

Meeting Minutes



Health Net





Anthem Blue Cross, Health Net, Kaiser Permanente & Tulare County Public Health Department

Meeting Title: Care Coordination Q3 Meeting
 Date/Time of Meeting: September 5, 2024 – 1:00-2:30 pm
 Frequency: Quarterly
 Location: Microsoft Teams

Meeting Leader:

Lali Witrago (Anthem Blue Cross) and Perry Shelton Jr. (Health Net)

Anthem Blue Cross	Yes/No	Tulare County Public Health Department	Yes/No
Chantal Betancourt, Manager, CCS	No	Arcellie Santos, PH Coord - MTU	No
Brandi Jenkins, Program Manager, CalAIM	No	Carmen Escobar, Breastfeeding Liaison, WIC	No
Kimberly Kruse, Provider Clinical Liaison	Yes	Carolyn Tubillo, Sup Nurse, CCS	No
Lali Witrago, Program Manager, County Mngt	Yes	Cecilia Herrera, Division Manager	No
Liz Tullis, Facility Site Review	No	Damian Navarro, HES - CLPPP, CHDP	No
Maryiat Yeranosyan, Telehealth	No	Guillermina (Mina) Andres, CCS	No
Stefanie Castro, Practice Consultant	No	Heather Collins, MCAH, NFP	No
Tanya Gonzalez, Provider Account Manager	No	Jeremy Kempf, PH Nursing Manager	No
Valerie Taylor, Provider Account Manager	No	Kitzya Herrera Alcocer, HES - TB, IZ	No
Will Sanchez, Community Relations	Yes	Laura Esbenshade, Sup PHN, CD	No
Debra Hopwood-Blackburn, Manager, CCS	Yes	Laurie Ruiz, PHN, CHDP & CLPPP	No
Health Net	Yes/No	Manpreet Kaur, MTU	Yes
Betty Thao Cha, Public Programs	Yes	Michelle Reynoso, PH Manager	No
Celine Rangel, Long Term Care Specialist	No	Nicole Vannortwick, RN Lead, CPSP	Yes
Connie Lowe, Manager, Public Programs	No	Paula Ptomey, Sup PHN, IZ, TB	No
Debbie Teap, Public Programs	No	Samantha Velchansky, PH Coordinator, IZ,	Yes
Patricia Frederickson, Concurrent Review Nurse	No	Sarah Smith, Director, WIC	Yes
Perry Shelton Jr, Community Liaison	Yes	Sarai Guido Esparza, CD, HIV for Laura	Yes
Rosy (Rosa) Martinez Urueta, Community Liaison	No	Tammy Wiggins, MCAH	No
		Terry Lytle, PHD	No
Kaiser Permanente	Yes/No	Vanessa Sanchez, HIV	No
Andrew Tsang, Local Engagement Consultant	No	Veronica Andrade, CHDP	No
Anna Yutuc, Consultant, MOU Implement.	No	Liseth Ramos-Leon	Yes
Emely Arienza	Yes	Tiffany Ibarra Diaz	No
Emily Sindon; LHJ / Dental Liaison	No	Liseth Ramos-Leon, IZ	Yes
Giselle Fernandez, MOU Coord	No	Kayla Christenson, PHN, TB Coord	Yes
Melissa Gonzalez, MOU Coord	Yes	Tiffany Ibarra, STI	Yes
Shahzad Dhanani, Regional Director	No	Bianca M DeGiorgio	No
Tamar Kurlaender, Local Engagement	Yes	Christina Lara, CCS	Yes
		Sandra Castro	Yes

