

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – January 10, 2018

L.A. Care Health Plan, 1055 West 7th Street, Los Angeles, CA 90017



L.A. Care
HEALTH PLAN

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Staff
<p>María Adela Guadarrama, <i>RCAC 1 Chair</i> Ana Rodriguez, <i>RCAC 2 Chair</i> Cynthia Contreas-Wood, <i>RCAC 3 Chair, ECAC Vice-Chair</i> Michael Shelton, <i>RCAC 4 Chair</i> Maria Sanchez, <i>RCAC 5 Chair</i> Andria McFerson, <i>RCAC 6 Chair</i> Fátima Vázquez, <i>RCAC 7 Chair</i> Maria Montes, <i>RCAC 8 Chair</i> Cristina Deh- Lee, <i>RCAC 9 Chair, ECAC Chair</i> Leticia Navarro, <i>RCAC 10 Chair **</i> Lluvia Salazar, <i>RCAC 11 Chair</i> Elda Sevilla, <i>At Large Member</i> Deaka McClain, <i>At Large Member</i> Demetria Saffore, <i>CCI Area 1 Chair</i> Wilma Ballew, <i>CCI Area 2 Chair</i> Brenda White, <i>CCI Area 3 Chair</i> Nesima Istrefi, <i>CCI Area 4 Chair</i></p>	<p>Rita Gamboa,, <i>RCAC 1</i> Estela Lara, <i>RCAC 2</i> Daniel K. Wong, <i>RCAC 3</i> Maria Casarrubias, <i>RCAC 4</i> Guadalupe Reynoso, <i>RCAC 5</i> Celia M. Hernandez, <i>RCAC 6</i> Angelica Albarran, <i>RCAC 7</i> Vandy Chin, <i>RCAC 9</i> Fresia Paz, <i>RCAC 10</i> Marlene Paz, <i>RCAC 10</i></p> <p>Elizabeth Cooper, <i>CCI Area 2</i> JoAnn Cannon <i>CCI Area 3</i> Carmencita Fernandez, <i>CCI Area 4</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Paula Alvira, <i>Interpreter</i> Vesna Loek, <i>Khmer interpreter</i> Bo Uce, <i>Khmer interpreter</i></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i> Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i> Malou Balones, <i>Committee Liaison, Board Services</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Kristina Chung, <i>Community Outreach Field Specialist, CO&E</i> Auleria Eakins, <i>Community Outreach Manager, CO&E</i> Felicia Gray, <i>Community Outreach Liaison, CO&E</i> Laura Garcia, <i>Health Promoter Liaison CO&E</i> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Judy Hsieh Bigman, <i>Senior Communication Specialist, Communication and Community Relations</i> Susan Ma, <i>CCI Field Specialist, Communication and Community Relations</i> Linda Merkens, <i>Manager, Board Services</i> Nancy Molina, <i>CCI Liaison, Communication and Community Relations</i> Courtney Nicholas, <i>Community Outreach Field Specialist, CO&E</i> Francisco Oaxaca, <i>Senior Director, Communication & Community Relations</i> Jose Ricardo Rivas, <i>Community Outreach Liaison CO&E</i> Victor Rodriquez, <i>Community Outreach Liaison CO&E</i> Aileen Sanchez, <i>Department Assistant, CO&E</i> Cristian Vega, <i>Member Retention Unit, Member Services Department</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i> Mariah Walton, <i>CCI Field Specialist, Communication and Community Relations</i></p>
<p>* <i>Excused Absent</i> ** <i>Absent</i> *** <i>Via teleconference</i></p>		

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Cristina Deh-Lee, <i>ECAC Chairperson</i> , called the meeting to order at 10:07 a.m.	
APPROVE MEETING AGENDA	<p>Chair Deh-Lee noted the following changes to the agenda:</p> <ul style="list-style-type: none"> • John Baackes, <i>CEO</i>, will not be able to attend today's meeting, but when he is available, he will attend future meetings to provide updates. • The Transportation Policy will be discussed at the February 14, 2018 meeting. <p>Andria McFerson, <i>RCAC 6 Chair</i>, suggested providing more time for future agenda items to allow member input.</p> <p>The Agenda for today's meeting was approved as amended.</p>	Approved. 16 AYES (Ballew, Conteas-Wood, Deh-Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Navarro, Rodriguez, Sanchez, Saffore, Sevilla, Shelton, Vásquez and White).
APPROVE MEETING MINUTES	<p>Cynthia Conteas-Wood, <i>RCAC 3 Chair</i>, noted typos in the minutes:</p> <ul style="list-style-type: none"> • Page 4: year should read 2018, instead of 2108. • Page 5: change the word through to thorough. <p><i>(Member Salazar, RCAC 11 Chair, joined the meeting.)</i></p> <p>Chair Deh-Lee noted a correction on Page 4, which should read \$4 million, instead of \$4.</p> <p>Member McFerson noted that her name was misspelled on Page 3.</p> <p>Board Member Hilda Perez noted a typo on Page 2, which should read member, instead of ember.</p> <p>The meeting minutes for December 10, 2017 were approved as amended.</p>	Approved. 17 AYES, (Ballew, Conteas-Wood, Deh-Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Navarro, Rodriguez, Sanchez, Saffore, Salazar, Sevilla, Shelton, Vásquez and White).
STANDING ITEMS		
ECAC CHAIR PERSON REPORT APPROVAL OF RCAC/CCI MEMBERSHIP	Chair Deh-Lee presented a motion to approve Rosaura Peraza, Consumer, as RCAC 5 member.	Approved. 17 AYES
BOARD MEMBER REPORT	There was no Board of Governors meeting in January 2018.	
UPDATE FROM CHIEF EXECUTIVE OFFICER	There was no CEO report.	

