

# Board of Governors

## Executive Community Advisory Committee

### Meeting Minutes – March 14, 2018

L.A. Care Health Plan, 1055 West 7<sup>th</sup> 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, ECAC Vice Chair</i>                      Cynthia Contreas-Wood, <i>RCAC 3 Chair*</i>                      Michael Shelton, <i>RCAC 4 Chair</i>                      Maria Sanchez, <i>RCAC 5 Chair *</i>                      Maria Lourdes De Servin, <i>RCAC 5 Vice-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>                      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><i>* Excused Absent ** Absent</i>  <i>*** Via teleconference</i></p>	<p>Channary Lim, <i>RCAC 2</i>                      Estela Lara, <i>RCAC 2</i>                      Martha Rodriguez, <i>RCAC 5</i>                      Maria Galvan, <i>RCAC 7</i>                      Ana Rubio, <i>RCAC 10</i>                      Gladis Alvarez, <i>RCAC 11</i>                      Mary Jo Fernando, <i>CCI Area 2</i>                      Jo Lynn Horton, <i>CCI Area 3</i></p> <p>Eduardo Kogan, <i>Interpreter</i>                      Paula Alvira, <i>Interpreter</i></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i>                      Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i>                      John Baackes, <i>Chief Executive Officer, L.A. Care Health Plan</i>                      Jose Avila, <i>Member Retention Unit, Member Services Department</i>                      Malou Balones, <i>Committee Liaison, Board Services</i>                      Jennifer Carabali-Cunningham, <i>Committee Liaison, Board Services</i>                      Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>                      Kristina Chung, <i>Community Outreach Field Specialist, CO&amp;E</i>                      Auleria Eakins, <i>Community Outreach Manager, CO&amp;E</i>                      Felicia Gray, <i>Community Outreach Liaison, CO&amp;E</i>                      Iris Hernandez, <i>Member Retention Unit, Member Services Department</i>                      Hilda Herrera, <i>Community Outreach Liaison CO&amp;E</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>                      Candace Nafissi, <i>Senior Communication Specialist, Communication and Community Relations</i>                      Francisco Oaxaca, <i>Senior Director, Communication &amp; Community Relations</i>                      Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i>                      Jose Ricardo Rivas, <i>Community Outreach Liaison CO&amp;E</i>                      Victor Rodriguez, <i>Community Outreach Liaison CO&amp;E</i>                      Martin Vicente, <i>Community Outreach Field Specialist, CO&amp;E</i>                      Mariah Walton, <i>CCI Field Specialist, Communication and Community Relations</i></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>CALL TO ORDER</b>	Cristina Deh-Lee, <i>ECAC Chairperson</i> , called the meeting to order at 10:15 a.m.	

<p><b>APPROVE MEETING AGENDA</b></p>	<p>The Agenda for today’s meeting was approved as submitted.</p>	<p>Approved. 12 AYES (Ballew, Deh-Lee, Guardarrama, Istrefi, McClain, Navarro, Rodriguez, Salazar, Servino, Sevilla, Vásquez and White).</p>
<p><b>APPROVE MEETING MINUTES</b></p>	<p>The meeting minutes for February 14, 2018 were approved as submitted.</p>	<p>Approved unanimously. 12 AYES</p>
<p><b>STANDING ITEMS</b></p>		
<p><b>ECAC CHAIR PERSON REPORT</b></p> <p><b>APPROVAL OF RCAC/CCI MEMBERSHIP</b></p>	<p>There were no members for approval.</p>	
<p><b>UPDATE FROM CHIEF EXECUTIVE OFFICER</b></p>	<p>John Baackes, <i>Chief Executive Officer</i>, reported that L.A. Care continues to grow and currently has 2,180,000 members. Covered California was created through the Affordable Care Act (ACA). L.A. Care had the lowest priced premium option in the Silver, Gold and Platinum metal tiers. Legislative attempts to repeal and replace the ACA failed. Many smaller but important issues remain in preserving the benefits of the ACA and Medicaid. The Child Health Insurance Plan was reauthorized for 10 years. Funding for clinics was reauthorized for 2 years. The individual mandate for health coverage was repealed effective January 1, 2019. Cost-Sharing Reductions (CSRs) for the individual market were also repealed. The CSRs have been offset by an Advanced Premium Tax Credit or subsidy for people up to 400% of the federal poverty level. This will cost more. The latest effort is to restore CSRs for 2019, 2020, 2021, and repay the 2017 fourth quarter CSR. This will reduce the Advanced Premium Tax Credit and save \$2 billion. The goal is to stabilize individual market and keep young low-risk people in the pool. There is also an effort to add language to deny funding for abortions (Hyde amendment). This must be decided this week to pass in the continuing resolution budget bill. The current funding legislation is scheduled to expire March 23.</p> <p>The Deferred Action for Childhood Arrivals (DACA) is off the table because of a court ordered stay.</p>	

