

# Board of Governors

## Executive Community Advisory Committee

### Meeting Minutes – October 11, 2017

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>Maria Adela Guadarrama, RCAC 1 Chair</p> <p>Ana Rodriguez, RCAC 2 Chair</p> <p>Cynthia Contreas-Wood, RCAC 3 Chair, ECAC Vice-Chair</p> <p>Michael Shelton, RCAC 4 Chair</p> <p>Maria Sanchez, RCAC 5 Chair</p> <p>Andria McFerson, RCAC 6 Chair</p> <p>Fátima Vázquez, RCAC 7 Chair</p> <p>Maria Montes, RCAC 8 Chair</p> <p>Cristina Deh- Lee, RCAC 9 Chair, ECAC Chair</p> <p>Leticia Navarro, RCAC 10 Chair</p> <p>Lluvia Salazar, RCAC 11 Chair</p> <p>Elda Sevilla, At Large Member</p> <p>Deaka McClain, At Large Member</p> <p>Demetria Saffore, CCI Area 1 Chair</p> <p>Wilma Ballew, CCI Area 2 Chair</p> <p>Brenda White, CCI Area 3 Chair</p> <p>Nesima Istrefi, CCI Area 4 Chair</p> <p>* Excused Absent ** Absent *** Via teleconference</p>	<p>Antonia Rodas, RCAC 1</p> <p>Estela Lara, RCAC 2</p> <p>Virginia Martinez, RCAC 2</p> <p>Rosa Urena, RCAC 3</p> <p>Phyllis Coto, RCAC 4</p> <p>Dove S. Pinkney, RCAC 6</p> <p>Angelica Albarran, RCAC 7</p> <p>Maria Galvan, RCAC 7</p> <p>Chhou Ou, RCAC 9 Community Partner</p> <p>Marina Garcia, RCAC 11</p> <p>Abelardo Menor, CCI Area 1</p> <p>Marilen Menor, CCI Area 1</p> <p>Elizabeth Cooper, CCI Area 2</p> <p>Robert G. Harvey Dixon, CCI Area 3</p> <p>Richard Hernandez, CCI Area 4</p> <p>Eduardo Kogan, Interpreter</p> <p>Paula Alvira, Interpreter</p>	<p>Hilda Pérez, Member, Board of Governors</p> <p>Layla Delgado-Gonzalez, Member Advocate, Board of Governors</p> <p>John Baackes, Chief Executive Officer</p> <p>Malou Balones, Committee Liaison, Board Services</p> <p>Idalia De La Torre, Field Specialist Supervisor, CO&amp;E</p> <p>Kristina Chung, Community Outreach Field Specialist, CO&amp;E</p> <p>Auleria Eakins, Community Outreach Manager, CO&amp;E</p> <p>Erika Estrada, Supervisor, Community Relations Communication Department</p> <p>Laura Garcia, Health Promoter Liaison CO&amp;E</p> <p>Felicia Gray, Community Outreach Liaison, CO&amp;E</p> <p>Hilda Herrera, Community Outreach Liaison CO&amp;E</p> <p>Judy Hsieh Bigman, Senior Communication Specialist, Communication and Community Relations</p> <p>Susan Ma, CCI Field Specialist, Communications and Community Relations</p> <p>Linda Merkens, Manager, Board Services</p> <p>Frank Meza, Community Outreach Field Specialist, CO&amp;E</p> <p>Nancy Molina, CCI Liaison, Communications and Community Relations</p> <p>Courtney Nicholas, Community Outreach Field Specialist, CO&amp;E</p> <p>Francisco Oaxaca, Senior Director, Communication &amp; Community Relations</p> <p>Roland Palencia, Director, Community Benefits Program</p> <p>Jose Ricardo Rivas, Community Outreach Liaison CO&amp;E</p> <p>Victor Rodriguez, Community Outreach Liaison CO&amp;E</p> <p>Aileen Sanchez, Department Assistant, CO&amp;E</p> <p>Prity Thanki, Local Government Advisor, Government Affairs</p> <p>Martin Vicente, Community Outreach Field Specialist, CO&amp;E</p> <p>Fernando Villalobos, CMC Health Navigator, Even MORE Outreach &amp; Services</p> <p>Mariah Walton, CCI Field Specialist, Communications and Community Relations</p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN						
CALL TO ORDER	<p>Cristina Deh-Lee, <i>ECAC Chairperson</i>, called the meeting to order at 10:03 a.m.</p> <p>Chair Deh-Lee asked for a moment of silence for all the devastation that is happening in our country and around the world.</p> <p>Andria McPerson, <i>RCAC 6 Chair</i>, requested clarification on the new meeting guidelines regarding how long staff can speak on issues, items and motions. She suggested no interruptions while members are presenting motions, as they need that time. Francisco Oaxaca, <i>Senior Director, Communication &amp; Community Relations</i>, responded that staff would get back to Ms. McPerson regarding her suggestions.</p>							
APPROVE MEETING AGENDA	<p>Chair Deh-Lee reported that Dr. Seidman will not attend today's meeting. He will provide his update during the November meeting.</p> <p>Deaka McClain, <i>At Large Member</i>, asked that the 'Future Agenda Items' section be placed on the agenda. Mr. Oaxaca noted that members might make those comments during the public comment section of the agenda.</p> <p><b>The Agenda for today's meeting was approved as amended.</b></p>	<p>Approved.  <b>17 AYES, (Ballew, Contecas-Wood, Deh-Lee, Guardarrama, Istrefi, McClain, McPerson, Montes, Navarro, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).</b></p>						
APPROVE MEETING MINUTES	<p>Cynthia Contecas-Wood, <i>RCAC 3 Chair, ECAC Vice-Chair</i>, reported that on page 13 the word term should be team.</p> <p><b>The meeting minutes for September 13, 2017 were approved as amended.</b></p>	<p>Approved.  <b>17 AYES</b></p>						
STANDING ITEMS ECAC CHAIR PERSON REPORT	<p>ECAC Chair Deh-Lee presented a motion:  <b><u>Motion ECA 100.0917</u></b>  <b>To approve the following candidate(s) as members of the Regional Community Advisory Committees (RCAC) and Coordinated Care Initiative Councils (CCI), as reviewed by the Executive Community Advisory Committee (ECAC) during the October 11, 2017 ECAC meetings.</b></p> <table border="1" data-bbox="1372 430 1485 1543"> <thead> <tr> <th data-bbox="1372 1213 1453 1543">Name</th> <th data-bbox="1372 940 1453 1213">RCAC/CCI #</th> <th data-bbox="1372 430 1453 940">Type of Member (Agency, if applicable)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1453 1213 1485 1543">Tonya Byrd</td> <td data-bbox="1453 940 1485 1213">RCAC 9</td> <td data-bbox="1453 430 1485 940">Consumer</td> </tr> </tbody> </table>	Name	RCAC/CCI #	Type of Member (Agency, if applicable)	Tonya Byrd	RCAC 9	Consumer	<p>Approved  unanimously.  <b>17 AYES</b></p>
Name	RCAC/CCI #	Type of Member (Agency, if applicable)						
Tonya Byrd	RCAC 9	Consumer						

