf



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Provider Flier only.



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

#### **Capital for Small Businesses & Nonprofits**

Are you a small business owner or nonprofit leader dedicated to improving physical, social, or behavioral health?

The Anthem Blue Cross Foundation is partnering with Mission Driven Finance to provide accessible and affordable financing to small businesses and nonprofits to create healthier communities.

The funding is designed to empower organizations that are making a difference in under-resourced communities by advancing health outcomes.

Attached is a flyer with additional information and you can [learn more on the website](#).

If you feel you qualify, you can contact Mission Driven Finance directly by [emailing](#) or [scheduling a call](#) to us if this is a fit.




Thank you for the work you do to make a meaningful difference in our communities.



MDF - Anthem Blue Cross Foundation Borrower Collateral — CA.pdf

#### **Anthem Resources for Maternal Mental Health**

#### **Member Brochures on New Baby, New Life:**

	<p>English <a href="#">ca_caid_pregnancyandbeyond_eng.pdf</a></p> <p>Spanish: <a href="#">ca_caid_pregnancyandbeyond_spa.pdf</a></p> <p><b>Info found under "Get Help" Health and Wellness- "Pregnancy and Women's Health" section:</b></p> <p><a href="https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm">https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm</a></p> <p><b>Healthy Rewards Program includes New Baby New Life Incentives:</b></p> <p><a href="#">Medi-Cal Plan Benefits and Programs   California Medicaid Anthem</a>      Medi-Cal Plan Benefits and Programs   California Medicaid Anthem.      Our OB CM's always educate our members on Post Partum depression and resources.</p> <p><b>Live Health Online Maternal Menal Health Service:</b></p> <p><a href="#">ca_caid_pregnancyandbeyond_eng.pdf (anthem.com)</a></p> <p><a href="http://www.bemomaware.com">www.bemomaware.com</a></p> <p><a href="https://www.postpartum.net">https://www.postpartum.net</a></p> <p><a href="#">CA_CAID_PostpartumMoodDisorderFlier.pdf (anthem.com)</a></p> <p><b>Case Management</b></p> <p>Case Management referral forms and our Preservice Review form (which was recently revised).      Attaching</p> <p>both here, and both can be downloaded from our provider website:</p> <ol style="list-style-type: none"> <li>1) <a href="#">Case Management referral form</a></li> <li>2) <a href="#">Pre-Service Review form</a></li> </ol> <p><b>Updated Case Management Form</b></p> <p></p> <p>ACAPEC-2687-21 CA Medi-Cal Care Mgm</p> <p><b>Updated Preservice Review Form</b></p> <p></p> <p>ACAPEC-3456-22 CA GBD PA Request For</p> <p><b>Utilization Reports:</b></p> <ul style="list-style-type: none"> <li>• Membership</li> <li>• LiveHealth Online</li> <li>• Modivcare Transportation</li> </ul> <p></p> <p>Q2 2025 Anthem Blue Cross _ San Francisco CAC _Reports_5.16.2025.pdf</p>
	<p>Kimberlee Pitters: Resource Sharing</p>



<b>Attendee Comments / Updates</b>	Plans to share information with managers in the Maternal, Child, and Adolescent Health section of DPH. Resources from the California Children's Services program will be forwarded to Kalil via email. The materials focus on support for families of children and youth with special care needs, providing and options for various resources. Interest in partnering for an event focused on children and youth with special health care needs. Emphasis on the benefits of these resources in client interactions and case management. Transport Coordination with Kalil and the MTU regarding transportation-related queries.	acce
<b>Closing Remarks &amp; Adjournment</b>	1.	

#### [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