



Agenda/Meeting Notes

Anthem & Santa Clara County Public Health Department

Meeting Title: Q3-2024 Public Health MOU Meeting
Date/Time of Meeting: 8/20/2024 – 11:00 a.m. – 12:00 p.m.
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader: Kalil Macklin, Anthem

Anthem	Yes/No	Santa Clara County Public Health Department	Yes/No
Kalil Macklin, Program Manager	Y	Jamie Kong	
Karen Henry		Amy Gunnarson, PHNM FIRST 5 Home visiting	
Anne Reiss, CCS Manager		Jane Capili, NFP/CalWORKs jane.capili@phd.sccgov.org	Y
Jaime Kong		Anne Marie Santos, PHNM/CLPPP Coordinator	
Patrica Lacanfora, BH Case Manager	Y	Beverly White-Macklin, senior program manager for Black Infant Health, our teen parent support program. Our perinatal equity initiative program	Y
Rudy Garcia, Community Relations	Y	Grace Abidog, TB Public Health Nurse Manager	Y
Liz Tullis, FSR Manager	Y	Charadine Dore, PHN Manager I for NFP Program Team I	
Rachel Gandt, Community Relations	Y	Charisse Feldman, MCAH Director & PHN Manager (408) 937-2266 Charisse.feldman@phd.sccgov.org	
		Ann Ky, TB Public Health Nurse Manager	Y
		Emma Mendez, RN BSN Public Health Nurse Manager II/CCS Administrator	
		Vivian Wong, WIC Director, WIC Program vivian.wong@phd.sccgov.org	
		Arianne Mine, health planning specialist from maternal child family health branch	Y
		Louise Hill from Black Infant Health - Louise.Hill@phd.sccgov.org	
		Grace Meregillano Director of Nursing - Grace.Meregillano@phd.sccgov.org	
		Dr. John Sum, CCS Medical Consultant	
		Arianne Mine, MCAH Health Planning Specialist III, arianne.mine@phd.sccgov.org	
		Lilly Vu, CCS	
		Allison Aguilar	
		Dr. Rami Keisari, Medical Dir. CCS	
		Dyessie Demayo, WIC	

I.	Introductions	All
II.	Public Health Program Updates CCS – No Updates	Santa Clara PH Team

CHDP -

- Program sunsetted. We have referrals on our website if someone has any information that they need to get from CHDP.
- There is a website and a phone number they can call to get information.
- Information should remain on website for at least 5 years. Give people time to get familiar with the transition.
- A lot of the funding that we used to have for CHDP has went to the Hick pick fix program.
- All the managed care programs are handling what CHDP providers relations used to do, so we don't.
- At this point, we don't know how to evaluate that, but I'm sure it will come out later.

CCHP - No Updates**NFP -**

- We have a bit of a waiting list, there has been an influx of referrals over the summer and so we are triaging these referrals and making sure that all our high-risk referrals with high medical need get to the front of the list first.
- Staffing is stable and things are good to go.
- The other program that we manage or is our Cal works home visitation program.
- We are still waiting for our formal allocation from the state for the fiscal year 25.
- We anticipate there is a budget cut that will be attached to that, and any day now is what we are hearing, and we could get that formal allocation.
- We are holding our breath and trying to anticipate what that will look like in terms of how that will impact our service to the Community.
- We'll be giving updates as the funding allocation does come.
- On behalf of Grace Meregillano: she wanted me to give an update on our first five program. This is our program that sees UM children less than five years of age who are involved with the DCS system.
- We did not go into contract with first five.
- We did not get the grant for that for this fiscal year. However, there is a contingency plan.
- We are working with DFCS on agreement to continue to serve these children this fiscal year and we are finalizing the paperwork.
- There is no lapse in service.
- We're still very intertwined with first five here at the health department.
- They did put out an RCP for funding and unfortunately, we were not selected.
- We're still going to partner with them, and we do have a component within Cal works where we are still in a relationship with them.
- They offer what's called parent child Plus home visitation services. As part of this, Cal works Grant.
- Once we see these babies, about two years old, we do warm hands offs as part of the grant to Parent Child Plus which is under the first five umbrella.
- For this population, the grant funding is not it's going to be coming from DFCS and little bit of county general then yeah.

IZ - No Updates**MCAH/CPSP -**

MCAH: No Updates

Black Maternal Health Outcomes: No Updates

CPSP: No Updates

Black Infant Health:

- We just started our in-person classes.
- It's been three years since we were able to do that, so we're very excited and they're going very well.
- We have 10-week classes for prenatal women. Starting Mondays every Monday for 10 weeks. This is our second week.
- Tuesday, we have postpartum classes, and they will be running for ten weeks concurrently.
- We also have retention programs in collaboration with our roots Community Health Center.
- Roots is sponsoring a breastfeeding Awareness month program.
- We have a doula town hall.
- All the Flyers and the dates are on our website.
- We have newsletters that are going out now that we've established through our communications department.
- All our in-person, town hall, and all the programs that we have going on are on our newsletters.
- We were working on our PEI Perinatal Equity Initiative conference, which is always in April, is the end of April.
- Maternal Mental Health is what we're focusing on, so we will send out a save the date for everyone.
- That conference was very successful, we had it both online and in person.
- There was over 500 people who attended that conference online and in person, we recommend every program attending that conference.
- We're looking for speakers, with the focus on maternal mental health.
- We have opportunities for tabling at that conference.
- The conference is at our Tasman Office, at the new Tasman Building.

