

Meeting Minutes



Anthem Blue Cross, CalViva Health, Kaiser Permanente & Fresno County Department of Public Health





Meeting Title: Care Coordination Q3 2024 Meeting
 Date/Time of Meeting: September 5, 2024 – 9:00-11:30 am
 Frequency: Quarterly
 Location: Virtual meeting

Meeting Leader:

Lali Witrago (Anthem Blue Cross) and Rosy Martinez Urueta (CalViva Health)

Anthem Blue Cross	Yes/No	Fresno County Public Health Department	Yes/No
Angelina Rivera, Medical Management	Yes	Ann Lee, PHN/CHDP	Yes
Chantal Betancourt, Manager, CCS	No	Claudia Sandoval, DM, Health Policy & Wellness	Yes
Cheryl Laundry, Program Manager, CalAIM	No	David Luchini, Director	Yes
Debra Hopwood-Blackburn, Manager, CCS	Yes	Ge Vue, DM, PHN	No
Janet Holmes, Nurse Lead, Facility Site Review	Yes	Heather Maraán, CMS/CCS	No
Kimberly Kruse, Provider Clinical Liaison	No	Irene Parada, Business Manager	No
Lali Witrago, Program Manager, County Mgt	No	Jena Adams, PM, CH/STD-HIV	No
Liz Tullis, Manager, Facility Site Review	Yes	Jennifer Pardo, Admin	No
Lori Olivero, Community Outreach Manager	No	John Zweifler, MD, Consultant	No
Lynnette Siverling, Provider Relation Manager	No	Joe Prado, Assistant Director	No
Maryiat Yeranasyian, Telehealth Programs	Yes	Keyna Ramirez, SPHN/CLPPP Coord.	No
Stefanie Castro, OB Practice Consultant	No	Kelly Stevens, CMS/CCS	No
		Lillarose Bangs, SPHN/MCAH Coord., BB-BIH	Yes
CalViva Health	Yes/No	Maria Rangel, Supervisor, CDI	Yes
Dara Lee, Public Programs	Yes	Natalie Adolph, SPHN, High-Risk	No
Gloria Beyam Valenzuela, Director, UM	No	Patricia Ramos, Chest Clinic/TB	Yes
Juli Coulthurst, Program Manager, Quality	No	Pilar Vasquez, DM, CMS/CCS	No
Patricia Frederickson, Manager, Prior Auth	No	Sabrina Beavers, BIH Coordinator	Yes
Rosy Martinez Urueta, Community Liaison	Yes	Scotti Blanks, SPHN, IZ	Yes
Tanya Villegas, Public Program Specialist	Yes	Shelly Awes, Staff Analyst/Administration	Yes
		Sonya Mendoza, Adm CW, CMS/CCS	No
Kaiser Permanente	Yes/No	Trinidad Solis, MD, Deputy Health Officer	Yes
Anna Yutuc, Consultant, MOU Implementation	No	Vang Lee, CH/Chest Clinic	Yes
Emely Arienza, Consultant	Yes	Jannifer Day, Nursing Supervisor, IHSS	No
Roger Tang, Senior Manager	No	Gifti Kwofie, PEI Coordinator, BIH	No
Shahzad Dhanani, Regional Director, MOU	No	Marlene Pena, DM, Epidemiology	No
Emily Sindon, Dental Liaison	No	Mary Clay, PHN, IZ, Community Health	No
Andrew Tsang, Program Manager	No	Yvonne Lopez, PHN, CPSP Coordinator	Yes
Kelly Hoeft, Consultant	Yes		
Allissa Latham, Project Manager	No		
Giselle Fernandez, MOU Implementation	No		
Melissa Gonzales, MOU Coordinator	Yes		
Tamar Kurlaender	Yes		

