

# Meeting Minutes








## Anthem Blue Cross, CalViva Health, Kaiser Permanente, & Kings County Department of Public Health

**Meeting Title:** Care Coordination Quarterly Meeting  
**Date/Time of Meeting:** 11/13/2024 – 8:30-10:00 AM  
**Frequency:** Quarterly  
**Location:** Virtual meeting

**Meeting Leader:** Miguel Perez Lopez (Anthem), Rosy Martinez Urueta (CalViva), and Emely Arienza (Kaiser)

Anthem Blue Cross	Yes/No	Kings County Department of Public Health	Yes/No
Chantal Betancourt, Manager, CCS		Araceli Gomez, HE, Oral Health	y
Cheryl Laundry, Program Manager, CalAIM		Czarina Martinez, PHN DM, MCAH/CPSP	
Debra Hopwood-Blackburn, CCS		David Long, Program Manager, Contracts	y
Jaime Kong, Manager, Case Management		Everardo Legaspi, Assistant Director, ACE's	y
Janet Holme, Facility Site Review		Gina Rodriguez, PM, Equity & Accreditation	
Kimberly Kruse, Provider Clinical Liaison	y	Heather Campos, Assistant Director	y
Lali Witrago, Program Manager, County Mngt		Maria Alvarez, Medical Biller	y
Liz Tullis, Facility Site Review	y	Maricela Castellanos, SPHN, STD, TB, IZ, CD	y
Mark Perlas, Facility Site Review	y	Marjorie Batin, SPHN, Oral Health, CHDP, CCS, FC	y
Mary Crandall, Manager, Quality Management		Melissa Kevorkian, Office Assistant, P&P	y
Maryiat Yeranasyan, Telehealth Programs		Miriam Morales, MCAH – CPSP Coordinator	y
Tanya Gonzalez, Provider Experience Manager		Nicholas Montoya, Program Manager, ELC	
Valerie Taylor, Provider Experience Manager		Nichole Fisher, SPHN, MCAH, CPSP, HIV	
Will Sanchez, Community Outreach Representative	y	Rhonda Baxter, Administrative Support	
Miguel Perez, Regional Program Manager	y	Rose Mary Rahn, Director of Public Health	y
CalViva Health	Yes/No	Sharon Soong, PHN, CD	
Betty Thao Cha, Public Programs Specialist		Thomas Brand, Nutri Svs. Manager, WIC Dir	y
Connie Lowe, Manager, Public Program / CCS	y		
Dara Lee, Public Programs Specialist, CCS	y	Kaiser Permanente	Yes/No
Gloria Beyam Valenzuela, Director, UM		Andrea Martinez, Project Manager	
Patricia Frederickson, Manager, Prio Auth/Concur Rev		Ava Lillard	y
Rosy Martinez Urueta, Community Liaison	y	Caitlin Ross	
		Emely Arienza, Consultant, MOU Implementation	y
		Emily Sindon, Liaison	
		Giselle Fernandez	
		Lindsey Ball	y
		Martin Levario	
		Melissa Gonzalez	
		Lali Witrago, Consultant, MOU Implementation	y

Categories	Details	Responsible Party
I.	Welcome – Miguel Perez Lopez, Anthem Blue Cross	ALL

<p>II.</p>	<p><b>MOU</b></p> <p><b>Anthem, CalViva, and Kaiser</b></p> <ul style="list-style-type: none"> <li>• KCDPH WIC MOU Fully Executed on 10/15/2024.</li> <li>• New MOUs will supersede existing MOU, once executed.</li> <li>• KCDPH MOU: MCPs &amp; KC in Execution Process. CalViva &amp; HN have signed the MOU. KP routed MOU for signature on November 27, 2024.</li> </ul>	<p>MCPs</p>
<p>III.</p>	<p><b>Health Plan Updates</b></p> <p><b>Anthem Blue Cross :</b></p> <ul style="list-style-type: none"> <li>• No updates from FSR</li> <li>• No updates from Marketing</li> </ul> <p><b>CalViva Health</b></p> <p>Including Resources:</p> <ul style="list-style-type: none"> <li>• CalViva Member Services: 888-893-1569</li> <li>• CalViva Interpretive Services: 888-893-1569</li> <li>• ModivCare Transportation services: 888-893-1569</li> <li>• Reminder if aging out members there's direct referral form</li> </ul> <p><b>Kaiser Permanente (updates from Emily)</b></p> <ul style="list-style-type: none"> <li>• Update on PNA team on MOU and PNA Data Sharing. Data use agreement will be sent over before the end of the week. David will follow up once the agreement is received.</li> <li>• Materials and resources as follow: <ul style="list-style-type: none"> <li>Transportation Flyers</li> <li> KP Transportation Flyer for Medi-Cal Me</li> <li>ECM/CS Flyers</li> <li> 1305061815 - 2024 Medi-Cal ECM-CS Fly</li> <li> 1305061815 - 2024 Medi-Cal ECM-CS Fly</li> <li> 1305069181 - 2024 Medi-Cal ECM-CS Fly</li> <li> 1305069181 - 2024 Medi-Cal ECM-CS Fly</li> </ul> </li> </ul>	<p>MCPs</p>



