

Meeting Minutes



Madera County Behavioral Health Department/Health Plans MOU meeting

Meeting Title: Care Coordination Q4 2024 Quarterly Meeting
Date/Time of Meeting: November 15, 2024, from 10:30 a.m. to 11:30 a.m.
Frequency: Quarterly (Q4 2024)
Dial in: 1 (816) 702-6560 ID: 631 055 489#
Meeting ID: 235 035 426 023
Password: nTg6co

Meeting Link: [Click here to join the meeting](#)


Meeting Leaders: Rosa (Rosy) Martinez

CalViva - Health Net	Yes/No	Madera County Behavioral Health Department	Yes/No
Rosa (Rosy) Martinez, Community Liaison	Yes	Eva Weikel, Division Manager of Quality, Compliance, Madera County BHD	Yes
Myriah Kemp, Senior Manager BH Utilization Mgt.	Yes	Andrea Martinez, Deputy Director of Business Operations (fiscal/contracts/MOUs/data/quality)	Yes
Krystal Harris, Senior Manager Operations	Yes	Melissa Torres, Executive Assistant	No
Elizabeth Campos, Program Manager II	No	Maria Barragan, BH Services Program Manager	Yes
Anthem Blue Cross	Yes/No	Kimberlee Hernandez, Admin. Analyst (MHP/Compliance)	Yes
Janet Paine, Director Program Management	No		
Cheryl Laundry, CalAIM Program Manager	Yes		
Fargol Riahi, BH Case Manager	Yes	Kaiser Permanente	Yes/No
Terese Spencer-Jarnutowski, BH Case Manager	Yes	Lali Witrago, Consultant IV	Yes
Miguel Perez Lopez, Regional Program Manager	Yes	Melissa Gonzalez, MOU Coordinator	Yes
		Emely Arienza, Consultant V	No

Meeting Agenda

Categories	Details	Responsible Party
I.	Introductions: All attendees introduced themselves by name and role.	All
II.	MOU: <ul style="list-style-type: none"> Eva stated that Madera BH has already sent the MHP MOU for Counsel Review, and it has been cleared/approved by them, therefore they are ready to move forward with signatures. As soon as Madera County BH provides us with the clean copy of the MOU Template, MCPs will start the signing process. DMC MOU is still under review by Madera County Behavioral Health. 	MCPs County
	CalViva Health – Anthem Blue Cross MOU:	

	<ul style="list-style-type: none"> • MHP MOU: MCPs and MHP confirmed “no objections” to the changes (adding the recommended edits to the template). Awaiting response from Madera County BHS. • DMC MOU template with redline recommendations under review by MC BHS. • New MOUs will supersede existing MOU, once executed. <p>Kaiser Permanente MOU:</p> <ul style="list-style-type: none"> • MHP MOU: MCPs and MHP confirmed “no objections” to the changes (adding the recommended edits to the template). Awaiting response from Madera County BHS. • DMC MOU template with redline recommendations under review by MC BHS. 	
<p>III.</p>	<p>Health Plan Updates:</p> <p>CalViva Health: CalViva Resources. Rosy:</p> <ul style="list-style-type: none"> • CalViva Member Services: 888-893-1569 • CalViva Interpretive Services: 888-893-1569 • ModivCare Transportation services: 888-893-1569 <p>Myriah Kemp:</p> <ul style="list-style-type: none"> • announced the expansion of the clinical team, adding four new clinicians to handle member calls. • They underwent a platform migration on September 1, switching from an old Electronic Health Record system to a new platform called Culture Care. • Members may have notice slight difference in PDF formats due to the new system, but all information remains the same. <p>Anthem Blue Cross. Terese:</p> <ul style="list-style-type: none"> • Provided referral numbers for transition of care tools for the last quarter, including unsuccessful attempts to reach members. • Terese confirms her role as the liaison for Anthem, handling transition of care referrals. <p>Kaiser Permanente. Melissa:</p> <ul style="list-style-type: none"> • Shared updates, including membership data for Madera County. • Transportation services for KP members are explained, including non-emergency and non-medical transportation. • Provided flyers for ECM and CS. 	<p>Rosy Anthem Melissa</p>
<p>IV.</p>	<p>County Updates:</p> <ul style="list-style-type: none"> • Maria Barragan is the New Program Manager; she is going to lead the MOU efforts. • MCBH discussed recent changes, including the resignation of their Director on September 27th and the appointment of an interim Assistant Director, Art Galindo, overseeing the clinical side. • The job posting for the Director position has been closed. They have a good pool of candidates, and they are hopeful that by January 2025 they should have a new Director. • Andrea Martinez continues to be the Deputy Director and she is handling the administrative side. • Infrastructure additions are planned for the mental health plan, with three new managers starting in December 2024. • A new Division Manager, Gambar Mojica, is introduced to handle operations and fiscal aspects of the mental health plan. • MCBH highlights the launch of bridge housing at a hotel, providing 24/7 on-site services for individuals with mental health conditions. • MCBH emphasized the importance of open communication and data exchange to ensure compliance with state audits. 	<p>Madera County Team</p>

V.	<p>Action Items:</p> <ul style="list-style-type: none"> • Terese from Anthem to reach out Madera and identify the appropriate contact for regular referral correspondence, not just transition of care. • Kimberly to be included in the communications between Terese from Anthem and the County regarding referral follow-ups. 	All
VI.	<p>Care Coordination and Data Exchange:</p> <p>Myriah and Rosy, provided the following referral numbers and BH utilization data:</p> <p>CalViva Health: Data Report Madera County BH Q4 2024:</p> <ul style="list-style-type: none"> • Total Screening Tool, Referral Numbers & Unduplicated Members Served/Mild to Moderate – See Data Report. • Enrollment Numbers & ModivCare Utilization data. Please refer to CalViva Health Data Sheet Report Madera County BH – Q4 2024.  <p>Q4 2024 BH Data Sheet - Madera Cou</p> <p>Anthem Blue Cross:</p> <ul style="list-style-type: none"> • <p>Kaiser Permanente:</p> <ul style="list-style-type: none"> • Membership count, Transportation, Data Questionnaire. 	MCPs
VII.	<p>Open Forum</p> <ul style="list-style-type: none"> • Next Meeting - 2025 Meeting Series: TBD (3rd Friday, 2nd month of every quarter) 	All