	<p>The California Senate passed SB562 last year, which contained legislation for a single payer system. The bill would eliminate all private insurance and have the federal government send Medicaid and Medicare funding to the states to fund the single payer system. That process may take years. SB562 will be a campaign issue in the California governor’s race. Lieutenant Governor Gavin Newsom, California Nurses Association and other progressive Democratic candidates for State Senate and Assembly are in favor of SB562. Sentiment in Sacramento by the current members of the legislature is to avoid a vote and consider expanding Medi-Cal to undocumented adults. L.A. Care will continue to advocate for our members.</p> <p>Nesima Istrefi, <i>CCI Area 4 Chair</i>, asked what would happen to women who are pregnant due to rape or incest, or the mother’s life is in danger. Mr. Baackes responded that those three situations are exceptions already part of the Hyde amendment.</p> <p>Andria McFerson, <i>RCAC 6 Chair</i>, asked if we have an advocate in the senate trying to get healthier options for the boxes that they are proposing to deliver for the Supplemental Nutrition Assistance Program. Mr. Baackes responded that the organization does not believe that will happen and if so it will advocate against it.</p> <p>Estela Lara, <i>RCAC 2</i>, advocate asked if the In Home Supportive Services workers get paid from a different fund. Mr. Baackes responded that they do, they get paid out of state and county funding.</p> <p>Chair Deh-Lee asked if President Trump gets impeached how long would it take for everything to get back to the way it was. Mr. Baackes responded that if the President gets impeached, the Vice President will take charge. Vice President Pence has the same views as President Trump. For any change to occur we will have to wait until we have a new president. Mr. Baackes reminded the members that voting in this election is very important.</p>	
<p><b>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</b></p>	<p>Francisco Oaxaca, Senior Director of Communications and Community Relations, reported:</p> <ul style="list-style-type: none"> <li>• Progress is continuing with the Family Resource Center (FRC) in the East LA location. It is expected to open in early October.</li> <li>• The Lynwood FRC will be relocated to a larger facility in the same shopping center. It is expected to open in September.</li> <li>• Staff will be visiting potential FRC locations in RCAC region 4 on March 15. We have been having challenges finding a location that meets our needs.</li> <li>• In order to stay on schedule, the process to identify potential locations in RCAC region 11, Pomona Valley has begun. If we are unable to find a location for RCAC region 4, we will</li> </ul>	

	<p>switch our search to region 11. That location is currently scheduled to open in February 2019.</p> <ul style="list-style-type: none"> <li>• Staff is working with a consultant team that is doing research into members’ experiences and expectations of the transportation benefit that is available to them. We will be scheduling interviews and small focus groups over the next few weeks. The purpose of the research is to understand what members’ needs are and how the transportation benefit can better meet their needs.</li> </ul> <p>Deaka McClain, At Large Member, shared that she was not notified when her transportation services had expired. When her services were reinstated, they used Lyft. She noted that when she goes to UCLA she uses Access, and she encourages L.A. Care to contract with UCLA so she is able to continue using L.A. Care’s transportation services for all of her medical appointments.</p> <p>Ms. Lara shared that she had a great experience using the transportation services when she had an optometry appointment.</p> <p>Ms. Istrefi shared that she does not feel comfortable with drivers that do not have a camera in their vehicle.</p> <p><i>(Andria McFerson joined the meeting)</i></p> <p>Fátima Vázquez, RCAC 7 Chair, asked about the time frame and how many members will be participating in the project. Mr. Oaxaca responded that the project will last approximately five weeks and around 30-40 members will be participating.</p> <p>Gladis Alvarez, RCAC 11 member, encouraged L.A. Care to open an FRC in the RCAC 11 region.</p>	
<p><b>GLOBAL MEMBER ISSUES</b></p>	<p>Ana Rodriguez, RCAC 2 Chair, ECAC Vice Chair, shared that members from RCAC 2 did not receive meeting packets for their February 26 meeting.</p> <p>Ms. McFerson suggested that someone from Brilliant Corners go speak to the homeless community to explain what they are doing to help them. She added that a member of her committee informed her that she had a great experience with her doctor. She noted that she has not been getting a subsidy and thanked L.A. Care for mailing out the L.A. Care Connect pamphlet.</p>	

