
 Agenda/Meeting Notes	<u>Anthem, San Francisco Health Plan, & San Francisco Public Health Department</u>		
	Meeting Title: Date/Time of Meeting: Location: Frequency: Dial in:	Q3-2024 SF Public Health MOU Meeting 8/6/24 –9:00-10:00PM MS Teams Quarterly	

Meeting Leader:	Kalil Macklin, Anthem & Anh Huynh, San Francisco Health Plan

Anthem	Yes/No	San Francisco Public Health Department	Yes/No
Kalil Macklin, PM County Account Manager	Y	Aline Armstrong, Dir. MCAH	Y
Alana Pfeffinger, RPM CalAIM	Y	Jenny Lopez, MCAH Coordinator	Y
Dieumi Nguyen, SBHIP, CYBHI Program Director	Y	May Bosco, Dental Hygienist CHDP	
Janet Paine, Program Director		Kimberlee Pitters, Children’s Medical Svc. Dir	
Minakshi Sharma, Facility Site Review Nurse	Y	Liliana Ocegueda, Perinatal Services Coor, MCAH	Y
Patricia Lacanfora, BH Case Manager	Y	Marisel Brown, Population Health Division	
Liz Tullis, FSR Manager	Y	Priti Rane, Director of Nutrition Services (WIC)	
		Margaret Buckwalter, CHDP Nurse Manager	
		Michelle Barbary, FCS Nursing Unit Senior Charge Nurse	
		Tiffany Reyes, FCS Nurse Manager	Y
San Francisco Health Plan	Yes/No		
Anh Huynh - Children and Family Senior Program Manager, Population Health	Y	Victoria Lopez, CCS Nurse Manager	Y
John Bhambra – Director, Regulatory Affairs		Ameerah Thomas, QI Coordinator	Y
Edwin Poon – Health Services Officer		Sophia Carrillo, MCAH Family Planning Coordinator	

I.	<u>Introductions</u>	All 5 min
II.	<u>MCP Joint Updates</u> MOU: Link to all DHCS MOU Templates APL: Link to APL 23-029 <ul style="list-style-type: none"> Kathleen Abanilla-Huynh is leading MOU for LHD SFHP and Anthem (and now Kaiser) have a standing weekly meeting with Kathleen First redline version received from SFDPH Next meeting on 8/7/24 WIC MOU content has been added to the LHD MOU – see draft 3.20.24 <div style="text-align: center;">  LHD-WIC MOU Anthem San Francis </div> <ul style="list-style-type: none"> Health Plans are also actively working with other entities to execute MOU including: <ul style="list-style-type: none"> Regional Center - separately County Welfare Native America Health Center/WIC 	All 25 min

- County Behavioral Health
- In-Home Supportive Services (IHSS)
- For some entities, MCPs are meeting together and other entities, MCPs are meeting separately. It depends on the entity's preference.
- All executed MOUs will be posted on MCPs website
- DHCS is currently working on First 5 MOU.

CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment

Met with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), Suzanne Samuel (SFHP), and Gretchen Shanofsky (Kaiser Permanente) to initiate conversations on meaningful participation in CHA/CHIP processes and co-developing SMART Goals that align with DHCS overall BOLD GOALS. We met the DHCS requirement and can attest to having engaged in conversation and started to develop our first SMART Goal.

By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francisco Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures. **Confirmed on 1/30/24**

We just completed the LHJ/MCP Worksheet.

- CHIP Priorities: 1: Behavioral Health
 2: Access to Care
 3: Economic Opportunity

Funding Proposal (\$61,750)

- Member data for May 1:
 Anthem 34,311, 14% = \$8,645;
 Kaiser, 19,543, 8% = \$4,940;
 SFHP, 186,100, 78% = \$48,165. =
 239,954 Total Members in SF County

Public Health Program Updates:

Staffing Updates:

- **CHW:**
 1. We did submit the needs assessment after so many different efforts.
 2. We did submit priorities for the Community for all 5 domains.
 3. Any supportive information, such as topics the community felt were important to them but didn't quite make it on the top three.
 4. There were other priorities. Such as self-sufficiency, housing, or mental health, those were some of the most common themes for most domains.
 5. There were other areas that were shared with the state as well.
 6. We're hoping before the end of August, we will hear San Francisco and all other counties., from the state what their final consensus is on what our focus areas will be.
 7. We're submitted all of the efforts, everything was submitted.
 8. We're waiting for feedback from the state and then we'll go from there for root cause analysis and our next steps.
 9. We do currently have two vendors that provide caregiver respite and their main goal for finding providers or people to sub is that they usually will contract with friends or family of the client, and they do all of the background checks and training. It takes about two weeks, so they do try to find someone that the member is familiar with.
- **CCS:**
 1. Maria Tienda filled the biller position.
 2. We're having focus conversations around transition, and internal is working on our workflow.

