

# Meeting Minutes



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





**Meeting Title:** Care Coordination Quarterly Meeting  
**Date/Time of Meeting:** 08/14/2024 – 8:30-10:00 AM  
**Frequency:** Quarterly  
**Location:** Virtual meeting

**Meeting Leader:**

Lali Witrago (Anthem), Rosy Martinez Urueta (CalViva), and Emely Arienza (Kaiser)

Anthem Blue Cross	Yes/No	Kings County Department of Public Health	Yes/No
Chantal Betancourt, Manager, CCS	No	Araceli Gomez, HE, Oral Health	No
Cheryl Laundry, Program Manager, CalAIM	No	Czarina Marasigan, PHN DM, MCAH/CPSP	Yes
Debra Hopwood-Blackburn, CCS	Yes	David Long, Program Manager, Contracts	Yes
Jaime Kong, Manager, Case Management	No	Everardo Legaspi, Assistant Director, ACE's	Yes
Janet Holme, Facility Site Review	No	Gina Rodriguez, PM, Equity & Accreditation	Yes
Kimberly Kruse, Provider Clinical Liaison	Yes	Heather Campos, Assistant Director	Yes
Lali Witrago, Program Manager, County Mngt	Yes	Maria Alvarez, Medical Biller	Yes
Liz Tullis, Facility Site Review	Yes	Maricela Castellanos, SPHN, STD, TB, IZ, CD	Yes
Mark Perlas, Facility Site Review	Yes	Marjorie Batin, SPHN, Oral Health, CHDP, CCS, FC	Yes
Mary Crandall, Manager, Quality Management	Yes	Melissa Kevorkian, Office Assistant, P&P	Yes
Maryiat Yeranasyian, Telehealth Programs	Yes	Miriam Morales, MCAH – CPSP Coordinator	No
Tanya Gonzalez, Provider Experience Manager	No	Nicholas Montoya, Program Manager, ELC	No
Valerie Taylor, Provider Experience Manager	No	Nichole Fisher, SPHN, MCAH, CPSP, HIV	Yes
Will Sanchez, Community Outreach Representative	No	Rhonda Baxter, Administrative Support	No
		Rose Mary Rahn, Director of Public Health	Yes
CalViva Health	Yes/No	Sharon Soong, PHN, CD	No
Betty Thao Cha, Public Programs Specialist	Yes	Thomas Brand, Nutri Svs. Manager, WIC Dir	Yes
Connie Lowe, Manager, Public Program / CCS	No		
Dara Lee, Public Programs Specialist, CCS	No	Kaiser Permanente	Yes/No
Gloria Beyam Valenzuela, Director, UM	No	Andrea Martinez, Project Manager	Yes
Patricia Frederickson, Manager, Prio Auth/Concur Rev	Yes	Ava Lillard	Yes
Rosy Martinez Urueta, Community Liaison	Yes	Caitlin Ross	Yes
		Emely Arienza, Consultant, MOU Implementation	Yes
		Emily Sindon, Liaison	No
		Giselle Fernandez	Yes
		Lindsey Ball	Yes
		Martin Levario	Yes
		Melissa Gonzalez	Yes
		Kelly Ann Hoeft	Yes

Categories	Details	Responsible Party
I.	Lali welcome everyone to the meeting and self-introductions followed.	ALL

<p>II.</p>	<p><b>MOU</b></p> <p><b>Anthem, CalViva, and Kaiser</b></p> <ul style="list-style-type: none"> <li>○ KCDPH LHJ MOU: MCPs &amp; KCDPH meeting to finalize MOU scheduled for August 22, 2024, at 10-11 AM.</li> <li>○ KCDPH WIC MOU final draft template approved by County Counsel and MCPs. Next step: signatures by MCPs.</li> </ul> <p><b>Discussion:</b></p> <p>David reported all MOUs will need to go to Risk for review prior to going to the BOS per their CAO. County process including review by county, risk and BOS approval is approximately two to two and half months.</p> <p><b>Anthem Blue Cross &amp; CalViva Health</b></p> <ul style="list-style-type: none"> <li>○ New MOU will supersede existing MOU once executed.</li> </ul>	<p>MCPs</p>
<p>III.</p>	<p><b>Health Plan Updates</b></p> <p><b>Anthem Blue Cross</b></p> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Hoping Public Health can pass along this information to the clients they see at their immunization clinic, WIC, home visitation programs, etc.</li> <li>○ For complete details, please refer to the attached fliers. Encourage partners to post, promote and/or share this flier with members.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         12292504        1057170CAMENABC     </div> <div style="text-align: center;">         12292504        1057170CAMSPABC     </div> </div> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ 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.</li> <li>○ For complete details on this program, refer to the flyers attached. Additional information also available on Anthem website at <a href="https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html">https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html</a></li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         7516674        1049017CACENABC     </div> <div style="text-align: center;">         7516674        1049017CACSPABC     </div> </div> <ul style="list-style-type: none"> <li>○ Cheryl provided high level information and encouraged anyone submitting referrals to CalAIM for Enhanced Care Management and Community Supports</li> </ul>	<p>MCPs</p>