	<p>Ms. Lara shared that she did not receive her meeting packet. She suggested that members get their packets two weeks prior to the meeting to allow them sufficient time to review all meeting materials.</p> <p>Mr. Oaxaca reported:</p> <ul style="list-style-type: none"> <li>• Beginning next month, staff will be working with other departments to determine if the member issues raised at the committees or at ECAC are also being raised by other members through calls to L.A. Care or grievances filed. Input from the committees and ECAC will be added to information from those other sources to help inform any corrective action plan that is developed to address the issue.</li> <li>• Staff is also working with our Quality Improvement department to determine how best to handle access to care at hospitals that serve L.A. Care. L.A. Care’s relationships with many hospitals is different than our relationships with physicians and physician groups. This creates different challenges when addressing the types of issues members have raised about appointment times and access to services at certain hospitals. He will have more information at the next ECAC meeting.</li> </ul>	
<b>OLD BUSINESS</b>		
<b>URGENT CARE CENTERS</b>	<p>Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i>, reported the following:</p> <ul style="list-style-type: none"> <li>• Members reported that they are receiving inaccurate urgent care information from member facing departments, the Nurse Advice Line and Providers.</li> <li>• Members are being turned away at urgent care centers because the center does not take Medi-Cal or does not contract with their PPG, which causes members to go to the hospital emergency room (ER).</li> <li>• Three strategies will be used to address the issue: <ul style="list-style-type: none"> <li>○ Improve Accuracy of Urgent Care Centers’ Data <ul style="list-style-type: none"> <li>▪ Analyze urgent care locations with affiliated PPG’s</li> <li>▪ Validate the type of service provided at urgent care locations</li> <li>▪ Analyze grievances to track urgent care trends</li> </ul> </li> <li>○ Outreach &amp; Education <ul style="list-style-type: none"> <li>▪ Identify areas of improvement for provider communication</li> <li>▪ Identify areas of improvement for member communication</li> <li>▪ Provide training to Customer Solution Center with up-to-date materials</li> <li>▪ Provide all member facing departments, Nurse Advice Line and providers with accurate data</li> <li>▪ Provide additional training to RCACs about the difference between the ER and urgent care centers and where to get information about the urgent care centers</li> </ul> </li> <li>○ Alternative Ways to Expand the Urgent Care Centers Network</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Research possible alternative methods to address the shortage or backlog of Urgent Care Centers</li> <li>▪ Retail Clinics and Telehealth</li> </ul> <p>Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i>, asked how often will staff be verifying all urgent cares. Ms. Obeidi responded at least monthly.</p> <p>Hilda Pérez, <i>Member, Board of Governors</i>, shared that that she is very pleased with the three strategies that are in place.</p> <p>Ms. Istrefi, suggested that hospital and urgent care information be included on the member’s card. Ms. Obeidi responded that she will take her suggestion to the internal committee.</p> <p>Ms. McFerson, asked if a member is not receiving adequate services at an urgent care if they can call 911. Ms. Obeidi responded yes, if members condition is worsening and they are not able to get assistance at an urgent care they could call 911.</p> <p>Ms. McClain asked what should be done in the meantime if the Nurse Advice Line provides information to an urgent care that is not contracted with L.A. Care. Ms. Obeidi responded that staff’s priority is improving the provider network to be able to provide members current information.</p> <p>Ms. Salazar, shared that when she called the Nurse Advise Line because she had a sharp pain in her side they told her to go to the emergency room. She was expecting them to provide her with more help or a diagnosis. Ms. Obeidi, responded that her situation required a physical examination and that is a reason the nurse encouraged her to go the emergency room.</p> <p>Brenda White, <i>CCI Area 3 Chair</i>, shared that she took a friend to the urgent care and when they arrived it was closed down. She asked if the list will still reflect urgent cares that are no longer running. Ms. Obeidi responded that staff is confirming all information to eliminate situation like that.</p> <p>Gladis Alvarez, <i>RCAC 11 member</i>, asked if the three strategies where getting implemented now because she feels that more should be done. Many times her primary care physician office refers patients to the urgent care because they do not have an appointment. Ms. Obeidi responded the strategies do not address that, but if that occurs and the member’s situation is serious to go to the nearest urgent care and call the Customer Solution Center to report their situation.</p>	
<p><b>CAC FALL CONFERENCES</b></p>	<p>Auleria Eakins, <i>Manager, CO&amp;E</i>, provided an overview of member feedback from the 2017 RCAC and CCI Conference.</p>	