1305075343 - 2024  
Medi-Cal ECM-CS Flyer



1305075343 - 2024  
Medi-Cal ECM-CS Flyer

CHW Flyers



1451607823\_Medi-Cal-Flyer\_Medicaid\_CA



1451607823\_2024-Medi-Cal- Flyer-C\_Me

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IV.

**County Updates – Rose Mary**

- Finished their CHIP, sending out notices to stakeholders
- Updating strategic plan.
- Winding down on regional hospital needs assessment.
- Met with Adventist Health to explore partnerships to align CHIP goals.
- Working on Equity, Diversity, Inclusion training for all staff in December 2024. Goal is to have a plan that will be implemented moving forward.

Kings County Team

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V.

**Follow-Up Items**

- *Lynn (Kaiser) to communicate with Marjorie Batin regarding Kaiser’s CCS point of contact.*
  - Q2 update: Anna will follow with Marjorie as Lynn is no longer with Kaiser. Q3 update: Kaiser to follow up. Follow up via email with point of contact and send to David. **Q4 Update: CCS POC for KP: Christa Ognissanti. Email: [christa.ognissanti@kp.org](mailto:christa.ognissanti@kp.org)**
- *Lynn (Kaiser) and Dara (CalViva) will communicate with Marjorie and provide the point of contact for the CHDP program trainings.*
  - Q2 update: Anna will communicate point of contact to Marjorie. Q3 update: Marjorie reported she has shared the list of CDHP providers trained on the past three years on vision and audio metrics. Refer to attached. Kaiser’s POC is Heather Ward at [Heather.M.Ward@kp.org](mailto:Heather.M.Ward@kp.org) and CalViva's POC is Sydney A. Turner at [Sydney.A.Turner@centene.com](mailto:Sydney.A.Turner@centene.com). **Q4 Update: This inquiry has been resolved**




Kings CHDP Provider Training Data 2019-20

- *Lynn to provide Kaiser’s point of contact for claims/billing to Maria.*
  - Q2 update: Anna will communicate with Maria Alvarez. Q3 update: Emely A. confirmed she will be POC. Maria will send email to Emely A. **Q4 Update: This inquiry has been resolved**

ALL

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	<ul style="list-style-type: none"> <li>○ Marjorie requested for MCPs to share transportation information. Anthem’s transportation information available on the quarterly report. CalViva and Kaiser to provide resources. <i>Q3 Update: MCPs provided presentation and resources. Q4 Update: This inquiry has been resolved</i></li> <li>○ Lali to connect Maricela with the Central California Opioid Safety Coalition (CVOSC) related to additional funding provided by Anthem for harm reduction vending machines. <i>Q3 Update: Lali met with Maricela on 6/6 and connected Maricela with Stacy Woods, CVOSC, on 6/7. Q4 Update: This inquiry has been resolved</i></li> <li>○ MCPs to provide list of contracted labs to Maricela to help with referrals to outside labs. <i>Q3 Update: Anthem provide response to Maricela on 8/13. CalViva provided with the requested list on 8/23. Emely will check with provider relations.</i></li> <li>○ Dara to provide confirmation to Marjorie regarding origin of CCS eligible members included on the CalViva report. <i>Q3 update: Marjorie reported that Dara provided origin of CCS eligible data (CMS case load) however Marjorie stated that the case load sounded high during the last meeting for one plan and might be more overall case load for that county. This inquiry has been resolved; Dara emailed the information to Marjorie. Q4 Update: This inquiry has been resolved.</i></li> </ul>	
<p><b>VI.</b></p>	<p><b>Care Coordination</b></p> <ul style="list-style-type: none"> <li>○ Update from Maricela, issues with referring out members to labs for TB and STDs. Members having to gout of the county for lab services. Lab lists for respective labs in the counties, CalViva only has one lab. MCPs to follow up, will include Maricela and David.</li> </ul>	<p>ALL</p>
<p><b>VII.</b></p>	<p><b>County Program Updates</b></p> <p><b>ACEs Aware – Lalo</b></p> <ul style="list-style-type: none"> <li>• No update.</li> </ul> <p><b>ELC (Enhancing Laboratory Capacity) – Heather for Nicholas</b></p> <ul style="list-style-type: none"> <li>• Almost done with EMR integration. Recruiting for staff.</li> </ul> <p><b>CCS – Marjorie</b></p> <ul style="list-style-type: none"> <li>• Down to two nurses, budget in the process to be approved.</li> </ul> <p><b>Foster Care Update:</b></p> <ul style="list-style-type: none"> <li>• One nurse working with MCPs to implement care coordination.</li> </ul> <p><b>MCAH – Nichole</b></p> <ul style="list-style-type: none"> <li>• Active with board of supervisors for several proclamations, including one for premature birth awareness. Completed educational seminar focusing oral health care.</li> </ul> <p><b>CPSP – Nichole</b></p> <ul style="list-style-type: none"> <li>• DCHS working with Department of Public Health to modernize the program.</li> </ul> <p><b>Oral Health – Araceli</b></p> <ul style="list-style-type: none"> <li>• Collaborating with MCH and WIC focus on collecting accurate Data.</li> </ul>	<p>Kings County Team</p>

