

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – June 14, 2017



L.A. Care
HEALTH PLAN

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

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 McPerson, <i>RCAC 6 Chair</i> Fátima Vásquez, <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>Rut Hernandez, <i>RCAC 1</i> Alicia Flores, <i>RCAC 1</i> Elizabeth Cooper, <i>RCAC 2/CCI Area 2</i> Estela Lara, <i>RCAC 2</i> Roberto Santos, <i>RCAC 3</i> Gizelle James, <i>RCAC 4</i> Ana Santiago, <i>RCAC 4</i> Irma Torres, <i>RCAC 6</i> Maria Cecilia Cruz, <i>RCAC 9</i> Damares Hernandez de Cordero, <i>RCAC 10</i> Nicole Fitzgerald, <i>CCI Area 1</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 Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i> John Baackes, <i>Chief Executive Officer</i> Richard Seidman, MD, MPH, <i>Chief Medical Officer</i> Malou Balones, <i>Committee Liaison, Board Services</i> Miguel Casillas, <i>CMC Health Navigator, Even MORE Outreach & Services</i> Jennifer Carabali, <i>Committee Liaison, Board Services</i> Idalia Chitica, <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> Alfredo Flores, <i>CMC Health Navigator, Even MORE Outreach & Services</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> Devina Kuo Fan, <i>Health Promoter Program Manager, CO&E</i> Susan Ma, <i>CCI Field Specialist, Communications and Community Relations</i> Linda Merkens, <i>Manager, Board Services</i> Frank Meza, <i>Community Outreach Field Specialist, CO&E</i> Nancy Molina, <i>CCI Liaison, Communications and Community Relations</i> Courtney Nicholas, <i>Community Outreach Field Specialist, CO&E</i> Francisco Oaxaca, <i>Senior Director, Communication & Community Relations</i></p> <p>Roland Palencia, <i>Director, Community Benefits Program</i> Jose Ricardo Rivas, <i>Community Outreach Liaison CO&E</i> Victor Rodriquez, <i>Community Outreach Liaison CO&E</i> Prity Thanki, <i>Local Government Advisor, Government Affairs</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i></p>
<p>* <i>Excused Absent</i> ** <i>Absent</i> *** <i>Via teleconference</i></p>		

<p>BOARD MEMBER REPORT</p>	<p>Hilda Pérez, <i>Member, Board of Governors</i>, reported that the Board of Governors met on June 1 at the Michelle Obama Library. She reminded the Committee that former Member Ozzie Lopez advocated to take the Board meetings to the community as well as streamlining the meetings.</p> <p><i>(Maria Montes, RCAC 8 Chair, joined the meeting)</i></p> <p>Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i>, reported that a Chief Officers provided reports to the Board. Christina Ghaly, MD, joined the Board of Governors in May. Dr. Ghaly is the Chief Operations Officer of the County Department of Health Services. She filled a seat on the Board that was left vacant when Dr. Alex Li resigned. As of June 1 we have 2,120,000 members. She thanked the technical support team and all involved in the planning of the meeting. Thanked all who attended the meeting.</p>	
<p>MEET THE NEW CHIEF MEDICAL OFFICER</p>	<p>Richard Seidman, MD, MPH, <i>Chief Medical Officer</i>, introduced himself to the Committee and shared information about his educational and professional background. He will be working with Mr. Oaxaca to address any issues ECAC might bring forward.</p> <p>Elizabeth Cooper, <i>RCAC 2/CCI Area 2</i>, asked if Dr. Seidman can look into how the environment is affecting people with asthma and also provide more information about epilepsy. Dr. Seidman responded there is a clear link between the environment and asthma. Member's primary physicians should be able to address members with asthma and provide them needed medications. There is a lot of work going into improving the environmental conditions. Members that have seizure disorders need to be closely monitored by their physicians and specialists.</p> <p>Ms. McFerson suggested that instead of physicians focusing on medication for epilepsy disorders they should focus more on educating people about what is the cause of the disorder. She noted that chromosome 14 sometimes is faulty and might cause asthma and seizures. A suggestion is to look into Enhanced External Counterpulsation therapy. Dr. Seidman responded he will look into that.</p> <p>Estela Lara, <i>RCAC 2</i>, asked Dr. Seidman what are his priorities in reference to prevention programs going forward. Dr. Seidman responded L.A. Care's goal is to improve the health for all Angelinos. Staying compliant is a high priority while providing quality care with the best access possible and great customer service. We are working hard to improve our customer service as that is our touch point to our members. The member Experience Survey not only asks how you feel about L.A. Care as a health plan, but also your experience with your primary care physicians and specialty care physicians and timely access to specialty care. A few of our goals are to improve timely access, quality of care and outcomes with higher member satisfaction ratings.</p>	

