



Q2 2025 Central Valley Region Center/MCP Quarterly MOU Meeting

Date & Time June 26, 2025 – 1:00-2:00 PM
Frequency Quarterly
Location Virtual
Meeting Leader Facilitator: Janet Paine Minutes: Perry Shelton

Attendees

Organization	Name & Title	Attended
Central Valley Regional Center	Amy McMahon, Assistant Director of Case Management – Visalia Office	<input type="checkbox"/>
	Albert Duarte, Assistant Director of Case Management, Adults – Fresno	<input checked="" type="checkbox"/>
	Barbara Hurtado, Assistant Director of Case Management Services	<input checked="" type="checkbox"/>
	Christina Scott, Assistant Director – Fresno Office	<input type="checkbox"/>
	Donna Perry, Asst. Dir., Intake, Early Start/Childhood	<input checked="" type="checkbox"/>
	Mark Halvorsen, Associate Director of Case Management Services	<input checked="" type="checkbox"/>
	Pam Gruber, Director of Case Management – Visalia	<input checked="" type="checkbox"/>
	Shelley Celaya, Assistant Director Case Management, CVRC	<input type="checkbox"/>
	Tammy Miranda, Assistant Director of Clinical Services, CVRC	<input checked="" type="checkbox"/>
	Yolanda Alvarado, Assistant Director for Intake & Early Childhood Depts.	<input type="checkbox"/>
Kaiser Permanente	Catherine Talongwa, Medi-Cal Local Engagement Lead, Mariposa	<input type="checkbox"/>
	Christina Huang	<input type="checkbox"/>
	Dr. Meghan Davingnon, Developmental Pediatrics	<input type="checkbox"/>
	Engrid Smith, Program Liaison, SCAL	<input type="checkbox"/>
	Hajnal Avery, MBA, FACHE, CPHQ - Sr. Director - NCAL Medi-Cal Quality	<input type="checkbox"/>
	Janet Knox, Program Liaison – LHD & Transportation	<input checked="" type="checkbox"/>
	Jessica L Rojas	<input type="checkbox"/>
	Lali Witrigo, MHP, MOU Coordinator	<input checked="" type="checkbox"/>
	Lynn L Pham, Contract Manager	<input type="checkbox"/>
	Melissa Gonzales, Medi-Cal Local Engagement Lead	<input type="checkbox"/>
	Phillip (Phil) Perez, Program Liaison, NCAL	<input checked="" type="checkbox"/>
	Margaux Permutt, Senior Manager, Medi-Cal Quality	<input type="checkbox"/>
	Melissa Gonzalez, Medi-Cal Local Engagement Lead	<input type="checkbox"/>
	Mercedes Quiles, Medi-Cal Quality	<input type="checkbox"/>
	Sarah Thomas, Program Director, Pediatric Developmental Care Program	<input type="checkbox"/>
	Stephanie J Chandler, Managerial Consultant	<input type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input type="checkbox"/>
	Zia Xiong, Manager, Behavioral Health	<input type="checkbox"/>
CalViva Health	Jeneen Garland, LMFT Clinical Manager, Autism Center	<input type="checkbox"/>
	Maria, Public program Specialist, Health	<input checked="" type="checkbox"/>
	Patricia Erazo, Public Program Specialist, Health Net	<input type="checkbox"/>
	Perry Shelton Jr, Community Liaison	<input checked="" type="checkbox"/>



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Anthem	Rosy Martinez, Community Liaison	<input type="checkbox"/>
	Miguel Perez Lopez, Program Manager County Account Management	<input checked="" type="checkbox"/>
	Christopher Domasin, BH Case Manager (Tulare)	<input checked="" type="checkbox"/>
	Janet Paine, Director, County Account Management	<input checked="" type="checkbox"/>

Agenda

Topics	Presenters
I. Welcome & Introductions – Janet welcomed everyone to the meeting.	All
II. Follow-up Items 1) How Members can access Nutritionists and other specialists: Anthem sent over information. Health Net and Kaiser will follow up. Q2 Update: a. Janet P. mentions that she will send to the group Anthem's health Information and referral form for members to access nutritionists and other specialists. b. Perry shared pathways to access specialists through Health Net care management referral form; Health Net's Find Help online website and utilizing single case agreements if a provider is out of network. c. Lali will send follow-up information for KP for members to access these services. 2) Reschedule June 19th meeting date – Juneteenth holiday -Meeting rescheduled to June 26, 2025: Completed.	All
III. MOU Updates 1) MOU between CVRC and Anthem, CalViva Health, and Kaiser Permanente executed 03/18/2025. 2) Training and Education – Deck sent on 6/4/2025. MCPs will follow up with Tammy on dates and details of the MCPs T&E presentation. 3) Working to schedule to work on development of the Joint MOU Policy and Procedures (Operating Guidelines). MCPs are working on the P&Ps and will share with CVRC to enter their information when complete.	CalViva Health Kaiser Permanente Anthem
IV. Central Valley Regional Center Updates 1) Barbara shared that DDS informed CVRC that they have been identified as the only RC who will be participating in the ECM pilot project for regional centers. The anticipated start date for the pilot is in December. At this time, the MOU with Alliance is executed and the Path Cited application for initial funding has been submitted. 2) Mark shared the growth of Central Valley Regional Center. In the month of April CVRC cases increased to 442. In May that increased to 472 cases. Both numbers represent a record number of cases for those respective months. To remain in compliance with client to CM ratio, CVRC has hired twenty-six new service coordinators. The previous year's average number of cases per month was 185. CVRC is approaching 32,000 families that they are supporting. CVRC has hired forty percent of their service coordinators within the past 2 years. Due to the steady increase in cases, they will be requesting more funding from DDS.	CVRC Team

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V. Health Plan Updates

1) Anthem

Janet P. provided a high-level overview of Anthem's deck highlighting membership, transportation utilization, behavioral health referrals, and partnerships data for each county. In addition, Janet lifted the Anthem's CalAIM ECM and CS utilization by population of focus.