	<ul style="list-style-type: none"> <li>• Goal is to have data from all Kings County School Districts</li> <li>• Medical and Dental integration</li> <li>• Focusing on recruiting oral health coalition members, looking for insurance providers to join, meet on a quarterly basis</li> </ul> <p><b>HIV – Maricela</b></p> <ul style="list-style-type: none"> <li>• Collaboration with the Source in Tulare County providing information.</li> </ul> <p><b>STI – Maricela</b></p> <ul style="list-style-type: none"> <li>• Partnership with the Source on STI home test kit, California Health Collaborative</li> <li>• Targeting LGBTQ and unhoused population, actively working CBO to offer STI testing.</li> <li>• Referring members back to their PCP</li> </ul> <p><b>TB – Maricela</b></p> <ul style="list-style-type: none"> <li>• Referring folks back for labs reporting difficulty with accessing lab services within the County.</li> </ul> <p><b>IZ – Maricela</b></p> <ul style="list-style-type: none"> <li>• Actively doing community events, including an event in Avenal the past weekend providing flu and covid-19 immunization shots. Including a \$50 gift card as an incentive for receiving the covid-19 shot.</li> <li>• One community event per city is the goal.</li> </ul> <p><b>WIC – Thomas</b></p> <ul style="list-style-type: none"> <li>• Sponsorship from CalViva for baby showers for program participants.</li> <li>• Sponsorship form Anthem will go in front of the board on the 26 or 27<sup>th</sup> of November.</li> <li>• Request sponsorship from Kaiser and will follow up with Kaiser point of contact.</li> </ul> <p><b>LICN (Local Indigent Care Need) – David</b></p> <ul style="list-style-type: none"> <li>• Hired two staff to begin the process, they have reached out to MCPs to begin networking to implement grant objectives.</li> <li>• Assessments of local clinics.</li> </ul>	
<p><b>XI.</b></p>	<p><b>Data Exchange</b></p> <p><b>Anthem Blue Cross:</b></p> <ul style="list-style-type: none"> <li>○ Q4 Data Report not available Anthem’s Membership, Transportation, LiveHealth Online. Other resources include: Medi-Cal Renewal Awareness, and CalAIM Doula, Community Health Worker, Enhanced Care Management, and Community Supports. Anthem Data Report Kings County PH – Q3 2024.</li> </ul> <div style="text-align: center;">  <p>Anthem Data Report Kings County DPH_Q:</p> </div> <p><b>CalViva Health:</b></p> <ul style="list-style-type: none"> <li>○ CalViva’s Enrollment Numbers &amp; Transportation Utilization Data. See CalViva Health Data Report – Kings County PH – Q3 2024.</li> </ul>	<p>MCPs</p>



Q4 2024 PH Data  
Sheet - Kings County.

Rosa went over the report.

**Kaiser Permanente:**

- Kaiser Permanente’s Enrollment & Transportation Utilization Data – Kings County PH Q4 Report.



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D%20MOU%20-%20t

Emily went over the data and report.

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XII.

**Open Forum**

- **Eligibility for Medi-Cal Enrollment into Kaiser Permanente**



Eligibility for  
Medi-Cal Enrollment i

**Next Meeting:**

- 2025 Meeting Series.
  - RoseMary, have a meeting with MCP to plan the meeting series. Clean up agenda, update roster of participants. Include David.
  - Lali Witrago: MCPs will meet to strategize who will lead meetings.
  - Follow up with copy of minutes to the group.

ALL