<p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p>	<p>Mr. Oaxaca reported that the local legislative visits involved the efforts of the members, the Government Affairs team and the CO&E field specialists' team. He thanked all for doing a great job supporting our members. During the July ECAC meeting he will provide a summary of all the visits.</p> <ul style="list-style-type: none"> • Reminded all members to review the revised Operating Rules. The revised Operating Rules will be presented at the next ECAC meeting to finalize the discussion and continue the process. • The grant applications to provide funding for accessible exam equipment for provider offices have been received. There were a total of 27 applications. A committee made up of L.A. Care staff and individuals from outside organizations reviewed the applications. Each organization that submitted an application will get a visit to make sure they have the proper space and configuration to be able to accommodate the equipment. Once the visits are completed and the recommendations are submitted to John Baackes, <i>Chief Executive Officer</i>, the equipment will be ordered. The estimated time to order the equipment is by the end of the calendar year. • Per the request during last month's ECAC meeting at the upcoming RCAC and CCI Council meetings staff will provide members with a list of local legislators and their contact information that is specific to their region. • Mr. Oaxaca has started to meet with Dr. Seidman to bring him up to date about what ECAC has been working on recently. • The new Family Resource Center (FRC) in Palmdale will be having its grand opening event this Saturday from 10 am to 1 pm. • Mr. Oaxaca reported that there have been some staff changes that include the addition of a new Regional FRC Manager, Mabel Ponce to support with the expansion of the FRCs. The goal is to open two FRCs per year for the next four years. <ul style="list-style-type: none"> ○ Devina Fan is now Supervisor, Health Promoters Program. Mr. Oaxaca and Ms. Fan are working on developing a strategic plan for the Health Promoter Program. ○ There has been a title change for Judy Hsieh Bigman who is now Senior Specialist, Communications & Community Relations. • He noted that the organizational chart has been updated to reflect all the changes and a copy was provided to the Committee members. <p>At last month's ECAC meeting there was a suggestion regarding the development of a resource booklet to provide to our committee members. Staff looked into this idea and determined that there are other organizations throughout Los Angeles County that are already producing similar</p>	
--	--	--

	<p>Ms. Cooper expressed concern because she has not heard any promotion for Ms. Eakins or Ms. Chitica. She noted that every time she has an issue she can contact either of them directly. She recommended that the both be recognized and be promoted for their hard work. She noted that Ms. Eakins is working on her doctorate degree. Another suggestion is to allow RCAC members to do some of the work at the FRCs.</p> <p>John Baackes, <i>Chief Executive Officer</i>, provided an update on the Affordable Care Act (ACA). The Senate is currently reviewing the House bill for the repeal and replace legislation known as American Health Care Act, which is devastating and we have been opposed to it. The Senate is conducting deliberations behind closed doors so we currently do not know which direction they are taking. He encouraged ECAC and members who are actively meeting up with representatives to keep up their work because we are hopeful. We are working with other Medicaid plans around the country to educate the Senators in the Republican states that the bill they are considering goes beyond the repeal and replace and reform of the ACA by changing the fundamental basis on which Medicaid was adopted 52 years ago. The changes will affect every beneficiary because it will reduce overall Medicaid funding.</p>	
<p>GLOBAL MEMBER ISSUES</p>	<p>Vice Chair Contreas-Wood asked that ECAC members come to the next meeting prepared to present health access issues that were discussed at RCAC/CCI Council meetings.</p> <p>Health Navigators from the Member Services Department will be available at the end of the meeting to address individual member issues.</p> <p>Ms. Istrefi, shared that she is concerned for people who develop shingles as they have no access to the vaccine. Individuals who had chicken pox have the virus and are developing shingles at middle age. The vaccine is only offered to people 65 of age and above. She is suggesting that the vaccine be made available for individuals of 30 years of age and above. Vice Chair Contreas-Wood noted that the vaccine is available for individuals 60 years of age and above. She added that shingles are developed later in life and the decision of making the vaccine available to individuals 60 years of age and above is based on the medical community standard.</p> <p>Ms. Saffore shared that in the High Desert Medical Group in the Antelope Valley continue to have issues with long wait times for appointments. Mr. Oaxaca responded that members that are experiencing this issues to file a grievance to insure that information get recorded in our system. Members have to follow through the whole grievance process to be able get all the information needed to be able to use that information while monitoring that clinic. That clinic is currently one of the clinics that staff is monitoring on a quarterly basis. He will follow up with the internal team to see what grievances have been filled and to see what actions we have taken. He will report back on the findings at a future ECAC meeting.</p>	

