

Meeting Minutes

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

Meeting Title: Care Coordination Q3 Meeting
 Date/Time of Meeting: August 13, 2024 at 10:00 a.m. - 11:00 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite

Meeting Leaders: Lu Knott and Desiree Dalby

Meeting Minutes



California Health & Wellness	Yes/No	Tuolumne County Public Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Michelle Jachetta, Public Health Director	Yes
Arianna Phillips, Community Liaison	No	Lisa Heib-Stock, Deputy Director, CHDP, MCAH, WIC	Yes
Patty Frederickson, Sr. Concurrent Review Nurse	No	Alex Parnell, HHSA General Services	No
Connie Lowe, Manager Public Programs	No	Kristina Herrera, Agency Manager	No
Trisha Inguito, Public Programs Specialist	Yes	Sandra Perkins, Admin Technician	No
Sukhvir Gill, Public Programs Specialist	Yes	Rebecca Edmonds, Supervising Public Health Nurse, Foster Care PHN	Yes
		Amberly Hall, Public Health Nurse, MCAH, CHVP	No
		Denise Sanford, Public Health Nurse, CHDO, IZ Coordinator	Yes
		Sue Abernethy, Public Health Nurse, CCS, CLPPP	Yes
		Amanda Brunner, Public Health Nurse, CD, CHDP	Yes
		Bob Ingalls, Sr. Health Program Technician, CCS	Yes
		Paula Sarantopoulos, Health Program Technician, MCAH, Cal Fresh	Yes
		Laurie Britt, Health Program Tech II, LICN	No
Anthem Blue Cross		Denise Carrillo, Program Specialist, CHVP	No
Desiree Dalby, Program Manager	Yes	Maura Delvin, Oral Health Program Specialist	Yes
Mark Perlas, Provider Clinical Liaison	No	Michie Anderson, Agency Manager, Child Welfare Services	No
Chantal Betancourt, CCS	No	Jennifer Lynch, Staff Services Analyst Social Services	No
Liz Tullis, FSR Manager	Yes	Nicholas Olson, Staff Services Analyst	Yes
Mary Crandall, Quality Improvement RN, EPSDT services	Yes	Liz Anthem FSR Manager	Yes
		Shelley Schaal, Senior Office Assistant	No

Meeting Minutes

Categories	Details	Responsible Party
------------	---------	-------------------

I.	<p>Introductions</p> <ul style="list-style-type: none"> All attendees added their name and role in chat. The agenda was updated for Tuolumne County PH and Anthem Blue Cross Attendees. 	All
II.	<p>MOU</p> <ul style="list-style-type: none"> 2024 LHD MOU execution status: Anthem is reviewing the MOU with Legal & Compliance Department. Once complete Anthem will send a clean copy and edited copy to the County for approval and signatures. Following that will be signatures from the MCPs. After the MOU has been fully executed the process to complete the Policy & Procedures and Trainings will begin for DHCS compliance. 	All
III.	<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. 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. Lisa asked, “what is the timeframe to get a provider?” Lu confirmed a provider is not available. It is an online support tool. 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, let’s you manage and set future trips, and allows you to make trip changes or cancel your trip. Lisa asked, “If a member does not have data for to download the app what do they do?” Lu replied they call the ModivCare Customer service number. The app is another way to schedule a ride. A provider does not have to give a script or permission to use this app. Desiree, shared Anthem has this app available for Medi-Cal members as well. 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 (FOR STAFF & PROVIDERS ONLY): 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 	Lu & Desiree