<p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p>	<p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported:</p> <p><u>Revisions to the Operating Rules</u></p> <ul style="list-style-type: none"> • The revised Operating Rules approved last month will be presented to the Board of Governors at its February 8, 2018 meeting. The Board did not meet in January 2018. • The 30-day public posting requirement period will start after the Board approves the revisions. They will be in effect once the 30 days are complete in March. • The Consumer Advisory Committee (CAC) Handbook will be updated once they Board of Governors approves the revised Operating Rules. 	
<p>GLOBAL MEMBER ISSUES</p>	<p><u>Member Grievances</u></p> <ul style="list-style-type: none"> • As reported in the last few meetings, the State has a new requirement regarding tracking member grievances. This means that even if members do not file a formal grievance, the member feedback will need to be put on record. • CO&E staff have been meeting with the Grievance and Appeals/Customer Solutions Center Department to find out how member issues brought up at the CACs and the ECAC can be tracked. • It is not completely clear yet how the “Member Issues” and ”Global Issues” agenda items of the CAC meetings will be handled to comply with the State requirement. COE will provide training if it is needed. <p>Wilma Ballew, <i>CCI Area 2 Chair</i>, noted that it is better for members to address their individual concerns at the RCACs and CCI Council meetings, as there is a health navigator available. Mr. Oaxaca responded that those discussions should not be held in a public forum. Staff is looking into the Global Member Issues item to determine if that is the best way to gather information that might be affecting many members. Staff is trying to figure out the best way for members of the committee to provide input.</p> <p>Ms. Contreas-Wood asked about the requirement and Mr. Oaxaca suggested that a reason might be that member concerns brought up to the health plan may not have been tracked consistently.</p> <p>Deaka McClain, <i>At Large Member</i>, expressed a concern about being able to be the voice for members that do not feel comfortable voicing their own situations. Mr. Oaxaca responded that a challenge of this new regulation is finding a way to allow ECAC members to be a voice for their community but also comply with the regulations.</p>	

Ms. McFerson shared that without the voice, the program is downgraded. She added that we are outreach and engagement. As a member she believes that the organization should listen to everything that community members have to say and try to help them in order to continue the growth of the organization.

Layla Delgado-Gonzalez, *Member Advocate, Board of Governors*, suggested that a focus group be created to help find the best way to continue getting information from the community. Mr. Oaxaca responded that staff will look into that.

Brenda White, *CCI Area 3 Chair*, expressed that there has been confusion in what is expected from the ECAC members as they are here to make L.A. Care aware of what is going on in the community, but are limited to just voicing one concern. She feels that ECAC is being defeated as their purpose is to voice all the concerns that her community members have.

Ms. Contreas-Wood shared that this is a huge issue, and with the new regulation and HIPPA it makes it challenging to find the middle ground. She suggested a forum that will allow to determine if a member issue is a personal issue or a generic issue, to be able to determine the correct steps.

Nesima Istrefi, *CCI Area 4 Chair*, asked how L.A. Care is related to Covered California. Mr. Oaxaca responded Covered California is a statewide market place, and L.A. Care is one of the insurance companies that offers coverage through Covered California. The coverage through Covered California is different from Medi-Cal coverage.

Ms. McClain shared that she understood that members are not limited to one comment or question during discussion of Global Member Issues at the CAC. Idalia De La Torre, *Field Specialist Supervisor, CO&E*, responded that the Meeting Effectiveness protocol specifies that members are allowed one question or comment per agenda item.

