



Q2 2025 Madera County Behavioral Health/MCP Quarterly MOU Meeting

Date & Time	May 16, 2025, from 10:30am to 11:30am
Frequency	Quarterly
Location	Virtual via Microsoft Teams
Meeting Leader	Facilitation: Janet Paine, Anthem. Minutes: Felicia Arteaga, CalViva Health-Health Net.

Attendees


Organization	Name & Title	Attended
Madera County Behavioral Health Department	Eva Weikel, Division Manager of Quality, Compliance	<input checked="" type="checkbox"/>
	Andrea Martinez, Deputy Director of Business Operations (fiscal/contracts/MOUs/data/quality)	<input type="checkbox"/>
	Maria Barragan, BH Services Program Manager	<input type="checkbox"/>
	Kimberlee Hernandez, Admin. Analyst (MHP/Compliance)	<input type="checkbox"/>
Kaiser Permanente	Dustin Nides, BH Care Coordinator	<input type="checkbox"/>
	Lali Witrigo, MOU Coordinator	<input checked="" type="checkbox"/>
	Hajnal Avery, Sr. Director Quality and Safety Oversight	<input type="checkbox"/>
	Jacket Smith, Manager Medical Program	<input type="checkbox"/>
	Jazemine Davenport, MBA, Accreditation, Regulatory, and Licensing	<input type="checkbox"/>
	Melissa Gonzalez, Medi-Cal Local Engagement	<input type="checkbox"/>
	Michelle Clibrey, BSN, RN, Accreditation, Regulatory and Licensing Specialist IV, Clinical	<input type="checkbox"/>
	Timothy Perkins, Director/Case Management	<input type="checkbox"/>
	Stephanie J Chandler, BH Managerial Consultant	<input type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input checked="" type="checkbox"/>
	Zia Xiong, Manager, Behavioral Health	<input type="checkbox"/>
CalViva Health	Rosa (Rosy) Martinez, Community Liaison	<input type="checkbox"/>
	Myriah Kemp, Senior Manager BH Utilization Mgt.	<input checked="" type="checkbox"/>
	Elizabeth Campos, Program Manager II	<input type="checkbox"/>
	Felicia Arteaga, Community Liaison	<input checked="" type="checkbox"/>
Anthem	Janet Paine, Director, County Account Management	<input checked="" type="checkbox"/>
	Brandi Jenkins, Program Manager, CalAIM	<input type="checkbox"/>
	Fargol Riahi, Behavioral Health	<input checked="" type="checkbox"/>
	Terese Spencer, Behavioral Health	<input checked="" type="checkbox"/>
	Sarah Paulsen	<input checked="" type="checkbox"/>
	Elizabeth Stewart	<input checked="" type="checkbox"/>

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Agenda

Topics	Presenters
I. Welcome & Introductions	All
II. Follow-up Items <ol style="list-style-type: none"> 1. Terese from Anthem to reach out Madera and identify the appropriate contact for regular referral correspondence, not just transition of care, and include Kimberlee in the communications in regard referral follow-ups. -Closed the loop on this follow up item per Janet feedback 	All
III. MOU Updates <ol style="list-style-type: none"> 1. MHP MOU with Anthem, CalViva Health, and Kaiser Permanente Executed on 1/16/2025. 2. DCM-State Plan MOU with Anthem, CalViva Health, and Kaiser Permanente Executed 3/11/2025. 3. DCM-ODS MOU pending to initiate the review process. 4. Training and Education – Training deck sent to Madera County Behavioral Health on 4/9/2025. 5. Joint MOU Policy and Procedures (Operating Guidelines). - MCPs available to provide training to staff as needed. - MCPs currently working on joint policies and procedures to be shared with MHP for review / input. - No additional comments or concerns. 	CalViva Health Kaiser Permanente Anthem
IV. County BH Program Updates <ol style="list-style-type: none"> 1) New director started in FEB 2025. 2) Working with ED for 5150 evals, County staff are designated for this workflow, and they respond to ED, ongoing collaborative process with ED. 3) After hours for crisis response will be changed to a new contractor with details TBD. 4) Reviewed recent audits and outcomes, details posted to website 5) New Behavioral Health Director Chrissie Doss may be attending future MOU meetings. 	Madera BH Team
V. Health Plan Updates <ol style="list-style-type: none"> 1) Anthem 	Anthem