	Joseph Airo	CCI 3	Consumer
<p><b>BOARD MEMBER REPORT</b></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i>, reported that the Board met October 5</p> <ul style="list-style-type: none"> <li>● Board Chair Louise McCarthy shared that she attended the RCAC 8 meeting. She thanked the staff supporting the meeting, Frank Meza, Idalia De La Torre and Hilda Herrera, and commended them on a great job in facilitating the meeting. She added that RCAC 8 Chair, Maria Montes did a great job leading the meeting and all RCAC members were very engaged. She will continue doing her rounds to other RCAC and CCI Council meetings.</li> <li>● Ms. McFerson expressed concern with the lack of Health Promoter training available at the Family Resource Center in Inglewood.</li> <li>● The Board approved a sponsorship of \$75,000 for the November 2017 “Care Harbor LA” healthcare clinic.</li> <li>● The November 2 Board of Governors meeting has been cancelled. The next Board meeting will be held on December 7.</li> </ul> <p>Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i>, noted that it was disheartening that there was not a lot of RCAC participation at the Board meeting. Hopes that more members will attend that December meeting.</p> <p>Member Perez added that she and Member Delgado-Gonzalez have been attending RCAC meetings. She attended RCAC 2 meeting and realized that there is a need for recruitment for that RCAC.</p> <p>Elizabeth Cooper, <i>RCAC 2/CCI Area 2</i>, shared that outreach from all members is needed to ensure the RCACs and CCI Councils are diverse. She requested Auleria Eakins, <i>Community Outreach Manager, CO&amp;E</i>, Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>, and Mr. Oaxaca to discuss diversity amongst the RCACs, not just membership.</p>		
<p><b>UPDATE FROM CHIEF EXECUTIVE OFFICER</b></p>			<p>John Baackes, <i>Chief Executive Officer</i>, reported that Senators Lindsey Graham (R- South Carolina) and Bill Cassidy (R- Louisiana) released a bill to repeal the Affordable Care Act (ACA). The Graham-Cassidy bill was supposed to repeal the ACA by eliminating important federal funding for health exchange subsidies, Medi-Cal expansion, and the Medi-Cal program. It would have allowed states to waive important consumer protections and essential health benefits, and eliminate protections for people with pre-existing conditions.</p> <p>On September 26, the Senate Republicans decided it could not put the Graham-Cassidy Bill up for a vote because it did not have enough votes for passage. The bill lost any chance of passage when Senators Susan Collins (R-Maine), Paul Rand (R-Kentucky) and John McCain (R-Arizona) announced they would vote no on the bill. Congressional leadership has made it clear their intent to continue trying to repeal the ACA. There is great authority granted to the Secretary of Human Health Services and there can be another repeal effort.</p>

