

Meeting Minutes



Health Net, Anthem, Kaiser Permanente & Tulare County Mental Health Department

Meeting Title: Care Coordination Quarterly Meeting
Date/Time of Meeting: December 17, 2024, at 2:00pm – 3:00pm
Frequency: Quarterly (Q4)
Dial in: [+1 669-247-1027](tel:+16692471027), [975174145#](tel:+1975174145)
Meeting ID: 247 259 130 142

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Meeting Leader:




Perry Shelton Jr & Lali Witrago

Health Net & MHN	Yes/No	Tulare County Health and Human Services	Yes/No
Perry Shelton Jr, Community Liaison	Yes	Betsy Ellis, Unit Manager, Children Authorization & Adults, Mental Health Dept., Managed Care -QI	Yes
Myriah Kemp, Senior Manager - BH	No	Andrew Ruddy, Staff Service Analyst III, Managed Care -QI	Yes
		Aziza E Citi, Supervising Clinician, QI	No
		Liz Mason, LMFT, Clinic Administrator VAIC, Recovery and Prevention	No
		Joseph Hamilton, LMFT, Mental Health Clinic Administrator, PAC/PYS & Housing	No
Anthem	Yes/No	Cynthia Hernandez, Mental Health Clinic Manager, VAIC (Access)	Yes
Janet Paine, Program Director	Yes	Angela Sahagun, Electronic Health Records Manager.	
Maribeth Capen, Regional Manager	No	Jeffrey L Blackmon, Admin. Specialist	Yes
Chris Domasin, Behavioral Health Case Manager	Yes	Elsie Lopez-Triste, Administrative Aide, Mental Health Dept., Managed Care- QI	Yes
Jennifer Noel, BH Clinician	Yes	Denise Benavides PAC and PYS Clinic Manager	No
Miguel Lopez	Yes	Kristin Rupp, Adult Clinic Manager - Visalia	Yes
Kaiser Permanente	Yes/No	Fabiola E Wallace, LMFT, Mental Health Clinic Manager, VAIC	No
Lali Witrago, Consultant/MOU Coordinator	Yes	Omar Blakes, Supervising ERH Specialist	Yes
Stephanie Chandler, Managerial Consultant - TPMG	Yes		
Vanessa Arreola-Brister, Medi-Cal Liaison	Yes		
Melissa Gonzalez, MOU Coordinator	Yes		

Categories	Details	Responsible Party
I.	Introductions	All

<p>II.</p>	<p>MOU</p> <p>Anthem Blue Cross MOU:</p> <p>Betsy shared that Anthem’s and MHP/DMC-ODS MOU went before the BOS today for approval and signature.</p> <p>Health Net MOU:</p> <p>Betsy shared that Health Net’s MOU is scheduled to go before the BOS on January 7,2025 for approval and signature.</p> <p>Betsy shared that the MH/DMC-ODS MOU execution is in the final stages. Once the MOUs are signed by Tulare County, the fully executed MOU will be sent back to the MCPs. Betsy reported that Health Net’s signatories have signed the MH/DMC-ODS MOU.</p> <p>Kaiser Permanente:</p> <p>Lali provided an update that KP MOU has been signed MOU, yet the version of the MOU needs to update. The MOU is currently going through the proper legal review channels.</p>	<p>Perry & Lali</p>
<p>III.</p>	<p>Health Plan Updates:</p> <p>Health Net:</p> <p>Perry shared that the MCPs will be meeting in early Q1 to discuss revamping the MOU quarterly meetings agendas. Perry detailed the goal is ensure the agendas cover the requirement of the MOUs, topics that are reviewed in DHCS’s audits and MH HEDIS measures.</p> <p>Betsy added she would like to include the closed loop referral for MH adult screening tools, youth screening tools and the transition of care tool to the new agenda. Betsy reminded the MCPs as we last agreed, that MCPs would respond back and inform the referring party with a disposition, so the county can track what clients have been contacted and scheduled for an appointment.</p> <p>Anthem Blue Cross:</p> <p>Miguel shared that Anthem is going going through some staffing transition and is working to back fill positions. In the meantime, Janet and or Miguel will continue to be a part of these meetings.</p> <p>Miguel shared his contact information with the group so they may reach out to him so he may work to address any questions, comments and concerns.</p> <p>Kaiser Permanente:</p> <p>Transportation</p> <p>Lali provided an update of the transportation benefit. Lali called out that Kaiser’s like the other MCP partners, offer transportation for non-medical needs, as well as for non-emergency needs and the differences are basically it’s based on the members status in terms being ambulatory for non-medical transport and non-ambulatory for non-emergency medical transports. Lali also flagged that,</p>	<p>Perry & Lali</p>

