

# Meeting Minutes



## Managed Care Plans, Fresno County Behavioral Health Department

**Meeting Title:** Care Coordination Q4 2024 Quarterly Meeting  
**Date/Time of Meeting:** November 25, 2024, at 9:30 a.m.  
**Frequency:** Quarterly Meeting (Q4 2024)  
**Dial in:** 1 (816) 702-6560 ID:690 854 274#  
**Meeting ID:** 246 986 716 635  
**Password:** 6Aqttg

[Click here to join the meeting](#)

**Meeting Leader:**



**Rosa (Rosy) Martinez**

CalViva Health/Health Net	Yes/No	Fresno County Behavioral Health Department	Yes/No
Rosa (Rosy) Martinez Urueta, Community Liaison	Yes	Susan L. Holt, LMFT, Director	No
Myriah Kemp, Senior Manager BH Utilization Mgt.	Yes	Emma Rasmussen, Deputy Director, BH	Yes
Krystal Harris, Senior Manager Operations	No	Stacy VanBruggen, Court Connective Care & Justice Services	Yes
Elizabeth Campos, Program Manager II	No	Lesby Flores, Deputy Director, BH	No
Anthem Blue Cross	Yes/No	Joseph Rangel, Division Manager, Plan Administration	Yes
Janet Paine, Director Program Management	No	Dr. John Tran, Medical Director	No
Cheryl Laundry, RPM, Special Programs	Yes	Aimie Rojas, Division Manager, BH	No
Judy Barrios, BH Case Manager	No	Rita Mehia, Division Manager – Housing and Related Services	No
Fargol Riahi, BH Case Manager Lead	No	Elizabeth Thomas, Sr, Staff Analyst QI	No
Miguel Perez Lopez, Program Manager	Yes	Meng Moua, Sr. Staff Analyst - Administration	Yes
Kaiser Permanente	Yes/No	Danielle Carter, Staff Analyst	No
Lali Witrago, Consultant IV	Yes	Maria Imperatrice, Contracts	No
Emely Arienza, Consultant V	No	Francisco Escobedo, Program Manager	Yes
Melissa Gonzalez, MOU Coordinator	Yes	Marcelia Black, Deputy Director BH	No
Giselle Fernandez, Consultant IV	No	Gleyra Castro, Division Manager BH	No
Lesley Adair, Contract Manager	No	Luisa Parra Sanchez, Division Manager, BH	No
		Natalie Armitstead, Division Manager, BH	Yes
		Sharon Erwin, Sr. Staff Analyst	Yes
		Cesar Rodriguez-Perez, Sr. Staff Analyst	No

### Meeting Agenda

Categories	Details	Responsible Party
I.	<b>Introductions:</b> <ul style="list-style-type: none"> <li>Attendees introduced themselves by name and role and Rosy welcomed everyone to the meeting.</li> <li>Updated Fresno County roster (names/titles)</li> </ul>	All

