

## Anthem and CWS Meet and Greet-Chat Q and A

**Q: How do social workers/foster families check PCP assignments?**

**A:** Check Member ID Card  
Call Anthem Customer Service at 800/407-4627

**Q: How do they update the child/youth's PCP assignment?**

**A:** Check Member ID Card  
Call Anthem Customer Service at 800/407-4627

**Q: How can they find out which PCPs have availability?**

**A:** Call Customer Service at 800/407-4627  
<https://www.anthem.coim/ca/find-care/>

**Q: Can the MCPs create an expedited PCP assignment pathway for child welfare involved youth?**

**A:** Currently there is not a pathway developed but we will see what we can do to create one.

**Q: Does the MCP have a point of contact to help identify PCPs available to inform placement? How do we find out who this is?**

**A:** Foster Care Liaison can help with this. Member can change their PCP by call member services. Members can search for a PCP in Find Care, Anthem's provider directory

**Q: What happens when a child moves placements, and they are awaiting primary care provider change to take effect on the first of the next month but they need to see a doctor ASAP?**

**A:** This will be dependent upon what the change in placement is. The Foster Care Liaison will be able to assist with this.

**Q: If they are in ECM and change placements, can they keep the same ECM provider?**

**A:** This will be dependent upon if the child is moving within the same county or outside the county. An ECM provider could cover multiple counties. There may be different ECM

providers in different service areas. This will be a conversation with the family and provider. May be able to be managed telephonically.

**Q: Could ECM provide continuity during placement changes and post foster care as well?**

**A:** Ideal, to maintain the relationship with the ECM provider, case by case. Transitions are sensitive times, so there will be a warm handoff.

**Q: What happens to open authorizations?**

**A:** Will follow continuity of care process, new plan would need to follow continuity of care rules. ECM - required to coordinate with new health plan and vice versa. Per DHCS requirements honor authorizations.

**Q: What does the child look like on Anthem's end, same CIN #, do notes in system move with them?**

**A:** CIN# should be the same

**Q: What is the public link to the EMC referral form?**

**A:** [https://providers.anthem.com/docs/gpp/california-provider/CACA\\_CA\\_EnhancedCareMngmtReferral.pdf?v=202405221826](https://providers.anthem.com/docs/gpp/california-provider/CACA_CA_EnhancedCareMngmtReferral.pdf?v=202405221826)

<https://providers.anthem.com/california-provider/patient-care/calaim>

**Q: If social workers do not have a picture or copy of the child's prior MediCal managed care plan member ID card, will this create access issues if the child needs an immediate medical appointment?**

**A:** It shouldn't as the provider should have access to Availity to verify eligibility.

**Q: How long does it take for the child's enrollment to show as active in the Medi-Cal managed care plan?**

**A:** MCPs receive membership files from DHCS once per month. It will depend on when the member enrolls.

**Q:** What should the child do in the meantime while they are not yet enrolled into the MCP?

**A:** Continue on FFS Medi-Cal with PCP until enrolled in MCP.

**Q:** Can county social workers request a copy of the member ID card from the managed care plan? Will the MCP customer service recognize them as a permissible proxy for getting information? How do they do this?

**A:** Yes, can call member services with member or foster parent on the call to request information. Member ID cards can also be access on the MCP website.

**Q:** How long does it take to get child get an updated Medi-Cal managed care plan member ID card?

**A:** New member packets and ID cards are mailed within 7 days of enrollment. Member ID cards can also be access at the Anthem website.

<https://member.anthem.com/public/login>

**Q:** Potential workaround if there is no updated MCP card: If the Medi-Cal MCP uses the CIN as the child's unique ID, can social workers just use that to tell providers to look up the child's enrollment? Will this work for providers or will they refuse to see the child?

**A:** The PCP can use Availity to look up member information.

**Q:** How many children are covered by Anthem in CA?

**A:** As of 9/3/24, 2158.98K

**Q: How are child-specific community supports provided in a timely manner for geographically large counties such as Los Angeles?**

**A:** Community Supports are provided in a timely manner regardless of age of member or geographic location.

**Q: What is the caseload size for ECM?**

**A:** No more than 50 members per Lead Care Mgr. Most providers have a significantly more intensive ratio.

**Q: While youth are automatically eligible for ECM, will some be left in Complex Care Management and who makes that decision?**

**A:** If the member is not eligible for ECM based on criteria, then a referral will be forwarded to Anthem case management and child will be followed by CM. If they are eligible for ECM they have a right to ECM.

