

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

## Meeting Minutes

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

<b>Meeting Leaders:</b>	Lu Knott
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Health Net	Yes/No	Tuolumne County Behavioral Health Department	Yes/No
Lu Knott, Community Liaison	Yes	Tami Mariscal, Director Behavioral Health	No
Arianna Phillips, Community Liaison	Yes	Misti Ambler, Deputy Director, Behavioral Health	Yes
Myriah Kemp, Senior Clinical Manager	Yes	Brock Kolby, Deputy Director, Clinical Services	Yes
		Lindsey Lujan, Agency Manager	No
		Brittany Madden, Staff Services Analyst	No
<b>Anthem Blue Cross</b>	<b>Yes/No</b>	Ryan Kramer, Quality Improvement Analyst	Yes
Jared Martin, Program Director	Yes	Amanda Lawrence, Sr. staff Analyst	Yes
Terese Jarnutowski, BH Case Manager	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 Tuolumne County attendees.</li> </ul>	All
II.	<b>MOU</b> <ul style="list-style-type: none"> <li>2024 MOU execution review and status: The County resent an updated signed MOU for MCPs signature. Anthem signed 8/30/24. Health Net signed 9/9/24. Health Net emailed the fully executed MOU to the County 9/9/24.</li> <li>DMC State Plane MOU: Jared shared his updates. He will send the MOU with edits, change summary and previously signed MOU to the County and copy Health Net. Amanda will let the County Counsel know of the updates shared by the MCPs. Lu confirmed she will follow-up with the County for the status of the DMC State Plan MOU on September 30, 2024.</li> </ul>	All
III.	<b>Health Plan Updates</b> <p><b>Health Net</b></p> <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</li> </ul>	MCPs

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. Misti shared to have an in-person meeting once a year. MCPs agreed to the idea.

- 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. Jared shared Anthem uses ModivCare for their Medi-Cal members, and this app works for them as well. Both MCPs shared with the County to reach out as soon as an issue comes up with ModivCare. They both have an escalation process with ModivCare to address and resolve issues. It was shared to include the trip ID when advising the MCPs of an issue.
- Health Net Interpreter Services: (for staff and 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 business days is needed, to schedule the appointment during regular business hours. Allow 10 business days for sign language interpreter requests.

**Anthem**

- Transportation Flyer: Shares information on scheduling a ride with ModivCare for medical, same-day urgent, dental, behavioral health, substance use disorder appointments, pick up prescriptions and DME items.
- LiveHealth Online: Is a no-cost app to get an appointment with a doctor 24/7 for non-emergency conditions. Doctors can even send prescriptions directly to your pharmacy if needed. Members may sign up in minutes. Instructions are included on the flyer.
- Redetermination Awareness: Shares information to encourage Medi-Cal members to renew their medical coverage and keep their contact information up to date with their Managed Care Plan and local county office.
- CalAIM: This flyer shared information about CalAIM programs for Doula, Community Health Worker, Enhanced Care Management & Community Support services.
- Healthy Rewards: Is a program members may be reimbursed for completing certain healthy activities. 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><b>County Updates</b></p> <ul style="list-style-type: none"> <li>Staffing Updates: The County has recruitments out for Clinicians and Case Managers.</li> <li>New initiatives and programs: The County is continuing the CARE Court Program and managing the CalAIM Initiative. They are making progress on their data sharing and their HIE (Health Information Exchange). The Mobile Crisis Unit is fully operational with 2 Case Management Crisis workers.</li> </ul>	County Team
V.	<p><b>Follow-Up Items</b></p> <ul style="list-style-type: none"> <li>Jared to send DMC State Plan MOU edits, change summary and previously signed MOU to the County. (sent during meeting)</li> <li>Jared to send updated Screening and Transition of Care Tools data to the County.</li> <li>Lu to follow-up with the County on 9/30/24 for MOU status.</li> <li>MCPs to discuss Policy &amp; Procedures and Trainings and present to the County for DHCS compliance.</li> </ul>	All
VI.	<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 2023 BH Data Sheet - Tuolumne C</p> <p><b>Anthem</b></p>  <p>2024 Q3 Tuolumne County BH MOU Da</p>	MCPs
VII.	<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>There were no open forum items for this meeting. The next meeting is scheduled for December 10, 2024 at 10:00 a.m.-11:00 a.m.</li> </ul>	All

