



Q2 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting

Date & Time June 17, 2025 - 2:00 – 3:00 PM
Frequency Quarterly
Location Virtual - Teams
Meeting Leader Facilitator: Perry Shelton Jr., Health Net. Meeting Minutes: Anthem.

Attendees

Organization	Name & Title	Attended
Tulare County Behavioral Health Department	Andrew Ruddy, Staff Services Analyst III Managed Care, QI, MH	<input checked="" type="checkbox"/>
	Angela Sahagun, Division Manager, Managed Care, BH	<input type="checkbox"/>
	Aziza E. Citi, LMFT, Clinical Supervisor, Children Authorization Unit, QI, MH	<input type="checkbox"/>
	Betsy Ayello, Unit Manager, Children Authorization & Adult, Managed Care, QI, MH	<input checked="" type="checkbox"/>
	Cynthia Hernandez, Mental Health Clinic Manager Health	<input checked="" type="checkbox"/>
	Decinda S. Allen	<input checked="" type="checkbox"/>
	Dr. Case Ennis, MA, DSW, LMFT, Deputy Director Clinical Services, BH	<input type="checkbox"/>
	Elsie Lopez-Triste, Administrative Aide	<input checked="" type="checkbox"/>
	Fabiola E Wallace, LMFT, Clinic Service Manager, PoF Team, BH	<input type="checkbox"/>
	Jeffery L Blackmon, Admin. Specialist, Managed Care, QI, MH	<input type="checkbox"/>
	Joseph Hamilton, LMFT, Clinical Administrator, VAIC, PAC/PYS & Housing	<input type="checkbox"/>
	Kristin Rupp, Clinical Services Manager, Mental Health, VAIC	<input checked="" type="checkbox"/>
	Liz Mason, LMFT, Clinical Administrator VAIC, Recovery and Prevention	<input type="checkbox"/>
	Omar Venegas, Supervising EHR Specialist, BH	<input checked="" type="checkbox"/>
	Veronica Maldonado, Statt Service Analyst, Managed Care, QI, MH	<input checked="" type="checkbox"/>
Kaiser Permanente	Ava Lillard, MOU Contract Manager	<input type="checkbox"/>
	Lali Witrago, MOU Coordinator	<input checked="" type="checkbox"/>
	Hajnal Avery, Sr. Director Quality and Safety Oversight	<input type="checkbox"/>
	Margaux Permutt, Senior Manager, Medi-Cal Quality	<input type="checkbox"/>
	Melissa Gonzalez, Medi-Cal Local Engagement	<input type="checkbox"/>
	Mercedes Quiles, Medi-Cal Quality	<input checked="" type="checkbox"/>
	Stephanie J Chandler, Managerial Consultant	<input checked="" type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input checked="" type="checkbox"/>
	Zia Xiong, Manager, Behavioral Health Manager	<input checked="" type="checkbox"/>
Health Net	Perry Shelton Jr., Community Liaison	<input checked="" type="checkbox"/>
	Myriah Kemp, Senior Manager BH Utilization Mgt.	<input checked="" type="checkbox"/>
Anthem	Denise Ornelas, Program Manager, County Management	<input type="checkbox"/>
	Brandi Jenkins, Program Manager, CalAIM	<input type="checkbox"/>
	Cheryl Laundry, Program Manager, CalAIM	<input type="checkbox"/>
	Fargol Riahi, Behavioral Health	<input type="checkbox"/>
	Janet Paine, Director, County Account Management	<input checked="" type="checkbox"/>
	Terese Spencer, Behavioral Health	<input type="checkbox"/>
	Chris Domasin, Behavioral Health	<input checked="" type="checkbox"/>

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Meeting Minutes

Topics	Presenters
I. Welcome & Introductions	All
II. Follow-up Items <ol style="list-style-type: none"> 1) Cynthia inquired if the client refuses to wait until the warm hand off is completed, is Anthem amenable to having the staff do the warm hand off without the client present? <i>Brandi will take that back to Janet and get back to Betsy. Janet was aware of the question but will take back to Anthem Behavioral Health Director.</i> 2) Kristin shared concerned regarding transportation concerns. ModivCare does not show up or arrive late, etc. This is a concern with clients under Anthem and Health Net. <i>Perry shared Health Net has an escalation line for staff to escalate these types of issues in real time. Health Net also has a provider line for staff to call as the issue comes up to try to get this resolved in real time. Brandi will take this back to Janet for follow up. No issues noted for Kaiser Permanente.</i> 	All
III. MOU Updates <ol style="list-style-type: none"> 1) Anthem and Tulare County MHP/DMC-ODS MOU Executed 12/5/2024, Amendment Executed 6/3/2025 2) Kaiser Permanente and Tulare County MHP/DMC-ODS MOU Executed on 05/06/25. 3) Health Net and Tulare County MHP/DMC-ODS MOU 4) Training and Education forthcoming. 5) Policies and Procedures forthcoming. 	Health Net Anthem Kaiser Permanente
IV. County BH Program Updates <ol style="list-style-type: none"> 1) Transportation Issues – who should the County reach out to. MCPs shared contact information for escalating concerns. 2) Closed Loop Referral Program – update provided on timeline of pilot. May delay since we are waiting on DHCS next steps. 	County Team
V. Health Plan Updates <ol style="list-style-type: none"> 1) Health Net <ol style="list-style-type: none"> A. Find Help - platform, formerly known as Aunt Bertha, as the answer to closed-loop referrals for ECM and community supports. B. Doula Program - highlights the support for doula services and the Smart Start for Your Baby program, providing case management and telephonic support for pregnant mothers. C. Smart Start for Baby 	Health Net

