



Quarter 2 2025 San Francisco County Public Health/MCP Quarterly MOU Meeting

Date & Time May 8, 2025
Frequency Quarterly
Location Virtual
Meeting Leader Anh Huynh (SFHP) & Kalil Macklin (Anthem)

Attendees

Organization	Name & Title	Attended
San Francisco County Public Health Department	Sophia Carillo	<input checked="" type="checkbox"/>
	Victoria Lopez	<input checked="" type="checkbox"/>
	Jenny Lopez	<input checked="" type="checkbox"/>
	Dalia Rojas	<input checked="" type="checkbox"/>
	Kimberlee Pitters	<input checked="" type="checkbox"/>
SFHP	Anh Huynh – Children and Families, Senior Program Manager	<input checked="" type="checkbox"/>
	Edwin Poon,	<input checked="" type="checkbox"/>
	Shauntessa Aguon- Clark,	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
Anthem	Kalil Macklin, Program Manager	<input checked="" type="checkbox"/>
	Rachel Gandt,	<input checked="" type="checkbox"/>
	Alana Pfeffinger,	<input checked="" type="checkbox"/>
	Zarlasht Taeb,	<input checked="" type="checkbox"/>
	Rudy Garcia	<input checked="" type="checkbox"/>

Agenda

Topics		Presenters
I.	Welcome & Introductions	All
II.	Follow-up Items 1) 2)	All
III.	MOU Updates 1) LHD/WIC MOU: City Attorney is Reviewing 2) IHSS/CWDA MOU: In process 3) First Five MOU: *new* In process 4) Child Welfare MOU: In process, Child Welfare is reviewing. 5) Regional Center MOU: Declined	SFHP Anthem
IV.	Data Sharing	

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<p><i>MOU language: "14. Data Sharing and Confidentiality: The parties must implement policies and procedures to ensure that the minimum necessary Member information and data for accomplishing the goals of this MOU are exchanged timely, maintained securely and confidentially, and in compliance with applicable law, which may include the HIPAA..."</i></p> <ul style="list-style-type: none"> • What data can be shared? • What is the process of requesting data? <ul style="list-style-type: none"> ○ SFHP – ○ Anthem – ○ MCAH – • How should the data be shared? (SFTP, email) • How will the data be used? <p>Anh:- Data Sharing Requirement: The MOU mandates sharing both member-level and population health-level data.</p> <ul style="list-style-type: none"> - Current Practices: SFHP is reviewing existing agreements while the MOU is being finalized. - Member level data is currently shared with California Children Services. - Population health data, such as HEDIS rates, is shared with the MCAH broader team. - Continuation:** Existing data sharing practices will continue until the new MOU is implemented. - Data Request Process: <ul style="list-style-type: none"> - Reach out to your liaison (Kalil or Anh) for help with data needs. - Requests are sent to the IT team. - Standard turnaround time for requests is 4-6 weeks, but complex requests may take longer. - Data Sharing Methods: Vary depending on the type of data. - Member-Level Data: <ul style="list-style-type: none"> - Preferred Method: Use of a secure file transfer portal (SFTP). - SFTP Details: Acts as a secure folder allowing team access, preferred over email for better security. - Data Use Understanding: Important to know the intended use of the data. - Adherence to the "minimum necessary" principle for data sharing is essential. <p>Kalil: Submission Process: All data requests must be submitted to Kalil.</p> <ul style="list-style-type: none"> - Internal Procedure: Kalil will coordinate with the internal IT team to ensure the appropriate data is extracted. - Timeline: The data extraction process typically takes around four to six weeks. 	

