

Q2 2025 Fresno County MHP / DMC ODS Quarterly MOU Meeting

Date & Time June 2, 2025, from 9:30am to 10:30am
Frequency Quarterly
Location Virtual
Meeting Leader Facilitation: Lali Witrigo, Kaiser Permanente. Minutes: Janet Paine, Anthem.

Attendees

Organization	Name & Title	Attended
Fresno County Department of Behavioral Health	Ahla Yang, Sr. Analyst	<input type="checkbox"/>
	Aimie Rojas, Division Manager, BH	<input type="checkbox"/>
	Cesar Rodriguez-Perez, Sr. Staff Analyst	<input type="checkbox"/>
	Danielle Carter, Staff Analyst	<input type="checkbox"/>
	Dr. John Tran, Medical Director	<input type="checkbox"/>
	Elizabeth Thomas, Sr, Staff Analyst QI	<input type="checkbox"/>
	Emma Rasmussen, Deputy Director, BH	<input type="checkbox"/>
	Francisco Escobedo, Program Manager	<input checked="" type="checkbox"/>
	Gleyra Castro, Division Manager BH	<input checked="" type="checkbox"/>
	Jeffrey Elliot, QI Coord for Lizzy Thomas	<input checked="" type="checkbox"/>
	Joseph Rangel, Division Manager, Plan Administration	<input checked="" type="checkbox"/>
	Lesby Flores, Deputy Director, BH	<input type="checkbox"/>
	Luisa Parra Sanchez, Division Manager, BH	<input type="checkbox"/>
	Marcelia Black, Deputy Director BH	<input type="checkbox"/>
	Maria Imperatrice, Contracts	<input type="checkbox"/>
	Meng Moua, Sr. Staff Analyst - Administration	<input checked="" type="checkbox"/>
	Natalie Armitstead, Division Manager, BH	<input type="checkbox"/>
	Rita Mehia, Division Manager – Housing and Related Services	<input checked="" type="checkbox"/>
	Sharon Erwin, Sr. Staff Analyst	<input checked="" type="checkbox"/>
	Stacy VanBruggen, Court Connective Care & Justice Services	<input type="checkbox"/>
Kaiser Permanente	Dustin Nides, BH Care Coordinator	<input type="checkbox"/>
	Hajnal Avery, Sr. Director Quality and Safety Oversight	<input type="checkbox"/>
	Jackey Smith, Manager Medical Program	<input checked="" type="checkbox"/>
	Jazemine Davenport, MBA, Accreditation, Regulatory, and Licensing, Specialist IV	<input type="checkbox"/>
	Lali Witrigo, MHP, MOU Coordinator (MCP Liaison)	<input checked="" type="checkbox"/>
	Lesley A Adair, MOU Contract Manager	<input type="checkbox"/>
	Michelle Clibrey, BSN, RN, Accreditation, Regulatory and Licensing Specialist IV, Clinical	<input type="checkbox"/>
	Melissa Gonzalez, Medi-Cal Local Engagement	<input type="checkbox"/>
	Stephanie J Chandler, Managerial Consultant	<input checked="" type="checkbox"/>
	Timothy Perkins, Director, Case Management	<input type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input checked="" type="checkbox"/>
	Zia Xiong, Manager, BH	<input checked="" type="checkbox"/>

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CalViva Health	Bryan Weiss, MOU Compliance	<input type="checkbox"/>
	Elizabeth Campos, Program Manager II	<input type="checkbox"/>
	Myriah Kemp, Senior Manager BH Utilization Mgt.	<input checked="" type="checkbox"/>
	Rosa (Rosy) Martinez, Community Liaison (MCP Liaison)	<input checked="" type="checkbox"/>
Anthem	Brandi Jenkins, Program Manager, CalAIM	<input type="checkbox"/>
	Fargol Riahi, Behavioral Health	<input type="checkbox"/>
	Janet Paine, Director, County Account Management (MCP Liaison)	<input checked="" type="checkbox"/>
	Miguel Perez Lopez, Program Manager, County Account Management	<input checked="" type="checkbox"/>
	Sarah Paulsen, BH Director	<input checked="" type="checkbox"/>
	Terese Spencer, Behavioral Health	<input type="checkbox"/>