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<p>D. Teladoc Health - mentions the Teladoc program, which allows members to schedule appointments for urgent care substitutes and receive prescriptions.</p> <p>E. Community Advisory Committee – discussed the Community Advisory Committee, meetings held quarterly to understand healthcare support and identify areas for improvement. Participants invited to attend upcoming meetings.</p> <p>F. Interpreter Services – information provided on no-cost interpretation services, doula program, and transportation services available to members.</p> <p>G. Data</p> <ul style="list-style-type: none"> i. Membership ii. CCS iii. CalAIM iv. ModivCare <div data-bbox="483 1035 542 1098" data-label="Image"> </div> <p>Health Net Data Report Q2 2025 Qua</p>	
<p>2) Anthem – Janet introduced Miguel Perez Lopez, new program manager with the County Account Management Team who will be the liaison for Tulare County in addition to Kings, Madera and Fresno Counties.</p> <p>Janet shared a high-level overview of the below program utilization. She also shared information on LiveHealth Online Maternal Mental Health module that is available for pregnant and postpartum women provided by therapists specialized in maternal health. Janet shared if more informant is needed or there are questions to please reach out to her.</p> <ul style="list-style-type: none"> A. Membership B. Transportation Services (NMT and NEMT). C. LiveHealth Online Utilization D. Behavioral Health Screening Tools & Transition of Care Tools E. Cal-AIM Programs - ECM and CS Enrollment Data <ul style="list-style-type: none"> i. Flyers: EMC, CS and CHW <div data-bbox="435 1728 483 1787" data-label="Image"> </div> <p>Anthem Data Report Tulare Coun</p>	Anthem
<p>3) Kaiser Permanente</p>	

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<p>Updates were provided on KP's membership, county programs, and referral process, mentioning the small number of members due to specific enrollment criteria.</p> <p>No Wrong Door policy approach for referrals and the need for providers to contract for enhanced care management and community supports was discussed.</p> <ul style="list-style-type: none"> A. Membership B. Cal-AIM Programs <ul style="list-style-type: none"> i. ECM and CS Enrollment Data ii. Referral Process C. Data Exchange <ul style="list-style-type: none"> i. Screening Tools & Transition of Care Tools Referrals D. Resources and Links <div style="text-align: center;">  Tulare County BH_MCPs_Q2 2025 N </div>		Kaiser Permanente
VI.	Care Coordination – None.	All
VII.	Referrals – Tulare County to reach out to Anthem to discuss BH referral process.	All
VIII.	Strategies to Avoid Duplication of Services – Health Net to provide link to “Find Help” Platform when available for ECM Referrals.	All
IX.	Dispute Resolutions	All
X.	Collaboration - A recommendation was made to involve the MCP partners in the quality improvement committee meetings to share information on access to mode of care and maternal child health.	All
XI.	Member Engagement – Discussed opportunities for MCPs to participate in health fairs or member facing activities.	All
XII.	Action Items <ul style="list-style-type: none"> • Tulare County to reach out to Janet Paine to schedule a call to discuss BH Referrals. • Health Net to provide a link to “Find Help” platform once it is available for ECM Referrals. • Veronica to compare referral data numbers between the health plans and the county providers to help reconcile any discrepancies. 	All
XIII.	Open Forum Discussion –	All



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<ul style="list-style-type: none">A recommendation was made to involve the MCP partners in the quality improvement committee meetings to share information on access to mode of care and maternal child health.Anthem asked about the Children and Youth System of Care Meetings, and to be added to the meetings.	
XIV. Next Meeting: 3 rd Tuesday of the 3 rd month of every quarter from 2:00 – 3:00 pm 1) September 16 th (Anthem Agenda / Facilitation, HN Meeting Minutes) 2) December 16 th (KP Agenda / Facilitation, HN Meeting Minutes)	All