Categories	Details	Responsible Party
I.	Lali welcome everyone to the meeting and self-introductions followed.	All
II.	<p>MOU</p> <p>Anthem Blue Cross and Health Net</p> <ul style="list-style-type: none"> ○ New LHJ MOU Template released by DHCS and under review by TC PH. ○ New WIC MOU Template released by DHCS and under review by TC WIC and MCPs. ○ New MOUs will supersede existing MOU once executed. <p>Kaiser Permanente</p> <ul style="list-style-type: none"> ○ New MOU template under review by TC PH and waiting to hear regarding structure and next steps. <p>Discussion:</p> <ul style="list-style-type: none"> ○ Jeremy provided the following written update: working with our administration on developing the PH MOU agreement with our MCPs. The plan is to work through the agreements with each respective PH program, in a manner similar to the process WIC has followed. 	MCPs
III.	<p>Health Plan Updates</p> <p>Anthem Blue Cross</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;">  <p>12292504</p> </div> <div style="text-align: center;">  <p>12292504</p> </div> </div> <p>1057170CAMENABC F 1057170CAMSPABC H</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. 	MCPs

- 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>



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- Lali 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 Brandi at Brandi.Jenkins@Anthem.com
- Kimberly shared members can now access their transportation though the Modivcare App either on their iPhone or Android phone.
- Sarah inquired if WIC staff can use the findhelp link to identify individuals for CalAIM. Lali shared that any staff could use this link to refer individuals as long as they are Anthem members. If individuals are already enrolled, the referring staff will be notified.

Health Net

Perry shared some highlights on the following topics / materials:

- Interpreter Services Flyer. This one is for internal/provider offices use only.



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- ModivCare App for transportation.
- Christina asked if its possible to get additional information and flyers for members. Perry confirmed that yes, the transportation information can be shared with members.



Modivcare App
Transportation Flyer.p

- StartSmart for Baby one pager. Encourage all to share with expecting mothers.



StartSmartforBaby_Pr
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- MyStrength Flyer. Resource for members with depression, anxiety or substance use.



myStrength Flyer.pdf

Kaiser Permanente

Tamar presented on the following:

- Recuperative Care Symposium taking place Sept 12-13 in Sacramento. Register here: <https://nhchc.org/trainings/regional/2024-california-recuperative-care-symposium/>
- Complex care certificate training 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!
- Melissa shared the transportation information. For non-medical transportation (NMT) and non-emergency medical transportation (NEMT). Provided via KPs vendor Medical Transportation Management, Inc. (MTM). Transportation is available for appointments to see a doctor, pick up prescriptions, anything that has to do with a medical necessity and

	it's available by private or public transportation. Members may also take the bus and get reimbursed or get reimbursed for mileage if they have someone to transport them.	
IV.	General County Updates <ul style="list-style-type: none"> ○ No general county updates. 	Tulare County Team
V.	Follow-Up Items <ul style="list-style-type: none"> ○ No follow up items from previous meeting. 	All
VI.	Care Coordination <ul style="list-style-type: none"> ● <i>Paula requested support from Kaiser regarding records for the purposes of TB case follow ups / management. Lynn will communicate with Paula via email. Paula / Kayla mentioned PH needing POC at Kaiser or TB+ clients/patients (lab results, chest x rays, hospital records). Paula and the Kaiser team (Melissa/Anna) discussed this request in detail and the need for the county to access members records. Q2 update: KP team will look into this and get back to Paula. Q3 update: Melissa shared via the chat that Kaiser Permanente TB contact is Emily Sindon at emily.x.sindon@kp.org, who is the LHD Liaison.</i> 	All
VII.	<u>Program Updates</u> <p>CCS – Christina for Mina</p> <ul style="list-style-type: none"> ○ Christina, Children Services Supervisor reported that CCS has 5,400 active cases. ○ Continue CCS monitoring and oversight. ○ Will be reviewing the DHCS MOU to go into effect 7/1/25 and currently waiting on MOU template from state. ○ Fully staffed with nine staff for the children services worker. Five of these are new still going through training and onboarding. ○ A total of 10 nurses also on staff and currently interviewing for a quality assurance nurse. <p>MTU – Arcellie</p> <ul style="list-style-type: none"> ○ No report available. <p>CHDP – Manpreet</p> <ul style="list-style-type: none"> ○ Program has sunset and will remove from agenda moving forward. <p>CLPPP – Manpreet</p> <ul style="list-style-type: none"> ○ Damian no longer in CLPPP. ○ Currently have 203 basic cases, 13 potential, and 8 state cases. ○ Fingerstick presentation being revised, and flyer will be sent to providers to register for the training when available. ○ Planning lead week for October 21 through the 26. ○ Will host live webinar with Dr. Woo from the state on October 16 from 12-1 pm. <p>CPSP – Nicole</p> <ul style="list-style-type: none"> ○ No longer under the county oversight. Will remove from agendas. 	County Team