Agenda Item	Details
--------------------	----------------

I.	Lali welcome everyone to the meeting and self-introductions followed.	All
II.	<p>MOU Updates</p> <p>Anthem Blue Cross and CalViva Health</p> <ul style="list-style-type: none"> ○ New MOU template reviewed by MCPs and currently under review by FCDPH. ○ New MOUs will supersede existing MOU once executed. <p>Kaiser Permanente</p> <ul style="list-style-type: none"> ○ New MOU template reviewed by MCPs and currently under review by FCDPH. <p>Discussion:</p> <ul style="list-style-type: none"> ○ Shelly mentioned county risk has completed review and county counsel is currently reviewing. She anticipates communicating with the MCPs in the next week. 	MCPs
III.	<p>Health Plan Updates</p> <p>Anthem Blue Cross Updates</p> <ul style="list-style-type: none"> ○ Lali provided a high-level review of the Healthy Rewards program. This is a program where members can earn rewards for completing healthy activities such as breast cancer screening, cervical cancer screening, timely prenatal and postpartum visits, well child visits, blood lead screening, etc. ○ Hoping Public Health can pass along this information to the clients they see at their immunization clinic, home visitation programs, etc. ○ For complete details, please refer to the attached fliers. Encourage partners to post, promote and/or share this flier with members. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  12292504 </div> <div style="text-align: center;">  12292504 </div> </div> <p>1057170CAMSPABC H1057170CAMENABC F</p> <ul style="list-style-type: none"> ○ Lali also provided an overview of the new Value-Added Benefits (VAB). Some of the VAB Anthem is now offering include fresh food option for members with diabetes, asthma and COPD relief products, digital mental health resources and resources, emergency preparedness kit. Pregnant members have the option get a stroller or a car seat, formula, and/or diapers. Members can also get a \$100 gas card or Uber transportation card to make sure that they are making those baby appointments or is their car needs some type of repair, we cover up to \$200 to repair. Other VAB includes uniforms for a job and if the members are taking an industry certification exam and they pass, Anthem will reimburse them for that exam. ○ Lali encouraged Public Health to post, promote and/or share this flier with Anthem members they see at their immunization clinic, WIC, home visitation programs, etc. ○ For complete details on this program, refer to the flyers attached. Additional information also available on Anthem website at https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  7516674 </div> <div style="text-align: center;">  7516674 </div> </div> <p>1049017CACSPABC Cc1049017CACENABC Cc</p>	MC Ps

- Cheryl provided high level information and encouraged anyone submitting referrals to CalAIM for Enhanced Care Management and Community Supports through Findhelp at <https://anthembc.findhelp.com/>. For question or additional information or training, contact Cheryl at Cheryl.Laundry@Anthem.com.

CalViva Health Updates

- Rosy reviewing the ModivCare App Transportation Flyer. Members can schedule, modify and track their transportation via this App. For complete details, refer to the attached flyers and transportation reference.



Modivcare App
Transportation Flyer.p



Modivcare App
Transportation Refere

Kaiser Permanente

Kelly shared the following updates:

- Recuperative care symposium - Register here: <https://nhchc.org/trainings/regional/2024-california-recuperative-care-symposium/>
- Complex care certificate program - Go to: <https://courses.camdenhealth.org/redeem> Enter the coupon code kp2024 and click "Validate". Agree to the terms and conditions and click "Register". Fill out a brief onboarding survey. Proceed to the content! This is great for social workers, nurses, care managers, any frontline healthcare workers.
- Referral process for ECM and CS shared. Will also take other MCP referrals.
- Melissa shared information on KPs transportation for members. Non-medical transportation is through MTM. Also offer mileage reimbursement if they have private transportation.
- Emely mentioned that KP has a questionnaire they would like for the county to complete related to the county's EMR system.
- Lillarose reported they use Avatar.
- Shelly and Claudia confirmed that Marlene Pena might be the best point of contact as she is working with Joe around their CIE.
- Emely confirmed that if DPH has already completed the survey they don't need complete this again.
- Refer to attached materials for complete details on the information presented.



Fresno
County_MCPs_Quarter



9-2024 Fresno,
Madera, Kings MOU

IV.	<p>Care Coordination</p> <ul style="list-style-type: none"> • No pending items. 	All
V.	<p>Follow-Up Items:</p> <ul style="list-style-type: none"> • MCPs to provide more data on HEDIS/preventative measures/screenings, e.g., IZ, BLS, related to MCAH, etc. quarterly. <i>Q3 update: MCPs reported working internally to provide data as needed such as data to support the PHM CHA/CHIP efforts.</i> • Pilar would like to receive the training information that the MCPs use to train the providers to ensure appropriate referrals to CCS, etc. <ul style="list-style-type: none"> ○ Q2 update: CalViva provided training information on March 21, 2024. Q3 Update: Kaiser to provide CCS POC to Pilar. 	All

