

Meeting Minutes

Health Net, Anthem Blue Cross, and Calaveras County Public Health Department

Meeting Title: Care Coordination Q3 Meeting
Date/Time of Meeting: August 14, 2024 at 2:00 p.m. - 3:00 p.m.
Frequency: Quarterly
Zoom: See Outlook invite


Meeting Leaders: Annesha Land and Desiree Dalby


Health Net	Yes/No	Calaveras County Public Health Department	Yes/No
Annesha Land, Community Liaison	Yes	Colleen Rodriguez, Deputy Director	No
Arianna Phillips, Community Liaison	No	Georgia Brodie, Director, Public Health Nurse	No
Lu Knott, Community Liaison	No	Courtney Atnip, Health, and Human Services Program Manager, CalAIM, CCS	Yes
Patty Frederickson, Sr. Concurrent Review Nurse	No	Cecily Smith, Interim Health Education Program Manager	No
Connie Lowe, Manager Public Programs		Haley Graham, Health Education Program Manager	Yes
Sukhvir Gill, Public Programs Specialist	Yes	Amy Eaves, Executive Director, First 5	No
Dara Lee, Public Programs Specialist	Yes	Justin Barnes, Department Analyst	No
Anthem Blue Cross			
Desiree Dalby, Program Manager	Yes		
Liz Tullis, Quality Management Manager	Yes		
Aura Basa, Provider Clinical Liaison	No		
Mark Perlas, Provider Clinical Liaison	Yes		
Ana Kams, Provider Relationship Account Manager	No		
Karen Olivares, Provider Relationship Account Manager	No		
Chantal Betancourt, Medical Management Manager, CCS	No		

Meeting Minutes

Categories	Details	Responsible Party
I.	Introductions <ul style="list-style-type: none"> All attendees introduced themselves by name and role. No updates needed for the agenda. 	All
II.	MOU	All

	<ul style="list-style-type: none"> 2024 MOU execution review and status: Desiree shared she replied to the County regarding their update. Anthem is good to go with signature if Health Net is. Annesha will connect with Lu on Health Net's final review of the MOU. 	
<p>III.</p>	<p>Health Plan Updates</p> <p>Health Net</p> <ul style="list-style-type: none"> Staffing Update: 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. However, if the County would like in person meetings to let Health Net know. The County would like to continue the meetings as they are. Haley shared the County invited MCPs to their in-person Healthy Calaveras Collaborative meeting that they host. MCP attendance would suffice for their in-person request. It will also give the MCPs community exposure. Annesha shared with the County to keep Health Net posted when they have events. My Strength: 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. ModivCare App: 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. Courtney asked if they could share feedback about transportation services the members are receiving. Annesha shared the member may call Health Net member Services. She also shared to have members keep their ride number and give to the County. The Count may contact Lu to research what happened with the ride. Annesha also mentioned the member may file a grievance regarding transportation concerns. Desiree shared it is the same process for Anthem. Dara put an email and telephone in chat for the County to share urgent transportation concerns: SHP_Transportation.Reques@Healthnet.com and Health Net Public Program 800-526-1898. Start Smart for Baby: 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. Health Net Interpreter Services: 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. 	<p>Lu & Desiree</p>

	<p>Anthem</p> <ul style="list-style-type: none"> • Staffing update: Desire shared her last day with Anthem is August 30, 2024. Jared Martin will be filling in until further notice. • Healthy Rewards: Is a program members may be reimbursed for completing certain healthy activities. Lisa asked, "How far in advanced do they need to register before they can get the incentive. "To earn rewards, you must be enrolled in Healthy Rewards before or within 30 days of finishing a healthy activity. Everyone statewide with Anthem is eligible for this program. 	
IV.	<p>County Updates</p> <ul style="list-style-type: none"> • Staffing updates: No new updates shared. • New programs and initiatives: No programs and initiatives shared. 	County Team
V.	<p>Follow-Up Items</p> <p>Previous meeting</p> <ul style="list-style-type: none"> • ModivCare transportation services for MAT. There is no specific data since it is member driven. The member would have to say they are going for MAT services for it to be documented. Desiree encouraged the County to continue to raise concerns regarding transportation concerns. • Combining Quarterly calls to encompass multiple agencies and department. At this time, we will not move forward with combined meetings but maybe in the future. • Lu to check Health Net MOU final review status. • Lu to follow-up with to Haley on presenting at Healthy Calaveras Collaborative's email on August 23, 2024 • The County to follow-up with Health and Anthem regarding ModivCare concerns. 	All
VI.	<p>Data Exchange</p> <p>The following data sheets were reviewed and provided by email:</p> <p>Health Net</p>  <p>Q3 2024 PH Data Sheet - Calaveras Co</p>	Lu & Desiree

	<p>Anthem</p>  <p>2024 Q3 Calaveras County PH MOU Da</p>	
<p>VII.</p>	<p>Program Updates</p> <ul style="list-style-type: none"> • Family Planning: (not a provider) • TB: Doing well and no current cases. • IZ: The program is working with schools to make sure all 7th graders have their vaccines for school. The County thanked Health Net for donating backpacks. They have been distributing them at Back-to-School nights and they paired well with the immunization pop-up clinics there. • STD/HIV: California Pride (non-profit) organization focusing on LGBTQ care has partnered with the County for STD and HIV services. The County now has someone trained in HIV testing. Next is to get someone trained in the counseling part of HIV. After that, the County may begin live testing. Presently, the County has the “Task Me Home” program and it is available to anyone in the county at no cost for STD and HIV testing. The tests get delivered right to the person’s door. • Billing: The County does not bill for services. • MCAH: The County is only doing education for the program. <ul style="list-style-type: none"> ○ CPSP: (not a provider) ○ BIH: (not a provider) ○ POP: (not a provider) • CLPPP: (not a provider) • Field Nursing: (not a provider) • CCS: The County is dependent and has a whole child model for this program. The state is taking more members back. They appreciate flyers and information to share with families. • Foster Care: The County is working with Social Services to help with preventative measures. They provide families help and education that they need custom to the child’s well-being. 	<p>County Team</p>
<p>VIII.</p>	<p>Open Forum</p>	<p>All</p>

	<ul style="list-style-type: none">Haley shared she sent an email if the MCPs are available to do a presentation at the Healthy Calaveras Collaborative on August 23, 2024. Desiree confirmed she would not be able to attend, but she will forward to her team to see if anyone else could attend. The next meeting series will be scheduled and emailed to the County.	
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