III.

DPH Team

25 min

3. MTU can get some complicated cases where there's a lot of needs that come up, especially at the end.
4. We're trying to figure out what are the points before they age out of our program that we can really do this for comprehensive assessment. Which ones are going to need sort of more nursing Support? Which ones do we need to refer to ECM now?
5. What we're noticing is that there's a lot of needs that come up that are really high touch needs that the admin side of our program can't provide and the outputs can't provide on our MTU side.
6. It seems like ECM might be that fit, and so figuring out how we can better streamline that piece of our workflow and then of course being able to partner with both of managed care plans on figuring out how to do a warm handoff.
7. What pieces of information would be most beneficial and really had it pull in sort of the multidisciplinary teams that are needed for some of these complex cases?
8. Another focus is around our performance measures for the monitoring and oversight compliance program that's part of the overarching CalAIM and starting to do some data digging to make sure that we have the reports.

- **CHDP:**

1. The program did sunset on June 30th, and it was quite a transition.
2. The majority, not all, but many of those positions were absorbed within other requisitions or positions that we have here in San Francisco from maternal child, adolescent health.
3. We now have a nurse manager who is supporting Nurse family partnership.
4. We had one manager who was supporting all of the home visiting programs before and now there are two separate managers so that will help build up the workforce but also help meet the objectives of the Community with home visiting as well.

- **CCHP:**

1. The childcare health program we're working on, we're almost there. We're almost there with filling all the positions.
2. We had various vacancies for multiple different reasons, and I know that they completed interviews very recently.
3. We're working on another position, what we called our Cal works public health nurse, but it's the pair of needle guidance public health nurse.

- **MCAH/CPSP:**

1. No update from CPSP, other than CDPH is holding quarterly meetings with PSD's and we have one coming up this week.
2. Supporting the CalAIM equity population of focus.
3. Working with the DPH Kelly in Central team to think about how to support some of the teams that are providing CalAIM prenatal focus services.
4. We have a save the date flyer for a conference that I'm partnering with UCSF.
5. Conference involves infant and parent substance use exposure Conference.
6. We're planning for October 30th in person, all day. I want to share that if you want to participate, help, sponsor...we're in the planning stages for that, but I will share the save the date with this group.
7. Right now, we are in transitions at MCAH.
8. Jenny Lopez is the MPH coordinator and has a robust group that she supports. Someone's been on leave since January and Jenny has been covering multiple roles. That will transition to an interim person at the middle of this month.

- **BIH:**

1. We have a few staff while a couple who are still in the transition with Onboarding.
2. We're looking forward to filling the lead position for this program as well, we are excited.
3. We have a robust new group, working on decreasing social isolation.

	<p>4. They just enrolled anywhere from 20 to approximately 25 participants, who would be participating in the group for either prenatal or postpartum.</p> <p>5. They're also looking at where are we with our call to action...like what are our next steps?</p> <ul style="list-style-type: none"> • SIDS: <ol style="list-style-type: none"> 1. We do have our safe sleep person: Irma Riley. 2. She's our coordinator and she coordinates with various programs within MCAH and right now she does have a schedule for the Black Infant Health clients, so they have that one on one opportunity for that teaching, one on one, and she supports us with various other programs. • IZ/HIV/STD/TB/COVID: No Updates • WIC: No Updates • Family & Children's Services: <ol style="list-style-type: none"> 1. We currently had one of the CHDP positions, a public health nurse, go into one of my probation positions. 2. We are pretty with full admin staff. 3. We have a couple of positions that I'm still fulfilling: a medication nurse, who monitors all the psych meds for kids and foster care, and a caseload relief nurse. 4. Both per diem positions. 5. We're continuing to do our own ECM pilot, and referring out our youth that are going to be turning 21. 6. We've been outreaching to kids who are turning 21 since July all the way to January 2025. 7. Talking to them about enrolling into either SFHP, Anthem, or Kaiser, and then connecting them with ECM services. 8. Attendance is not that great, but we're still working on it and just hopeful that we could convince our youth to connect with that. 9. We continue to have the monthly MOU meetings with SFHP, Anthem, and Kaiser with child welfare with the support of Doctor Wong and Michelle Barbary. • Family Planning Program: <ol style="list-style-type: none"> 1. Thank you, Liliana and Eileen for paving that way long ago. 2. We have Sophia Carrillo, our interim family planning lead. 3. We also have Jessica Alegria, who is our Qi focused coordinator for that program. 4. We still have our outreach person, Cassandra. 5. Annalise Goldberg is supporting us through the fall. 6. We also have a pathway intern who's worked with us for over a year now, and she's part of the office of HealthEquity. 7. It will not part of their office, it's a pilot program to engage youth who are BIPOC, from San Francisco, and could have some interest in healthcare settings in this kind of environment. 	
<p>IV.</p>	<p><u>Anthem Health Plan Updates:</u></p> <p>Adult Expansion: Anthem: Adult Expansion A26-49 is to ensure individuals transitioning from restricted scope Medi-Cal or are otherwise uninsured to full-scope Medi-Cal maintain their existing Primary Care Provider (PCP) assignments to the maximum extent possible to minimize disruptions in services. As these individuals transition to full scope Medi-Cal, California has prioritized two goals: 1) Maintain PCP assignment to the maximum extent possible; and 2) Support and strengthen traditional county health providers who treat a high volume of uninsured and Medi-Cal patients. Working on establishing a stand-alone DAA with SFDPH. SFTP Site is set</p>	<p>Kalil Macklin</p> <p>10 min</p>