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<p>V. County Program Updates</p> <ol style="list-style-type: none"> 1) General Updates 2) Immunization (IZ): No Updates 3) Sexually Transmitted Disease (STI): No Updates 4) Tuberculosis (TB): No Updates 5) Maternal Child and Adolescent Health (MCAH): <ul style="list-style-type: none"> Victoria Lopez: **Current Focus: Completing focus groups and collaborating with partners and the community for the next needs assessment. - **Support and Participation: Appreciation for the support from various partners who participated in last year's kickoff on May 7th. - **Domain Focus: Each group is actively working to engage the appropriate stakeholders. - **Domains include: <ul style="list-style-type: none"> - Women and maternal health - Infant health - Perinatal health - Adolescent health - Children and youth with special health care needs - **Community Engagement: Essential to include community voices in the process. - Example: Adolescent domain holding a convening on the 14th with youth participation at the library. - **Key Priorities: Mental health and accessibility to services are critical areas of focus. - **Outreach Goal: Maximize engagement opportunities to ensure diverse perspectives are included in the decision-making process. <p>Alana on Anthem CCS and ECM Referral Process:</p> <ul style="list-style-type: none"> - **Proactive Identification Referral: Discussion with the ECM director about enhancing CCS referrals. - **Referral Method Inquiry: <ul style="list-style-type: none"> - **Question Raised: Are referrals sent as single flat files or through a recurring identification process using a common feed? - **Goal: Systematize the process for smoother operations. - **Need for Clarity: Understanding SFHP's current processes is vital for improving coordination, especially since operations span multiple counties. - **Objective: Develop streamlined processes for effective data sharing and referrals across county lines. <p>Victoria Lopez:</p> <ul style="list-style-type: none"> - **Path Forward: No clear direction, but initiating efforts with high-risk indicator reports. 	<p>San Francisco County Team</p>



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<ul style="list-style-type: none"> - **Quarterly Reports: Plan to generate these reports quarterly; first report expected soon from San Francisco Health Plan's IT team. - **Target Population: Initial focus on 17, 18, and 20-year-olds for outreach efforts. - **Capacity Uncertainty: Unknown how many individuals can be engaged, assessing actual capacity. - **Proactive Outreach: Collaboration with social workers for proactive family engagement. - **Warm Handoff: Goal to facilitate transitions to Enhanced Care Management (ECM) services. - **Collaboration Effort: Open to sharing high-risk indicators with Anthem to explore similar report creation for RCCS families linked to Anthem. - **Current Status: No lessons learned as these efforts are just beginning. <p>Anh:</p> <ul style="list-style-type: none"> - **Automation Plan: The reporting process is planned to be automated. - **First Report: Initial report will be sent via SFTP. - **Future Reports: Intended to be automated on a quarterly basis. - **Objective: Streamline and regularize report delivery. <p>6) California Children Services (CCS)</p> <p>Current Status: No major updates;</p> <ul style="list-style-type: none"> - **Hearing and Speech Centers: <ul style="list-style-type: none"> - UCSF is the only CCS approved center, currently facing long waitlists. - Exciting developments as UOP and another hearing and speech center are in the process of becoming CCS paneled, potentially increasing approved centers to three. - Efforts are underway to expedite the paneling process for these new centers. - **Transition Work: <ul style="list-style-type: none"> - Focus remains on 20-year-olds, but increased attention on 17 and 18-year-olds. - Considering integration of the San Francisco Kids checklist into workflows to aid in transitions. - **Performance Indicators: <ul style="list-style-type: none"> - Ongoing work to refine key performance indicators with support from internal MCH team. - Goal to derive meaningful reports from the CMSNET database. - **Data Sharing: <ul style="list-style-type: none"> - Collaboration with San Francisco Health Plan to improve data sharing. - Aim to proactively identify high-risk clients for Enhanced Care Management (ECM) linkage. <p>7) Childhood Lead Poisoning Prevention Branch (CLPPB) – Blood Level Screening: No Updates</p> <p>8) Women Infant and Children (WIC): No Updates</p> <p>9) CCHP: No Updates</p>	