through Findhelp at <https://anthembc.findhelp.com/>. For question or additional information or training, contact Cheryl at [Cheryl.Laundry@Anthem.com](mailto:Cheryl.Laundry@Anthem.com).

- Kimberly shared she is available to offer support with claims and other issues, etc. Contact Kimberly at [Kimberly.Kruse2@anthem.com](mailto:Kimberly.Kruse2@anthem.com).
- Mary promoted the Central Valley Immunization Coalition (CVIC) and asked anyone interested to joining contact her at [Mary.Crandall@Anthem.com](mailto:Mary.Crandall@Anthem.com)
- Rose Mary requested additional information and Emely requested to be added to the Coalition.

### CalViva Health

- 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



Modivcare App Transportation Reference Transportation Flyer.p

### Kaiser Permanente

- Emely reported on KP membership as well as NMT and NEMT Transportation.
- For membership, KP currently has 115 members in Kings County
- Kaiser offers medical transport for non-medical transportation (NMT) and also non-emergency medical transport (NEMT).
- RoseMary asked if the materials being presented were available. Emely reported will provide to Lali for the minutes. For complete details, refer to slides.



NMT Medi-Cal Flyer.PDF

- Kelly reported on the Regional Perinatal Health Collaborative (not Central Area Advocacy). For details and registration: <https://www.cdph.ca.gov/Programs/CFH/DMCAH/RPPC/Pages/Default.aspx>
- Kelly also shared information on Enhanced Care Management and Community Supports.



08-2024 Kings County MOU and MC Medi-Cal-Ecm-Cs-Flyer



HOUSING -



GENERAL -



YOUTH -


County MOU and MC Medi-Cal-Ecm-Cs-Flyer

## IV.

### County Updates – Rose Mary

- Department had a fire on April 29 (and a flood on February 1<sup>st</sup>) and have moved most to the new building on 460 Kings County Drive including clinic operations, environmental health and administration. Nursing and equity team staff are still operating at 330 Campus Drive with home visitation on Moore.
- Partnering with TC PH Lab for some of the PH testing. Getting the lab up and running again will take some time.
- For PHM, the CHA was completed, and the CHIP being finalized. Will create presentation on finding and identify intervention.
- The county is currently conducting a diversity, equity and inclusion assessment with an outside vendor and training will be provided to all staff planned for September, October, and November.
- Decided to not submit application for accreditation yet continue working toward it and build up to reapply in 2025.

