



**AGENDA**  
**BOARD OF GOVERNORS MEETING**  
**L.A. Care Health Plan**  
**Thursday, July 27, 2023, 1:00 P.M.**

**DRAFT**

L.A. Care Health Plan, 1055 W. 7<sup>th</sup> Street, Conference Rooms 1017-1019, 10<sup>th</sup> Floor  
Los Angeles, CA 90017

**Members of the Board of Governors, staff and the public can attend the meeting in person at the address listed above. Public comment can be made live and in person at the meeting. A form will be available at the meeting to submit public comment.**

**To listen to the meeting via videoconference please register by using the link below:**

<https://lacare.webex.com/lacare/j.php?MTID=mc6793b1f1d91da98f3ac28689725621b>

**To listen to the meeting via teleconference please dial: +1-213-306-3065**

**English Meeting Access Number: 2486 481 2612 Password: lacare**

**Spanish Meeting Access Number: 2483 833 7420 Password: lacare**

**Hilda Perez**

L.A. Care Community Resource Center  
3200 E Imperial Hwy, Lynwood, CA 90262

**Supervisor Hilda L. Solis**

500 West Temple Street, Room 856  
Los Angeles, CA 90012

For those not attending the meeting in person, public comments on Agenda items can be submitted in writing by e-mail to [BoardServices@lacare.org](mailto:BoardServices@lacare.org), or by sending a text or voicemail to (213) 628-6420.

Attendees who log on to lacare.webex using the URL above will be able to use “chat” during the meeting for public comment. You must be logged into WebEx to use the “chat” feature. The log in information is at the top of the meeting Agenda. The chat function will be available during the meeting so public comments can be made live and direct.

1. The “chat” will be available during the public comment periods before each item.
2. To use the “chat” during public comment periods, look at the bottom right of your screen for the icon that has the word, “chat” on it.
3. Click on the chat icon. It will open two small windows.
4. Select “Everyone” in the “To:” window,
5. The chat message must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates.
6. Type your public comment in the box that says “Enter chat message here”.
7. When you hit the enter key, your message is sent and everyone can see it.
8. L.A. Care staff will read the chat messages for up to three minutes during public comment so people who are on the phone can hear the comment.

You can send your public comments by voicemail, email or text. If we receive your comment by 1:00 P.M., July 27, 2023, it will be provided to the members of the Board of Governors in writing at the beginning of the meeting. The chat message, text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must include the name of the item to which your comment relates.

Once the meeting has started, public comment submitted in writing must be received before the agenda item is called by the Chair. If your public comment is not related to any of the agenda item topics and is received before the general public comment agenda item is called, it will be read at that item.

Please note that there may be delay in the digital transmittal of emails, texts and voicemail. The Chair will announce when public comment period is over for each item. If your public comments are not received on time for the specific agenda item you want to address, your public comments will be read at the public comment section prior to the board going to closed session.

The purpose of public comment is an opportunity for members of the public to inform the governing body about their views. The Board of Governors appreciates hearing the input as it considers the business on the Agenda. All public comments submitted will be read for up to 3 minutes during the meeting. The process for public comment is evolving and may change at future meetings. We thank you for your patience.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act (ADA) please contact L.A. Care Board Services staff prior to the meeting for assistance by text to 213 628-6420 or by email to BoardServices@lacare.org.

## Welcome

Alvaro Ballesteros, MBA,

*Chair*

*Chair*

1. Approve today's Agenda

2. Public Comment (*Please read instructions above.*)

*Chair*

3. Approve Consent Agenda Items

*Chair*

- June 1, 2023 Board of Governors Meeting Minutes
- Provider Relations Advisory Committee, Audit Committee, and Technical Advisory Committee August Meeting Schedule **(BOG 100)**
- Human Resources Policy HR-209 (Internal Organizational Communications Systems) **(BOG 101)**
- North Star Alliances Contract Amendment **(FIN 100)**
- CCI Network Services Contract **(FIN 101)**
- Infosys Limited Contract Amendment **(FIN 102)**
- Cognizant Technology Solutions Contract Amendment **(FIN 103)**

4. Chairperson's Report

*Chair*

5. Chief Executive Officer Report

John Baackes

*Chief Executive Officer*

- Community Advisory Committee Restructure Information
- Quarterly 2024 Vision Progress Report
- Community Health Investment Fund Annual Summary FY 2021-22
- Monthly Grants & Sponsorship Reports

6. Health Equity Plan

Alex Li, MD

*Chief Health Equity Officer*

7. Motions for Consideration

- NTT America Inc. Contract (Cisco's Unified Contact Center Enterprise) **(BOG 102)**
- Optum Contract Extension (Impact Symmetry Software Licensing and Professional Support Services) **(BOG 103)**
- Community Health Investment Fund (CHIF) Grant to the California Association of Food Banks for CalFresh Outreach and Enrollment **(BOG 104)**