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<ul style="list-style-type: none"> 10) NFP: No Updates 11) Black Maternal Health Outcomes: No Updates 12) SIDS: No Updates 13) Foster Care: No Updates 14) Home Visiting: No Updates 15) Adolescent Sexual Health Advocates (ASHA): No Updates 	
<p>VI. Health Plan Updates</p> <p>1) SFHP</p> <ul style="list-style-type: none"> • Health Education & Other Resources <ul style="list-style-type: none"> a. Your Body, Your Baby - Prenatal Edition b. Your Body, Your Baby – Postpartum Edition c. Infant Wellness Map <p>Please reach out to Anh if you would like to order hard copies to provide to your members</p> <ul style="list-style-type: none"> d. Health Care is Your Right – info for members. “When you enroll in Medi-Cal, your immigration status will not be told to the Department of Homeland Security (DHS).” e. How to See a Specialist – step by step f. Sensitive Care for members under 18yo – sexual health care, non-specialty mental health, substance use treatment <ul style="list-style-type: none"> • Quality Measures – HEDIS Healthcare Effectiveness Data and Information Set. A tool used by many health plans to measure performance on performance on important dimensions of care and service • HEDIS is based on calendar year and final results for 2024 is typically available May 30th 2025. • 2025 Priority measures include: <ul style="list-style-type: none"> ○ Well Child Visits (0-21) ○ Developmental Screenings ○ Topical Fluoride Varnish ○ Timeliness of Prenatal Care 	<p>SFHP Anthem</p>






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<ul style="list-style-type: none"> If you are interested in collaborating on interventions, please reach out to Anh. Current interventions include Health Rewards for members and Health Education. <p>2) Anthem</p> <ul style="list-style-type: none"> a. Membership – 36,772 (April 1st) b. Utilization Report <div data-bbox="649 777 698 835" data-label="Image">  </div> <p>Q2 2025 Anthem Blue Cross _ San Francisco Public Health MOU _Reports_5.8.2025.pdf</p> <ul style="list-style-type: none"> i. Transportation Benefits (NMT and NEMT) <p>Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)</p> <ul style="list-style-type: none"> ii. LiveHealth Online <p>Live Health Online can be used by everyone. Encourage our members to use this platform.</p> <p>Urgent Care - See a Doctor 24/7 - LiveHealth Online</p> <p>Cal-AIM Programs- Flyers: ECM, CS and CHW</p> <p>Anthem is continuing to implement CalAIM in Santa Clara County with regular meetings occurring with key organizations.</p> <ul style="list-style-type: none"> 1. CalAIM Overview 1. Community Health Workers (ca.gov) 2. ECM Overview 3. CS Overview <p>Community Health Worker:</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <div data-bbox="535 1774 584 1833" data-label="Image">  </div> <p>CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf</p>	

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<div data-bbox="509 478 558 537"></div> <p>CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf</p> <div data-bbox="776 590 824 648"></div> <p>2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21.pdf</p> <div data-bbox="776 701 824 760"></div> <p>2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21.pdf</p> <div data-bbox="574 848 623 907"></div> <p>ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf</p>	
<p>Community Supports:</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <div data-bbox="334 1121 383 1180"></div> <p>CA_CalAIMCSmemberreferrallform.pdf</p> <div data-bbox="915 1121 964 1180"></div> <p>CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf</p> <div data-bbox="358 1232 407 1291"></div> <p>ENGLISH CalAIM CS One-Pager FINAL.pdf</p> <div data-bbox="185 1344 233 1402"></div> <p>CA_CalAIMILOSflier.pdf</p>	
<p>Enhanced Care Management:</p> <p>San Francisco Provider List:</p> <ol style="list-style-type: none"> 1. Independent Living Systems 2. Malama Medical Group (CA) PC 3. MasterCare 4. MedZed Physician Services 5. North East Medical Services 6. Pacific Clinics 7. San Francisco Health Network 8. Seneca Family of Agencies 9. Serene Health 10. St. Anthony's 11. Titanium (Sterling Hospitalist Medical Group) 12. Zocalo Medical Group CA 	