HIV – Vanessa

- For non-medical case management, have 27 active clients and continue to receive referrals from surveillance, public health, and communicable disease. Have also received a couple of referrals for individuals who were previous inmates and are getting released and integrated back onto the community.
- Continue with recertifications however had had some challenges and have lost some clients to follow up due to change in their numbers or they have relocated.
- Integrated the HIV and STI collaboratives into HIVSTI which is the HIV and STI Prevention Alliance consisting of partners agencies' case managers from neighboring counties. This will allow for additional collaboration, trainings and resources.

STD/CD – Sarai for Laura

- Working with Tule River to establish collaboration disease investigation including syphilis investigation.
- The Source LGBTQ+ is a contracted partner and currently collaborating on the Visalia Pride event scheduled for October 12th. Will provide education and information on monkey pox.

IZ – Samantha for Paula

- Focused on flu season and will be holding clinics for employees and the community.
- Planning a flu exercise for staff which is open to the community to come get their free flu vaccine. Looking to partner with Eagle Mountain Casino for this exercise.
- Started immunizations at new clinic on Thursdays.

TB – Samantha for Paula

- Focused on getting clinics operations up and running possibly by the end of the month. Working on mitigation strategies for patients with communicable diseases.
- Kayla reported there are about 12 active cases and continue to receive suspected cases however that has slowed down a bit.
- Continue to provide education to providers regarding managing patients with TB.

Street Outreach Team – Sarai for Paula



- Nurses and staff continue to do outreach to the unhoused population. This team is making appointments, arranging transportation and making necessary arrangements for individuals to receive health care. They are now doing this the first and last Tuesday of each month. For public health nursing the outreach, education and assessments are done every week.

MCAH – Nicole

- Hired two nurses who are currently going through orientation.
- Continue to get congenital syphilis referrals and continue to do outreach and education in the community.
- Started process to collaborate with CCS to work together since both programs serve the same population.

WIC – Sarah

- Received new case allocation from state and now have an allocation for 22,080 participants and certified 22,400 participants in August.
- Hired 5 Nutrition Assistants and currently doing onboarding and have an opening for a dietitian or nutritionist.

	<ul style="list-style-type: none"> ○ Partnering with Kaweah Health Rural Health Center and Linsey FRC to help address SDOH and other needs of clients through a HRSA grant. This is a four-year project for \$1.2 M with a focus on migrant and farm worker families to address maternal, child and infants SDOH. Will be reaching out to MCPs. ○ 2024 Breastfeeding proclamation from TC BOS in partnership with MCAH and Nurse Family Partnership. ○ WIC commercial airing on channel TV. WIC Commercial celebrating 50 years of service: English: https://vimeo.com/992268347/7b96e49b6d Spanish: https://vimeo.com/995261037 	
VIII.	<p>Data Exchange</p> <p>Anthem Blue Cross</p> <ul style="list-style-type: none"> ○ Lali provided a high level of the following: Membership, Transportation, and LiveHealth Online data. Redetermination Awareness, CalAIM Doula, Community Health Worker, Enhanced Care Management and Community Supports resources. Refer to Anthem Data Report Tulare County PH Q3 2024. <div style="text-align: center;">  <p>Anthem Data Report Tulare County DPH_Q:</p> </div> <p>Health Net</p> <ul style="list-style-type: none"> ○ Perry reported on Health Net’s Q3 2024 Data Sheet Tulare PH. <div style="text-align: center;">  <p>Q3_2024 Data Sheet - Tulare PH.docx</p> </div> <p>Kaiser Permanente</p> <ul style="list-style-type: none"> ○ Melissa mentioned she will be sending out a survey related to data to the county to complete. Emily added the survey is regarding the EMR/HER that Tulare is using and mentioned Kaiser plan to host an SFTP for the purposes of data exchange. 	MCPs
IX.	<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 5, 2024 	All