Agenda

Topics		Presenters
I. Welcome & Introductions	Lali welcomed everyone to the meeting. and self-introductions followed by those new to this group. Miguel Perez Lopez, Program Manager, County Account Management, Anthem and Jackey Smith, Manager Medical Program, Quality Team, Kaiser Permanente.	All
II. Follow-up Items	<ol style="list-style-type: none"> 1) Lali to work with Anthem and CalViva and resend training and education slides to Stacy VanBruggen and Gleyra Castro Fresno County DBH. Q2 update: Lali sent training deck via SFTP on 3/4/25. 2) MCPs to work with Gleyra and Stacy to schedule training for teams including housing and court involved division staff. Q2 update: meetings held, and tailored training conducted on 5/1 from 8:30-10:00 am and 3:00-4:30 pm, same day. 3) Joseph in communication with Kaiser regarding financial responsibilities for EDO and will communicate with Janet at Anthem and Rosy at CalViva. Q2 update: Janet to schedule a call with Joseph to explain the process, the conversation will include the appropriate Anthem Behavioral Health Director. It was clarified that Anthem does not follow a 50/50 split model. Anthem handles cases on a case-by-case basis, without a formal DOFR document. The goal is understanding Anthem's workflow model and find a process to integrate and align models. 4) Stacy will communicate with Janet at Anthem and Myriah at CalViva, Care Court team or care court expert. Q2 update: For Kaiser, contact Amy Stevenson at Amy.E.Stevenson@kp.org. For Anthem, contact Janet Paine at Janet.paine@anthem.com. For CalViva Health, contact Robin Lateef at robin.r.lateef@healthnet.com and Jennifer Smith at jennifer.smith4@healthnet.com 5) Gleyra to reach out the Anthem and CalViva to schedule monthly care coordination. Meetings with Kaiser ongoing. Q2 update: A joint meeting was held Anthem, Kaiser and CalViva. There was a discussion on whether the meeting should be separated to a meeting with each MCP. For now, the quarterly meeting 	All



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<p>will remain with all three MCPs. The joint meeting format will continue to be assessed to ensure it's the most effective approach.</p> <p>6) MCPs to communicate with Joseph, Danielle and Mang regarding data sharing, CLR, and Operating Guidelines. Q2 update: Lali will reach out to Joseph to schedule a meeting to go over the closed loop referral system. The discussion will also address questions around the Policy and Procedure Operating Guidelines that are required by the MOU.</p> <p>7) Joseph to communicate with MCPs regarding ECM services presentation for other BH providers for awareness and possibly to become ECM providers. Q2 update: Fresno BH meets quarterly with Contracted Mental Health Providers' the next meeting is schedule on August 14, 2025 from 11:00 A.M. to 12:00 P.M. They also meet monthly with Executive Leadership of the Mental Health Contractors Association. There was a question on whether one of these meetings can be a place where MCPs can provide information on how Behavioral Health providers can become contracted ECM providers. There was also a request for more in-depth information on how County staff can connect members to ECM/CS services. Josep will email Janet, Miguel, Rosa and Lali to coordinate a meeting that will include appropriate MCP staff to go over the ECM referral and onboarding process.</p>	
<p>III. MOU Updates</p> <p>1) Fresno Combined MHP & DCM-ODS MOU with Anthem, CalViva Health, and Kaiser Permanente executed on 7/9/2024.</p> <p>2) MOU Annual Review Due July 2025.</p> <ul style="list-style-type: none"> Q2 update: The combined MOU between the County (MHPDM, CODS) and Anthem, Kaiser, and Health Net was executed in July of the previous year. The purpose of this agenda item was to initiate the annual review, as required by DHCS. The County was asked whether there is a need for amendments or if a simple review and documentation would suffice. Joseph, Meng (Fresno DBH) and MCPs confirmed no need for updates or amendment. Clarified that the MOU likely has an initial 3-year term, which does not require renewal letters. Years 4 and 5 would require formal extension letter, this will be confirmed and followed up, <p>3) Anthem, CalViva Health, and Kaiser Permanente Training and Education (T&E) deck emailed on 10/9/24 and resent on 3/4/25. Tailored T&E deck disseminated on 5/6/25.</p> <p>4) Training and Education conducted on 5/1/25 and Q&A document sent on 5/19/25.</p> <p>5) MOU operating guidelines / jointly developed policy and procedure forthcoming. Once aligned, these will be shared with the County for review and input.</p>	<p>Kaiser Permanente</p> <p>CalViva Health</p> <p>Anthem</p>
<p>IV. Fresno County Department of Behavioral Health Updates</p> <p>1) Access Services Division (Gleyra Castro)</p> <ul style="list-style-type: none"> Expressed appreciation for the recent training and confirmed plans to schedule a second session for clinical teams. 	<p>Fresno County DBH Team</p>