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<p>When providers are fully contracted they are posted on our website under “Find Care.” Find Care & Estimate Costs for Doctors Near You Anthem.com Type ECM Field-Based in the search bar. That is the most real time update as required by DHCS.</p> <p>California Advancing and Innovating Medi-Cal (CalAIM) Anthem Blue Cross</p> <p>Care Management California Medicaid Anthem</p> <p>ECM Referral Form Updates:</p> <ul style="list-style-type: none"> ECM referral forms (for both adults and children & youth) will be revised and become available in Jan 2025 to include standardized referral language as set by the DHCS. You may continue using the current ECM referral forms until Jan 2025. <div style="text-align: center;">  CA_CAID_ECMPProviderDirectory.pdf </div> <div style="text-align: center;">  CalAIM ECM Referral Form_FINAL_Fillable.pdf </div> <div style="text-align: center;">  CalAIM-ECM Referral Form with Checklist_CABC-CD-047080-23_V3_fillable.pdf </div> <div style="text-align: center;">  CABC-CD-049193-24 EXPRESS CalAIM ECM Flier_FINAL (1) 2.pdf </div> <div style="text-align: center;">  CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf </div> <p>i. ECM and CS Enrollment Data (Utilization Report)</p>	
<p>VII. Care Coordination</p> <p>1) Updates between County and MCPs</p>	All
<p>VIII. Referrals</p> <p>1) Close Loop Referrals</p>	All
<p>IX. Strategies to Avoid Duplication of Services</p>	All







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X. Dispute Resolutions	All
XI. Collaboration CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment <p>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.</p> <p>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.</p> <p>We completed the LHJ/MCP Worksheet. CHIP Priorities: 1: Behavioral Health 2: Access to Care 3: Economic Opportunity</p> <p>Funding Proposal (\$61,750)</p> <ul style="list-style-type: none"> 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 <p>We collaborated on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.</p> <p>Currently Reviewing, Revising, and Finalizing 2024 CHA Draft. Potential Collaboration for Community Baby Shower.</p> <p>A. DEI: Participating in a workgroup that consists of Santa Francisco Health Plan, Santa Clara Family Health Plan, Kaiser, and Anthem to discuss how we will collaborate to fulfill the DEI APL requirements below.</p>	All

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<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> <div data-bbox="482 785 531 842" data-label="Image">  </div> <p>APL23-025 diversity equity inclusion.pdf</p>	
<p>XII. Member Engagement</p> <p>Benefits, Programs, and Services:</p> <p>Medi-Cal Plan Benefits and Programs California Medicaid Anthem</p> <p>Healthy Rewards Program:</p> <p>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.</p> <div data-bbox="521 1516 570 1572" data-label="Image">  </div> <p>12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf</p> <div data-bbox="521 1625 570 1682" data-label="Image">  </div> <p>12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf</p> <div data-bbox="358 1734 407 1791" data-label="Image">  </div> <p>CA_CAID_PU_HealthyRewardsProgram.pdf</p> <p>Provider Flier only.</p> <p>Anthem Resources for Maternal Mental Health</p>	<p>All</p>

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<p>Member Brochures on New Baby, New Life:</p> <p>English ca_caid_pregnancyandbeyond_eng.pdf</p> <p>Spanish: ca_caid_pregnancyandbeyond_spa.pdf</p> <p>Info found under "Get Help" Health and Wellness- "Pregnancy and Women's Health" section:</p> <p>https://mss.anthem.com/california-medicaid/get-help/health-wellness/pregnancy-womens-health.htm</p> <p>Healthy Rewards Program includes New Baby New Life Incentives:</p> <p>Medi-Cal Plan Benefits and Programs California Medicaid Anthem 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>Live Health Online Maternal Mental Health Service:</p> <p>ca_caid_pregnancyandbeyond_eng.pdf (anthem.com)</p> <p>www.bemomaware.com</p> <p>https://www.postpartum.net</p> <p>CA_CAID_PostpartumMoodDisorderFlier.pdf (anthem.com)</p> <div>  Transportation BR FINAL 12 21 (2).pdf  Transportation BR Flier Spanish HR 12 21.pdf </div> <div>  Live Health Online Flyer FINALv6.pdf  LHO User Instructions Flier.pdf </div> <div>  LHO Overview FINAL.pdf  LHO SP.pdf </div>	
XIII. Action Items	All
XIV. Open Forum Discussion	All



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XV. Next Meeting: August 5, 2025 @ 9:00 am	All