

## **Anthem Blue Cross**

### **Santa Clara Stakeholder Advisory Committee**

#### **Summary Notes for February 19, 2014 Meeting**

#### **Introduction and Health Plan Updates:**

Anthem – Mike Montoya provided an update of the effective go-live date for SC as Jan 1, 2015 (Passive Enrollment.) Anthem has submitted the three way contract to the state. Introduced Tom Wilfong who provided updates on Anthem’s national participation in three other states (VA, TX, MA) along with Alameda and Los Angeles County. Massachusetts had a 25% opt-out rate and VA will be effective for go-live in April 1, 2014. The experience and learning from other state demonstrations will help better prepare CA and for Santa Clara County.

SCFHP – Matt Woodard addressed MTLSS implementation on July 1, 2014. Insights and feedback from community is the confusion of the SC implantation of MTLSS on July 1, 2014 and Cal MediConnect on Jan 1, 2015. It was recommended that educational and outreach distinguishes the two dates further. SCFHP has drafted a revised version of the timeline and will distribute to the group for edits and reviews.

#### **MLTSS/Accessibility Standards**

Matt Woodard reported that DHCS is not requiring a 10-14 access standard days and filing is to be completed by April 1, 2014. Both Anthem and SCFHP have processes, including a similar health risk assessment, in alignment with each other as much as possible to streamline and avoid any disruption of services in the instances that members change plans. The draft of the health risk assessment will be shared among the group to ensure that core questions affecting dual eligibles are captured. The goal is to set up a data sharing system that will follow the member through the changes. Further discussion will need to be explored regarding mental health data sharing.

#### **LTSS Integration**

Tom Wilfong shared with the group the experiences of other states’ implementation. Anthem currently holds contracts with 9 states for LTSS which started in Texas. He expressed importance of leveraging all resources in the community, building a system that broadly defines access to members, and identify influential individuals in members’ lives to share information and to empower the members and their families.

#### **Communications**

Cristina Lopez-Pollard updated the group of the workgroups that have taken place. She emphasized the alignment with Anthem and SCFHP with data sharing, processes, and program implementation to lessen

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the confusion for members. Communications workgroup has been meeting bi-weekly with strategic outreach and education efforts for segmented audiences such as Providers/Specialists, Community based organizations, beneficiaries. HICAP has provided large forums for beneficiaries and both health plans will continue to be involved in future event forums.

**Next Meeting is scheduled for April 15, 2014 from 10:30 am – 12:30 pm. Meeting location will be held at CareMore – 255 N. White Rd #200 San Jose, CA 95127.**

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