up. Test files have successfully been exchanged. Data will be exchanged once DAA is established. We are meeting with SFDPH on 8/8 to finalize the DAA.



APL 23-031 Adult Expansion Final_Clean.pdf

DEI: Participating in a workgroup that consists of San Francisco Health Plan, Santa Clara Family Health Plan, Kaiser, and Anthem to discuss how we will collaborate to fulfill the DEI APL requirements below.

Sharing and Exchange of Educational Resources

MCPs located in the same county must coordinate DEI trainings that are reflective and encompassing of the criteria outlined in this APL so that if an MCP, Subcontractor, Downstream Subcontractor, or Network Provider completes the training for one MCP within the same county, then they will have met the obligation to complete the training for all other MCPs within the same county and can provide an attestation of training completion. All MCP HEOs within a similar geographical region or county must collaborate on DEI training criteria to ensure alignment and accurate training records.



APL23-025 diversity equity inclusion.pdf

UCSF Termination:

Good News & *Extension* UC Health System

- agreement reached.
- All the UC Health contracts were fully executed in the beginning of April.
- Anthem’s Public Relations microsite: anthem.com/ca/uhealth/

Data Exchange:

Kalil: Utilization report below.

1. Anthem membership
2. Modivcare Transportation Utilization
3. LiveHealth Online Utilization



Q3 2024 Anthem
Blue Cross _ San Fran

LiveHealth Online:

Kalil: Live Health Online can be used by everyone. Encourage our members to use this platform. Will continue to talk about it until our utilization increases.

[Urgent Care - See a Doctor 24/7 - LiveHealth Online](#)



Live Health Online Flyer FINALv6.pdf



LHO User Instructions Flier.pdf



LHO Overview FINAL.pdf



LHO SP.pdf

Transportation/ModivCare Services:

[Non-emergency medical transportation — provider certification statements - Provider News \(anthem.com\)](#)



CA-ANTHEM-NEMT-PCS-Form-FINALv4.pdf



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

CalAIM:

Anthem is continuing to implement CalAIM in San Francisco County with regular meetings occurring with key organizations.

1. [CalAIM Overview](#)
2. [Community Health Workers \(ca.gov\)](#)
3. [ECM Overview](#)
4. [CS Overview](#)

Community Health Worker:

[California Advancing and Innovating Medi-Cal \(CalAIM\) | Anthem Blue Cross](#)



CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf



CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf



2541329 1000712CAMENABC Community Health Worker Member Flier UPD CM 04 21



2541329 1000712CAMSPABC Community Health Worker Member Flier UPD CM 04 21



ACAPEC-2783-21 CA Community Health Referral Form FINAL FILLABLE.pdf

Community Supports:

[California Advancing and Innovating Medi-Cal \(CalAIM\) | Anthem Blue Cross](#)



CA_CalAIMCSmemberreferralfom.pdf



CABC-CD-049197-24 CalAIM CS Flyer_FINAL 1.pdf



ENGLISH CalAIM CS One-Pager FINAL.pdf



CA_CalAIMILOSFlie.pdf

Enhanced Care Management:

[California Advancing and Innovating Medi-Cal \(CalAIM\) | Anthem Blue Cross](#)