**Q: If a CWS agency wants to become an ECM provider, which of the five categories would they have to become a provider for? Can they focus only on child welfare, or do they have to provide broader STRTPs?**

**A:** The CWS agency can focus only on one category such as child welfare.

**Q: TCS covers institutions (e.g., hospital admissions/discharges, etc.). Are STRTPs (like residential treatment facilities) covered under TCS?**

**A:** Anthem should be monitoring TCS services  
TCS is a ECM responsibility that includes transition from a facility to a community based setting, such as TCS.

**Q: Are MCPs supposed to sign MOUs with county probation departments as well?**

**A:** This is one of the 2025 MOU: California Department of Corrections and Rehabilitations,

county jails, and youth correctional facilities (Justice Involved) MCPMOUS (ca.gov)

**Q: If child welfare services become ECM providers, are there potential complications with other funding sources like Title 4e?**

**A:** We're not familiar with the specific of Title 4e. However, a few principle we might apply to the discussion: All stakeholders are responsible for avoiding duplication of services, and not double bill for the same services. That said, ECM can wrap around many existing services.

**Q: Regarding data sharing, how is Anthem currently capturing youth referred from or involved with Child Welfare?**

**A:** We proactively identify using Foster Care Aid codes. We accept ECM referrals from anyone that identifies a member as involved in Child Welfare.

**Q: How does Anthem define "CWS involvement" as a criterion for ECM benefit? If a child is at imminent risk for CWS involvement, do they qualify for ECM on the basis of being "CWS involved"?**

**A:** The State's criteria for the Child Welfare Population are essentially, currently receiving, has received or has aged out of Foster Care, California Adoption Assistance Program, and California Maintenance Program. We would like to continue the discussion about how best to identify these members.

**Q: Will Anthem draft the MOU policies with county input or will counties have sole responsibility to develop the policies?**

**A:** County input will be included in developing policies and procedures.

**Q: How does Anthem define "CWS involvement" as a criterion for ECM benefit? If a child is at imminent risk for CWS involvement, do they qualify for ECM on the basis of being "CWS involved"?**

**A:** The State's criteria for the Child Welfare Population are essentially, currently receiving, has received or has aged out of Foster Care, California Adoption Assistance Program, and California Maintenance Program. We would like to continue the discussion about how best to identify these members.

**Q: Will Anthem draft the MOU policies with county input or will counties have sole responsibility to develop the policies?**

**A:** County input will be included in developing policies and procedures.

**Q: What is Anthem's approach for reaching the Family Maintenance population?**

**A:** We hope to develop strategies with county social services departments through our MOU conversations. We do not currently have a way to identify these members.

**Q: Since closed-loop referral systems will be required for CalAIM beginning January 2025, what this will entail for counties? Tuolumne County is currently implementing the use of Unite Us. Would this be acceptable? Will there be cost sharing between MCPs and counties to support closed-looped systems?**

**A:** I think this question is referring to referrals that might be made by ECM providers, or county care managers to county or community services. Unite US or Find Help might be able to help to close the loop in this situation, and that's the direction that DHCS is going with its guidance. However, the strict CLR requirement for 1/1/2025 is focused on MCP internal tracking to make sure the MCPs can ID and resolve issues. DHCS encourages but does not require closing the loop with referring partners. That said, in most cases, Anthem is currently sending an email to "close the loop" with referring parties, including counties that send referrals.

**Q: How to access primary care while waiting for primary care provider assignment at the first of the next month?**

**A:** This sounds like a PCP reassignment question (when one changes their PCP that change would become effective the 1<sup>st</sup> of the following month?). One would access the current PCP assigned until the following month when the new PCP assignment takes effect. Perhaps need more context? If a member does not choose a PCP one will be assigned to them- if they do not know who that it is or they do not have their Medi-Cal benefits card they can call member services. Trouble is, to get a new patient appointment – may take some weeks- and now it is the next month! So, depending on the scenario, they may access the Nurse-line or urgent care or emergency services.

**Q: Simplify the process to locate the ECM and CS providers, where can this be found?**

**A: California Advancing and Innovating Medi-Cal (CalAIM) | Anthem Blue Cross**

Foster families/resource parents should contact Anthem Member Services at <b>(800) 407-4627</b> . Member Services representatives provide relevant information and support (PCP assignment, support with changing PCP assignment, etc.). To avoid future delays, documentation should be provided indicating the relationship between the Member and Foster Parent(s).	It would be nice to have a Medical Power of Attorney on file stating that the person can act in authority of child. Foster families will be treated as the parent.