

# Meeting Minutes

## Health Net, Anthem Blue Cross, Kaiser Permanente, and Amador County Public Health

Meeting Title: Care Coordination Q3 Meeting  
 Date/Time of Meeting: September 5, 2024 at 10:00 a.m. - 11:00 a.m.  
 Frequency: Quarterly  
 Zoom: See Outlook invite

Meeting Leader: Lu Knott


### Meeting Minutes

Health Net	Yes/No	Amador County Public Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Joanne Hasson, Public Health Director	No
Arianna Phillips, Community Liaison	Yes	Davina Edmonson, RN, IZ, MCAH	No
Patty Frederickson, Sr. Concurrent Review Nurse	No	Danae Littlefield, LVN, IZ CD	Yes
Connie Lowe, Manager, Public Programs	No	Christian Tucker, Health Educator, CHDP, CCS, MCAH	Yes
Debbie Teap, Public Programs Specialist	Yes	Anna Shrode, Health Educator, Oral Health	No
Trisha Inguito, Public Programs Specialist	No	Fernando Gutierrez, Health Educator, Disease Intervention	No
		Denise Kasinger, Program Coordinator, CCS	No
		Marsha Stone, Program Coordinator, CLPPP	Yes
<b>Anthem Blue Cross</b>		Kat Seeba, Nursing Supervisor	No
Jared Martin, Program Director	Yes		
Liz Tullis, Facility Site Review Nurse	Yes		
Mark O. Perlas, Facility Site Review Nurse	No		
Aura M. Basa, Facility Site Review Nurse	No		
Debra Hopwood, CCS	No		
Kimberly Kruse, Provider Clinical Liaison	No		
<b>Kaiser Permanente</b>			
Ava Lillard, Contract Manager	Yes		
Emily Sindon, Medical LHD Liaison	No		
Emely Arienza, Consultant, Medicaid Care Delivery and Operations	Yes		
Giselle Fernandez, Consultant/Coordinator, Medicaid Care Delivery and Operations	Yes		

### Meeting Minutes

Categories	Details	Responsible Party
I.	<b>Introductions</b> <ul style="list-style-type: none"> <li>All attendees introduced themselves by name and role. The agenda was updated for Health Net and Kaiser Permanente attendees.</li> </ul>	All

II.	<p><b>MOU</b></p> <ul style="list-style-type: none"> <li>2024 MOU execution review and status. The MOU is with the County for signature. Chris shared that the County does not have a clean copy of the MOU. Jared will do a final review of the MOU for Anthem. Once complete he will send a clean copy to the County, and they will begin the signature process. Emely shared she would like to begin the Data Sharing element Exhibit C discussion with the County to meet the DHCS requirement.</li> </ul>	All
III.	<p><b>Health Plan Updates</b></p> <p><b>Health Net</b></p> <ul style="list-style-type: none"> <li><b>Staffing Update:</b> The Service Coordination Department is fully staffed. Health Net continues to work remotely. Depending on the department a hybrid schedule is an option working both from home and in the office as their role allows. Health Net is open to continue meetings as they are. Chris shared we can revisit in-person meetings after the MOU is fully executed.</li> <li><b>My Strength:</b> Is an online support tool for personal support to improve your mood on demand. Learn about stress, meditation, depression, substance abuse, and more. Learn skills to help you feel calm and safe. For information call Health Net's Health Education information line at 1-800-804-6074.</li> <li><b>ModivCare App:</b> The ModivCare App makes it easy to book a ride for your doctor visit when and where you like, right from your smartphone or tablet. Just search for the ModivCare App on Google Play® or the Apple App Store and download it to your smartphone or tablet. Qualified members can book and manage trips once the app is downloaded to their device. The ModivCare app makes it easy to book a trip, lets you manage and set future trips, and allows you to make trip changes or cancel your trip.</li> <li><b>Start Smart for Baby:</b> Is a case management program to support for a Healthy pregnancy and newborns. Members will get information about pregnancy, newborn, and postpartum care. How to get started is on the flyer. Marsha asked does Health Net have OB/Gyn providers in Amador County. Lu will research and get back to Marsha. Lu brought up <a href="https://www.healthnet.com/content/healthnet/en_us.html">https://www.healthnet.com/content/healthnet/en_us.html</a> and showed the County how to get the Provider option on the site. She did advise the County they would create a log in and sign up to get provider updates and notifications. Jared put in the chat Anthem's equivalent for Provider updates: <a href="#">California Provider - Anthem Blue Cross</a> and Anthem's "Find Care" provider directory <a href="#">Find Care &amp; Estimate Costs for Doctors Near You   Anthem.com</a>.</li> <li><b>Health Net Interpreter Services:</b> No-cost interpreter services are available 24 hours a day, seven days a week. You can ask for no-cost interpreter services to help you effectively communicate with your Health Net patients. Phone interpreters are available in over 150 languages for immediate needs. To request in-person or video interpreters a minimum of five business days is needed, to schedule the appointment during regular business hours. Allow 10 business days for sign language interpreter requests. The flyer shared is if staff and providers only.</li> </ul> <p><b>Anthem</b></p> <ul style="list-style-type: none"> <li><b>Healthy Rewards:</b> Is a program members may be reimbursed for completing certain healthy activities. To earn rewards, you must be enrolled in Healthy Rewards before or within 30 days of finishing a healthy activity. Everyone</li> </ul>	MCPs

