



## Quarter 2 2025 Santa Clara County Public Health/Anthem Quarterly MOU Meeting

**Date & Time** May 20, 2025  
**Frequency** Quarterly  
**Location** Virtual  
**Meeting Leader** Kalil Macklin

### Attendees

Organization	Name & Title	Attended
Santa Clara County Public Health Department	Grace Abidog	<input checked="" type="checkbox"/>
	Heidi Owens	<input checked="" type="checkbox"/>
	Beverley White-Macklin	<input checked="" type="checkbox"/>
	Grace Meregillano	<input checked="" type="checkbox"/>
	Emma Mendez	<input checked="" type="checkbox"/>
	Rami Keisari	<input checked="" type="checkbox"/>
	Monika Patel	<input checked="" type="checkbox"/>
Anthem	Kalil Macklin	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

### Agenda

Topics	Presenters
<b>I. Welcome &amp; Introductions</b>	All
<b>II. Follow-up Items</b> <ul style="list-style-type: none"><li>1. Diversity, Equity, Inclusion Training: Coordinate with Dr. Kasari to discuss and plan the training. Had first meeting on 3/20</li><li>2. MOU Execution: Contact Heidi, Vivian, and Dr. Kasari to progress on executing various MOUs, including those related to WIC, LHD, and CCS. Conducted meeting on 5/16</li><li>- Coordination with Heidi, Vivian, and Dr. Kassari on MOU execution.</li><li>- Meeting organized by Ronda McClinton Brown focused on LHG and LHD MOUs.</li><li>- Action items identified, with continued discussions to streamline processes.</li><li>- Recent meeting held and MCP responses submitted as a blueprint for progress.</li><li>- MOUs Update<ul style="list-style-type: none"><li>- Discussion on MOUs in progress, including the LHD, WIC, First Five, and Child Welfare.</li><li>- Legal review completed for the First Five MOU; meetings held with Santa Clara First Five.</li></ul></li></ul>	All



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<ul style="list-style-type: none"><li>- Collaborative discussions with county plans and entities like Kaiser to streamline processes.</li><li>- IHSS MOU nearing finalization, reviewing CWDA version.</li><li>- Challenges with the San Andreas Regional Center MOU due to changes not approved by DHCS and DHDS; reassessing next steps.</li><li>- Close to executing First Five and Child Welfare MOUs.</li><li>- <b>**Oversight MOU Postponement**</b></li><li>- Monitoring and oversight MOU postponed indefinitely by the state.</li><li>- Though not required, plans to continue reporting transition information to managed care plans.</li><li>- Limited staffing may dictate selective compliance with MOU requirements.</li></ul> <p>3. ECM Referrals: Follow up with Heidi on referring 76 members to ECM services. Connected Heidi with Alana</p> <ul style="list-style-type: none"><li>- Connection with Alanta for ECM referral forms; forms received and to be shared with the group.</li><li>- Acknowledgment of the challenge in creating batch referrals; focus on individual referrals.</li><li>- Discussion on improving the efficiency of referral processing; mail merge attempt considered but not prioritized.</li><li>- Staff's awareness of ECM referral processes established, but exact referral numbers are unknown.</li></ul> <p>- Action Items</p> <ul style="list-style-type: none"><li>- Ensure effective referral processing and identify resources for batch referral efficiency.</li><li>- Follow-up with Alana on potential tools and resources for referral improvement.</li></ul>	
<p><b>III. MOU Updates</b></p> <ul style="list-style-type: none"><li>a. LHD/WIC MOU</li><li>b. IHSS/CWDA MOU</li><li>c. First Five MOU</li><li>d. Child Welfare MOU</li><li>e. Regional Center MOU</li></ul> <ul style="list-style-type: none"><li>- MOU and State Requirements</li><li>- Current MOU requirements postponed indefinitely, but the process preparations within the program are ongoing.</li><li>- Future mandatory data sharing with health plans, as per the state's requirements, is anticipated, even if timelines are unclear.</li><li>- Continued focus on the exchange of data, especially related to CCS and ECM community supports.</li></ul>	Anthem