Auleria Eakins, *Community Outreach Manager, CO&E*, reminded members that there are set standards that include having health navigators at all community meetings. Their purpose is to address individual issues. As a group the issue is discussed and brought forward motions that address global issues. She added that the process will be documented so the Grievance department will see how the ECAC currently handle the grievance issues and they will be able to give us guidance.

Ms. McFerson suggested doing a survey of general topics that affect the community. Ms. Eakins noted that what she is suggesting is called a needs assessment, which is currently done

through Consumer Assessment of Healthcare Providers & Systems and the Healthcare Effectiveness Data and Information Set surveys.

Hilda Pérez, *Member, Board of Governors*, shared that there was an Interdisciplinary Committee. Members look forward to a solution to the problem.

Chair Deh-Lee shared that the Interdisciplinary Committee was created to find solutions to member issues that were brought up at ECAC meetings. As a committee, there is need to take time to hear the issues that come up and make an assessment to determine if it is an individual issue or not. If it is not, as a committee, the Committee can work together to help find solution to the problem.

Maria Montes, *RCAC 8 Chair*, shared that ECAC members represent their communities and are obligated to go back and share information provided to at meetings. She advises others to contact the health plan to inform them of any issues they might encounter

Ms. Contreas-Wood shared that at her RCAC there have been several members who express concern about the limited number of hospitals that they are able to use in the area. Huntington Memorial Hospital, which is the largest hospital in the area, does not have a contract with L.A. Care.

Ms. White shared that members have been complaining about the care they have received from specialist physicians and are wondering if they can change to another specialist. Mr. Oaxaca responded that members can request a change in their physician by contacting the Customer Solution Center.

Ms. McFerson shared that Ultimate Dental Home who provides dental care for children. She added that she is glad there a community resource guide provided by UCLA as her RCAC members and herself have been talking about that for a long time. Supervisor Mark Ridley-Thomas also has his own version of a community resource book. She suggested that all members should have access to both resource books.

María Adela Guadarrama, *RCAC 1 Chair*, shared that in the Antelope Valley it is very difficult to find a pharmacy. One member from her RCAC told her that it takes him 45 minutes to find the closest pharmacy to his house.

Demetria Saffore, *CCI Area 1 Chair*, shared that Antelope Valley as a whole tops L.A. County with the highest number of individuals suffering from Diabetes, high blood pressure, heart problems and obesity. The healthcare system is broken up there, and she wants to know ways

	to improve the healthcare situation in her community. Mr. Oaxaca noted that Mr. Baackes started a direct physician network in the Antelope Valley to address the shortage of providers. Antelope Valley is a priority area for the plan to improve the healthcare system.	
OLD BUSINESS		
TRANSPORTATION POLICY UPDATE Francisco Oaxaca	There was no transportation policy update. An update will be provided at the February 2018 ECAC meeting.	
2018 MEMBER ACKNOWLEDGEMENT FORM	<p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, reported that changes were made to the Member Acknowledgment form based on feedback from members. One change is in the Community events, which now has a minimum of two events and maximum of three events. The updated form will be presented to the RCACs at January meetings for members to review and sign.</p> <p>Ms. McClain shared that during the recent conference some members expressed a concern about the Consumer Advisory Committee name. She wants to make sure that because of the change in name they will not get their voice taken away. Mr. Oaxaca noted that the change was done for administrative reason and will not change anyone's status.</p> <p>Ms. McFerson asked if transportation and stipend will be provided for attending community events. Ms. De La Torre responded that it is stated in the Operating Rules that members attending their community events will not receive a stipend. There are some exceptions for transportation. The members will need to speak to their field specialist if there is a health condition that will require transportation arrangements.</p>	
NEW BUSINESS		
ECAC CHAIR AND VICE CHAIR NOMINATIONS /ELECTIONS Idalia De La Torre	<p>Ms. De La Torre reviewed the election process with the Committee.</p> <p>The following were nominations received for the ECAC Chairperson: Cynthia Contreas-Wood, Cristina Deh-Lee, Andria McFerson and Ana Rodriguez.</p> <p>Ms. De La Torre opened the nominations from the floor. There were no other nominations. Ms. Cynthia Contreas-Wood removed herself from the list of candidates for ECAC Chair.</p> <p>Ms. De La Torre reminded the ECAC Members that nine votes are needed to win the election. The nominees for Chairperson are: Cristina Deh-Lee, Andria McFerson and Ana Rodriguez.</p> <p>Each nominee presented information to the ECAC Members about why they should be elected ECAC Chairperson, and each nominee responded to questions from Members and the public.</p>	

Ms. De La Torre invited two members of the public to assist in counting the votes: Estela Lara, RCAC 2 Member, and Elizabeth Cooper, RCAC 2 and CCI Area 2 Member, assisted with counting the votes.

