

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – May 9, 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, ECAC Vice Chair</i> Cynthia Contreas-Wood, <i>RCAC 3 Chair *</i> Margaret “Maggie” Belton, <i>RCAC 3 Vice-Chair</i> Michael Shelton, <i>RCAC 4 Chair **</i> Maria Sanchez, <i>RCAC 5 Chair</i> Andria McFerson, <i>RCAC 6 Chair</i> Maria E. Núñez, <i>RCAC 6 Vice 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>Adriana Martinez, <i>RCAC 1</i> Pedro Martinez, <i>RCAC 1</i> Maria G Ramos, <i>RCAC 2</i> Fung Ha Leung Kwong, <i>RCAC 3</i> Daniel Kwong, <i>RCAC 3</i> Hercilia Salvatierra, <i>RCAC 4</i> Romalda Meza, <i>RCAC 5</i> Carmelo Salas, <i>RCAC 5</i> Mary Romero, <i>RCAC 6</i> Angelica Alvarez, <i>RCAC 7</i> Rosario Moreno, <i>RCAC 8</i> Petra Cruz, <i>RCAC 9</i> Thoura Day, <i>RCAC 9</i> Evangelina Candelario, <i>RCAC 11</i> Mary Jo Fernando, <i>CCI Area 2</i> Gerald W Robles, <i>CCI Area 2</i> Marilyn Streeter, <i>CCI Area 3</i> Tina Johnson, <i>CCI Area 4</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Paula Alvira, <i>Interpreter</i> Bo Uce, <i>Interpreter</i> Sina New, <i>Interpreter</i> Lily Chou, <i>Interpreter</i> Henry Tung, <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> Malou Balones, <i>Committee Liaison, Board Services</i> Vanessa Bernal, <i>CSC Member Navigator, Costumer Solution Center</i> Jennifer Carabali-Cunningham, <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> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Carmen Jimenez, <i>CSC Member Navigator, Costumer Solution Center</i> Maria Jurado, <i>Product Solution Manager, MCLA, Executive Director Administration</i> Susan Ma, <i>CCI Field Specialist, Communication and Community Relations</i> Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</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 & Community Relations</i> Jose Ricardo Rivas, <i>Community Outreach Liaison CO&E</i> Victor Rodriguez, <i>Community Outreach Liaison CO&E</i> Prity Thanki, <i>Local Government Advisor, Government Affairs Department</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i> Mariah Walton, <i>CCI Field Specialist, Communication and Community Relations</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 10:04 a.m.	
APPROVE MEETING AGENDA	The Agenda for today's meeting was approved as submitted.	Approved unanimously. 15 AYES (Belton, Deh-Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Nunez, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Vásquez and White)
APPROVE MEETING MINUTES	The meeting minutes for April 11, 2018 were approved as submitted.	Approved. 14 AYES (Deh-Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Nunez, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Vásquez and White) Abstention. Belton
STANDING ITEMS		
ECAC CHAIR PERSON REPORT APPROVAL OF RCAC/CCI MEMBERSHIP	Chair Deh-Lee presented a motion to approve Maria Teresa T. Rabaja, Consumer, as RCAC 1 member, Hanane Wehbe, Consumer, as RCAC 2 member, Amanda Palomares, Consumer, as RCAC 9, Rita Sisowath, Consumer, as RCAC 9 member and Tanya King, Consumer, as RCAC 11 member.	Approved unanimously. 15 AYES (Belton, Deh-Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Nunez, Rodriguez, Saffore, Salazar, Sanchez,

		Sevilla, Vásquez and White)
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p>	<p>John Baackes, <i>Chief Executive Officer</i>, provided an overview of L.A. Care provider networks. All Medi-Cal managed plans, including L.A. Care, have a contract with the California Department of Health Care Services (DHCS). L.A. Care serves Medi-Cal members in three ways:</p> <ul style="list-style-type: none"> • L.A. Care Plan Partners <ul style="list-style-type: none"> ○ Kaiser Health Plan ○ Anthem – 33 Independent Practice Associations (IPAs) ○ Care 1st – 31 IPAs • L.A. Care IPA network. <ul style="list-style-type: none"> ○ 29 IPAs (including Los Angeles County Department of Health Services) • L.A. Care directly contracted providers <ul style="list-style-type: none"> ○ 273 physicians and mid-level service providers <p>The L.A. Care direct network is expanding. L.A. Care continues to build its ability to support the network with care management, utilization management, claims authorization and payment, and other administrative services. This adds value to L.A. Care’s support for providers and increases direct contact with members and providers, which is a strategic goal. L.A. Care is holding groups accountable to provide value to L.A. Care members. Administrative costs overlaps among the plan partners and medical groups that contact with L.A. Care. The goal is to simplify the provider networks, work with valuable providers, and reduce administrative cost to provide more funds for providers to encourage them to continue to practice in underserved areas.</p> <p>Ms. McFerson proposed a survey among members to get accurate feedback on interactions with providers. Mr. Baackes responded that L.A. Care participates in the Consumer Assessment of Healthcare Providers & Systems survey (CAHPS) that develops, implements and administers several different patient experience surveys. The CAHPS survey scores will be presented at a future meeting.</p> <p>Deaka McClain, <i>At Large Member</i>, asked which network would contract with University of California, Los Angeles (UCLA). Mr. Baackes responded that UCLA would contract directly with L.A. Care.</p> <p>Hilda Pérez, <i>Member, Board of Governors</i>, asked how long will it take for L.A. Care’s direct network to be fully established and how L.A. Care is preparing to handle backlash from unsatisfied medical groups as providers would have contracting options. Mr. Baackes responded that so far, there has not been push back from medical groups. The goal is to reduce the number of medical groups that are not providing value for members, and focus on keeping valued physicians in the network.</p>	

