



# Meeting Agenda/Notes

## Anthem & Santa Clara County Behavioral Health Department

**Meeting Title:** Q4 2024 Behavioral Health MOU Meeting  
**Date/Time of Meeting:** 11/20/2024 – 2:00 p.m. – 3:00 p.m.  
**Location:** MS Teams  
**Frequency:** Quarterly  
**Dial in:**

**Meeting Leader:** Kalil Macklin, Anthem

Anthem	Yes/No	Santa Clara County Behavioral Health Department	Yes/No
Kalil Macklin, Program Manager	Y	Natalie Mckelvey, BH Youth & Children System of Care Under Linked Services	
Patrica Lacanfora, BH Case Manager	Y	Hung Nguyen, Quality Improvement	Y
Sarah Paulsen, Behavioral Health Director		Bruce Copley	Y
Fargol Riahi, Behavioral Health CM Manager		Joe Tansek, Call Center Manager	
		Juan Troy, Program Manager	Y
		Courtney Gray	Y
		Brian Wagner	
		Domingo Acevedo	
		Tammy Ramsey	
		Quan Dong	Y
		Veronica Marquez, BHSD QI	
		Orlie Petrola	
		Jennifer Sprinkles	
		Taby Kalami	Y
		Tova Sweet	Y
		Nidia Aguirre	
		Peter Jeensalute	
		Leilani Villanueva	
		Katelyn Lu	
		Bob Rocco	Y

I.	<b>Introductions</b>	All 5MIN
II.	<p><b>BH Program Updates:</b></p> <ul style="list-style-type: none"> <li>- Tova Sweet</li> <li>- Emailed Patricia about Eating Disorders</li> <li>- Checking if we need to copy Patricia on authorizations for eating disorders, ECT, or TMS for members with Anthem medical</li> </ul> <ul style="list-style-type: none"> <li>- Kalil Macklin</li> <li>- Send correspondence and the document to him/CC Patricia</li> <li>- Will forward to Sarah Paulsen and Janet Pain for discussions on eating disorders and financial obligations in other counties</li> <li>- Sarah Paulsen is leading conversations on mental and physical health services percentages</li> <li>- Kalil will ensure proper internal forwarding for a detailed discussion</li> <li>- Seeking confirmation on this approach</li> </ul>	BH Team 20MIN

	<ul style="list-style-type: none"> <li>- Courtney Gray</li> <li>- Discussing the MOU and financial agreement needing resolution</li> <li>- Awaiting input from Sarah</li> <li>- Tova is addressing individual notifications on service approvals</li> <li>- Currently, no payments are being made</li> <li>- Obligation to notify about service approvals</li>   <li>- Kalil Macklin</li> <li>- Confirming the process: send to him and CC Patricia then Will forward to Sarah and Janet</li> <li>- Case-by-case review</li> <li>- Further discussions with the county on each case</li>   <li>- Cortney Gray</li> <li>- Prefer not to send PHI to multiple people</li> <li>- Prefer to send to one person only</li> <li>- Currently just notifying about service approvals for a shared beneficiary</li> <li>- No actions required from the recipient at this time</li> <li>- No agreements in place yet</li>   <li>- Kalil Macklin</li> <li>- Asking if it's possible to send the information without PHI</li>   <li>- Courtney Gray</li> <li>- No, it's not possible</li> <li>- The intention is coordination of care</li> <li>- Necessary for you to know what services are being provided and to whom</li> <li>- No immediate answer needed</li> <li>- Note: Obligation to notify about shared beneficiary receiving services</li> <li>- Toba's goal: close the coordination loop while resolving other issues</li> <li>- If you could just e-mail me what the decision is that would be great</li> </ul>	
<p>III.</p>	<p><b>Anthem Health Plan Updates:</b></p> <p><b>MOU:</b></p> <ul style="list-style-type: none"> <li>• <b>MHP/DMC_ODS MOU:</b> in discussion and engagement with County.</li>   <li>• DHCS MOU Webpage - <a href="https://www.dhcs.ca.gov/Pages/MCPMOUS.aspx">https://www.dhcs.ca.gov/Pages/MCPMOUS.aspx</a> (Homepage for all MOUs, released Oct 27th, 2023)</li> </ul> <p><b>CHA/CHIP PHM/PNA: Community Health Assessment/ Community Health Improvement Plan Population Health Management/Population Needs Assessment :</b>  Conducting regular meetings to discuss our Goals, Deliverables, Time Frames, Measurables, Budget, Funding Proposals, etc.</p> <p><b>GOAL 1:</b> Lead: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventative care measures in partnership with Santa Clara County Public Health Department (SCC PHD) by supporting the Childhood Lead Poisoning Prevention Program (CLPPP), through the expansion of the number of lead awareness and outreach events by xx%, through the contribution of resources, data sharing, and by assisting with the planning of targeted provider education campaigns and follow up services. <b>Confirmed 1/30/24</b></p> <p><b>GOAL 2:</b> Oral Health: By the end of 2025, all health plans will achieve DHCS's Bold Goal of exceeding the 50th percentile for children's preventive care measures, in Partnership with the County of Santa Clara Public Health Department (SCC PHD) to move forward the Oral Health Strategic Plan, through training, data sharing, promotion and outreach, and referrals to improve the oral-systemic health among members ages 1-20. <b>Confirmed 1/30/24</b></p> <p><b>Latino Health Assessment:</b></p> <ul style="list-style-type: none"> <li>• Housing and Neighborhood Conditions</li> <li>• Access to Care</li> <li>• Acute and Chronic Conditions</li> <li>• Maternal and Child Health</li> </ul>	<p>Kalil Macklin &amp; Anthem Team  20MIN</p>

We are currently collaborating on the 2024 Annual DHCS Strategy Deliverable Template for the CHA/CHIP.