<p><b>II.</b></p>	<p><b>MOU:</b></p> <p><b>Rosy provided the following updates:</b></p> <ul style="list-style-type: none"> <li>• MCPs have provided Fresno County BH with the training and Education presentation slide deck on 10/9/24, therefore Fresno can use it as an internal training (Fresno can train their staff) or it can be external sessions. (County Preference).</li> <li>• ECM and CS training was completed on 11/19/24.</li> </ul> <p><b>Lali</b> added that since MCPs only deployed the training deck and have also conducted a couple trainings before, MCPs can add additional training and provide them to the county and/or staff.</p> <p><b>Joseph</b> emphasized the need to coordinate with all divisions to include training topics in their agendas.</p> <p><b>CalViva Health MOU:</b></p> <ul style="list-style-type: none"> <li>• Fresno combined MHP &amp; DMC-ODS MOU Fully Executed on July 9, 2024.</li> <li>• Training and Education Presentation Slide Deck Provided on 10/9/24.</li> </ul> <p><b>Anthem Blue Cross MOU:</b></p> <ul style="list-style-type: none"> <li>• MHP and DMC-ODS MOU executed on July 9, 2024.</li> <li>• Training Deck distributed on 10/9/24.</li> </ul> <p><b>Kaiser Permanente MOU:</b></p> <ul style="list-style-type: none"> <li>• MHP/DMC-ODS MOU executed on July 9, 2024.</li> <li>• Training Deck Deployed on October 9, 2024.</li> </ul>	<p>MCPs County</p>
<p><b>III.</b></p>	<p><b>County Updates:</b></p> <ul style="list-style-type: none"> <li>• FCBHD provided an update on the county’s MOU submission to DHCS for approval. Fresno county got it back, and DHCS wanted them to add the titles of all individuals listed on Exhibit A. Fresno County has to add that title to a different part of the MOU, and then that’s going to be presented to their Board of Supervisors as an amendment. It is still going through their internal review process, but once they have that ready, Fresno will reach out to all MCPs to sign the MOU again. FCBHD stated that this should be happening in the next couple of weeks.</li> <li>• FCBHD addressed the need to provide trainings for their contracted providers. Fresno County have a bi-monthly team meetings with their mental health contractors, and they have also a bi-monthly meeting with SUD contractors as well, therefore they can incorporate the requested trainings into the meeting agendas.</li> <li>• FCBHD to coordinate with internal teams and clinical staff to set up refresher training sessions next year.</li> <li>• The Care Act program will go live on December 1<sup>st</sup> and will be managed by full-service partnership.</li> <li>• FCBHD will be reaching out to MCPS to talk about billing and other types of related issues for care court.</li> <li>• FCBHD acknowledged ongoing discussions with Kaiser regarding fiscal matters related to payments for services.</li> </ul>	<p>Fresno County Team</p>
<p><b>IV.</b></p>	<p><b>Health Plan Updates:</b></p> <p><b>CalViva Health - CalViva Resources:</b></p>	<p>MCPs</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> </ul> <p><b>Myriah Kemp:</b></p> <ul style="list-style-type: none"> <li>• Reported adding four new clinicians to the clinical team to handle member phone calls and adjusting to a system migration that occurred on September 1<sup>st</sup>.</li> </ul> <p><b>Anthem Blue Cross:</b></p> <ul style="list-style-type: none"> <li>• Referral Information</li> </ul> <p><b>Kaiser Permanente</b></p> <ul style="list-style-type: none"> <li>• BH MOU Quarterly Meeting Slides_Q4 KP</li> <li>• MHP/DMC-ODS &amp; MCP Points of Contact</li> </ul>	
V.	<p><b>Care Coordination and Data Exchange:</b></p> <p><b>Myriah and Rosy presented the following data report:</b>  <b>CalViva Health: Data Report Fresno County BH Q4 2024:</b></p> <ul style="list-style-type: none"> <li>• Total Screening Tool, Referral Numbers &amp; Unduplicated Members Served/Mild to Moderate – See data report.</li> <li>• Enrollment Numbers &amp; ModivCare Utilization data. Please refer to CalViva Health Data Sheet Report Fresno County BH – Q4 2024.</li> </ul> <p style="text-align: center;"></p> <p style="text-align: center;">CalViva Q4 2024 BH Data Sheet - Fresno</p> <p><b>Anthem Blue Cross:</b> Working on getting the Q4 Data report</p> <ul style="list-style-type: none"> <li>• Referral Information</li> </ul> <p><b>Lali presented the following data report:</b>  <b>Kaiser Permanente:</b></p> <ul style="list-style-type: none"> <li>• Membership Q4 2024, ECM &amp; CS Enrollment Data</li> </ul> <p style="text-align: center;"></p> <p style="text-align: center;">BH MOU_Quarterly Meeting_Q4 KP_11.2</p>	MCPs
VI.	<p><b>Follow-Up Items:</b></p> <ul style="list-style-type: none"> <li>• ECM and CS Training: completed (11/19/24)</li> <li>• MCPs to provide Stacy with the care court team or care court expert.</li> </ul>	All
VII.	<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• <b>Next Meeting - 2025 Meeting Series: TBD</b> (4<sup>th</sup> Monday of the 2<sup>nd</sup> Monday of every quarter from 9:30 a.m. to 10:30 a.m.)</li> </ul>	All