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<ul style="list-style-type: none"> • Noted that the first care coordination meeting between DBH clinical teams and MCPs was successful and will be held quarterly moving forward. • Emphasized the value of strengthened communication and collaboration with MCPs. • Introduced herself as the Division Manager for Access Services, overseeing adult and children's intake services. <p>2) Plan Administration Division (Joseph Rangel)</p> <ul style="list-style-type: none"> • Introduced himself and his division's role in managing the MOU with all three MCPs. • Mentioned cross-divisional collaboration with other service line divisions (e.g., Court-Connected Care, Access Services). • Provided an update on: • Prop 1 (Mental Health Services Act) implementation: DBH is preparing to align contracts and programming with new spending requirements. • Recent procurement efforts have concluded, with contracts set to expire June 30, 2025. • Future contract amendments may be necessary to comply with Prop 1. • Language was included in recent RFPs to prepare vendors for potential amendments. <p>3) Health Information Exchange (HIE) Collaboration</p> <ul style="list-style-type: none"> • Acknowledged recent meetings with Joe Prado (Public Health) and other stakeholders (including DSS) to discuss HIE efforts. • Expressed appreciation for the collaboration and alignment across departments. • No additional updates were shared by other DBH managers or team members during this segment. 	
<p>V. Health Plan Updates</p> <p>1) Kaiser Permanente – Lali provided membership and ECM and CS enrollment totals. Transportation and ECM, CS and CHW information referenced. Refer to attached report for complete details.</p> <ul style="list-style-type: none"> A. Membership B. Transportation Services (NMT and NEMT) <ul style="list-style-type: none"> i. Transportation Benefits C. Cal-AIM Programs <ul style="list-style-type: none"> i. ECM and CS Enrollment Data ii. Flyers: ECM, CS and CHW D. Attachments / Reports 	<p style="text-align: center;">Kaiser Permanente</p>

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<div data-bbox="386 401 440 464"></div> <p data-bbox="310 470 521 520">Fresno County MHP DMC ODS MOU - Q2</p> <p data-bbox="261 548 1312 804">E. Data Sharing, Close Loop Referrals, and Operating Guidelines – Lali will communicate with Joseph and schedule the data sharing and CLR overview. MCPs will be aligning on OG/policies and procedures and then work with the county.</p> <p data-bbox="261 701 1312 804">F. Screening Tools & Transition of Care Tools Referrals – Vanessa reported a total of 9 MH referrals and 16 SUD to Fresno County DBH from Kaiser Permanent for January to March 2025.</p> <p data-bbox="212 879 1260 982">2) CalViva Health – Myriah shared Screening Tools and TOC Tools referral data and Rosy shared enrollment, utilization data and Transportation Services. Refer to attached data report.</p> <p data-bbox="261 999 469 1029">A. Membership</p> <p data-bbox="261 1050 824 1079">B. Transportation Services (NMT and NEMT)</p> <p data-bbox="358 1096 701 1161">i. Transportation Benefits ii. Utilization Report</p> <p data-bbox="261 1182 963 1211">C. Screening Tools & Transition of Care Tools Referrals</p> <p data-bbox="261 1218 539 1247">D. Cal-AIM Programs</p> <p data-bbox="310 1264 725 1341">i. ECM and CS Enrollment Data ii. Flyers: ECM, CS and CHW</p> <p data-bbox="261 1362 594 1392">E. Attachments / Reports</p> <div data-bbox="386 1409 440 1472"></div> <p data-bbox="310 1478 516 1528">CalViva Health Data Report Q2 Meeting_</p>	<p data-bbox="1373 863 1471 926">CalViva Health</p>
<p data-bbox="212 1598 1036 1627">3) Anthem – Janet shared utilization data for the below items.</p> <p data-bbox="261 1633 469 1663">A. Membership</p> <p data-bbox="261 1684 496 1713">B. Transportation</p> <p data-bbox="261 1734 1304 1837">C. LiveHealth Online – Janet highlighted the Maternal Mental Health Module under LiveHealth Online, sharing it is for pregnant and postpartum women who need specific services and support by trained mental health professionals.</p>	<p data-bbox="1373 1541 1471 1570">Anthem</p>

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<p>D. Behavioral Health Utilization – Sarah Paulsen shared Transition of Care and Screening Tool date for Q1, 2025. She thanked the Fresno team for the care coordination.</p> <p>E. Cal-AIM Programs - ECM and CS Enrollment Data</p> <p>F. Flyers: ECM, CS and CHW</p> <div style="text-align: center;">  Anthem Data Report Fresno Coun </div>		
VI. Care Coordination	– Behavioral Health Transition of Care Tools and Screening Tool Utilization shared by Anthem, Health Net, and Kaiser Permanente.	All
VII. Referrals	– Behavioral Health data was reviewed by the MCPs.	All
VIII. Strategies to Avoid Duplication of Services	– None.	All
IX. Dispute Resolutions	– None.	All
X. Collaboration	– Discussed ongoing DBH training needs and MCPs collaboration.	All
XI. Member Engagement	– None.	All
XII. Action Items	1) MCPs and Gleyra coordinating ECM and CS training for FC DBH clinical team. 2) Joseph to email request to MCPs regarding CalAIM presentation for other BH providers for awareness and potential to become ECM providers. 3) Anthem to schedule a meeting to go over EDO financial responsibilities and workflow. 4) Lali will be scheduling a meeting with DBH on data sharing, CLR, and OG.	All
XIII. Open Forum Discussion	– None.	All
XIV. Next Meeting:	1) 4th Monday of the 2nd month of each quarter from 9:30 –10:30 am A. August 25 B. November 24	All