SIDS - No Updates

Chronic Disease -

STD: No Updates

TB:

- We're short staff but trying to make it day by day.
- We're having issue navigating when they're being referred.
- Is there someone that we can connect with to learn the insurance process, and how that whole world works?
- We have patients who are set BMC and then they have that they're being assigned to a PMG, and they get referred to the clinic.
- But TB clinic will only see them for one empty visit, and all the other things such as freedom induction, things like that.
- It's not being paid for, or there's issues which delayed in patient getting care.
- There's this funny process that we're learning that we're running into a wall.

HIV: No Updates

COVID: No Updates

WIC - No Updates

Foster Care -

- The Hick pick fix system is the health system for the foster care system with SSA.

III.

Anthem Health Plan Updates:

Kalil Macklin

MOU Engagement:

- Health Plans are actively working with other entities to execute MOU including:
 - Regional Center - separately
 - County Welfare
 - WIC
 - 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.

MOU:

- DHCS MOU Webpage - <https://www.dhcs.ca.gov/Pages/MCPMOUS.aspx>
(Homepage for all MOUs, released Oct 27th, 2023)

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

Conducting regular meetings to discuss our Goals, Deliverables, Time Frames, Measurables, Budget, Funding Proposals, etc.

GOAL 1: Lead: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventative care measures in partnership with Santa Clara County Public Health Department (SCC PHD) by supporting the Childhood Lead Poisoning Prevention Program (CLPPP), through the expansion of the number of lead awareness and outreach events by xx%, through the contribution of resources, data sharing, and by assisting with the planning of targeted provider education campaigns and follow up services.

Confirmed 1/30/24

GOAL 2: Oral Health: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventive care measures, in Partnership with the County of Santa Clara Public Health Department (SCC PHD) to move forward the Oral Health Strategic Plan, through training, data sharing, promotion and outreach, and referrals to improve the oral-systemic health among members ages 1-20.

Confirmed 1/30/24

Latino Health Assessment:

- Housing and Neighborhood Conditions
- Access to Care
- Acute and Chronic Conditions
- Maternal and Child Health

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 BAA with SCC HSS. SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once BAA is established.



APL 23-031 Adult Expansion Final_Clean.pdf

DEI: Participating in a workgroup that consists of Santa 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

CalAIM:

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

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



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

Community Supports:

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



CA_CalAIMCSmemberreferralform.pdf



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



ENGLISH CalAIM CS One-Pager FINAL.pdf



CA_CalAIMILOSflier.
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.



12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf



12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf



CA_CAID_PU_HealthyRewardsProgram.pdf

Provider Flier only.

Planning For the End of the Continuous Coverage Requirement when the Medi-Cal COVID-19 Public Health Emergency (PHE) Ends:

Anthem:

- States **began** the redetermination process by **April 30, 2023**; and,
- States will have up to 14 months to complete all redeterminations (i.e., no later than May 31, 2024).

[Medicaid Renewal & Disenrollment Coverage Options | Anthem](#)

[Check Your Health Benefits Eligibility | Anthem \(myhealthbenefitfinder.com\)](#)

<https://www.readyrenew.com/835/index.html?m=ca&c=4&e=e>

https://players.brightcove.net/3639471564001/QBcaf6zgr_default/index.html?videoId=6325324769112



6155712 1033874CAMENABS Ready Set Renew Bucksip UPD 08 22.pdf



6155712 1033874CAMSPABS Ready Set Renew Bucksip UPD 08 22.pdf

[Keep Your Medi-Cal \(socialpresskit.com\)](#)

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 \(anthem.com\)](#)

	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Transportation BR FINAL 12 21 (2).pdf </div> <div style="text-align: center;">  Transportation BR Flier Spanish HR 12 21.pdf </div> </div> <p>Case Management Case Management referral forms and our Preservice Review form (which was recently revised). Attaching both here, and both can be downloaded from our provider website:</p> <ol style="list-style-type: none"> 1) Case Management referral form 2) Pre-Service Review form <p>Updated Case Management Form</p> <div style="text-align: center;">  </div> <p>ACAPEC-2687-21 CA Medi-Cal Care Mgm</p> <p>Updated Preservice Review Form</p> <div style="text-align: center;">  </div> <p>ACAPEC-3456-22 CA GBD PA Request For</p>	
IV.	<p>Utilization Report:</p> <ul style="list-style-type: none"> • Enrollment • Modivcare Transportation Utilization • LiveHealth Online Utilization <div style="text-align: center;">  Q3 2024 Anthem Blue Cross _ Santa Clara PH MOU _Reports_8.20.2024.pdf </div>	Kalil Macklin
V.	<p>Follow-Up Items:</p> <ul style="list-style-type: none"> • (Anthem- Rudy): We do have an interpretation and a translation department for 17 different languages, and if there's somebody that speaks another language, we offer those seventeen different languages. They can order if they call our member services, and they can get all that material in their language. Our storefront, which is our online site where we can order the different collateral in different languages. That has been recently updated. The Live Health online, Transportation brochures, and all our collateral is now being translated and provided in those different languages. • (Anthem- Rachel): For those people who wanted to get services or get resources information in person, our team and the medical team will be at the storefront in San Francisco on the last Friday of each month. 	All
	<p>Link to Recording:</p>	

Next Meeting: 11/19/2024 @ 11:00 am – 12:00 pm