	<p>business days is needed, to schedule the appointment during regular business hours. Allow 10 business days for sign language interpreter requests.</p> <p>Anthem</p> <ul style="list-style-type: none"> • LHD Collaboration/SMART Goal: Desiree thanked Michelle for collaborating on getting the worksheet complete. The MCPs look forward to working with the County CHA and CHIP process. Also, the MCPs will continue to work toward the SMART Goal the created with the County. • Health Rewards Program: Anthem has 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. Desiree shared this in the chat: "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. Lisa asked for claims data for the Healthy rewards program. Desiree will ask if they have that data. 	
IV.	<p>County Updates</p> <ul style="list-style-type: none"> • Staffing updates: Michelle shared the department is fully staffed. She mentioned Shelley Schaal is their new Senior Office Assistant. She wants her to be added to our meeting invite as well. She also included her email in the chat. • New initiatives and programs: Michelle shared they are going to the board for their CHIP next week. Lisa shared the department is still working on the 2-1-1 resource. Also, Michelle confirmed the County is working on an Electronic Health Record system. 	County Team
V.	<p>Follow-Up Items</p> <p>For the previous meeting:</p> <ul style="list-style-type: none"> • Desiree & Lu to follow up regarding internal approval of language changes to LHD MOU: update in MOU section. • Desiree & Lu to follow up with Lisa regarding the WIC MOU Execution: Desiree shared the County had question with the WIC MOU. Lu shared she sent Health Net's edits to Anthem 8/12/24. The County and MCPs agreed to talk off-line about the WIC MOU. • Kristina to follow up with Desiree & Lu regarding her requests surrounding CMAA: The MCPs have received Kristina's communication regarding CMAA. • Desiree to follow up regarding Satellite Healthcare to learn if they accept Medi-Cal: Desiree will continue to research this information. <p>For this meeting:</p> <ul style="list-style-type: none"> • Desiree will research claim information for the Health Programs. • Desiree to follow up regarding Satellite Healthcare to learn if they accept Medi-Cal 	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 - Tuolumne C</p> <p>Anthem</p>  <p>2024 Q3 Tuolumne County PH MOU Da</p> <p>Lisa asked did Anthem have data on specialty services vs. physician services. She wanted to know are members going out of the County for specialty services or for a specific provider. Desiree confirmed Anthem had 4 members in Q3 that got a ride for specialty services.</p>	Lu & Desiree
VII.	<p>Program Updates</p> <ul style="list-style-type: none"> • Family Planning: (not a provider) • TB: The County does not have any active cases. They continue to do surveillance. • IZ: They have TB clinics on Tuesday mornings. In September, the clinic will start offering Flu-shots Tuesday morning as well. The IZ clinic is Tuesday and Thursday afternoons. It is mostly children and is very busy right now due to back to school. COVID-19 team does ½ day clinics and mobile clinics each week. The COVID-19 Bridge access program is ending this month. After this month they will only offer eligible children COVID-19 vaccines. MPox vaccines will be offered until October. • STD/HIV: No new updates. • Billing: The County bills for services. They are having difficulty submitting claims online for Health Net since the name change from California Health & Wellness. Lu shared she thought the issue was resolved. It has been escalated to the Senior VP for Medi-Cal Operations. Lu also confirmed she replied to Michelle’s email about this issue. • MCAH: No new updates. <ul style="list-style-type: none"> ○ CPSP: This program has been taken over by Medi-Cal. 	County Team

	<ul style="list-style-type: none"> ○ BIH: (not a provider) ○ POP: (not a provider) ● CLPPP: Sue shared the next CLPPP quarterly meeting is September 25, 2024. The program has been doing a lot of outreach and education. They have 1 CLPPP case with elevated blood levels. The child is doing well and being treated by a provider. ● Field Nursing: (not a provider) ● CCS: Sue shared they have 215 open cases. The case count continues to decrease due to members aging out or no longer needing services. HealthNet Public Programs team shared no updates for the County. 	
VIII.	<p>Open Forum</p> <ul style="list-style-type: none"> ● Lu shared she will be attending the Community Roots Resource Fair tomorrow in Tuolumne County. Desire shared her last working day with Anthem is August 16, 2024. She will be on PTO August 16-30. The next meeting will be scheduled and emailed to the County. 	All