	<p>Margaret “Maggie” Belton, <i>RCAC 3 Vice-Chair</i>, asked about the timeframe to start seeing savings in healthcare costs. Mr. Baackes responded that notable change is expected in two to three years.</p> <p>Chair Deh-Lee expressed the importance of access to urgent care sites to avoid the higher cost of going to the emergency room. Mr. Baackes responded that L.A. Care will start directly contracting with urgent care centers to improve member access.</p> <p>Maria Montes, <i>RCAC 8 Chair</i>, shared that there are two new urgent care centers in her area, but they do not accept Medicare. Mr. Baackes responded that Medicare covers urgent care, and urgent care providers have the right to accept or deny any insurance coverage.</p> <p>Chair Deh-Lee suggested L.A. Care create a mobile application to access the provider directory.</p> <p>Mr. Baackes thanked all for the valuable feedback.</p>	
<p>BOARD MEMBER REPORT</p>	<p>Member Perez reported that the Board of Governors met on May 3. It has been reported to the members of the board that Mr. Baackes regularly visits ECAC meetings and updates members about proposed changes in health care coverage that could affect L.A. Care members. Mr. Baackes reported that changes were proposed for Public Charge, which is a term used by U.S. Immigration officials to refer to a person who is considered primarily dependent on the government for subsistence, through public cash assistance for income maintenance or institutionalization for long-term care at government expense. The federal government is reviewing a proposal to add to the definition of a Public Charge other non-cash public benefits, like Medicaid, Children’s Health Insurance Program, Supplemental Nutrition Assistance Program, and Woman Infant & Children Program food services, housing assistance and transportation services, and energy assistance programs. The policy change could disqualify some foreigners seeking permanent residency in the United States if enacted; the policy could affect even native-born children who are legally entitled to receive government assistance. One concern about this is that when people think that using a government program could jeopardize eligibility to receive a green card, they will not use needed programs.</p> <ul style="list-style-type: none"> • L.A. Care is still working on contracting with UCLA, an issue that has been raised by many members. • Dennis Moore, from the Antelope Valley, spoke to the Board about the housing shortage in Lancaster. He referred to funds allocated to Brilliant Corners to assist the homeless. • Elizabeth Cooper, RCAC 2 and CCI2 member, suggested that a Board of Governors meeting be held in the San Fernando Valley, the lack of advisory committee members, and diversity of CAC members. • L.A. Care allocated \$25,000 to the LA PRIDE parade in West Hollywood. Another \$10,000 in promotional materials will be given away to the attendees at the parade. The mission of 	

the #JUST BE campaign movement is to create safe and inclusive places for self-expression, inspire an authentic sense of activism in the continued fight for equality, and celebrate the unique heritage and cultures of Los Angeles LGBTQ community.