<p><b>“MEMBERS IN FOCUS” – OUTCOMES</b></p>	<ul style="list-style-type: none"> <li>• Following scores were how members answered to the question, did the 2017 Fall Conference meet your expectations? <ul style="list-style-type: none"> <li>○ 26% - neutral</li> <li>○ 14% - somewhat</li> <li>○ 61% - met</li> </ul> </li> <li>• Following scores were how members rated the Conference: <ul style="list-style-type: none"> <li>○ 40% - excellent</li> <li>○ 36% - good</li> <li>○ 2 % - regular</li> <li>○ 21% - neutral</li> </ul> </li> <li>• Following scores were how members answered to the question, how effective do you think you are as an advisory committee member? <ul style="list-style-type: none"> <li>○ 25% - good health promoters</li> <li>○ 25% - need more collaborations opportunities</li> <li>○ 25% - influence the creation of FRCs</li> <li>○ 25% - good advocates but lack trainings and L.A. Care does not address all of their concerns</li> </ul> </li> </ul> <p>Member Delgado-Gonzalez asked for clarification about not addressing all their concerns. Ms. Eakins responded that some comments pointed out timeliness. There are instances that staff cannot provide a quick fix to a member’s request</p> <p>Member Perez asked for more details regarding influence in the location of FRCs. Ms. Eakins responded members want to be involve in the program development of their FRC.</p> <p>Ms. McClain, shared that it was brought up to her attention that accessibility standards were not met during the conference. She asked if accessibility issues during the conference will be part of the survey. Ms. Eakins responded moving forward we staff will be inclusive with feedback Ms. McClain had provided.</p> <p>Ms. McFerson encouraged an outreach effort for mammograms.</p>	
<p><b>NEW BUSINESS</b></p>		
<p><b>AMERICAN WITH DISABILITIES ACT (ADA)</b></p>	<p>Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i>, reported that the purpose of the law American with Disability Act (ACA) is to make sure that people with disabilities have the same rights and opportunities as everyone else. In respect to the health care program, the public entity’s facilities should be accessible or unusable by individuals with disabilities. A person should be able to access the facilities and be examined by a doctor without feeling any discrimination. Ms. Gonzalez-Delgado encouraged all members to be alert and speak up about</p>	

	<p>any discrimination that might be taking place as this is a community effort. We have to speak up for those that are not able to. If anyone sees an ADA violation, they can call the Department of Human Health Services to file a report. The law states that if the entity has a financial burden they are not required to purchase accessible equipment, however, they have to provide a substitute. L.A. Care has made an impact by funding accessible equipment so that L.A. Care members can access health services. Moving forward she suggested L.A. Care contract with providers who already have accessible equipment at their clinics, and advocate for changes to the ADA. Current legislation, H.R.620, has been proposed which will make it more difficult to file a lawsuit and make it easier for the companies to settle before going to court.</p> <p>Ms. McClain thanked Ms. Gonzalez-Delgado and asked how ECAC can move this issue forward to start advocating. Mr. Oaxaca responded staff from the government affairs team will take the lead in advising ECAC if there are any opportunities at the state and federal levels to pursue any action.</p> <p>Ms. McFerson shared that she will provide the telephone number for the Department of Human Health Services so they can call to place a report.</p> <p>Mary Jo Fernando, <i>CCI 2 member</i>, asked about a contact person for the housing programs. Ms. Gonzalez-Delgado responded she will provide her a contact number.</p> <p>Wilma Ballew, <i>CCI Area 2 Chair</i>, suggested providing more information to members when they are requesting a follow up.</p>	
<p><b>FUTURE AGENDA ITEMS</b></p>	<p>Member Perez requested an item to discuss membership recruitment.</p> <p>Ms. McFerson requested an update for I-Speak pilot.</p>	
<p><b>PUBLIC COMMENT</b></p>	<p>María Adela Guadarrama, <i>RCAC 1 Chair</i>, asked when the revised tax form will be sent. Mr. Oaxaca encouraged members to contact their field specialist if they had not received the revised form.</p> <p>Ms. Salazar noted that the deadline was January 31. Asked staff to please mail out forms in a timely manner as members need to file their taxes.</p> <p>Maria Montes, <i>RCAC 8 Chair</i>, thanked L.A. Care for the Community Worker positions that were made available. She thanked Mr. Oaxaca for his support.</p> <p>Ms. Lara thanked both Ms. Eakins and Mr. Oaxaca for their hard work.</p>	

<b>ADJOURNMENT</b>	The meeting adjourned at 12:50 pm.	
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**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 \_\_\_\_\_

ADJOURNMENT	The meeting adjourned at 12:50 pm.	
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**APPROVED BY**



Christina Deh-Lee, *E Chair*  
Date