Tom MacDougall

*Chief Information & Technology Officer*

Shavonda Webber-Christmas

*Director, Community Benefits*

## Advisory Committee Reports

8. Executive Community Advisory Committee

Hilda Perez / Layla Gonzalez

*Consumer member and Advocate member*

## Committee Reports

9. Executive Committee *Chair*
- Government Affairs Update Cherie Compatore  
*Senior Director,  
Government Affairs*
10. Finance & Budget Committee Stephanie Booth, MD  
*Committee Chair*
- Chief Financial Officer Report Afzal Shah  
*Chief Financial Officer*
    - Financial Report – May 2023 (**FIN 104**)
    - Monthly Investment Transactions Reports – May 2023
11. Compliance & Quality Committee Stephanie Booth, MD  
*Committee Chair*
12. Public Comment on Closed Session Items (*Please read instructions above.*) *Chair*
- ADJOURN TO CLOSED SESSION (Estimated time: 60 minutes)** *Chair*

13. CONTRACT RATES  
Pursuant to Welfare and Institutions Code Section 14087.38(m)
- Plan Partner Rates
  - Provider Rates
  - DHCS Rates
  - Plan Partner Services Agreement
14. REPORT INVOLVING TRADE SECRET  
Pursuant to Welfare and Institutions Code Section 14087.38(n)  
Discussion Concerning new Service, Program, Marketing Strategy, Business Plan or Technology  
Estimated date of public disclosure: *July 2025*
15. CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION  
Pursuant to Section 54956.9(d)(1) of the Ralph M. Brown Act
- L.A. Care Health Plan’s Notice of Contract Dispute under Contract No. 04-36069  
Department of Health Care Services (Case No. Unavailable)
16. CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION  
Pursuant to Section 54956.9(d)(1) of the Ralph M. Brown Act
- *Kindred Hospital v. L.A. Care Health Plan* (L.A.S.C. Case No. 22STCV19872, filed June 17, 2022)
  - *Kindred Hospital v. L.A. Care Health Plan* (L.A.S.C. Case No. 23STCV01166, filed January 19, 2023)
  - *Kindred Hospital v. L.A. Care Health Plan* (American Health Lawyer’s Association Case No. 7637, filed February 1, 2023)
17. CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION  
Significant exposure to litigation pursuant to Section 54956.9(d)(2) of Ralph M. Brown Act:  
Four Potential Cases

18. CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION

Pursuant to Section 54956.9(d)(1) of the Ralph M. Brown Act

- Department of Managed Health Care Enforcement Matter Numbers: 18-799, 20-063, 21-428, 21-509, 21-680
- Department of Health Care Services, Office of Administrative Hearings and Appeals, In the matter of: L.A. Care Health Care Plan Appeal No. MCP22-0322-559-MF

19. PUBLIC EMPLOYEE PERFORMANCE EVALUATION

Pursuant to Section 54957 of the Ralph M. Brown Act

Title: Chief Executive Officer

20. CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Section 54957.6 of the Ralph M. Brown Act

Agency Designated Representative: Alvaro Ballesteros, MBA

Unrepresented Employee: John Baackes

**RECONVENE IN OPEN SESSION**

*Chair*

21. Consideration of Chief Executive Officer's Compensation and Employment Agreement

*Chair*

**Adjournment**

*Chair*

**There is no Board of Governors meeting in August 2023.**

**The next meeting is scheduled on September 7, 2023 at 9 AM, it may be conducted as a teleconference meeting, and it will be held at an offsite location which will be listed on the meeting agenda.**

The order of items appearing on the agenda may change during the meeting.

**THE PUBLIC MAY SUBMIT COMMENTS TO THE BOARD OF GOVERNORS BEFORE DISCUSSION OF EACH ITEM LISTED ON THE AGENDA BY SUBMITTING THE COMMENT IN WRITING BY TEXT MESSAGE TO 213 628 6420, OR IN WRITING BY EMAIL TO [BoardServices@lacare.org](mailto:BoardServices@lacare.org). Please follow additional instructions on the first page of this Agenda.**

**ACTION MAY NOT BE TAKEN ON ANY MATTER RAISED DURING THE PUBLIC COMMENT PERIODS UNTIL THE MATTER IS SPECIFICALLY LISTED ON A FUTURE AGENDA, according to California Govt Code Section 54954.2 (a)(3) and Section 54954.3.**

**NOTE: THE BOARD OF GOVERNORS CURRENTLY MEETS ON THE FIRST THURSDAY OF MOST MONTHS AT 1:00 P.M.**

**AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION 72 HOURS BEFORE THE MEETING:**

1. At L.A. CARE'S Website: <http://www.lacare.org/about-us/public-meetings/board-meetings>
2. L.A. Care's Offices at 1055 W. 7<sup>th</sup> Street, Los Angeles, CA 90017 through the Reception Area in the Building Lobby, or
3. by email request to [BoardServices@lacare.org](mailto:BoardServices@lacare.org)

Any documents distributed to a majority of the Board Members regarding any agenda item for an open session after the agenda and meeting materials have been posted will be available for public inspection by email request to [BoardServices@lacare.org](mailto:BoardServices@lacare.org)

*An audio recording of the meeting is made to assist in writing the minutes and is retained for 30 days.*

Meetings are accessible to people with disabilities. Individuals who may require any accommodations (alternative formats - i.e., large print, audio, translation of meeting materials, interpretation, etc.) to participate in this meeting and wish to request an alternative format for the agenda, meeting notice, and meeting packet may contact L.A. Care's Board Services Department at (213) 628 6420. Notification at least one week before the meeting will enable us to make reasonable arrangements to ensure accessibility to the meetings and to the related materials.