The 2018 rates for Covered California will be announced later today. L.A. Care submitted two sets of rates to Covered California based on the ACA and the Cost Sharing Reduction (CSR). At the end of President Obama's administration, there was a lawsuit filed regarding the government's obligation to pay the CSR, and many states have joined the lawsuit. Because of recent statements by the Trump administration, health plans do not know if the CSR will continue to be paid. L.A. Care's premium rate increase averaged 12.3% with the CSR. Without the CSR the rate increase is 23%. Covered California will likely announce the rates at the higher level. The actual federal funding for the subsidies will be higher than with the CSR. Elimination of the CSR will not save any funds. The Board wants L.A. Care to stay in Covered California because it is an important bridge for people who become ineligible for Medi-Cal to have continuity of coverage and access to their health care providers.

Ms. McClain thanked Mr. Baackes for advocating for the ACA. She asked about access to the University of California, Los Angeles (UCLA) hospital. Mr. Baackes responded that the issue with UCLA has been an unfortunate problem for L.A. Care. UCLA will not sign an agreement with L.A. Care and is not listed as a participating provider. For each L.A. Care member who received care at a UCLA facility L.A. Care had to individually negotiate the cost under a memorandum of understanding. Last year there were 900 cases negotiated with UCLA. Medicaid provides UCLA public money. A new rule issued by Medicaid will force UCLA to contract with L.A. Care and staff has been meeting regularly with UCLA representatives. Earlier this year we reached an agreement with the University of Southern California facilities that are now a participating provider in L.A. Care.

Ms. Istrefi noted that the Comprehensive Centers accept all members.

Ms. Cooper shared that she attended the Board meeting and asked Mr. Baackes to share information about L.A. Care's trade associations. Mr. Baackes responded that in May he summarized the actions of two trade associations, where he is a board member, that were not announcing opposition to the ACA repeal legislation. An L.A. Care Board member advised him to gather a coalition of health plans opposed to the legislation. Mr. Baackes was able to get nine other health plan CEOs to join him in signing a letter of opposition that was sent to Senate leaders. The press recognized L.A. Care for this work. The coalition has expanded and now represents 15 million lives in 30 states. Mr. Baackes added that he is grateful that the L.A. Care Board was so encouraging.