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<ul style="list-style-type: none"><li>- Emphasis on having a data transfer method in place by early July to facilitate timely processing of transition information.</li><li>- Preferred Data Transfer Method<ul style="list-style-type: none"><li>- Secure email is recommended for transferring information due to cost concerns associated with setting up SFTPs.</li></ul></li></ul>	
<p><b>IV. County Program Updates</b></p> <ul style="list-style-type: none"><li>- Awaiting finalization of the county budget, which will impact program operations, with decisions due by June 30.</li><li>- Received a notice about potential MTU site closures, but both sites will remain in place despite the schools closing.</li></ul> <p style="margin-left: 40px;">f. General Updates</p> <p style="margin-left: 40px;">g. Immunization (IZ)</p> <p style="margin-left: 40px;">h. Sexually Transmitted Disease (STI)</p> <p style="margin-left: 40px;">i. Tuberculosis (TB)</p> <ul style="list-style-type: none"><li>- Tuberculosis (TB) Program:<ul style="list-style-type: none"><li>- Increase in TB cases and related deaths; focus on preventing outbreaks.</li><li>- Monitoring clients with Anthem Blue Cross for service utilization.</li></ul></li></ul> <p style="margin-left: 40px;">j. Maternal Child and Adolescent Health (MCAH)</p> <p style="margin-left: 40px;">k. California Children Services (CCS)</p> <ul style="list-style-type: none"><li>- Transition Planning for CCS<ul style="list-style-type: none"><li>- Need to establish a process for sharing transition plans of CCS children aging out with Anthem.</li><li>- Other managed care plans have protocols in place; Anthem lacks an identified contact or protocol.</li><li>- Requirement for Anthem to assign a contact or provide a secure email for monthly transition reports.</li></ul></li><li>- Transition report includes detailed child data (e.g., specialists, equipment, medications).<ul style="list-style-type: none"><li>- About six to eight such reports expected monthly, facilitating case management adaptation for aging-out CCS children.</li></ul></li><li>- Next Steps for Anthem<ul style="list-style-type: none"><li>- Anthem to identify a CCS liaison who can coordinate case manager assignments for CCS children transitioning out of the program.</li><li>- Heidi to coordinate with Anthem's liaison to set up an appropriate communication channel or protocol.</li><li>- Specific issues noted with CCS clients often in wheelchairs, facing long waits that affect therapy schedules and service operations.</li></ul></li></ul>	<p>Santa Clara County Team</p>




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<ul style="list-style-type: none"><li>- Recommendation for CCS-specific transportation guidelines given the unique needs of child clients.</li><li>- Anthem should arrange to start receiving data by mid-July, including information on children nearing the transition age of 21.</li><li>- Requires providing at least two emails or a group email for secure transfer or fallback to fax if necessary.</li><li>- Coordination with the CCS liaison to verify the appropriate method and contacts for data receipt.</li><li>- Anthem needs to identify and provide appropriate contacts (individual or group emails) for receiving this data.</li><li>- Monthly reports will begin reaching Anthem by July, focusing on clients approaching 21, aiding in the transition planning process.</li><li>- No special release of information (ROI) needed for sharing data between Medicaid and managed care plans, as it's covered under existing agreements.</li></ul> <ul style="list-style-type: none"><li>l. Childhood Lead Poisoning Prevention Branch (CLPPB) – Blood Level Screening</li><li>m. Women Infant and Children (WIC)</li><li>n. CCHP</li><li>o. NFP</li><li>p. Black Maternal Health Outcomes</li><li>q. Black Infant Health (BIH)</li></ul> <ul style="list-style-type: none"><li>- Black Infant Health (BIH):<ul style="list-style-type: none"><li>- Added a checkbox to enrollment forms to identify clients with Anthem Blue Cross.</li><li>- Successful participation in a health conference with Anthem; plans for further partnerships.</li><li>- Preparing for a Juneteenth celebration; interest in Anthem's participation.</li><li>- Launched a data tool on black maternal health for Santa Clara County.</li><li>- Announcement of a team member's doctorate completion focused on maternal health and postpartum depression.</li></ul></li></ul> <ul style="list-style-type: none"><li>r. SIDS</li><li>s. Foster Care</li><li>t. Home Visiting</li><li>u. Adolescent Sexual Health Advocates (ASHA)</li></ul>	



