Agenda/Meeting Notes	**Anthem, San Francisco Health Plan, & San Francisco Public Health Department** **Meeting Title:** Q4-2024 SF Public Health MOU Meeting **Date/Time of Meeting:** 11/5/24 –9:00-10:00PM **Location:** MS Teams **Frequency:** Quarterly **Dial in:**

Meeting Leader:	**Kalil Macklin, Anthem** & **Anh Huynh, San Francisco Health Plan**

Anthem	**Yes/No**	**San Francisco Public Health Department**	**Yes/No**
Kalil Macklin, PM County Account Manager	Y	Aline Armstrong, Dir. MCAH	
Alana Pfeffinger, RPM CalAIM	Y	Jenny Lopez, MCAH Coordinator	Y
Dieumi Nguyen, SBHIP, CYBHI Program Director	Y	May Bosco, Dental Hygienist CHDP	
Janet Paine, Program Director		Kimberlee Pitters, Children's Medical Svc. Dir	
Minakshi Sharma, Facility Site Review Nurse		Liliana Ocegueda, Perinatal Services Coor, MCAH	Y
Patricia Lacanfora, BH Case Manager		Marisel Brown, Population Health Division	
Liz Tullis, FSR National Quality Manager	Y	Priti Rane, Director of Nutrition Services (WIC)	
Rodolfo Garcia, Community Outreach Manager	Y	Margaret Buckwalter, CHDP Nurse Manager	Y
Rachel Gandt, Community Relations Rep	Y	Michelle Barbary, FCS Nursing Unit Senior Charge Nurse	
San Francisco Health Plan	**Yes/No**	Tiffany Reyes, FCS Nurse Manager , MCAH Interm CMS Director	Y
Anh Huynh - Children and Family Senior Program Manager, Population Health	Y	Victoria Lopez, CCS Nurse Manager	Y
John Bhambra – Director, Regulatory Affairs		Ameerah Thomas, QI Coordinator	
Edwin Poon – Health Services Officer		Sophia Carrillo, MCAH Family Planning Coordinator	Y
		Kathleen Abanilla-Huynh, Office of Managed Care	
		Judith Sansone	Y
		Osinachi Okakpu	Y
		Dalia Rojas, SFDPH PH Vendor Agreements Manager	Y
		Brett Poe, SFDPH PH Vendor Agreements Analyst	Y

I.	**Introductions**		All **5 min**
II.	**MCP Joint Updates** **MOU:** Link to all DHCS MOU Templates **APL:** Link to APL 23-029 • Kathleen Abanilla-Huynh is leading MOU for LHD • SFHP, Anthem & Kaiser have a standing weekly meeting with Kathleen • Currently being reviewed by SFDPH and can send a draft to City Attorney to review soon • Health Plans are also actively working with other entities to execute MOU including:		All **25 min**

- o   Regional Center - separately
- o   County Welfare
- o   Native America Health Center/WIC
- o   County Behavioral Health
- o   In-Home Supportive Services (IHSS)
- For some entities, MCPs are meeting together and other entities, MCPs are meeting separately. It depends on the entity's preference.
- All executed MOUs will be posted on MCPs website
- DHCS is currently working on First 5 MOU.

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 Francsico 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

We are currently collaborating on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.
ECM Referral Form Updates:

- ECM referral forms (for both adults and children & youth) will be revised and become available in Jan 2025 to include standardized referral language as set by the DHCS. You may continue using the current ECM referral forms until Jan 2025.

Newborn Checklist:
- Infant Well Child Affinity Group developed non-branded Newborn Checklist
  - o   Elements of checklist
  - o   Newborn enrollment
  - o   Periodicity schedule
  - o   What to expect in well care visits
  - o   Transportation and Interpreter services
- Health Plan of San Joaquin and HealthNet advised checklist and phone call after delivery resulted in 2+ well visits by 6 months.
- https://www.childrennow.org/wp-content/uploads/2023/12/newborn-checklist-talking-points-final-6.13.2022-affinity.pdf
- https://www.childrennow.org/wp-content/uploads/2023/12/hpsj-and-health-net-ppt-newborn-checklist.pdf

New Resource: Map to Early Start Services:

- Created by Support for Families and the SF Kids Collaborative. The SF Kids Collaborative is a locally led collective of families, self-advocates, providers, and agencies dedicated to amplifying the voices of families of children with special healthcare needs. **The Map to Early Start Services** was designed to show families

	how to access important Early Start services for their child and is available in English, Spanish and Chinese. The maps can be accessed **here.**	
	CavityFreeSF:	
	- Collaborative that meets monthly to discuss integrating oral health into the overall health care system of San Francisco. - Ages 0-10 and pregnant women. Low-Income, Communities of Color, Children with Special Needs, and Recent Immigrants. - Coordinated city-wide efforts, Policy and Systems Levels Change. - Increase access to Oral Health Care services for San Francisco children and pregnant women.	
	SFDPH has been working with cavity Free SF and is planning a roundtable specifically for pregnant people to target dentist. We're seeing challenges in dentists seeing pregnant people and wanting clearances and just adding barriers to care. Any way that we can help advocate to get more dental access for pregnant people would be awesome. This is part of what we're seeing here in San Francisco, dental access barriers for pregnant people. There is a long wait list for cavity free. It's about 600 people right now, And then the other thing is, is and I don't know how much health plans could talk to dental insurances, but what we're hearing is happening is that with the shift in Delta dental. And a lot of private providers no longer taking Delta dental that a lot of people that have private insurance are moving to medical clinics that still accept Delta dental. They're impacting the care that a lot of medical families used to have access to and now they don't have access to it. We face not having enough dental providers for our children and youth with special healthcare needs. That's a provider gap as well. What is exciting is that we our dental hygienist starting on November 12th. She'll be part of the cavity free advocacy work as well. Our case management will be fully staffed. We have the monitoring and oversight program that will be going live July 1st. This is part of the Cal aim and this is one of the Cal AIM initiatives and there's around 14 performance measures that we will required to provide data for. Right now we're doing lots of program planning and trying to figure out what those systems can look like. Many of them are related to some of the work that we do with, with both managed care plans, especially around transition. Shout out to Kalil for pulling together the people from Anthem. We have a system now with Anthem for our exit summaries and so this is for our CCS clients that are aging out. We've had a great system with Anh and her team. It's great that we have that set up with Anthem as well. We appreciate the managed care plans and figuring out what type of data sharing we could do so that we can really identify our CCS families that could benefit from ECM and try to provide as warm of a hand off as possible. The monitoring and oversight is keeping us busy and so I'm happy to share more once we have data with some of these reports and some of these performance measures.	
III.	**Public Health Program Updates:** **Staffing Updates:** **CCS:**	DPH Team **25 min**

- **CCHP**: we very recently introduced Haley Chris as a program manager. It's a temporary position for the Office of Childhood Hearing, which is held within. The cchp program. In her role, she's including, supervision. The biggest impact in her role is increasing the number of children that are having screenings, like hearing screening. And in addition, the idea is for her to supervise another audiologist. That would increase the reach for screening children, zero to five, and this is funded through the UCSF Research, study. It's a five year plan that we have, and we have about four years left.

- **MCAH/CPSP:** Working on that five year MCH needs assessment, and we completed that portion. We're waiting for guidance from the state, and we'll begin working on what we find at a county level as priorities in our various different domains. So we may be reaching out to all of you for the action, action planning and next steps./ CPSP No Update

- **BIH:** We are still looking to fill our various positions, including the lead coordinator position. There are approximately three to four key positions that are vacant. They have surpassed 40% vacancy rate right now. Many clients they're serving are our black birthing moms are, and families are the most marginalized impacted with disparities.

- **SIDS:** We also have our SIDS coordinator work. Last month was Sid's awareness, and our SIDS coordinator did some various efforts for outreach in the community and bringing awareness across the city.

- **IZ/HIV/STD/TB/COVID:**

- **WIC:**

- **Family & Children's Services:** We currently are hiring for a per diem nurse right now, which we're hoping to get on board in the next few weeks. We also added to my new fiscal budget. We have been able to add on two healthcare workers along with one senior clerk. The vision for the healthcare worker is to support with my birth to five program. In helping out with safe care and then me and my other vision is for the healthcare worker to then be possibly the support for ECM along with medical and dental compliance that we are currently tracking for our foster youth.