	<ul style="list-style-type: none"> • Sonya requested transportation and LHO flyer from Anthem as well as Transportation flyers from CalViva and Kaiser. <i>Anthem and CalViva provided materials to county. Q2 update: KP to provide transportation flyer – Lali to include with the meeting minutes. Q3 update: completed.</i> • Ann asked if there a list for Medi-Cal providers who sees their pediatric population (primarily children and youth in foster care) that identifies walk-ins and open on the weekends with walk-ins. <i>Anthem, CalViva and KP will look into this. Q3 Update: Anthem and CalViva reported no list specific to providers serving this population is available as this population is typically under fee for service and not under managed care. For those in managed care, individuals can visit the MCPs website to find providers in their area/zip code. Melissa from KP will request list.</i> 	
VI.	<p>Fresno County Department of Public Health Updates</p> <ul style="list-style-type: none"> ○ David reported that the Future of Public Health fund was only reduced slightly (2%) which is much better than anticipated. ○ Public Health saw a historical Botulism outbreak and the team was able to find the source and manage this outbreak successfully. ○ Avian influenza in some dairies / cattle was also identified and the team provided outreach and education to farm workers and alerted the medical providers to test individuals who have been around cattle for influenza. ○ Not MCP related however the department is also responsible for animal services and unfortunately have seen a high rate of euthanasia and welcome support with promoting adoption. ○ CalAIM Justice Population work groups moving this along nicely with the support of four county departments. ○ Have seen an increase in cardiac events and looking at deeper dives on data. ○ Fire has popped up west of Coalinga a couple of days ago and has created respiratory issues for individuals with asthma and COPD. 	Fresno County DPH
VII.	<p>Program Updates</p> <ul style="list-style-type: none"> • <u>Community Health [CH] (includes Immunization /TB /DOT / CD/HIV /STD / CLPPP)</u> • Immunization – Scotti <ul style="list-style-type: none"> ○ Enrolling flu partners and will be receiving 5,000 free flu doses. Currently have 17 partners enrolled and, in the past, this was about 13. ○ The 2023-24 formulation deauthorized and 2024-25 formula authorized. ○ County will be getting vaccines through VFC and Bridge program. ○ CVS and Walgreens are receiving their flu vaccine and already administering. ○ Don't have any COVID vaccine in house yet, but we are expecting to have it for VFC and under uninsured and or insured adults. ○ Have been very busy the last few weeks with back-to-school immunizations. ○ Clinic open every day however not providing patient care on Thursdays. ○ Scotti inquired regarding who is providing hearing and vision screening for clinics. Clinica Sierra Vista is needing need training. <i>Liz Tullis will connect with Scotti to provide information.</i> • TB/DOT – Patricia <ul style="list-style-type: none"> ○ Currently have 34 active TB cases. ○ TB still short staffed with nurses. ○ Focusing on encouraging patients without health insurance to apply. If they need help, they are referring them to the HPW (Health Policy and Wellness) pilot to offer support. 	Fresno County Team

- Lali inquired if through this pilot individuals are connected with the county social services and/or health care options.
- Patricia confirmed that individuals are referred to the HPW pilot for support.
- Claudia added that under the HPW pilot, individuals are connected with a CHW working with the most appropriate CBO that can offer wrap around social supports based on member's needs, language spoken, zip code, etc.
- **HIV/STD – Jena**
 - No report available.
- **CD / COVID – Maria**
 - Currently have 600 cases with 110 under investigation. Top three are animal bites, salmonella, and outbreaks including GI and COVID.
 - For seasonal CD, currently have 17 West Nile Virus cases with three confirmed asymptomatic human infections. All three were identified through routine testing of blood donors. News release posted on website.
 - Reported botulism outbreak on June 25. CD investigators collaborated closely with environmental health, epidemiology, surveillance, data management local hospitals and CDPH to identify food source responsible for outbreak.
 - Monitoring 18 avian influenza suspected exposed employees. Will be visiting this afternoon to provide additional education, materials, and guidance.
- **CLPPP – Keyna**
 - No report available.

