

Meeting Minutes

Health Net, Anthem Blue Cross, Kaiser Permanente, and Amador County Mental Health and DMC State Plan




Meeting Title: Care Coordination Q1 Meeting
 Date/Time of Meeting: February 10, 2026, at 10:00 a.m. - 11:00 a.m.
 Frequency: Quarterly
 Zoom: See Outlook invite

Meeting Facilitator: Lutisha Knott

Health Net	Yes/No	Amador County Behavioral Health Department	Yes/No
Lutisha Knott, Community Liaison	Yes	Melissa Cranfill, Director, Behavioral Health	Yes
Myriah Kemp, Sr. Clinical Manager	Yes	Candice Thomas, BH Deputy Director, Fiscal & Administration	Yes
		Angie Grau, Compliance Officer	No
		Raechel Razzano, Quality Improvement and Utilization Review Coordinator	Yes
		Amy Hixson, SUD Program Manager	Yes
Anthem Blue Cross		Melissa Ausillio, BH Non-Clinical Program Coordinator	Yes
Janet Paine, Director Program Management	No		
Nadeja Steager, Program Manager	Yes		
Mashaal Khan, BH CM Liaison	Yes		
Kimberly Kruse, Provider Clinical Liaison	No		
Christina Ford, MD, Medical BH Director	No		
Alana Pfeffinger, Regional Program Manager	Yes		
Kaiser Permanente			
Ambrocia Lopez, MOU Consultant IV	Yes		
Stephanie Chandler, BH Liaison	Yes		
Lesley Adair, MOU Contract Manager	No		
Jackey J Smith, COC Operations Manager	No		
Vanessa Bovee, Area Director Behavioral Health	No		
Cat Talongwa, Medi-Cal Local Engagement	Yes		
Janet Knox, LHD Liaison	Yes		

Minutes

Categories	Details	Responsible Party
I.	<p>Introduction</p> <ul style="list-style-type: none"> New attendees introduced themselves by name and role. The agenda was updated for Anthem, Kaiser and County attendees 	All

II.	<p>MOU</p> <ul style="list-style-type: none"> • Mental Health Plan MOU is current and terms December 31, 2028. There were no updates from either the County or MCPs. • DMC State Plan MOU is current and terms December 31, 2028. There were no updates from either the County or MCPs. • Training & Education <ul style="list-style-type: none"> ○ Melissa Cranfill shared no specific training at this time but would like an updated list of ECM & CS providers from MCPs. Anthem & Health Net will provide a list for the minutes. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Amador ECM CS Network_January 20 </div> <div style="text-align: center;">  Health Net UPDATED January_21 </div> <div style="text-align: center;">  Health Net UPDATED January_21 </div> </div> • Policy & Procedures <ul style="list-style-type: none"> ○ Both MHP and DMC SP Joint P&Ps have been loaded to the Transform Health SPS. Lutisha shared the P&Ps may be updated anytime. 	All
III.	<p>Follow-Up Items</p> <ul style="list-style-type: none"> • Ambrocia to reach out in 2026 regarding IT setup for data sharing. She is still working on the date. Once confirmed she will reach out to the County. • Alana (Anthem) & Lutisha (Health Net) to provide an updated list of ECM & CS providers for the County. • Myriah to send a secure email to Raechel regarding Screening Tools & Transition of Care data. • Lutisha to confirm the Point & Click notification benefit for Health Net members. Complete. Lutisha confirmed Health Net uses a vendor called Point Click Care to get ADTs. <p>Completed follow-up items:</p> <ul style="list-style-type: none"> • Melissa Cranfill agreed to coordinate IT contacts. • Nadeja provided additional information to Melissa Cranfill regarding housing unit complex for Anthem members. She did a warm introduction with Kristopher Kuntz Program Director for Anthem. Melissa confirmed she did a site visit last week. It was 6 units and not 66 units. She shared her visit experience. • Melissa Ausillo added Tara Bricky to BHS Planning Advisory Committee invites. 	All
IV.	<p>County updates</p> <p>MHP</p>	County Team




	<ul style="list-style-type: none"> Staffing updates Melissa Cranfill shared the department hired 2 new Peer Support Specialists. They are still recruiting for a Clinician and a Crisis Counselor. New initiatives and programs: Melissa Cranfill shared the county, is working to get the draft of the BHSA (Behavioral Health Services Act) to DHCS by the end of March 2026. She also shared their 24/7, 365 Mobile Unit went live on December 31, 2026. They are contracting with Nexus Youth and Family Services, and they are providing that through Medi-Cal. Raechel shared the county partnered with Cal-MESA for HEDIS measurement calculations. Ambrocia shared she put her contact information in chat for the County to connect regarding HEDIS data for Kaiser. Melissa Ausilio shared about Has planning and connecting with the MCPs. Amy shared the County is working to get a medication mobile unit. <p>DMC</p> <ul style="list-style-type: none"> Staffing updates: Melissa Cranfill shared the county opted in for a Peer Support specialist for DMC SP. Candace shared Jordan has been onboarded as a Psychiatric Nurse Practitioner. New initiatives and programs: Melissa Cranfill shared the County is working to integrate the SUD with BHSA 	
<p>V.</p>	<p>Health Plan Updates</p> <p>Health Net</p> <ul style="list-style-type: none"> Community Advisory Committee: Q1 meeting March 12, 2026, 12:00pm-1:30pm. Health Net Medi-Cal members receive a \$100 gift card for attending. FindHelp: Supports Closed Loop Referrals. Smart Start for Your Baby: Case Management Program for high-risk individuals with conditions like Diabetes, Sickle Cell, Anemia, and multiple births. Mahmee: A wraparound maternity care for Medi-Cal members. Doula Program: This program supports birthing individuals before, during and after pregnancy. Mahmee: A wraparound maternity care for Medi-Cal members. Teladoc Health: Health Net members can use Teladoc to talk to a U.S.-licensed doctor anytime, 24/7, for non-emergency issues like the flu, sinus infections, or stomach bugs. Interpreter Services: No cost interpreter services available 24/7 for Health Net members in over 150 languages. Transportation: Health Net Medi-Cal members can get free rides to health care appointments and services. Members can call ModivCare at 855-253-6863 to schedule a ride. There is no mileage limit, and escorts are allowed if over 18 years old. 	<p>MCPs</p>