	<ul style="list-style-type: none"> ○ Support safety net clinics' infrastructure to provide high quality and coordinated services to help them thrive in a managed care environment ○ Expand access to high-barrier services for low-income and vulnerable populations ○ Address social determinants that lead to poor health outcomes ○ Homeless Housing ● Acknowledgement and Recognition Examples <ul style="list-style-type: none"> ○ In partnership with Communications Department: <ul style="list-style-type: none"> ▪ Antelope Valley Community Clinic grand opening ▪ Northeast Valley Health Corporation ribbon cutting ▪ APLA's Health Oscar party and S.T.A.G.E. event ▪ Los Angeles Christian Health Centers' gala dinner ▪ St. John's Well Child and Family Center's TransNation festival <p>Mr. Palencia noted that L.A. Care is a unique health plan because not a lot of other plans have a program in place to give back to the community. The community funding is very align with L.A. Care's mission.</p> <p>Member Perez asked how the initiatives get to his department. Mr. Palencia responded that we get a lot of information via different departments. The Communications department, for example, helps relaying information about the community's needs. We also get information through the ECAC and the RCACs as well as through focus groups that are made up of some community clinics. The funding is allocated by the Board of Governors. The budget approved has increased throughout the years.</p>	
<p>RCAC 2 MOTION</p>	<p>Ana Rodriguez, <i>RCAC 2</i>, reported that during the May 8 RCAC 2 meeting members discussed the lack of information provided regarding services provided by L.A. Care's plan partners. Many members were not aware of services provided to them through the plan. Members suggested that a pamphlet be created to summarize the different services provided per product line and plan.</p> <p>Ms. Rodriguez presented the following motion:</p> <p><u>Motion ECA-A.0617</u> Motion for L.A. Care Health Plan to provide education on the type of wrap around services L.A. Care offers for each of their product lines</p> <p>Ms. Ballew asked if members contacted Members Services with their concern or questions regarding their coverage. That is what Member Services are there for and they speak different languages to accommodate members. Ms. Rodriguez responded that not all members are comfortable calling into Member Services.</p>	<p>Approved. 10 AYES, (Conteas-Wood, Guadarrama, McFerson, Navarro, Rodriguez, Sanchez, Sevilla, Shelton and Vásquez).</p>

- CEO Report should be included on the ECAC agenda monthly. If the CEO is unable to attend, the committee members will be informed. This will help with managing time for unscheduled presentation.
- Each agenda item should have a time allotment. The time allotted should include time for questions and answers. The Chair should inform the speaker/presenter, prior to speaking, the time allotted to speak/present and the time allotted to answer questions from the members and the public.
- ECAC Members and the Public
 - Both will be allowed to speak for 2 minutes. If time is limited, the Chair will notify them that time allowed to speak has been reduced to 1 minute.
 - Both will only have the opportunity to ask one questions or provide one comment. This will allow for other ECAC members and the public to speak if time is allotted.
- Comment Cards
 - We will continue to use comments cards. They will be numbered in ordered received.
 - If members from the public who complete a comment card, were not called due to time, will have the opportunity to write down their question/comment on an index card and L.A. Care staff will follow-up.
- Pilot and Training
 - If the recommendations are approved by ECAC, pilot the recommendations at one of the ECAC Leadership Trainings.
 - Once process has been solidified, provide a training at the RCAC/CCI meeting so consumer advisory committee members understand the meeting process when they attend as public.
 - An educational sheet with the meeting process will be created to distribute to ECAC and the public.

Ms. Sevilla asked ECAC to move forward with the recommendations made by the as-hoc committee.

Member Perez, noted that Ms. Istrefi had a question for Dr. Seidman but was not able to ask it due to a lack of time. However, no one gave her an index card to write her question and provide to staff. Ms. Sevilla noted that the index cards is part of the recommendation but those recommendations have not been put into place yet.

Vice Chair Contreas-Wood, suggested that a couple of index cards be placed in ECAC members folders.

Ms. McFerson recommended time sharing between the members of the public.

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

Christina Deh-Lee, *ECAC Chair*

Date

7/12/17