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<p><b>V. Health Plan Updates</b></p> <p>1) <b>Anthem</b></p> <p><b>a. Membership – 90,093</b></p> <p><b>b. Utilization Report (Shared Separately)</b></p> <p></p> <p>Q2 2025 Anthem Blue Cross _ Santa Clara PH LHDMOU _Reports_5.20.2025.pdf</p> <p><b>i. Transportation Benefits (NMT and NEMT)</b></p> <p><a href="#">Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)</a></p> <p><b>ii. LiveHealth Online</b></p> <p>Live Health Online can be used by everyone. Encourage our members to use this platform.</p> <p><a href="#">Urgent Care - See a Doctor 24/7 - LiveHealth Online</a></p> <p><b>i. Cal-AIM Programs- Flyers: ECM, CS and CHW</b></p> <p>Anthem is continuing to implement CalAIM in Santa Clara County with regular meetings occurring with key organizations.</p> <p>1. <a href="#">CalAIM Overview</a></p> <p>1. <a href="#">Community Health Workers (ca.gov)</a></p> <p>2. <a href="#">ECM Overview</a></p> <p>3. <a href="#">CS Overview</a></p> <p><b>Community Health Worker:</b></p> <p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <p><b>Community Supports:</b></p> <p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <p><b>Enhanced Care Management:</b></p> <p>When providers are fully contracted they are posted on our website under “Find Care.” <a href="#">Find Care &amp; Estimate Costs for Doctors Near You   Anthem.com</a> Type ECM Field-Based in the search bar. That is the most real time update as required by DHCS.</p>	Anthem






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<p><a href="#">California Advancing and Innovating Medi-Cal (CalAIM)   Anthem Blue Cross</a></p> <p><a href="#">Care Management   California Medicaid Anthem</a></p> <p><b>ECM Referral Form Updates:</b></p> <ul style="list-style-type: none"><li>ECM referral forms (for both adults and children &amp; youth) will be revised and become available in Jan 2025 to include <a href="#">standardized referral language as set by the DHCS</a>. You may continue using the current ECM referral forms until Jan 2025.</li></ul> <p><b>ii. ECM and CS Enrollment Data (Utilization Report)</b></p>	
<p><b>VI. Care Coordination</b></p> <p>1) Updates between County and MCPs</p>	All
<p><b>VII. Referrals</b></p> <p>- Counties express concern over a lack of feedback from referrals; families do not communicate if contact is made.</p> <p>- There is a call for more aggressive care plan engagement and communication improvements, especially in smaller counties.</p>	All
<p><b>VIII. Strategies to Avoid Duplication of Services</b></p> <p>- Screening Tools Inquiry</p> <p>- Use of a standard DHCS screening tool, which can be adapted for specific target groups; potential for sharing with interested parties.</p>	All
<p><b>IX. Dispute Resolutions</b></p>	All









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<p><b>X. Collaboration</b></p> <ul style="list-style-type: none"><li>- Diversity, Equity, and Inclusion (DEI) Training<ul style="list-style-type: none"><li>- Initial DEI meeting held with Lexis Cobins, a specialist.</li><li>- Follow-up email needed to outline next steps and acknowledge successful inaugural meeting setup.</li></ul></li></ul> <p><u>Sharing and Exchange of Educational Resources</u> 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>	All
<p><b>XI. Member Engagement</b></p> <p><b>Benefits, Programs, and Services:</b> <a href="#">Medi-Cal Plan Benefits and Programs   California Medicaid Anthem</a></p> <p><b>Healthy Rewards Program:</b></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> <p> 12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf</p> <p> 12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf</p> <p> CA_CAID_PU_HealthyRewardsProgram.pdf</p> <p>Provider Flier only.</p> <p><b><u>Anthem Resources for Maternal Mental Health</u></b> <b>Member Brochures on New Baby, New Life:</b> English <a href="#">ca_caid_pregnancyandbeyond_eng.pdf</a></p>	All



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<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> <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> <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> <a href="#">ca_caid_pregnancyandbeyond_eng.pdf (anthem.com)</a> <a href="http://www.bemomaware.com">www.bemomaware.com</a> <a href="https://www.postpartum.net">https://www.postpartum.net</a> <a href="#">CA_CAID_PostpartumMoodDisorderFlier.pdf (anthem.com)</a></p> <p><b>ModivCare/Transportation:</b></p> <div> Transportation BR FINAL 12 21 (2).pdf</div> <div> Transportation BR Flier Spanish HR 12 21.pdf</div> <p><b>LiveHealth Online:</b></p> <div> Live Health Online Flyer FINALv6.pdf</div> <div> LHO User Instructions Flier.pdf</div> <div> LHO Overview FINAL.pdf</div> <div> LHO SP.pdf</div>	
<p><b>XII. Action Items</b></p> <ul style="list-style-type: none"><li>A. Initiate conference calls with ModivCare for specific Anthem-related transportation issues. - Kaiser uses Uber and Lyft, preferred by clients for efficiency.</li><li>B. Follow up with CCS on case manager coordination and further communication requirements.</li></ul>	All
<p><b>XIII. Open Forum Discussion</b></p>	All





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<b>XIV. Next Meeting: August 19, 2025 @ 11:00 am</b>	All