Janet P. also emphasized Anthem's Live Health Online 24/7 urgent care app. She called out the mental health and the maternal mental health component that is targeted towards members prenatal and postpartum MH care. Janet encouraged CVRC partners to share this resource with members who could benefit from the services.

A. Membership

B. Transportation Services (NMT and NEMT) Utilization Report

C. Behavioral Health Screening Tools & Transition of Care Tools Referrals

D. Cal-AIM Programs - ECM and CS Enrollment Data

E. Flyers: ECM, CS and CHW



Anthem Data Report
 Central Valley Region:

Anthem

CalViva

Kaiser

2) CalViva Health

A. Doula Program

Perry provided a high-level overview of the Doula Program. He shared the Medi-Cal benefit now covers services to support birthing individuals before, during, and after pregnancy.

B. Interpreter Services

Perry shared information on the CalViva 24/7 Health's language assistance Services to support members during their appointments. Phone interpreter services are available in over 150 languages for immediate needs. In-person, video and sign language interpreters can also be requested in advance - 5 business days, and ten business days for sign language.

C. Find Help CLR

Perry shared the Findhelp Platform is a tool that helps health care staff, ECM providers and community partners quickly connect members to local resources and community supports. Perry also shared that Health Net is utilizing Findhelp platform to leveraged to fulfill CVH and HN close loop referral requirement.

D. Teledoc Health

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Perry shared CVH/HN members can utilize this telehealth app to schedule urgent care appointments with a U.S. licensed doctor 24/7 365 for non-emergency issues like the flu, sinus infections, psychiatry for member 18 years of age and older, can provide diagnoses and prescribed medication if needed.

E. Community Advisory Committee

Perry shared that CVH and HN are holding quarterly CAC meetings for the communities in which they serve. Perry encouraged the CVRC to join and the meetings to provide their feedback on the delivery of CVH or HN's services favorable or otherwise.

Perry gave a summary of the date below:

F. Membership Data

G. ModivCare – Transportation Data

H. Transportation Services Data

I. CalAIM (ECM/CS) Data

Please see the data sheet:



CVRC_CalViva
Health_Health Net Da

3) Kaiser Permanente

A. Membership

Lali Witrago shared enrollment data for Fresno, Kings, Madera, Tulare, and Mariposa Counties.

B. Transportation Services

i. How to Access Transportation

Lali and Janet K. shared information and answered questions on how members can access and schedule transportation to their appointments.

C. Cal-AIM Programs

i. ECM and CS Enrollment Data – Fresno County

ii. No Data to Report for Kings, Madera, Tulare & Mariposa


iii. Referral Process

Lali gave a high level overview of the ECM and CS referral process.

D. Resources and Links

Lali Witrago provides information on resources and links, including the medical RX number and Kaiser's call center number.

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<p>E. Attachment / Report – refer to report for complete details.</p> <div data-bbox="381 388 435 451">  </div> <p>Q2 2025_VMRC MOU_Quarterly Repo</p> <p>F. Data Sharing, Close Loop Referrals, and Joint MOU Policies and Procedures (Operating Guidelines)</p> <p>Lali will be meeting with CVRC to provide an overview on these matters.</p>	
<p>VI. Care Coordination – None</p> <p>1) MCPs will provide CVRC information on how to access dietician services.</p>	All
<p>VII. Referrals – None</p>	All
<p>VIII. Strategies to Avoid Duplication of Services - None</p>	All
<p>IX. Dispute Resolutions – None</p>	All
<p>X. Collaboration</p> <p>1) MCPs will be communicating with the CVRC team in the coming months to discuss Kaiser Permanente Close Loop Referrals (CLR) and data sharing strategies. Will also collaborate with CVRC and MCPs on the Joint MOU Policies and Procedures (Operating Guidelines).</p>	All
<p>XI. Member Engagement</p> <p>1) Health Net held its quarterly Community Advisory Committee in Tulare County on June 24, 2026. The purpose of the Community Advisory Committees is to empower members' voices to be heard to ensure Health Net is actively driving interventions and solutions to build more equitable care. The CAC advocates for Health Net members by ensuring that Health Net is responsive to their diverse health care needs.</p>	All
<p>XII. Action Items</p> <ol style="list-style-type: none"> 1) Anthem to reach out to their Cal AIM team to follow up on the ICF/DD/H funding sources and coordinate a meeting. 2) Health Net and other health plans to also follow up on the ICF/DD/H funding sources and coordinate with Central Valley Regional Center. 3) Central Valley Regional Center to provide the summary of the presentation on Anthem's initiative for early start individuals exiting their services. 4) Health Net to share updates on pharmacy network changes due to Rite Aid closures. 	All
<p>XIII. Open Forum Discussion – None</p>	All
<p>XIV. Next Meeting:</p> <ol style="list-style-type: none"> 1) 3rd Thursday of the 3rd month of every quarter at 1:00 pm <ol style="list-style-type: none"> i. September 18th ii. December 18th 	All