Kings County Team

<p>V.</p>	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>○ Lynn (Kaiser) to communicate with Marjorie Batin regarding Kaiser’s CCS point of contact. <ul style="list-style-type: none"> <li>○ <b>Q2 update: Anna will follow with Marjorie as Lynn is no longer with Kaiser. Q3 update: Kaiser to follow up.</b></li> </ul> </li> <li>○ Lynn (Kaiser) and Dara (CalViva) will communicate with Marjorie and provide the point of contact for the CHDP program trainings. <ul style="list-style-type: none"> <li>○ <b>Q2 update: Anna will communicate point of contact to Marjorie. Q3 update: Marjorie reported she has shared the list of CDHP providers trained on the past three years on vision and audio metrics. Refer to attached. Kaiser’s POC is Heather Ward at Heather.M.Ward@kp.org and CalViva’s POC is Sydney A. Turner at Sydney.A.Turner@centene.com</b></li> </ul> </li> </ul> <div style="text-align: center;">  <p>Kings CHDP Provider Training Data 2019-20</p> </div> <ul style="list-style-type: none"> <li>○ Lynn to provide Kaiser’s point of contact for claims/billing to Maria. <ul style="list-style-type: none"> <li>○ <b>Q2 update: Anna will communicate with Maria Alvarez. Q3 update: Emely A. confirmed she will be POC. Maria will send email to Emely A.</b></li> </ul> </li> <li>○ Marjorie requested for MCPs to share transportation information. Anthem’s transportation information available on the quarterly report. CalViva and Kaiser to provide resources. <b>Q3 Update: MCPs provided presentation and resources.</b></li> <li>○ Lali to connect Maricela with the Central California Opioid Safety Coalition (CVOSC) related to additional funding provided by Anthem for harm reduction vending machines. <b>Q3 Update: Lali met with Maricela on 6/6 and connected Maricela with Stacy Woods, CVOSC, on 6/7.</b></li> <li>○ MCPs to provide list of contracted labs to Maricela to help with referrals to outside labs. <b>Q3 Update: Anthem provide response to Maricela on 8/13. CalViva provided with the requested list on 8/23. Emely will check with provider relations.</b></li> <li>○ Dara to provide confirmation to Marjorie regarding origin of CCS eligible members included on the CalViva report. <b>Q3 update: Marjorie reported that Dara provided origin of CCS eligible data (CMS case load) however Marjorie stated that the case load sounded high during the last meeting for one plan and might be more overall case load for that county. This inquiry has been resolved; Dara emailed the information to Marjorie.</b></li> </ul>	<p>ALL</p>
<p>VI.</p>	<p><b>Care Coordination</b></p> <ul style="list-style-type: none"> <li>○ Rose Mary reported that immunization and billing is a constant issue particularly around back to school. The various teams will continue to discuss this offline.</li> </ul>	<p>ALL</p>
<p>VII.</p>	<p><b>County Program Updates</b></p> <p><b>ACEs Aware – Gina</b></p> <ul style="list-style-type: none"> <li>○ On hold for moment due to staff transitioned.</li> </ul> <p><b>ELC (Enhancing Laboratory Capacity) – Heather for Nicholas</b></p> <ul style="list-style-type: none"> <li>○ Successful recruitment for Epidemiologist starting 11/30 coming from out of state.</li> <li>○ Exploring ways to get real time data from FQHCs, e.g., UHC and Aria.</li> <li>○ Started a Health Worker Model Pilot Program. Health educators are assisting with referrals from schools mainly in the incorporated area. This is to help children get better access to hearing and vision and dental screenings.</li> <li>○ Infection prevention program under clinic is providing support to the SNFs and currently under Maricela.</li> </ul>	<p>Kings County Team</p>

- In the process of updating the electronic health record (EHR) with support from staff from New York to improve workflows and documentation. Currently working on integrating birth certificate information into EHR as department is responsible to issue certificates for children up to the age of two years old.
- Working on a questionnaire to gather data on immunizations to help serve population.

**CCS – Marjorie**

- Case load las month was 996 with 816 Full Scope Medi-Cal.
- Met with HN/CVH regarding ECM and CS and will be meeting with all MCPs soon.
- Looking forwarding to using the MCPs portal once contracted to track referrals.
- Staffing down to two nurses as one nurse retired and down a couple of other staff.

**CHDP – Marjorie (modify to Foster Care moving forward)**

- CHDP program ended, and the Foster Care program is now a stand-alone program.
- Getting new policies and guidelines for Foster Care.

**MCAH – Nichole**

- Working on the 2024-2025 Scope of Work. These include SIDS awareness, emergency planning for children and youth with special healthcare needs.
- Partnering with the local clinics' health care staff for them to share what they are seeing in the clinic setting in terms of chronic maternal health conditions. In response they are sharing resources and education information.
- The last MCAH lunch and learn focus on diabetes and nutrition with staff from WIC conducting the presentation.

**CPSP – Nichole**

- Engaged with the Regional Perinatal Health Collaborative. The Californian Health Collaborative manages this in Central Valley. Refer to link for more details.  
<https://www.cdph.ca.gov/Programs/CFH/DMCAH/RPPC/Pages/Default.aspx>

**Oral Health – Marjorie for Araceli**

- Hoping to work with one school to get one kindergarten oral health screening event. Goal to get children connected to dental home.
- Looking at electronic data referral system being developed through the Office or Oral Health. Mentioned a big issue at the schools is that even when the screening is done, they are seeing that these are not being entered into the system showing lower screening rates.
- Reported on the Oral Health Coalition and invited the MCPs to join.
- Emely will provide name of dental liaison for Kaiser, Rosy will be POC for CalViva and Mary Crandall and Liz Tullis would also like to be included.