We just completed the LHJ/MCP Worksheet.

CHIP Priorities: 1: Behavioral Health

2: Access to Care

3: Economic Opportunity

Funding Proposal:

Total membership in Santa Clara is 417,837 members.

SCFHP has 67% of membership with 280,606 members.

Anthem has 22% of the membership with 92,487 members.

Kaiser has 11% of the membership with 44,744 members

The financial support from Anthem would be \$15,400 based on the membership breakdown and our commitment based upon that membership breakdown. Let me know if you have any questions.

#### **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 BAA with SCC HSS. SFTP Site is set up. Test files have successfully been exchanged. Data will be exchanged once BAA is established.



APL 23-031 Adult Expansion Final\_Clean.pdf

**DEI:** Participating in a workgroup that consists of Santa 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

#### **CalAIM:**

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

1. [CalAIM Overview](#)
1. [Community Health Workers \(ca.gov\)](#)
2. [ECM Overview](#)
3. [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:**

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](#)

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.



CA\_CAID\_ECMPProviderDirectory.pdf



CalAIM ECM Referral Form\_FINAL\_Fillable.pdf



CaAIM-ECM Referral Form with Checklist\_CABC-CD-047080-23\_V3\_fillable.pdf



CABC-CD-049193-24 EXPRESS CaAIM ECM Flier\_FINAL (1) 2.pdf



CABC-CD-053882-24 EXPRESS Hlthy Rwrds Prg Flier\_FINAL.pdf

**Benefits, Programs, and Services:**

[Medi-Cal Plan Benefits and Programs | California Medicaid Anthem](#)

**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.

**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:**

[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

**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

**Transition of Care Tool and Screening Tool :**

## Transition of Care Tool: Santa Clara Q3

Month/Year	Referrals Received	Members Linked	Members Refused	Members Unable to Locate	Referrals Made to County/MHP
July 2024	16	10	0	6	0
Aug 2024	6	3	0	3	1
Sept 2024	12	7	1	4	0
<b>Totals</b>	<b>34</b>	<b>20</b>	<b>1</b>	<b>13</b>	<b>1</b>

Screening Tools Completed by Anthem				2024 Q3 Total	YTD Grand Total
Screening Tool Type	Jul y	Au g	Sept		
<b>Adult</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>11</b>	<b>51</b>
MCP (NSMHS)	4	2	5	<b>11</b>	<b>46</b>
MHP (SMHS)	0	0	0	<b>0</b>	<b>5</b>
MHP (SUD ONLY)	0	0	0	<b>0</b>	<b>0</b>

<b>Youth</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>
MCP (NSMHS)	0	1	0	1	3
MHP (SMHS)	0	0	0	0	2
MHP (SUD ONLY)	0	0	0	0	0
<b>Grand Total</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>12</b>	<b>56</b>

<b>Screening Tools Received by Anthem</b>					
				<b>2024 Q3 Total</b>	<b>YTD Grand Total</b>
<b>Screening Tool Type</b>	<b>Jul y</b>	<b>Au g</b>	<b>Sept</b>		
<b>Adult</b>	<b>21</b>	<b>16</b>	<b>12</b>	<b>49</b>	<b>123</b>
Warm Transfer	0	0	0	0	0
Email Only	21	16	12	49	123
<b>Youth</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>9</b>	<b>29</b>
Warm Transfer	0	0	0	0	0
Email Only	2	2	5	9	29
<b>Grand Total</b>	<b>23</b>	<b>18</b>	<b>17</b>	<b>58</b>	<b>152</b>

<b>IV.</b>	<p><b>Utilization Report:</b></p> <ul style="list-style-type: none"> <li>• Anthem membership</li> <li>• Live Health Online Utilization</li> <li>• Modivcare Transportation Utilization</li> <li>• Behavioral health Utilization</li> </ul> <div style="text-align: center;">         Q4 2024 Anthem Blue Cross _ Santa Clara BH MOU _Reports_11.20.2024.pdf     </div>	Kalil
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<b>V.</b>	<p><b>Follow-Up Items:</b></p> <ul style="list-style-type: none"> <li>• - Dang Quan           <ul style="list-style-type: none"> <li>- Inquiring about feedback on transportation usage</li> <li>- Questions or general thoughts on usage</li> <li>- Hearing it's difficult to make appointments and arrange transportation several days out</li> <li>- Unsure if these issues are widespread</li> <li>- Reasons provided for not using transportation</li> <li>- I Hope we can promote the services more</li> </ul> </li> </ul> <p><b>Link to meeting recording:</b>  <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTdkMGViYWYtYjJkOC00ZTU5LTlkM2YtY2QzZTgxOTc4ZDcz%40thread.v2/0?context=%7b%22Tid%22%3a%22be8c08f2-ac07-442c-9a46-ebeeb5bd4d7%22%2c%22Oid%22%3a%22f3061808-7714-48c2-91a2-c3a124de9e4e%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTdkMGViYWYtYjJkOC00ZTU5LTlkM2YtY2QzZTgxOTc4ZDcz%40thread.v2/0?context=%7b%22Tid%22%3a%22be8c08f2-ac07-442c-9a46-ebeeb5bd4d7%22%2c%22Oid%22%3a%22f3061808-7714-48c2-91a2-c3a124de9e4e%22%7d</a></p>	All 5MIN
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**Next Meeting:**