



**Anthem Blue Cross/CareMore
Santa Clara Stakeholder Advisory Committee
Summary Notes for June 25, 2013 Meeting
6/25/2013**

Members attending:

Steve Schmall, Council on Aging
Todd Teixeira, Silicon Valley Independent Living Center
Tammie Pitkin, Catholic Charities
Lori Andersen, The Health Trust
Dr. Didech, DCHS Medical Foundation
John Sink, Avenidas

Members unable to attend:

James Ramoni, IHSS, SC County
Lee Pullen, Aging Services, SC County
Nancy Pena, SC County
Shamima Hasan, Mayview Community Health Center

Health Plan participants:

Mike Montoya, CareMore
Cristina Lopez-Pollard, CareMore
Joyce Furlough, CareMore
Mike Lipman, SCFHP
Pat McClelland, SCFHP
Mark Schnose, BH, CareMore
Mark Dent, Anthem Blue Cross
Cathy Rossberg, Anthem Blue Cross

Overview of agenda:

Mark Dent facilitated the meeting and started with introductions and an overview of the agenda.

Anthem Updates**Anthem Structure:**

Mike Montoya gave an overview of the Anthem Blue Cross structure in Santa Clara county. Mike described how CareMore will be the healthcare system for Anthem in Santa Clara county. The CareMore provider network will be the provider network for the Anthem Cal Medi-Connect members. The CareMore Care Centers and system of care will be available for the Anthem Cal Medi-Connect members. The Anthem Long Term Services and Supports providers will add to the network of providers for the members in Santa Clara county.

Physical Care Management

Mike Montoya talked about the CareMore care management model that includes an integrated team approach to bring together the physical, behavioral, and social needs of the dual eligibles. The CareMore Care Centers provide a healthy start appointment that includes a health risk assessment to identify the health care needs of the individual and any risks that should be addressed. The integrated team works with the member to develop a care plan and to help the member with accessing providers and services needed.

Care Management for LTSS

Cathy Rossberg gave an overview of care management for Long Term Services and Supports. Cathy talked about incorporating in-home assessments, service plans using person-centered planning, and service coordination to coordinate the physical, behavioral, social, and long term healthcare needs of the member. The objective is to look at the whole person and to bring together all healthcare needs. The focus of these efforts is to keep members as healthy as possible and living independently in the community. Anthem has achieved good results in other states including increasing community-based services by over 30% in Texas and diverting over 2000 members from nursing facilities in New Mexico.

Behavioral Health

Mark Schnose gave an overview of behavioral health care in Santa Clara and talked about coordinating with the Santa Clara County behavioral health program to ensure members receive the services they need. Anthem will have a MOU with the county to guide how we will work together to provide access to behavioral health care services for the dual eligibles and share data.

Network

Mike Montoya gave an update on the ongoing network development and efforts to contract with additional physician groups to increase access to primary and specialty care for members.

Structure of Committee

Mark Dent talked about the structure of the advisory committee and explained that the committee will work on issues and make recommendations for the health plan. The committee will meet quarterly. Mark talked about the need for the committee to add value to stakeholders and the plans.

Mark stated that we will post meeting notes and announcements on a web site. The group will get meeting invitations and other updates via emails, as discussed.

For the next several committee meetings, Mark talked about having the Santa Clara Family Health Plan join with Anthem to have joint committee meetings. The committee agreed with this approach. The pre-implementation issues will likely be similar and could be addressed by the stakeholders jointly with both health plans. The plans will work together for the next several advisory committee meetings and will alternate hosting the meetings. The plans will ensure that key leaders in the health plans will attend the meetings to give updates and to hear the advice and suggestions from the committee members.

Issues – Multiple assessments

The group discussed the issue of each LTSS program completing comprehensive assessments on members and the problem of dual eligibles having to spend hours answering the same questions for each LTSS program. It is possible for dual eligibles to be referred to the MSSP program and have a comprehensive assessment to determine eligibility for that program. Through this assessment, the dual eligibles could also be referred for IHSS and CBAS and both programs will also include a comprehensive assessment. In addition, the health plans are required to conduct comprehensive health risk assessments on each dual eligible member.

Steve Schmoll talked about the activities of the Council on Aging to create a data warehouse to enable sharing of data with other entities. Mike Lipman discussed the SCFHP's efforts to share data with the Council on Aging. Several members talked about this issue and various efforts at the national, state, and local levels to address the issue. One of the problems is the heavy amount of paper used in the LTSS programs for assessments and eligibility forms required by the state.

The committee agreed to form a subcommittee to talk further about the issue and to make recommendations to the whole committee on how to reduce paperwork and share data. The subcommittee will be organized by the next meeting.

Issue – Housing

The committee talked about the need to address the lack of low-income housing available in Santa Clara county. The group discussed the problem and the need to develop alternative solutions since the lack of housing is a barrier to keeping people living in the community. The committee will form a subcommittee to address this issue further.

Future Meetings

Mark stated that the next meeting would be held in mid-September and the date would be sent out soon. The meeting would focus on Anthem and Santa Clara Family Health Plan updates on network, quality, hiring, etc. The meeting would also include discussions of the education and outreach efforts by the state, local, and health plans and the needs of the community for information on Cal Medi-Connect and the proposed methods to ensure key access points get educated.

Meeting Adjourned

Action Items:

- 1. Housing Workgroup to be formed.**
- 2. Assessment Workgroup to be formed.**