[Care Management | California Medicaid Anthem](#)



CA_CAID_ECMProviderDirectory.pdf



CalAIM ECM Referral Form_FINAL_Fillable.pdf



CalAIM-ECM Referral Form with Checklist_CABC-CD-047080-23_V3_fillable.pdf



CABC-CD-049193-24 EXPRESS CalAIM ECM Flier_FINAL (1) 2.pdf



CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier_FINAL.pdf

Healthy Rewards Program:

Through our Healthy Rewards Program, members can earn \$10 to \$80 for getting certain health services. At the same time, you increase your practice's quality scores by providing members with the vaccinations, screening visits, and medications they need. When an Anthem member meets the eligibility criteria for the activities listed below and completes the service, they will earn the corresponding reward amount after the service is confirmed by the Claims department. The reward dollars are loaded into the member's Healthy Rewards account and can be redeemed for a variety of retail gift cards. Please ensure you file your claims timely so the members can receive their awards.



CA_CAID_PU_Healthy RewardsProgram.pdf

This flier is for Providers only.

San Francisco Health Plan Updates

Referral Process:

- **Infant Wellness Map:**
 - Please contact Anh if you need more
- **Health Education:** [Member Newsletter Summer 2024](#)
 - Information about Member Rights and Benefits
 - SFHP Care Management Programs
 - Getting Medications - Medi-Cal Rx 1800-977-2273
- **Pregnancy Pop Up Village Bayview:**
 - SFHP Enrollment Team has been attending since October 2023.
 - 2nd Saturdays in the Bayview at South East Community Center
 - Pause in July, August for planning.
- **Community Health Worker Benefit:** [CHW Recommendation Form](#)
- **Doula Benefit:** [SFHP: Doula Provider Directory](#)

V.

Anh Huynh
10 min

	<ul style="list-style-type: none"> ▪ Website ▪ Currently 20 Doulas, English and Spanish speaking providers ○ Enhanced Care Management <ul style="list-style-type: none"> ▪ For referrals, please contact SFHP Care Management Intake Line: 1(415) 615-4515. <ul style="list-style-type: none"> ▪ ECM Referral for Adults ▪ ECM Referral for Children & Youth ▪ Website ○ Community Supports: <ul style="list-style-type: none"> ▪ For more information, call SFHP Care Management Intake Line: 1(415) 615-4515. <ul style="list-style-type: none"> ▪ Community Supports Prior Approval Form ▪ Housing Transition Navigation (HTN) Referral Form ▪ Medically Tailored Meals/Groceries (MTM) Referral Form ▪ Housing Deposits Referral Form ▪ Housing Tenancy Sustaining Services Referral Form ▪ Home Modifications Referral Form ▪ Community Transitions (Nursing Facility Transition to Home) Referral Form ▪ Respite Services Referral Form *NEW* ▪ Website ○ SFHP Care Management Program: <ul style="list-style-type: none"> ▪ Current wait time is four to five weeks ○ Behavioral and Mental Health Benefit: <ul style="list-style-type: none"> ▪ For information on how members can access Mental Health Care, Alcohol and Substance Use Treatment, and Behavioral Health Treatment for Medi-Cal Members Under Age 21 includes Applied Behavior Analysis (ABA) and other Services: https://www.sfhp.org/programs/medi-cal/benefits/behavioral-mental-health-services/ ▪ Please see attached updated Carelon referral forms, FAQ, and flyers which can be found on our website: https://www.sfhp.org/providers/our-network/mental-health/ ○ Provider Directory: <ul style="list-style-type: none"> ▪ link ▪ Users can filter by Provider race and ethnicity on our online directory ▪ Providers who have not reported their race/ethnicity will have “unspecified” 	
VI.	<p>Quality Improvement:</p> <ul style="list-style-type: none"> • MCPs are having monthly meetings with MCAH Liliana and Sophie to identify opportunities to collaborate on interventions. Priorities are set by MCAH Needs Assessment. • Please email Anh and Kalil if you would like to hear information/updates that is not currently being covered 	All 5 min
VII.	<p>Training & Education Materials:</p> <ul style="list-style-type: none"> • Please feel free to share any training materials that you would like the Health Plans to share to our staff • Health Plans can also share member facing materials via member newsletter, website, facebook, blogs etc 	All 5 min
VIII.	<p>Follow-Up Items:</p> <p><u>Next Quarterly Meeting: Tuesday, 11/5/24 from 9:00-10:00am</u></p>	All 5 min