



Meeting Agenda/Notes

Anthem & Golden Gate Regional Center

Meeting Title: Q3 2024 Golden Gate Regional Center MOU Meeting
Date/Time of Meeting: 8/16/2024 - 2:00 pm to 3:00 pm
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader:

Kalil Macklin, Anthem

Anthem	Yes/No	Golden Gate Regional Center	Yes/No
Kalil Macklin, Program Manager	Y	Brenda Gonzales (GGRC Clinical Director)	
Patricia Lacanfora, BH Case Manager	Y	Norman Manglona, Manager Social Working	Y
Joselyn Huffman, Case Management Manager		Jenilla Worrell, Manager, Clinical Service Operations	Y
Alana Pfeffinger, RPM			
Fargol Riahi			
Angela Zapata, Nurse Case Manager			
Kimberley Kruse, Provider Clinical Liason	Y		

I.	Introductions:	All
II.	<p>Regional Center Updates:</p> <ul style="list-style-type: none"> Diane Lee is the new unofficial liaison for our intermediate care facilities. For clinical side: Working on Regional Center MOU. GGRC fiscal year ended in June. We're gearing up for a couple of projects this year, given some of the legislative changes for the things that are going to be occurring this current fiscal year. The big one is the provider rate implementation, which was a study that's been done. The State Department DHS has been examining the pay rates, and that change is going to be happening. Our fiscal and community services department will be busy in the upcoming months because a lot of it's going to be manually changing. Some of these services that have been selected for the rate change, they require a lot of the authorizations. We're gearing up for this on our end. Our self-determination program keeps evolving. So we are constantly getting directives issued from the department. 	
III.	<p>Anthem Health Plan Updates:</p> <p>MOU Engagement:</p> <ul style="list-style-type: none"> GGRC Regional Center MOU <p>Adult Expansion:</p> <p>Anthem: 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</p>	

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 DAA with SFDPH. SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once DAA is established. We met with SFDPH on 8/8 to further discuss the DAA.



APL 23-031 Adult Expansion Final_Clean.pdf

DEI: Participating in a workgroup that consists of San 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

UCSF Termination:

Good News & *Extension* UC Health System

- agreement reached.
- All the UC Health contracts were fully executed in the beginning of April.
- Anthem's Public Relations microsite: anthem.com/ca/uhealth/

CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment

Met with Priscilla Chu (SFDPH), Bernadette Gates (SFDPH), Suzanne Samuel (SFHP), and Gretchen Shanofsky (Kaiser Permanente) to initiate conversations on meaningful participation in CHA/CHIP processes and co-developing SMART Goals that align with DHCS overall BOLD GOALS. We met the DHCS requirement and can attest to having engaged in conversation and started to develop our first SMART Goal.

By December 2025, San Francisco County and San Francisco, CalAIM Managed Care Providers (MCP) Anthem, Kaiser and the San Francisco Health Plan will work collaboratively to develop targeted MCP-specific interventions to improve the percentage of children aged 0 to 30 months who receive well-child visits to meet or exceed the DHCS 2023 MPL benchmarks and decrease disparities in rates for Black/African American and LatinX children by 20% when compared with the overall rates for these measures. **Confirmed on 1/30/24**

We just completed the LHJ/MCP Worksheet.

CHIP Priorities: 1: Behavioral Health

2: Access to Care

3: Economic Opportunity

Funding Proposal (\$61,750)

- Member data for May 1:
Anthem 34,311, 14% = \$8,645;
Kaiser, 19,543, 8% = \$4,940;
SFHP, 186,100, 78% = \$48,165. =
239,954 Total Members in SF County

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:

There's an app that you can get through Apple services or through your Android for Motive Care, which is our no-cost transportation service. Members can request services on the App. We are waiting for the flyer to be approved. Kalil to send to group once available.

[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

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.

CalAIM:

Anthem is continuing to implement CalAIM in San Francisco County with regular meetings occurring with key organizations.

1. [CalAIM Overview](#)
2. [Community Health Workers \(ca.gov\)](#)
3. [ECM Overview](#)
4. [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_CalAIMCSmemberreferralform.pdf



CABC-CD-049197-24 CalAIM CS Flyer_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

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 \(socialpresskit.com\)](#)

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

<p>VI.</p>	<p>Utilization Reports:</p> <ul style="list-style-type: none"> • Membership • LiveHealth Online • Modivcare Transportation <div style="text-align: center;">  <p>Q3 2024 Anthem Blue Cross _ Golden Gate Regional Center MOU _Reports_8.16.2024.pdf</p> </div>	<p>All</p>
<p>VII.</p>	<p>Follow-Up Items:</p> <ul style="list-style-type: none"> • Reach back out to ARC of SF to connect for community engagement and partnership opportunities. (ARC of SF does a lot of the direct support for people receiving regional center services when it comes to health management.) • Follow up with Jenilla and Brenda regarding Regional Center MOU to reconnect and discuss MOU. (Completed) • Kalil will send flier for ModivCare app for members. • Kalil and Norman to Coordinate regarding Family Resource Center. (Started conversations) 	<p>All</p>

Next Meeting: /2024 @ 2:00 pm