Member Perez shared that she is thankful to the Health Promoter program that has provided her with so much knowledge. The Health Promoters attended Vision Y Compromiso conference in Ontario. The stipend, lunch and mileage came as a blessing to her, and it was nice to spend time with Health Promoters from around the country.

Chair Deh-Lee thanked Mr. Baackes for all he has done for L.A. Care members.

Ms. Ballew asked how she could join the Health Promoter program. Mr. Oaxaca responded that the program is at full capacity at this time. He noted that there is a wait list and is hoping to expand membership in the program in the future.

Prity Thanki, *Local Government Advisor, Government Affairs*, reported the following:

- Last month, the Trump Administration announced the end of the Deferred Action for Childhood Arrivals (DACA) Program. This program had protected from deportation nearly 800,000 young undocumented immigrants brought to the U.S. as children or young teenagers. California is home to the largest number of DACA Recipients (aka Dreamers), nearly 223,000, and an estimated 118,000 to 130,000 live in Southern California.

Below are things to know about DACA

- DACA is valid until expiration. To determine when DACA and work permits expire, recipients should check their I -795 Approval Notice and the bottom of their employment authorization document.
- No new DACA applications have been accepted after October 5, 2017.
- If a person has DACA that was set to expire before March 5, 2018, they had until October 5, 2017 to apply for a two-year renewal.
- Those who will lose protection on March 6, 2018 or later will fall back into unauthorized status.
- Advance parole to travel abroad is no longer available.
- All of this will happen if Congress fails to pass a bill in the next six months to extend DACA by either continuing to offer temporary protection or a path to legalization.

While this is a very difficult time, it is important for DACA recipients who receive health coverage through L.A. Care to know that the Medi-Cal coverage will not be affected at this time. The health benefits remain in place and members should continue to seek care from doctors, clinics and specialists. L.A. Care is working with immigration advocacy organizations including the Central American Resources Center (CARECEN) and the Coalition for Humane Immigrant Rights of Los Angeles (CHIRLA), to support “Know your Rights” workshops, town halls and public education campaigns, as well as initiatives that assist immigrants in achieving citizenship status and connect them to a range of health services. L.A. Care stands with Dreamers and will engage at the federal, state and local levels to support the DACA program.

Ms. McFerson asked for information about the DACA program. Ms. Thanki responded that staff has provided background about DACA and will provide it again at a future meeting.

Nesima Istrefi, *CCI Area 4 Chair*, asked about parents who have children that were born in the US. Ms. Thanki responded there are many organizations involved in discussions about those circumstances.

**UPDATE  
GOVERNMENT  
AFFAIRS**

	<p>Member Perez shared that at the Board meeting Mr. Baackes noted that L.A. Care is supporting a program for DACA members who have questions. Ms. Thanki added that L.A. Care provided funding to Central American Resources Center and Collation for Humane Immigrant Rights of Los Angeles.</p> <p>Member Delgado-Gonzalez noted that DACA does not only affect Latinos but also other immigrant communities like Asian Americans. Ms. Thanki noted that she would work with CO&amp;E staff to provide contacts to organizations that may be able to provide resources about DACA in different languages.</p> <p>Ms. Cooper shared that she called her US Senator in opposition to DACA participants being deported. She reminded everyone about the 14th amendment. She added that all these changes would affect all Americans.</p> <p>Phyllis Coto, <i>RCAC 4 member</i>, asked for an update on President Trump’s changes to funding for Medicaid in sanctuary cities. Ms. Thanki responded she would provide an update on that issue at a future meeting.</p>
<p><b>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</b></p>	<p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported:</p> <ul style="list-style-type: none"> <li>● L.A. Care hosted an adaptive equipment fair on October 3, 2017. ECAC members and other consumer advisory members who have expressed interest were invited.</li> <li>● All the clinics that received L.A. Care grants were able to talk to vendors about the various types of adaptive equipment available.</li> <li>● CCI At-Large Member Deaka McClain and Health Promoter Demetria Saffore, Pedro and Adriana Martinez, provided “Walk In My Shoes” demonstrations as part of L.A. Care’s Customer Service Week.</li> <li>● The demonstration helps build awareness about the challenges that those who have various health conditions and disabilities deal with daily.</li> <li>● There will be significant time on all the RCAC and CCI Council Agendas on the revisions to the CAC Operating Rules starting this month through November.</li> <li>● There are no new changes since we reviewed them last, so CO&amp;E and CCI Council Management staff will be leading detailed discussions on the same information during upcoming meetings.</li> <li>● For RCACs and CCI Councils which do not wish to review the revisions again, an option to approve the revisions without going through the extensive review will be available.</li> <li>● All Health Plans are now required to address all issues raised by members as formal grievances. Staff is currently reviewing the new regulation and its effect on issues brought up during consumer advisory committee meetings. The new regulation does not change the current process for a member to submit a formal grievance. More details will be provided at a future meeting.</li> </ul>

