



Meeting Agenda/Notes

Anthem & Santa Clara County Behavioral Health Department

Meeting Title: Q3 2024 Behavioral Health MOU Meeting
Date/Time of Meeting: 8/21/2024 – 2:00 p.m. – 3:00 p.m.
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader: Kalil Macklin, Anthem

Anthem	Yes/No	Santa Clara County Behavioral Health Department	Yes/No
Kalil Macklin, Program Manager	Y	Natalie Mckelvey, BH Youth & Children System of Care Under Linked Services	
Patrica Lacanfora, BH Case Manager	Y	Hung Nguyen, Quality Improvement	
Sarah Paulsen, Behavioral Health Director	Y	Bruce Copley	Y
Fargol Riahi, Behavioral Health CM Manager		Joe Tansek, Call Center Manager	Y
		Juan Troy, Program Manager	Y
		Courtney Gray	Y
		Brian Wagner	
		Domingo Acevedo	
		Tammy Ramsey	
		Quan Dong	Y
		Veronica Marquez, BHSD QI	
		Orlie Petrola	
		Jennifer Sprinkles	
		Taby Kalami	Y
		Tova Sweet	
		Nidia Aguirre	
		Peter Jeensalute	
		Leilani Villanueva	
		Katelyn Lu	
		Bob Rocco	Y

I.	<p>Introductions</p>	A L L 5 M I N
II.	<p>BH Program Updates:</p> <p>Courtney Gray:</p> <ul style="list-style-type: none"> • Orlie is no longer with the organization. • We're going to continue to move things forward with the MOU. • We're focusing on getting this fiscal year kicked off with our audits, all situated. • Dealing with the residual Cal AIM implementation pains that we're all trying to work through. 	B H T e a m 2 0 M

- We're still ironing out details in the MOU... the things that we need to address.
- I owe you all an updated draft of the MOU.
- I'm just waiting on some final edits from council before I can get this over to you.

Joe Tansek:

- Everything seems to be going smoothly in terms of the TOC process: in terms of our bidirectional referrals.
- The only thing that's kind of lingering is what we're going to do with the SFTP, and that's something that is still waiting.

Anthem Health Plan Updates:

MOU:

- **MHP/DMC_ODS MOU:** in discussion and engagement with County.
- 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**

III.

Latino Health Assessment:

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

MCAH Needs Assessment:

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

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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.pdf



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



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 Flier_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_ECMPProviderDirectory.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/QBcqf6zgr_default/index.html?videoid=6325324769112



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



6155712 1033874CAMSPABS Ready Set Renew Buckslip 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 \(anthem.com\)](#)



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.pdf

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:

- 1) [Case Management referral form](#)
- 2) [Pre-Service Review form](#)

Updated Case Management Form



ACAPEC-2687-21 CA
Medi-Cal Care Mgm

Updated Preservice Review Form



ACAPEC-3456-22 CA
GBD PA Request For

Transition of Care Tool and Screening Tool Metrics:


Transition of Care Month, Year	TOC Tools Received	Members Linked	Members Refused	Members Unable to Locate	TOC Tools Sent to the County
April 2024	16	6	1	9	0
May 2024	17	13	1	3	1
June 2024	11	5	0	6	1
Totals	44	24	2	18	2

Screening Tools Completed by Anthem

				2024 Q2 Total	YTD Grand Total
Screening Tool Type	April	May	June		
Adult	8	4	4	16	40
MCP (NSMHS)	8	3	4	15	35
MHP (SMHS)	0	1	0	1	5
MHP (SUD ONLY)	0	0	0	0	0
Youth	0	1	0	1	4
MCP (NSMHS)	0	0	0	0	2
MHP (SMHS)	0	1	0	1	2
MHP (SUD ONLY)	0	0	0	0	0
Grand Total	8	5	4	17	44

Screening Tools Received by Anthem

				2024 Q2 Total	YTD Grand Total
Screening Tool Type	April	May	June		
Adult	13	12	10	35	74
Warm Transfer	0	0	0	0	0
Email Only	13	12	10	35	74
Youth	9	2	2	13	20

	Warm Transfer	0	0	0	0	0	
	Email Only	9	2	2	139	20	
	Grand Total	22	14	12	48	94	
IV.	<p>Utilization Report:</p> <ul style="list-style-type: none"> • Anthem membership • Live Health Online Utilization • Modivcare Transportation Utilization • Behavioral health Utilization <p style="text-align: center;"></p> <p style="text-align: center;">Q3 2024 Anthem Blue Cross _ Santa Clara BH MOU _Reports_8.21.2024.pdf</p>						K a l i l
V.	<p>Follow-Up Items:</p> <ul style="list-style-type: none"> • Lily, our cultural competency and member handbook person, is working on a build out of our website to post back to you guys and the other plans for all these shared benefits, and additional services that people get. • Lily will be reaching out to Kalil. • We're building out the website right now. • Won't be live until the New Year, we should figure out a more automated way to get updated Flyers and things from Anthem onto the website. 						A L L 5 M I N

Next Meeting: 11/20/2024 @ 2:00 pm – 3:00 pm