



Sacramento County Health Authority Meeting Friday, December 19, 1 - 3pm

Data Reporting

Issue: Data reporting is consistently changing. Providers are spending time and money to update them to comply with requirements.

Anthem/MCPs must implement changes required by DHCS. Anthem must implement additional changes to comply with DHCS' Closed Loop Referrals (CLR) requirements. Anthem anticipates rolling out changes related to CLR in Q1 2026. To support providers with changes, we have been offering the following:

- Availability Office Hours (Biweekly)
- ECM Office Hours (Weekly)
- CS Office Hours (Biweekly)
- 1:1 Check-Ins (based on necessity)
- 1:1 Data Exchange Coaching (Community TiDES series)*
- Provider bulletin and emails

Note: Managed Care Plans also meet routinely to coordinate and align to extent possible to reduce administrative burden.

***1:1 Data Exchange Coaching with consultants ended 12/15/25.**

Dual Eligible Members and ECM-like Services

Issue: Dual Eligible members are not getting ECM -like services

- ECM enrolled members who age into EAE DSNP may access their same ECM provider and services for up to 12-months
- Providers working with Anthem DSNP members who are not already enrolled in ECM should refer them to the DSNP Plan for California Integrated Care Management (CICM)
- Concerns about DSNP members or support with making referrals can be brought to the attention of their Anthem Medi-Cal ECM clinical liaison.
- Anthem is working internally to provide a presentation to ECM Providers on CICM

Care Central

Issue: Inconsistency with Care Central work, which is affecting timely updates of ECM data and billing, lack of options to update human errors or system errors

- Anthem has an internal workgroup focused on identifying and addressing IT issues and implementing processes that could be more efficient and provider friendly
- Anthem encourages providers to take advantage of the following resources to communicate any IT issues with Anthem team members and/or stay up-to-date on new IT enhancements and fixes:
 - Availability Office Hours (Biweekly)
 - 1:1 Check-Ins, including Friday Office Hours (As requested by provider)
 - ECM Office Hours
 - Provider Bulletins and Emails

Find Help

Issue: Anthem is recommending to use FindHelp to submit referrals (additional option instead of submitting referral directly to Anthem)

- Anthem prefers that contracted providers submit referrals through the provider portal, Care Central.
- Find Help is generally recommended for non-contracted providers, but also available for contracted providers if it aligns with their internal operations.
- Anthem offers Find Help in addition to secure email, fax, and Anthem's customer service line as options to submit member referrals

MCP Alignment

Issue: Inconsistency between all Health Plans (requirements, guidelines, expectations, interpretation of DHCS guidance, claims)

- There might be inconsistencies in business practices across MCPs as they work to implement large-scale CalAIM interventions and DHCS requirements.
- As mentioned earlier, MCPs meet regularly to identify opportunities for alignment and coordination. Notable coordination efforts have included:
 - Sacramento Universal ECM Referral Form
 - Aligned data template to coordinate ECM referrals from pre-release to post-release for Justice Involved Initiative
 - Acceptance of another MCP's referral form for ECM or CS referrals
 - Aligned MIF/RTF/OTF template.