Result of first vote for Chairperson:

Ms. McFerson – 3 votes, Ms. Rodriguez – 5 votes, Ms. Deh-Lee – 8 votes. No winner
Ms. McFerson withdrew herself from the 2nd voting.

Result of second Vote for Chairperson:

Ms. Rodriguez – 6 votes, Ms. Deh-Lee – **10 votes**

Cristina Deh-Lee was elected ECAC Chairperson for the calendar year 2018.

The following nominations were received for ECAC Vice-Chairperson: Cynthia Conteas-Wood, Deaka McClain, Andria McFerson, Lluvia Salazar, Elda Sevilla, and Ana Rodriguez.

Ms. De La Torre opened the nominations from the floor. There were no other nominations. Ms. Andria McFerson removed herself from the list of candidates.

Ms. De La Torre reminded the ECAC Members that nine votes are needed to win the election. The nominees for Vice Chairperson are: Cynthia Conteas-Wood, Deaka McClain, Lluvia Salazar, Elda Sevilla, and Ana Rodriguez.

Each nominee presented information to the ECAC Members about why they should be elected ECAC Vice Chairperson, and each nominee responded to questions from Members and the public.

Ms. De La Torre invited two members of the public to assist in the counting of the votes: Estela Lara, RCAC 2 Member and JoAnn Cannon, CCI Area 3 member, assisted with the counting of the votes.

Result of first vote for Vice Chairperson:

Cynthia Conteas-Wood – 4 Votes, Deaka McClain – 4 Votes, Lluvia Salazar – 3 Votes, Elda Sevilla – 2 Votes, and Ana Rodriguez – 3 Votes. No Winner
Elda Sevilla removed herself from the nominees

Result of second vote:

Cynthia Conteas-Wood – 4 Votes, Deaka McClain – 4 Votes, Lluvia Salazar – 3 Votes, and Ana Rodriguez – 5 Votes. No Winner

Result of third vote:

Cynthia Conteas-Wood – 4 Votes, Deaka McClain – 4 Votes, Lluvia Salazar – 1 Vote, and Ana Rodriguez – 7 Votes. No Winner
Lluvia Salazar removed herself from the nominees

	<p>Result of fourth vote: Cynthia Contreas-Wood – 4 Votes, Deaka McClain – 4 Votes, and Ana Rodriguez – 8 Votes. No Winner Cynthia Contreas-Wood removed herself from the nominees</p> <p>Result of fifth vote: Deaka McClain – 6 Votes, and Ana Rodriguez – 10 Votes Ana Rodriguez was elected ECAC Vice Chairperson for the calendar year 2018</p> <p>A motion will be forwarded to the Board of Governors to ratify the election of Cristina Deh-Lee as ECAC Chairperson and Ana Rodriguez as ECAC Vice Chairperson for the calendar year 2018.</p>	
FUTURE AGENDA ITEMS	Ms. McFerson requested that a discussion of Measure H be placed on the agenda. Ms. De La Torre responded she is working with staff to have a presentation at a future meeting.	
PUBLIC COMMENT	<p>Elizabeth Cooper, RCAC 2, expressed that ECAC has to revisit the First Amendment. She was treated very unfairly and it will impact her as a parent. She received a letter from L.A. Care that caused her a lot of hurt.</p> <p>Member Perez reported that the Board appointed Member Gonzalez-Delgado as the Interim Governance Committee Chair. <i>(Board Member Perez subsequently reported a clarification that the Governance Committee does not currently have a Chairperson. Board Member Gonzalez-Delgado was appointed by the Chairperson of the Board of Governors to sit on the Executive Committee in place of the Governance Committee Chair, until the Governance Committee elects a new Chairperson).</i> She reminded all about additional dental services that will be available starting January 1.</p> <p>Ms. Istrefi asked for a calendar of 2018 ECAC meetings. Ms. De La Torre reminded the members that they were given the schedule of community advisory committees and ECAC meetings for 2018 at the last ECAC meeting.</p> <p>Ms. McFerson shared information about a mobile clinic that will be in her community. She provided a flyer with the details.</p>	
ADJOURNMENT	The meeting adjourned at 1:04 pm.	

RESPECTFULLY SUBMITTED BY:

Malou Balones, *Committee Liaison, Board Services*
Jennifer Carabali, *Committee Liaison, Board Services*
Linda Merkens, *Manager, Board Services*

APPROVED BY

Christina Deh-Lee, *ECAC Chair*

Date _____

Jennifer Carabali, *Committee Liaison, Board Services*
Linda Merkens, *Manager, Board Services*

C Deh-Lee

Christina Deh-Lee, *ECAC Chair*

Date 2/14/18