  So you may see some referrals or some of our nurses reaching out to you, Kalil. On and, we're just hoping to then also support the family maintenance zero to five population who, don't have a public health nurse. They're still under the jurisdiction under their parents, in which their parents are still having custody of them and noticing that they are the ones who are mostly enrolled in these health plans and trying to figure out a transition plan where they can get enrolled into ECM services.

- **Family Planning Program:** We have a coordinator, Sophia Carrillo, who had was serving as an interim throughout the whole calendar year of 2024, and now we are introducing OC.

		Anthem Health Plan Updates:	Kalil Macklin
IV.		**Alana Pfeffinger:** • With the ECM moving into presumptive authorization, that really empowers some key referring entities to really support referrals and get individuals connected to ECM in a way that they haven't necessarily before been able to do. • Often the process is to refer someone to a managed care plan. The managed care plan authorizes the services and then upon that authorization services can start to commence. • For some key populations timing is a big issue and are being faced with many delays. • We're talking about your efforts to get individuals connected to ECM. • No prior authorization is required for these referrals. • There is some information that was sent out by DHCS. • Services can start for the 1st 30 days, while MC, PS are still reviewing the individual's case. • Hopefully more individuals are getting access to ECM in a faster way. • More individuals can benefit from the services. • The managed care plans recently partnered together two weeks ago to do a presentation to family Resource Center grantees. • It was well attended. I think there were over 60 people on the call talking about how better support these connections. • There's a lot of things that are changing in Cal-AIM with respect to ECM. • there's the justice involved population of focus on adults that's going live in April of 2025, but we've just started to initiate our conversations with our juvenile justice leads. • The managed care plans, on the call last week on Monday, focused in on services that are most applicable to the more juvenile the children, youth populations that are just as involved. • Then we had a follow up conversation specifically looking at ECM and how ECM interacts in a complimentary manner to some of the other services that they might be receiving. • Those conversations are kicking off in preparation for the juvenile justice. • Prerelease services go live in April of 2026. **Liliana Ocegueda:** • One of the issues that they've been seeing is when people come to the site to get services are already assigned to another ECM provider and getting them switched to another team, like solid start, for example. • Or the teams that are experiencing this or having a hard time making that switch with this prior authorization support mechanism...or is that separate? **Alana Pfeffinger:** • That's separate. • The only solve that we have for that is if a member is technically enrolled with another ECM provider, but perhaps is that it would be a better member focused approach to assign them to a different team, that must be initiated by the Members. • The Member must express a desire to change providers and then that switch can be operationalized. • I'm happy to connect you with our ECM team to kind of walk you through that process.	**10 min**

Rudy Garcia:
- We have a medical 101 as well as our added value benefits information, which is everything that Khalil just explained, and we can go into much more detail. Per program or per benefit.
- We want to start saturating San Francisco in terms of doing community outreach.
- If there's any events, please reach out to me or Kalil.
- We work closely with Kalil and Alana as well in terms of Information on or an education on access to healthcare.
- We put on workshops, we do a lot of partnerships, and sponsorships.
- There is a lot of work to be done and we want to start saturating San Francisco.

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 DAA with SFDPH.   SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once DAA is established.

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 diersity 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/uchealth/

Benefits, Programs, and Services:
Medi-Cal Plan Benefits and Programs | California Medicaid Anthem

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

PDF Live Health Online Flyer FINALv6.pdf

PDF LHO User Instructions Flier.pdf

PDF LHO Overview FINAL.pdf

PDF LHO SP.pdf

Transportation/ModivCare Services:

[Non-emergency medical transportation — provider certification statements - Provider News (anthem.com)](anthem.com)

PDF CA-ANTHEM-NEMT-PCS-Form-FINALv4.pdf

PDF Transportation BR FINAL 12 21 (2).pdf

PDF Transportation BR Flier Spanish HR 12 21.pdf

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](#)

PDF CABC-CD-015396-22 Community Health Worker Overview_FINAL.pdf

PDF CABC-CD-014756-22 EXPRESS CHW Certification Tool_FINAL.pdf

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:

When providers are fully contracted they are posted on our website under "Find Care." [Find Care & Estimate Costs for Doctors Near You | Anthem.com](#)   Type ECM Field-Based in the search bar. That is the most real time update as required by DHCS.