**HIV – Nichole**

- Conducting outreach, health fairs particularly to share details about the move so the community knows where to get services and types of services.
- Social worker is doing more presentation in the community.
- Also have the harm reduction services program under the HIV program and provide supplies to people. Educating on the new location (across the street).

**STI – Nichole / Maricela**

- Continue to collaborate with the California Health Collaborative (CHC). Working with the schools and unhoused individuals.

- For the KITT project, continue to increase awareness of STIs and access to resources. Individuals can order the STI kit online, get it at home to do their own test and then send to the lab for testing. Individuals also get the results. This program is for 14 to 25 years old.
- Maricela added that the CHC is also working with the juvenile hall population. Providing education and access to the KITT project resources and post release, they also get help with navigating the KITT website.
- Maricela thanked Lali for the connecting to Stacy from the Central Valley Safety Opioid Coalition regarding access to funds from Anthem for a vending machine. The CHC might be able to provide supplies for machine. The county is looking for a potential location while also considering additional collaborative efforts to ensure project is sustainable.
- For the KIIT project, the team is looking at expanding this to include partner notification to be able to get the partners referred to their provider to get tested or have them order their own KITT.

**TB – Maricela**

- Thanked the MCPs for the list of labs. This is really helpful in order to help individuals when they need to go back to their providers for additional labs.

**IZ – Maricela**



- The clinic is seeing kids needing immunization right away cause the family waited and now their provider does not have appointments till September.
- People traveling from Corcoran due to provider not available or not having immunizations.
- Working on plan for flu vaccinations. State reported flu vaccine will be available at the end of the month or beginning of next month.
- Flu vaccine from state might be available later this month / next month. Will be working with CBOs and other partners like the Kettleman City, Avenal (pistachio festival), and Corcoran (cotton festival) to provide flu vaccinations.

**WIC – Thomas**

- Planning the next baby shower event coming up this month. These are very popular since they have incorporated the diaper distribution program from the Food Bank which will continue.
- Continue with outreach efforts to promote the program in the community to help increase the case load. This has been increasing month over month. The WIC rewards have also help increase awareness.
- August is Breastfeeding Awareness Month and will be doing some weekly social media. Will also be receiving a proclamation from the Board of Supervisors for August 2024 National Breastfeeding Awareness Month.

**LICN (Local Indigent Care Need) – Lalo**

- Got response from CMSP that the board had approved the LICN proposal pending some information regarding data to be collected and specific objectives.
- Focus will be on prehypertension and prediabetes as well as hypertension and diabetes. This will be a three-year plan.
- Will be collaborating with the MCP and sharing MCP resources such as transportation, referrals, and other resources.

<p><b>XI.</b></p>	<p><b>Data Exchange</b></p> <p><b>Anthem Blue Cross:</b></p> <ul style="list-style-type: none"> <li>○ Lali provided report. KCDPH team to reach out to Lali if questions. Anthem’s Membership, Transportation, LiveHealth Online. Other resources include: Medi-Cal Renewal Awareness, and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports. Anthem Data Report Kings County PH – Q3 2024.</li> </ul> <div style="text-align: center;">  <p>Anthem Data Report Kings County DPH_Q3</p> </div> <p><b>CalViva Health:</b></p> <ul style="list-style-type: none"> <li>○ Rosy provided report. KCDPH team to reach out to Rosy if questions.</li> <li>○ CalViva’s Enrollment Numbers &amp; Transportation Utilization Data. See CalViva Health Data Report – Kings County PH – Q3 2024.</li> </ul> <div style="text-align: center;">  <p>Q3 2024 PH Data Sheet - Kings County.j</p> </div> <p><b>Kaiser Permanente:</b></p> <ul style="list-style-type: none"> <li>○ Refer to report provided under MCP updates.</li> </ul>	<p>MCPs</p>
<p><b>XII.</b></p>	<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>○ Rose Mary inquired if Anthem’s eConsult also include specialist for High-Risk OB. Lali to follow up. Provided detailed response on August 16.</li> <li>○ Rose Mary recommended for new agenda item for Population Needs Assessment. Gina - KCDPH has also partnered with the District Attorney’s office on a Fentanyl Awareness Campaign. Anthem would like to learn more about this.</li> </ul> <p><b>Next Meeting:</b></p> <ul style="list-style-type: none"> <li>○ 2024 Meeting Series. <ul style="list-style-type: none"> <li>▪ November 13, 2024, from 8:30-10:00 am via Microsoft Teams</li> </ul> </li> </ul>	<p>ALL</p>