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<p>A. FUM/FUA Opportunity for Madera County and MCPs to Collaborate – Sarah Paulsen, Director, Behavioral Health - -----</p> <p>Sarah Paulsen provided an update with Dr. Stewart to explore an opportunity and present success with FUM/FUA program / initiative that they have been involved with in Fresno County. As part of the FUA/FUM Initiative with Fresno County, a workflow has been created which focuses on scheduling a follow up visit with the member’s PCP. Sara asked if this is an initiative that CalViva, Kaiser Permanente, and Madera County Behavioral Health would be interested in pursuing. Janet to connect with CalViva and Madera County to schedule a meeting to further discuss the collaboration. Janet shared utilization information for the below areas.</p> <p> Anthem Data Report Madera County Q2 2025</p> <p>B. Membership</p> <p>C. Transportation Services (NMT and NEMT)</p> <ul style="list-style-type: none"> i. Utilization Report ii. Transportation Benefits <p>D. Behavioral Health Referrals, Screening Tools & Transition of Care Tools</p> <p>E. Cal-AIM Programs</p> <ul style="list-style-type: none"> i. ECM and CS Enrollment Data ii. Flyers: ECM, CS and CHW 	
<p>2) Kaiser Permanente</p> <p>A. Membership</p> <p>B. Transportation Services (NMT and NEMT)</p> <ul style="list-style-type: none"> i. Transportation Benefits <p>C. Screening Tools & Transition of Care Tools Referrals</p> <p>D. Cal-AIM Programs</p>	

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<ul style="list-style-type: none"> ii. ECM and CS Enrollment Data iii. Flyers: ECM, CS and CHW E. Attachments / Reports <div>  <p>Madera MHP-DMC-SP MOU</p> </div> <ul style="list-style-type: none"> F. Data Sharing Overview, Close Loop Referrals, and Joint MOU Policy and Procedures (Operating Guidelines) <ul style="list-style-type: none"> - KP shared data and resources - Vanessa reported on 3 screeners and 2 SUD 	Kaiser Permanente
<p>3) CalViva Health</p> <ul style="list-style-type: none"> A. Membership B. Transportation Services (NMT and NEMT) <ul style="list-style-type: none"> i. Transportation Benefits ii. Utilization Report C. Screening Tools & Transition of Care Tools Referrals D. Cal-AIM Programs <ul style="list-style-type: none"> iii. ECM and CS Enrollment Data iv. Flyers: ECM, CS and CHW v. Close Loop Referrals E. Attachments / Reports <div>  <p>CalViva Health Data Report Q2 Meeting_IV</p> </div> <ul style="list-style-type: none"> - CalViva shared data and resources 	CalViva Health
<p>VI. Care Coordination</p> <ul style="list-style-type: none"> - MCPS shared resources and reports (during update section) that contained care coordination information such as transition, screening tools, and transportation resources. - Appreciation was shared to MCPs for sharing resources and flyers during each meeting and county mentioned how they share 	All

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Topics		Presenters
these resources for members in a clinical setting, for example, sharing flyers in the lobby.		
VII. Referrals	<ul style="list-style-type: none"> - Lali shared feedback on future opportunities to further discussions on enhancing existing referral services workflows. 	All
VIII. Strategies to Avoid Duplication of Services	<ul style="list-style-type: none"> - No additional comments. 	All
IX. Dispute Resolutions	<ul style="list-style-type: none"> - No additional comments. 	All
X. Collaboration	<ul style="list-style-type: none"> - FUA/ FUM collaboration opportunity. More details in BH update section and listed as action item. 	All
XI. Member Engagement	<ul style="list-style-type: none"> - No additional comments. 	All
XII. Action Items	<ol style="list-style-type: none"> 1) Janet will reach out to the MCPs and the County to schedule a meeting to further discuss FUA/FUM initiative. 	All
XIII. Open Forum Discussion	<ul style="list-style-type: none"> - Janet referenced the newly added agenda items and opened discussion on gaining feedback for best approach for reviewing each section for comments or concerns for future meetings 	All
XIV. Next Meeting:	<ol style="list-style-type: none"> 1) 3rd Friday of the 2nd month of each quarter from 10:30 –11:30 am <ul style="list-style-type: none"> o August 15 o November 21 	All