[California Advancing and Innovating Medi-Cal (CalAIM) | Anthem Blue Cross](#)

[Care Management | California Medicaid Anthem](#)

CA_CAID_ECMProviderDirectory.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.

	[PDF] 12292504 1057170CAMSPABC Healthy Rewards BR MKT 02 24.pdf [PDF] 12292504 1057170CAMENABC Healthy Rewards BR MKT 02 24.pdf [PDF] CA_CAID_PU_HealthyRewardsProgram.pdf Provider Flier only. **Utilization Reports:** • Membership • LiveHealth Online • Modivcare Transportation [PDF] Q4 2024 Anthem Blue Cross _ San Francisco Public Health MOU _Reports_11.5.2024.pdf	

V.	**San Francisco Health Plan Updates**
	
	Programs:
	  o **Infant Wellness Map:**
	    ▪ Please contact Anh if you need more
	    ▪ Anh will send out survey to partners in November to get feedback.
	  o **Health Education:**
	    ▪ Member Newsletter Fall 2024
	      ▪ Information about Dental Care
	      ▪ Hep C testing
	      ▪ Support for ADHD and Mental Health Services through Carelon
	      ▪ Respite Services
	      ▪ Interpreting services
	    ▪ SFHP Reproductive Health website
	      ▪ Sexual health, family planning, maternal health
	  o **San Franscisco Pregnancy Family Village (formerly Pop-Up Village)**
	    ▪ SFHP Enrollment Team has been attending since October 2023.
	    ▪ Last attended on October 12th
	    ▪ Paused in July, August, Sept for planning.
	    ▪ New location Bayview YMCA 1601 Lane St, SF CA 94124
	  o **Community Health Worker Benefit:** licensed providers (not just PCP) are encouraged to recommend clients
	    ▪ CHW Recommendation Form
	    ▪ Website
	  o **Doula Benefit:**
	    ▪ SFHP: Doula Provider Directory
	    ▪ Website
	    ▪ Currently 20 Doulas, English and Spanish speaking providers
	  o **Enhanced Care Management**
	    ▪ For referrals, please contact SFHP Care Management Intake Line: **1(415) 615-4515**.
	      ▪ ECM Referral for Adults
	      ▪ ECM Referral for Children & Youth
	      ▪ Website
	  o **Community Supports:**
	    ▪ For more information, call SFHP Care Management Intake Line: **1(415) 615-4515**.
	      ▪ Community Supports Prior Approval Form for Housing Supports
	      ▪ Housing Transition Navigation (HTN) Referral Form
	      ▪ Medically Tailored Meals/Groceries (MTM) Referral Form
	      ▪ Housing Deposits Referral Form
		Anh Huynh
		10 min

	▪ [Housing Tenancy Sustaining Services Referral Form](#)
	        ▪ [Home Modifications Referral Form](#)
	        ▪ [Community Transitions (Nursing Facility Transition to Home) Referral Form](#)
	        ▪ [Respite Services Referral Form](#)
	        ▪ [Website](#)
	  o **SFHP Care Management Program:**
	        ▪ Current wait time is four to five weeks
	  o **Behavioral and Mental Health Benefit:**
	        ▪ For information on how members can access Mental Health Care, Alcohol and Substance Use Treatment, and Behavioral Health Treatment for Medi-Cal Members Under Age 21 includes Applied Behavior Analysis (ABA) and other Services: https://www.sfhp.org/programs/medi-cal/benefits/behavioral-mental-health-services/
	        ▪ Please see attached updated Carelon referral forms, FAQ, and flyers which can be found on our website: https://www.sfhp.org/providers/our-network/mental-health/
	  o **Provider Directory:**
	        ▪ [link](#)
	        ▪ Users can filter by Provider race and ethnicity on our online directory
	        ▪ Providers who have not reported their race/ethnicity will have "unspecified"	

VI.	**Quality Improvement:** • Please email Anh and Kalil if you would like to hear information/updates that is not currently being covered	All **5 min**
VII.	**Training & Education Materials:** • Please feel free to share any training materials that you would like the Health Plans to share to our staff • Health Plans can also share member-facing materials via member newsletter, website, Facebook, blogs etc.	All **5 min**
VIII.	**Follow-Up Items:** **Next Quarterly Meeting: Tuesday, 2/4/25 from 9:00-10:00am**	All