Ms. McFerson expressed that this is a great change and suggested members share any issues they may have.

Ms. Cooper asked how the new regulation might affect the two Board members that represent the members. Member Delgado-Gonzalez responded that they would have to formalize issues brought to them.

Brenda White, *CCI Area 3 Chair*, asked who a member should contact with issues. Mr. Oaxaca responded that members should contact their Field Specialist first, if the issue continues for RCACs and CCI they should contact Ms. Eakins, and for ECAC they should contact Ms. De La Torre. If the issue continues, they can contact him directly.

María Adela Guadarrama, *RCAC 1 Chair*, asked if a flyer for the Care Harbor Clinic can get distributed to all RCAC and CCI members.

Member Perez reminded ECAC about the chaos around the Interdisciplinary Committee and reminded staff to keep members updated.

## GLOBAL MEMBER ISSUES

Lluvia Salazar, *RCAC 11 Chair*, shared that Queen of the Valley emergency room in West Covina is very small and the waiting room is larger than the emergency room and there is not a speaker system. Many people have to wait standing. She added that members want to participate in events in other regions. A list of local urgent care centers in each region will help members.

Ms. White shared that the waiting time at doctor office waiting rooms is more than an hour and in the examination room another hour. Members have expressed problems getting acupuncture. There are still complaints about waiting time and danger with L.A. Care taxi drivers. Members are not aware of where their urgent care are located.

Ms. McFerson shared that three members reported long wait times for follow up appointments. Better access to caseworkers is needed for the homeless population at emergency rooms and urgent care centers.

Demetria Saffore, *CCI Area 1 Chair*, shared that there is a long wait time at the Antelope Valley Community Clinic. Her primary care provider quit. Her next appointment is not until January 2018, and her last appointment was in July. She is currently undergoing cancer treatment and cannot wait that long to see her doctor.

Member Delgado-Gonzalez noted that a motion was passed regarding an urgent care list. Chair Deh-Lee added that they were given homework and nothing was done after that. Mr. Oaxaca responded the urgent care issue is a large project that many internal departments are working on.