	<p>statewide with Anthem is eligible for this program. Chris asked how long does it take to members to sign up and can they sign up on a Saturday? Jared shared yes; they can sign up on a Saturday. Chris also asked is there a poster at providers offices. Marsha asked for a better copy of the flyer. Jared can place an order and have them shipped to the County. He will work to get them shipped to him for the 9/21 event and he can bring them to the event. If not. he will get them shipped directly to the County office. Jared shared Anthem is calling members about the 9/21 event for breast cancer screenings since Anthem will have a mobile mammography machine at the event. Lu shared Health Net will be at the 9/21 event as well. Health Net is working to get a Dental Van and has been in contact with Joanne to keep her updated on the status.</p> <p><b>Kaiser</b></p> <ul style="list-style-type: none"> <li>• NMT Medi-Cal Flyer: Emely shared Kaiser’s medical transportation flyer. It included information on to schedule a non-medical transportation for urgent and non-urgent rides. Non-medical transportation is available by private or public transportation, bus, or car. Mileage reimbursement may be available in some cases. Kaiser Permanente Transportation Services decides which form of transportation to provide.</li> </ul>	
IV.	<p><b>County Updates</b></p> <ul style="list-style-type: none"> <li>• Staffing updates: Christian shared they have a new Nutrition Educator.</li> <li>• New initiatives and programs: The County did not have any new initiatives and programs to share.</li> </ul>	County Team
V.	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>• Lu to locate OB/Gyn providers for Health Net members in Amador County.</li> <li>• Jared to order and ship Health Rewards member facing flyers to the County.</li> <li>• Jared to review MOU and send clean copy to the County.</li> <li>• Emely to connect with the County regarding the Data Sharing element, Exhibit C discussion with the County to meet the DHCS requirement.</li> </ul>	All
VI.	<p><b>Data Exchange</b></p> <p>The following data sheets were reviewed and provided by email:</p> <p><b>Health Net</b></p>  <p>Q3 2024 PH Data Sheet - Amador Cou</p> <p><b>Anthem</b></p>	MCPs



2024-Q3 Amador  
County PH Data.ppt

**Kaiser**

- No data shared this quarter.

**Program Updates**

- **Family Planning:** (not a provider)
- **TB:** TB testing & screenings on 1<sup>st</sup> at & 3<sup>rd</sup> Tuesdays.
- **IZ:** Immunization clinic on 1<sup>st</sup> at & 3<sup>rd</sup> Tuesdays includes Vaccines for Children (VFC). Pop up clinics will be available during the Fall Season. They will offer Flu vaccines+ at the health fair September 21, 2024.
- **STD/HIV:** STD has a program with CDPH called Take Me Home. As long as a person does not have symptoms, they can receive a test through the mail and return it back. If the test is positive, they would locate a provider and get treated.
- **Billing:** The County does not bill MCPs for any services.
- **MCAH:** The Home Visiting program only had a supervisor. Now they have additional staff for the program. The first assignment will be in 2-weeks for the Parents as Teacher Program
  - **CPSP:** (not a provider)
  - **BIH:** (not a provider)
  - **POP:** (not a provider)
- **Foster Care:** The County retained funding from the CHDP program for Foster Care. The County is hiring an additional Nurse to work in the Foster Care Nursing program. Emely mentioned the Child Welfare MOU for Foster Care. Lu shared the MCPs have been in discussions with Anna and Mikey regarding the Social Services Child Welfare Services MOU.
- **CLPPP:** No new updates.
- **Field Nursing:** (not a provider)
- **CCS:** The County retained funding from the CHDP program for CCS.

County Team

VII.

**Open Forum**

- The County shared they started CMAA billing last quarter. They can bill for some admin services. Anthem and Health Net did confirm they will be at the Together

All

VIII.

	We Can! Health Fair September 21, 2024. The next meeting will be scheduled and emailed to the County.	
--	---	--