



Meeting Agenda/Notes

Anthem & Golden Gate Regional Center

Meeting Title: Q4 2024 Golden Gate Regional Center MOU Meeting
Date/Time of Meeting: 11/15/2024 – 2:00 pm to 3:00 pm
Location: MS Teams
Frequency: Quarterly
Dial in:

Meeting Leader:

Kalil Macklin, Anthem

Anthem	Yes/No	Golden Gate Regional Center	Yes/No
Kalil Macklin, Program Manager	Y	Brenda Gonzales (GGRC Clinical Director)	Y
Patricia Lacanfora, BH Case Manager	Y	Norman Manglona, Manager Social Working	
Joselyn Huffman, Case Management Manager		Jenilla Worrell, Manager, Clinical Service Operations	
Alana Pfeffinger, RPM			
Fargol Riahi			
Angela Zapata, Nurse Case Manager			
Kimberley Kruse, Provider Clinical Liason	Y		

I.	Introductions:	All
II.	<p>Regional Center Updates: Brenda</p> <ul style="list-style-type: none"> - Janila's Last day: End of December - Hiring new manager for clinical - Will send out invitation once position is filled - Expecting new hire by Q1 2025 updates - After 12/30, emails to Janila will bounce back - Include current speaker in communications regarding MCPS <ul style="list-style-type: none"> - Rate Implementation - Approved for 2025 - Changes in regional center service rates and sub codes - Authorizations need revisions - Major project across all 21 regional centers - Significant operational challenge - Aim to help vendors provide additional services - Some work plans on hold due to changes - DDS will send out details on codes and changes <ul style="list-style-type: none"> - Biggest Impact Areas - Ensure clear communication to vendors about changes - Vendor unit responsible for communication - Authorizations (POS) need amendments where codes don't align - Identify which POS need amendments and which do not - Finance team must understand changes to process payments <ul style="list-style-type: none"> - Timeline 	

- Project expected to extend into Q1 of next year
- Continuous large-scale effort
- Upcoming Changes
 - New legislation: Regional centers now included in the Public Information Act in California
 - Effective date: Starting January 1, 2026
 - All 21 regional centers will be affected
- Overall Impact
 - Significant operational adjustments over the coming quarters
 - Multiple ongoing activities and changes across different areas
- Inclusion in Public Information Act
 - Regional centers now included, effective January 1, 2026
 - Previously excluded, unlike health plans and other governmental agencies
 - Workgroups and consultants working on implementation
 - GGRC will have its own consultant and legal team
- Impact
 - Significant changes in handling record requests
 - Determining what information gets turned over and what does not
- Impact on Documentation
 - Major system change for regional centers due to inclusion in Public Information Act
 - Affects record management systems and documentation practices
 - Determining what information gets included and excluded
- Legislative Update
 - Legislation to include regional centers in Public Information Act passed last month
 - Expected to pass, now officially enacted
 - Specific legislation number to be provided later if needed
- Question on Legislation Impact (Kalil)
 - Inquiry about whether the new legislation will provide more bandwidth to operationalize elements of the MOU
 - Current challenges due to lack of resources at the regional center
- Response to Legislation Impact (Brenda)
 - Consultants (legal and compliance) will review the law to determine scope for regional centers
 - Each regional center to assess and align the law with current processes
 - Large-scale implementation task
- Documentation Platforms
 - Potential changes due to new legislation
 - DDS working on a new platform called CERMS (Centralized Electronic Record Management System)
 - CERMS expected to be operational within three years
 - CERMS will house all documentation for compliance with new law
- Anticipated Changes
 - Significant changes expected in data sharing practices
 - Introduction of CERMS (Centralized Electronic Record Management System)
 - Purpose: Allow DDS to pull data more efficiently
 - More updates to follow

III.

Anthem Health Plan Updates:

MOU Engagement:

- GGRC Regional Center MOU. In communication with Jennila to finalize the MOU prior to her departure.

Adult Expansion:

Anthem: 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. We met with SFDPH on 8/8 to further discuss the DAA.



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 diversity 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/uhealth/

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 Francisco 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.

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](#)



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 \(anthem.com\)](#)



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



Transportation BR FINAL 12 21 (2).pdf



Transportation BR Flier Spanish HR 12 21.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.



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.

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](#)



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_CalAIMCSmemberreferralfom.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_ECMPProviderDirectory.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

Planning For the End of the Continuous Coverage Requirement when the Medi-Cal COVID-19 Public Health Emergency (PHE) Ends:

Anthem:

- States **began** the redetermination process by **April 30, 2023**; and,
- States will have up to 14 months to complete all redeterminations (i.e., no later than May 31, 2024).

[Medicaid Renewal & Disenrollment Coverage Options | Anthem](#)

[Check Your Health Benefits Eligibility | Anthem \(myhealthbenefitfinder.com\)](#)

<https://www.readyrenew.com/835/index.html?m=ca&c=4&e=e>

https://players.brightcove.net/3639471564001/QBcqf6zgr_default/index.html?videoId=6325324769112



6155712 1033874CAMENABS Ready Set Renew Buckslip UPD 08 22.pdf



6155712 1033874CAMSPABS Ready Set Renew Buckslip UPD 08 22.pdf

[Keep Your Medi-Cal \(socialpresskit.com\)](#)

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

<p>VI.</p>	<p>Utilization Reports:</p> <ul style="list-style-type: none"> • Membership • LiveHealth Online • Modivcare Transportation <div style="text-align: center;">  <p>Q4 2024 Anthem Blue Cross _ Golden Gate Regional Center MOU _Reports_11.15.2024.pdf</p> </div>	<p>All</p>
<p>VII.</p>	<p>Follow-Up Items:</p> <ul style="list-style-type: none"> • Reach back out to ARC of SF to connect for community engagement and partnership opportunities. (ARC of SF does a lot of the direct support for people receiving regional center services when it comes to health management.) • Follow up with Jenilla and Brenda regarding Regional Center MOU to reconnect and discuss MOU. (Completed) • Kalil will send flier for ModivCare app for members. • Kalil and Norman to Coordinate regarding Family Resource Center. (Started conversations) 	<p>All</p>

Next Meeting: /2024 @ 2:00 pm