Public Health Nursing [PHN] (includes MCAH/CPSP/CHDP)

- **MCAH – Lillarose**
 - This is the last year of the contract cycle and just submitted a new five-year contract to MCAH Branch in June and waiting for response.
 - Completed the annual assessment and sent to the MCAH Branch.
 - Babies First program no longer available however clients are still receiving services under general PHN programs.
- **CPSP – Yvonne**
 - Yvonne, new Perinatal Services Coordinator, taking over from Natalie Adolph.
 - Conducted roundtable on STIs in July and planning one for October on compassionate care in the face of pregnancy and infant loss. MCPs are invited to join the roundtables as well as to join the listserv to receive info.
 - Perinatal Symposium coming up on 9/12 by the California Health Collaborative.
 - Will be going out to share the Preeclampsia kit with providers.
 - Planning outreach to providers with a focus on oral health and pregnancy.
 - *MCPs to provide materials they would like for Yvonne to share with providers, e.g., transportation brochure, etc.*
 - Working on MOU with the American Heart Association for blood pressure kits.
- **Black Infant Health (BIH)– Sabrina**
 - Work as usual, providing services and receiving referrals to program.
 - Will be losing a staff member who got accepted to the CHP academy. Will soon be recruiting for the vacancy.

- Receiving referral list from Anthem and CalViva for pregnant and postpartum members and there is interest to receive the same list from KP.
- *Emely reported KP will look into this and will get back to Sabrina.*
- Children 0-21 years old can receive services through the Linkages program under Natalie's program.
- Reported waiting for response from Ge in terms of potential for BIH becoming an ECM for Anthem.
- BIH is still working with CalViva/HealthNet on the W30-6 PIP to increase well child visits among children 0-18 months in the B/AA community. *Sabrina inquired if this is something that Anthem and KP would like to partake as well.*

- **Perinatal Equity Initiative (PEI) – Sabrina for Gifty**

- Started group 4 for B/AA women who have pregnancy or infant loss.
- Moving forward with the doula training or the train the trainer model.
- Looking to establish partnership with Fresno City College for vocational trainings and possibility to provide stipends and scholarships

- **CHDP – To be removed moving forward – Ann**

- Ann reported they are referring providers to the state.
- For trainings, they are also referring providers to the MCPs.
- Shelly recommended we removed this item from future agendas.

- **Foster Care – Ann**

- Internal discussion with DSS to change children and youth from straight Medi-Cal to managed care. Getting close to finalizing this decision.

- **Children's Medical Services [CMS] (includes CCS) – Pilar / Heather / Sonya**

- No report available.



Health Policy and Wellness (community engagement, etc.) – Claudia

- **Community Health Assessment / Community Health Improvement Plan (CHA/CHIP)**

- CHA completed and posted on website and the CHIP to be completed by end of month.
- CHIP will focus on three major health priorities identified through the CHA. These are 1. nutrition and physical activity, 2. equitable access to health care, and 3. mental health to include substance use as well.
- Public Health meeting and working with all three MCPs on a goal around immunizations.
- Planning to launch community partner meetings soon.
- Working with the Epi team to develop reporting mechanism for CHIP possible around having a reporting template to document quarterly progress on the CHIP priorities.

- **CHW Program**

- Working with multiple CBS and one FQHC (Aria) for the Community Health Worker Program. Currently have 60-64 CHWs speaking 10 languages.
- Have leverage the support from CHW for outreach such as during the botulism outbreak. CHWs also doing outreach throughout the county.
- MCPs encourage to provide educational information and resources to Claudia for these to be shared with the community through the CHW network.
- Also working in partnership with the TB and PHN team. These two are referring individuals to the CHW program.

<p>XI.</p>	<p>Data Exchange</p> <p>Anthem Blue Cross:</p> <ul style="list-style-type: none"> ○ Lali provided a high level of the following: Anthem’s Membership, Transportation, and LiveHealth Online data. Redetermination Awareness, and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports resources also shared. Refer to Anthem Data Report Fresno County PH Q3 2024. <div style="text-align: center;">  <p>Anthem Data Report Fresno County DPH_Q</p> </div> <p>CalViva Health:</p> <ul style="list-style-type: none"> ○ Rosy reported on CalViva’s Enrollment Numbers & Transportation Utilization Data. See CalViva Health Data Report - Fresno County PH. <div style="text-align: center;">  <p>CVH_Fresno County Q3 2024 PH Data She</p> </div> <p>Kaiser Permanente:</p> <ul style="list-style-type: none"> ● Melissa reported KP has 4,990 members as of September 2024. 	<p>MCPs</p>
<p>XII.</p>	<p>Open Forum Discussion</p> <p>Next Meeting:</p> <ul style="list-style-type: none"> ● 2024 meetings <ul style="list-style-type: none"> ○ 1st Thursday of the 3rd Month of every quarter. <ul style="list-style-type: none"> ▪ December 5th, 2024. 	<p>All</p>