

# Meeting Minutes

## Health Net, Anthem Blue Cross, and Calaveras County Behavioral Health Department

Meeting Title: Care Coordination Q3 Meeting  
 Date/Time of Meeting: August 14, 2024 at 10:00 a.m. – 11:00 a.m.  
 Frequency: Quarterly  
 Zoom: See Outlook invite

Meeting Leaders: Perry Shelton, Jr., and Desiree Dalby



Health Net	Yes/No	Calaveras County Behavioral Health Department	Yes/No
Perry Shelton Jr., Community Liaison	Yes	Wendy Alt, Mental Health Director, and Deputy Director of Clinical Services	No
Arianna Phillips, Community Liaison	Yes	Stacey Meily, BH Program Manager	Yes
Lu Knott, Community Liaison	No	Morgan Berry, Administrative Services Manager	Yes
Myriah Kemp, Sr. Clinical Manager	Yes	Willow Thorpe, Quality Management Specialist	Yes
Anthem Blue Cross	Yes/No	David Bugarin, Data Analyst	Yes
Desiree Dalby, Program Manager	Yes	Karlee Karnes BH Office Technician	No
Mashaal Khan, BH CM Liaison	No	Robb Fulgham, Supervisor SUD Services	Yes

### Meeting Minutes

Categories	Details	Responsible Party
I.	<b>Introductions</b> <ul style="list-style-type: none"> <li>All attendees introduced themselves by name and role. The agenda was updated for Calaveras County BH.</li> </ul>	All
II.	<b>MOU</b> <ul style="list-style-type: none"> <li>2024 MOU Fully executed May 31, 2024. Next steps Policy &amp; Procedures and Trainings.</li> <li>Stacey shared she is waiting for MCPs review on the DMC State Plan. Desire shared the MOU for Anthem is being reviewed with Legal and Compliance. Health Net is reviewing the MOU as well.</li> <li>Perry shared Health Net has Policy &amp; Procedures for LHD and Child Welfare so far and can share with Anthem for their review.</li> </ul>	All
III.	<b>Health Plan Updates</b> Health Net	Perry & Desiree

	<ul style="list-style-type: none"> <li>• 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. Myriah Kemp replaced Robin Lewis as the Senior BH Clinical Manager. 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. Desiree shared in persons meetings have been scheduled for Quarters 2 and 4.</li> <li>• MyStrength: 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.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p><b>Anthem</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>Stacey asked is there a member resource page that the MCPs have that the County can share the link to on their website? Both MCPs will send the link to Stacey.</p>	
<p><b>IV.</b></p>	<p><b>County Updates</b></p> <ul style="list-style-type: none"> <li>• Staffing updates: Stacey shared Morgan Berry was promoted to the Administrative Services Manager. Stacey confirmed to remove: Riley Lehman and Lisa Snyder from the agenda.</li> <li>• New programs and initiatives: Stacey shared a CareCourt requirement is MCPs provide transportation. She is not sure ModivCare will meet the need because of the advance notice requirements. People get released sometimes without advanced notice. How will this requirement be met for implementation. Perry asked is the County providing transportation service for members. There is an option to get reimbursed by Health Net for providing that service. Also, members may have a network of friends and family to help with</li> </ul>	<p>County Team</p>

	<p>transportation, that can also be reimbursed as well. Stacey confirmed County does provide transportation between the hours of 8am-5pm. It would be strictly for CareCourt. She does not want to open the door to be a transportation provider for all MCPs members. She did confirm CareCourt number count is low. She wanted this to be on the radar. Desiree shared the transportation agreement was mentioned at the in-person meeting as a limited basis. Stacey shared the County is working on their Crisis Mobile implementation plan. They are having trouble covering the 24- hour shift. Their next step of action is to reach out to EMT providers who are already working on shift for the shifts they cannot cover. The County is in process with their Alcohol and Drug Certification for substance abuse programs that is a new requirement from DHCS. They are also working on the new requirements for NCQA Certification and in the development of completing the Self Look Assessment: Where we stand, how we look and where we look. David shared Justice Involved Initiative is being worked on for behavioral health linkage. MCPs and the County discussed the JI release and ECM support. Stacey wants to connect with the MCPs CalAIM teams for more information and training. Myriah shared Health Net has Case Management support for Justice Involved members for support also.</p>	
<p><b>v.</b></p>	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>• Anthem to obtain signature on MHP-SMHS, then send to Health Net for signatures. The MOU was fully executed May 31, 2024.</li> <li>• Anthem and Health Net to finish redlines on the DMC-State Plan MOU, then share with County to review. MCPs still reviewing final redlines. When complete they will return to County.</li> <li>• MHP-SMHS MOU is fully signed and executed. The County and MCPs to meet to discuss P&amp;P and trainings. Policy and Procedures are in process with MCPs.</li> <li>• Desiree to connect with David regarding Manifest MedEX and the ER alerts. David shared the County is currently in process for ER alerts. Their County Counsel in process to approve.</li> <li>• Desiree to follow up with Stacey regarding the iPad Kiosk program at Anthem to potentially place one in the Wellness Center. Provide information via email and connect with Anthem Project Manager. Stacey confirmed the County is still interested in the iPad Kiosks. She would like Leeann involved with this project since she runs the Wellness Center. Desiree shared she will connect with her internal contact and Leeann. She confirmed there is a MOU involved for this request.</li> <li>• Desiree to follow up regarding the cancellations through ModivCare and whether these are member cancellations or cancelled from the transportation provider. Desiree did not get an answer. She will follow-up with ModivCare.</li> <li>• Lu to follow up regarding Health Net reimbursement of 51/50 transports via Safety Car. Lu will continue follow-up for this request.</li> </ul>	<p>All</p>

	<p>For this meeting:</p> <ul style="list-style-type: none"> <li>• Perry to send transportation vendor agreement to the County.</li> <li>• Lu to follow up regarding Health Net reimbursement of 51/50 transports via Safety Car.</li> <li>• Myriah to follow-up on member declining being referred to the County for services.</li> </ul>	
<b>VI.</b>	<p><b>Data Exchange</b></p> <p>The following data sheets were reviewed and provided by email:</p> <p><b>Health Net</b></p>  <p>Q3 2024 BH Data Sheet - Calaveras Co</p> <p>Stacey asked does Health Net have any more information about the member declining being referred to the County. Myriah will follow up.</p> <p><b>Anthem</b></p>  <p>Q3 2024_Calaveras County BH Data.ppt</p>	Lu, Myriah & Desiree
<b>VII.</b>	<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• Desire shared her last day with Anthem is August 30, 2024. Jared Martin will be filling in until further notice. The next meeting will be scheduled and emailed to the County.</li> </ul>	All