



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

Date & Time May 21, 2025
Frequency Quarterly
Location Virtual
Meeting Leader Kalil Macklin

Attendees

Organization	Name & Title	Attended
Santa Clara County Behavioral Health Department	Juan Troy	<input checked="" type="checkbox"/>
	Tammy Ramsey	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
Anthem	Kalil Macklin	<input checked="" type="checkbox"/>
	Sarah Paulsen	<input checked="" type="checkbox"/>
	Patricia Lacanfora	<input checked="" type="checkbox"/>
	Fargol Riahi	<input checked="" type="checkbox"/>
		<input type="checkbox"/>

Agenda

Topics	Presenters
I. Welcome & Introductions	All
II. Follow-up Items 1) 2)	All
III. MOU Updates 1) BH MOU: MHP/DMC_ODS MOU - Focused discussions on updating language concerning support for Substance Use Disorders (SUD) and eating disorders - Decisions to hold internal meetings to finalize the draft and review proposed changes	Anthem
IV. County BH Program Updates 1. D-SNP billing 2. Notification of shared member change in status (i.e. death)	Santa Clara County Team








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<p>Members are advised to inform customer services about a move or a potential death. They also need to advise social services, as the information must come from DHCS. Ultimately county social services need to be notified, but we cannot term or send anything on behalf of the members.</p>	
<p>3. Health Plan Updates</p> <p>1) Anthem</p> <ul style="list-style-type: none">• Membership– 90,093• Utilization Report (Shared Separately) <p></p> <p>Q2 2025 Anthem Blue Cross _ Santa Clara BH MOU _Reports_5.21.2025.pdf</p> <ul style="list-style-type: none">• Transportation Benefits (NMT and NEMT) <p>Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)</p> <ul style="list-style-type: none">• 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> <ul style="list-style-type: none">• Encounter Data- Mild to Moderate BH Services (TBD)• Cal-AIM Programs <p>Anthem is continuing to implement CalAIM in Santa Clara County with regular meetings occurring with key organizations.</p> <ol style="list-style-type: none">1. CalAIM Overview1. Community Health Workers (ca.gov)2. ECM Overview3. CS Overview <ul style="list-style-type: none">• ECM and CS Enrollment Data (Utilization Report) <p>Emphasis on the importance of utilizing the Transition of Care tool for closing referral loops effectively</p> <p>- Transition of Care Tool Data (Q1)</p>	Anthem











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<ul style="list-style-type: none">- Total of 40 referrals received- 26 members successfully linked to services- 3 members refused services- 11 members could not be located- 1 referral directed to the county for further handling <ul style="list-style-type: none">- Screening Tool Reports:<ul style="list-style-type: none">- Completion of 16 adult screening tools- 58 adult screening tools received in total- Noted absence of youth or SUD screenings for the quarter <ul style="list-style-type: none">• Flyers: CHW, CS, and ECM 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	



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<div><div> CA_CalAIMCSmemberreferralform.pdf</div><div> CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf</div></div> <div><div> ENGLISH CalAIM CS One-Pager FINAL.pdf</div></div> <div><div> CA_CalAIMILOSlier.pdf</div></div> <div><p>Enhanced Care Management:</p><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></div> <div><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> <div><div><div> CA_CAID_ECMProviderDirectory.pdf</div><div> CalAIM ECM Referral Form_FINAL_Fillable.pdf</div><div> CalAIM-ECM Referral Form with Checklist_CABC-CD-047080-23 _V3_fillable.pdf</div><div> CABC-CD-049193-24 EXPRESS CalAIM ECM Flier_FINAL (1) 2.pdf</div></div></div>	




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4. Care Coordination	All
5. Referrals - Continuous efforts to tackle operational challenges related to referrals - Referral Process Improvements: - Implementation of biweekly meetings to boost care coordination and referral outcomes in the behavioral health sector	All
6. Strategies to Avoid Duplication of Services	All
7. Dispute Resolutions	All
8. Collaboration - A strong emphasis on collaboration between Anthem and county staff to boost service delivery and member engagement A. CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment : Conducting regular meetings to discuss our Goals, Deliverables, Time Frames, Measurables, Budget, Funding Proposals, etc. GOAL 1: Lead: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventative care measures in partnership with Santa Clara County Public Health Department (SCC PHD) by supporting the Childhood Lead Poisoning Prevention Program (CLPPP), through the expansion of the number of lead awareness and outreach events by xx%, through the contribution of resources, data sharing, and by assisting with the planning of targeted provider education campaigns and follow up services. GOAL 2: Oral Health: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventive care measures, in Partnership with the County of Santa Clara Public Health Department (SCC PHD) to move forward the Oral Health Strategic Plan, through training, data sharing, promotion and outreach, and referrals to improve the oral-systemic health among members ages 1-20. Latino Heath Assessment: <ul style="list-style-type: none">• Housing and Neighborhood Conditions• Access to Care• Acute and Chronic Conditions	All







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<ul style="list-style-type: none">Maternal and Child Health <p>We are currently collaborating on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.</p> <p>We completed the LHJ/MCP Worksheet.</p> <p>CHIP Priorities: 1: Behavioral Health 2: Access to Care 3: Economic Opportunity</p> <p>Funding Proposal:</p> <p>Total membership in Santa Clara is 417,837 members. SCFHP has 67% of membership with 280,606 members. Anthem has 22% of the membership with 92,487 members. Kaiser has 11% of the membership with 44,744 members</p> <p>The financial support from Anthem will be \$15,400 based on the membership breakdown and our commitment based upon that membership breakdown. Let me know if you have any questions.</p> <p>B. 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> <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> <p> APL23-025 diersity equity inclusion.pdf</p>	
<p>9. 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</p>	All









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<p>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 Provider Flier only.</p> <p> CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf</p> <p><u>Anthem Resources for Maternal Mental Health</u></p> <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 Menal 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> <p>ModivCare/Transportation:</p>	



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<div> Transportation BR FINAL 12 21 (2).pdf</div> <div> Transportation BR Flier Spanish HR 12 21.pdf</div> <p>LiveHealth Online:</p> <div><div> Live Health Online Flyer FINALv6.pdf</div><div> LHO User Instructions Flier.pdf</div></div> <div><div> LHO Overview FINAL.pdf</div><div> LHO SP.pdf</div></div>	
<p>10.Action Items</p> <ul style="list-style-type: none">- Problems arose with members being directed to providers where coverage issues existed, leading to members being denied services- Highlighted the necessity for network awareness and enhanced collaboration between providers to mitigate such miscommunications	All
<p>11.Open Forum Discussion</p>	All
<p>12.Next Meeting: August 20, 2025 @ 2:00 pm</p>	All