	<p>members can also request mileage reimbursement if they have a family member, a neighbor, or a friend who can transport them to and from their appointments. Lali informed the group if they would like to have this information in pdf form, or other transportation resources to share with members and clients in Tulare County to let her know. Lali also informed the team that a SME can provide a presentation of the transportation benefit if TCBH is interested.</p> <p>Lali also highlighted the two numbers in which the members and providers can contact for the transportation benefit based on the zip code of the resident. One number is allocated for zip codes that's classified as Northern California, and the other number is allocated for zip codes classified as Southern California.</p> <p>Lali gave an overview of the ECM and CS flyer highlighting the support for members who need assistance with their housing needs.</p>	
<p>IV.</p>	<p>County Updates</p> <p>Jeff provided a breakdown of the Tulare County's BH EHR data for screenings, treatment, discharge and transition of care with the group.</p> <p>Betsy added that there's 8 additional cases needed to be closed out between Anthem and Health Net. The data shows the other 20 or so cases have been closed out on the TCBH end. TCBH has received close loop information from Health Net, to help close out cases that have been transitioned to Health Net. TCBH met with Anthem the previous day to drill down how that closed loop process will work with them, especially with the screening tool as a warm hand off should be completed at the point of contact.</p> <p>TCBH has a tracking system in place to capture the referrals and the close loop. All parties agree that we should be able to better close the loop and identify gaps as we get more familiar with the process in place.</p> <p>Omar provided a thorough breakdown of the Cal MHSA connect platform. Below are the highlights:</p> <p>TCBH will be participating in the piloting of the Cal MHSA platform.</p> <p>The current iteration only allows a one-way referral from the referring party to the MCP or community-based organization.</p> <p>The receiving party must also be a subscriber to send referrals back to the county. The cost was reported out.</p> <p>Neighboring counties connect is Fresno, Kern and Kings. There's different SmartCare counties that will be leveraging this platform so there's a benefit for MCPs to utilize Cal MHSA.</p> <p>The screening tool and the TOC can be attached and sent via the connects platform. There will be opportunities to build forms within the system. The ask is for Cal MHSA in interface with SmartCare and bring the data over.</p> <p>Ideally, TCBH wants this platform to be used by the parties they're sending referrals to for all their programs. Currently the necessary security enforcements are not in place that would allow TCHSA to be available for every department to utilize.</p> <p>The platform cannot be fully rolled until the safeguards are in place. Once that happens TCHSA can potentially have all their programs being able to send referrals through the connect.</p>	<p>County Team</p>

V.	Follow-Up Items N/A	Health Net Anthem KP
VI.	Data Exchange - Care Coordination Health Net Data Report Tulare County BH Q3 2024: <ul style="list-style-type: none"> Referral Data, Mild/Moderate Utilization, Enrollment/Membership, and ModivCare Utilization Data. Please refer to Health Net Data Report Tulare County BH – Q3 2024.  Q4_2024 Data Sheet - Health Net_Tulare BH Anthem Blue Cross Data Report Tulare County BH Q3 2024: <ul style="list-style-type: none"> Membership, Transportation, and LiveHealth Online. Ready.Set.Renew, and CalAIM Enhanced Care Management, Community Supports, Doula, and Community Health Worker resources and information. Anthem Data Report Tulare County BH – Q3 2024.  Anthem Data Report Tulare County_Q4 2024 Kaiser Permanente: <ul style="list-style-type: none"> Membership. No TOC and Screening Tools.  KP_Tulare BH MOU Quarterly Meeting_Q4	Myriah Perry Lali Chris
VIII.	Open Forum Next Meeting: March 17, 2024, 2pm – 3pm. (3 rd Tuesday of the 3 rd month of every quarter @ 2pm) Discussed need to review agenda to ensure alignment with new MOU requirements.	All