Anthem

- Membership: Shared and available in the attached deck. Nadeja shared the membership numbers will be changing with the Medi-Cal eligibility updates.
- Transportation Utilization Report: Shared and available in the attached deck. Directives were shared on where members may schedule a ride to.
- LiveHealth Online Utilization: Shared and available in the attached deck. Members can make online appointments to see their doctor, therapist or psychiatrist. It includes maternal mental health appointments.
- Bright Heart Health: Shared and available in the attached deck. SUD opioid-use support is a benefit to members. That they can get assistance and support. It's 24/7, 365 days a year and there's a number or they can go on to a website and easily access that benefit. Utilization data was shared as well.
- Behavioral Health Screening and Transition of Care Tools: Shared and available in the attached deck.
- CalAIM Enhanced Care Management (ECM), Community Supports (CS): Shared and available in the attached deck. Alana shared the ECM and CS benefits for children, adults, incarcerated populations and the transitional rent benefit. Melissa Ausilio asked, are all benefits available in person for Amador County? Alana confirmed yes that it is a requirement for all MCPs. Melissa Ausilio asked What is the best way for us to verify whether they're enrolled prior to submitting A referral for ECM? Is there a way for us to look that up or can we establish a way for us to view that information? Alana replied that Housing for Health California, who I know is being partnered with for transitional rent, which I believe is being delivered through ACAA. She shared if there is confusion with a member already receiving ECM services, she can have an offline conversation with the provider to support the workflows. Melissa Ausilio asked about preferred ECM provider networks. Alana shared she is working with a San Francisco Hospital to see how they developed the workflow for a preferred ECM network. Melissa Ausilio asked the ECM Point Click Care ADT notification (ADT: admit discharge and transfers). She asked does Health Net and Kaiser have that benefit as well. Raechel shared ADT is part of QHIO initiative, and the county is partnering with Manifest. She confirmed Health Net is connected with Manifest. Lutisha shared she will research and confirm the ADT benefit. Ambrocia confirmed Kaiser is not contracted with Manifest
- Doula and Community Health Worker (CHW) Benefits: Information included in the attached deck.
- Community Advisory Committee: Q1 meeting March 23, 2026, 10:30am-11:30am. Medi-Cal members receive a \$50 gift card to Target or Walmart for attending.

Kaiser Permanente

- Membership: Shared and available in the attached deck. Ambrocia shared there is a small membership in Amador County. Kaiser is working to get numbers for Screening tools and Transition of Care
- CalAIM Programs

	<ul style="list-style-type: none"> ○ ECM and CS New Referral Forms & Referral Process: Shared and available in the attached deck. Cat shared Kaiser updated the referral form in the deck attached and on the website. She discussed the referral process as well. ● Transportation App- Member Mobile App: Shared and available in the attached deck. ● Mental Health Flyers and Resources: Shared and available in the attached deck ● Ambrocia shared Kaiser’s updated care coordination process. She is available to share the workflow offline with the County. 	
<p style="text-align: center;">VI.</p>	<p>Data Exchange</p> <p>The following data sheets were reviewed and provided by email:</p> <p>Health Net</p> <ul style="list-style-type: none"> ● Raechel asked Myriah about back & forth on t referral process. Myriah confirmed until the data sharing is up and running, she can send a secured email with the Training tools and screenings. Lutisha shared Health Net’s data team and the long-term goal. <div style="text-align: center;">  <p>Health Net Data Report Amador Cou</p> </div> <p>Anthem</p> <div style="text-align: center;">  <p>Anthem Q1 2026 Information Deck - /</p> </div> <p>Kaiser</p> <div style="text-align: center;">  <p>Q1 2026 Amador County BH_ Quarter</p> </div>	<p style="text-align: center;">MCPs</p>
<p style="text-align: center;">VII.</p>	<p>Care Coordination</p> <ul style="list-style-type: none"> ● Care Coordination: MCPs shared in their data reports ● Referrals: MCPs shared in their data reports. ● Strategies to Avoid Duplication of Services: No duplication of services reported this quarter. 	<p style="text-align: center;">All</p>

	<ul style="list-style-type: none"> • Dispute Resolution: No disputes shared this quarter. • Collaboration: MCPs continue to work with the County on the Policy & Procedures document, ECM and CS referrals. • Member Engagement: The MCPs are coordinating with the County on their SMART Goal required by DHCS. 	
VIII.	<p>Open Forum</p> <ul style="list-style-type: none"> • There were no open forum items for this meeting. The Q2 meeting is scheduled for May 12, 2026, 10:00 am- 11:00am. 	All