	<p>Ms. McClain shared that she called Member Services to find out what urgent care she was assigned to. When she contacted that urgent care, they informed her that they were not contracted with L.A. Care. Dove Savage Pinkney, RCAC 6, suggested a key chain with urgent care information. Ms. Istrefi recommended that members ask their doctor where their urgent care is located. Ms. Coto shared that she was at the main lobby of the Kaiser on Sunset Boulevard, it was extremely crowded, and there were children crying. Maria Montes, RCAC 8 Chair, shared that there is a, one to three hours wait time at specialists' office at Harbor Community Clinic in San Pedro. She added that it is hard to convince members to call and file a complaint. Wilma Ballew, CCI Area 2 Chair, encouraged ECAC members to remind their committees that nothing can be done about their issues unless they file a grievance. They can also file a complaint at their doctor's office. Ms. Contreas-Wood, shared that at USC Clinics they have screens for patient experience surveys.</p>
<p><b>OLD BUSINESS</b>  <b>UPDATE ON DURABLE MEDICAL EQUIPMENT GRANTS</b></p>	<p>Roland Palencia, Director, Community Benefits Program, reported the following:</p> <ul style="list-style-type: none"> <li>● L.A. Care Robert E. Tranquada initiative was created to: <ul style="list-style-type: none"> <li>○ Provide accessible equipment to community clinics</li> <li>○ Provide incentives for retention of licensed clinicians</li> <li>○ Support data analytics, by providing equipment and software to the clinics to support more evidence-based care</li> </ul> </li> <li>● L.A. Care funded 31 clinics for \$1.8 million.</li> <li>● Of the 31 clinics, 26 clinics who requested adaptive equipment received equipment for at least one site. A total of 82 sites have an adjustable exam table.</li> <li>● There will be 75 exam tables, 82 scales and 77 listening devices distributed among the clinics.</li> <li>● Every RCAC region will receive adjustable equipment.</li> <li>● Each clinic was visited or contacted by phone and recommendations were made for location of the exam tables.</li> <li>● A vendor fair gave providers, L.A. Care staff and some RCAC and CCI members the opportunity to see the equipment and talk to vendor representatives.</li> </ul> <p>Mr. Palencia thanked all the members for their feedback</p> <p>Ms. Istrefi asked for a list of clinics that are going to have the equipment available. Mr. Palencia responded that that a list will be distributed to members. Staff will work with CO&amp;E to create a list for each RCAC and CCI Council.</p> <p>Ms. Saffore shared that she was impressed with the equipment that she saw at the event. She especially liked that exam table that weighs, checks body mass index and patient oxygen level. All results are sent to the patients' electronic medical records.</p>



	<p>Ms. Eakins thanked Mr. Palencia for including members in the event. It is a major accomplishment to provide durable equipment to doctors' offices. She reminded members that some places with higher needs will receive more resources.</p> <p>Ms. McFerson asked about L.A. Care's contribution to evidence-based care. She added that UCLA, Kaiser and some other health plans use a system called Epic to share patient medical records. Mr. Palencia responded that in 2007 L.A. Care was a trendsetter in terms of investing in health information technology. To date, L.A. Care has invested close to \$10 million dollars, and funded the Epic network project to create an infrastructure. L.A. Care has also supported the county-wide health information exchange called LANES. Mr. Palencia added that members should be proud of all that L.A. Care does, as so much goes unnoticed.</p> <p>Estela Lara, <i>RCAC 2</i>, thanked Mr. Palencia for his work. She shared that the fair was very interesting. She was able to discuss with providers their criteria for choosing equipment. It was great that members were given the opportunity to be a part of the fair.</p> <p>Mr. Palencia thanked Mr. Oaxaca and all staff who assisted and made it possible for member participation in the event.</p> <p>Ms. Cooper thanked all staff for their hard work.</p> <p>Ms. Coto thanked Mr. Palencia and asked if the lift tables also measures the person's height to which Mr. Palencia replied that it does not, but it is done by clinic staff.</p> <p>Ms. McClain thanked L.A. Care for their support of the accessible equipment.</p>
<p><b>NEW BUSINESS</b></p> <p><b>COMMITTEE MEMBER MOTION TO ECAC</b></p>	<p>Deaka McClain, <i>CCI At-Large Member</i>, presented a motion to have wheel chairs at the L.A. Care headquarters building. L.A. Care should invest in three wheel chairs to be stored on the first, second and third floors of the building. In case of an emergency or injury, the wheel chairs will be available to everyone attending a meeting.</p> <p><b><u>ECA.A-1017</u></b></p> <p><b>Motion to request L.A. Care to purchase adequate durable medical equipment namely wheelchairs to adequately meet the needs of members of the public for both emergency and non-emergency use while on L.A. Care premises.</b></p>
<p><b>PUBLIC COMMENT</b></p>	<p>Ms. Cooper shared that she felt very comfortable attending today's meeting and thanked all staff for being so gracious. She expressed how grateful she is for L.A. Care and everything they have done. Chair Deh-Lee thanked Ms. Cooper for being so involved and active member.</p> <p>Ms. McFerson shared a print out of a map separated by region. She thanked all members that take time to listen to her. She appreciates all their support. She will be missing next month's meeting, as she will be undergoing brain surgery.</p>
	<p>Approved unanimously. 17 AYES</p>