- There was a motion on the consent agenda to approve that the June 7, Board of Governors meeting would be held at East San Gabriel Valley Japanese Community Center, 1203 W. Puente Ave. in West Covina, 0 and to reschedule the August 2 Board of Governors meeting to July 26.
- In motion ECA 100.0518 to approve new members, it states that the Senate Bill 2092 requires that L.A. Care health plan ensure community involvement through our community advisory committees. L.A. Care's Regional Community Advisory Committee (RCAC) structure is composed of 5-35 members in each committee. Member recruitment is ongoing to ensure the highest possible community involvement. Member Perez noted that based on the information provided quarterly, she has brought to the attention of the members of ECAC, the Community Outreach and Engagement Department, and the Board of Governors, the decreasing number in community advisory committee (CAC) membership. There have been no interest cards submitted by prospective members in fiscal year 2017-18. Not all interest cards are processed due to lack of eligibility. L.A. Care is looking for members in specific product lines when recruiting, so the advisory committee will reflect the overall L.A. Care member diversity. As of March 2018, only four members were welcomed into the CACs. We have recently had chair and vice-chair elections, and, as per the CAC operating rules, if a CCI has fewer than the minimum membership, that CCI Council cannot elect a new chair or vice-chair. The council will be able to nominate and vote on a Chair and Vice-chair when it has the minimum number of members. Members will work with staff to create strategies to recruit committed members willing to embrace the CAC efforts to provide feedback about the quality of health services the members receive, in order to help L.A. Care fulfill the mission and vision.
- Richard Seidman, MD, MPH, *Chief Medical Officer*, reported about a program to provide medical school scholarships for students to encourage them to work in the safety net in Los Angeles County. This program aligns with L.A. Care's efforts to build a strong work force and overcome the shortage of physicians in Los Angeles County.
- Rita Montes, RCAC 8 member, spoke to the board about an increase in premiums for Covered California from \$150 per month to \$200. She received an explanation from L.A. Care that there are different tiers of services. Premium subsidies are based on the beneficiaries' income. Ms. Montes expressed her concern about being a single mother of five and living paycheck to paycheck, one step away from being homeless. She added that her status provides her access to a health program through which she doesn't have coverage for eyeglasses. She expressed her concern about the Pap smear available to women only every three years. She mentioned she had had prior uterus complications and even though

	<p>she needs access to the screening to follow up on her condition, she was denied this service.</p> <p>Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i>, thanked all members who attended the Board meeting.</p>	
<p>UPDATE FROM GOVERNMENT AFFAIRS</p>	<p>Prity Thanki, <i>Local Government Advisor</i>, reported that it is anticipated that Governor Brown will release changes to his proposed budget this week, known as the May Revise. Both the Assembly and the Senate will hold hearings and make changes to the May Revise through several budget bills. The Legislature is expected to pass the 2018-19 State Budget by the constitutional deadline of June 15, 2018. L.A. Care’s Government Affairs Department will provide a review of the May Revise at the next ECAC meeting.</p> <p>Over the past several years, California has expanded health care coverage to the previously uninsured. In 2016, the State Legislature passed a bill that brought undocumented children into the Medi-Cal program, beginning in 2017. About three million adults remain uninsured or under-insured. Legislators are exploring a variety of ways to provide coverage to them. Assembly Bill 2965 (Arambula) and Senate Bill 974 (Lara) would use state funds to expand the Medi-Cal program to include undocumented adults for Medi-Cal benefits who are not currently eligible because of immigration status. AB 2430 (Arambula) aims to end the poverty trap for elderly Californians who are just on the wrong side of being 123 percent of the poverty line and don’t qualify for Medi-Cal. There is no guarantee that Governor Brown, who prides himself on his cautious fiscal policies, will sign these measures in his final months in office, but L.A. Care Government Affairs is actively supporting these bills and will keep you informed.</p> <p>A federal judge for the District of Columbia ruled on April 24, 2018 that the decision to terminate the Deferred Action for Childhood Arrivals (DACA) program was based on the “virtually unexplained” grounds that the program was “unlawful,” and the protections must stay in place and the government must resume accepting new applications. The Judge gave the Department of Homeland Security, which administers the DACA program, 90 days to better explain its reasoning for canceling it. If the department fails to do so, it “must accept and process new as well as renewal DACA applications,” according to the Judge. Federal judges in Brooklyn and in San Francisco each also issued injunctions ordering that the program remain in place, but neither of those decisions required the government to accept new applications.</p> <p>Ms. Montes asked what can happen after the 90-day hold on DACA. Ms. Thanki responded new applications will be accepted.</p> <p>Chair Deh-Lee asked what areas will be impacted with cuts in funding as California is a sanctuary state. Ms. Thanki responded that information has not been released.</p>	

<p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p>	<p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported that the second training for Advocacy Day will be on May 16 and Advocacy Day will be on May 22. Ms. Belton suggested accommodations for future Advocacy Day for members who do not fly.</p> <p>Ms. McClain asked for an update about the door of the reception center at the lobby. Mr. Oaxaca responded that after examination of the door it has been proven to be Americans with Disabilities Act approved.</p> <p>Andria McFerson, <i>RCAC 6</i>, shared that members from RCAC 6 want to know about events that are taking place in all CAC areas.</p> <p>Chair Deh-Lee asked how Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, was doing. Mr. Oaxaca responded her recovery is progressing.</p> <p>Nesima Istrefi, <i>CCI Area 4 Chair</i>, asked for an update on the progress being made on the lack of Urgent Care sites. Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, responded that staff will provide an update at a future meeting.</p> <p>Ms. McClain asked for a timeline for the Family Resource Centers that will be opening. Mr. Oaxaca responded they are all scheduled to be open by 2020 and he will provide a timeline at future meeting.</p> <p>Member Perez shared that the last leadership training was great and members were extremely pleased. She suggested that training be made available to all CAC members.</p>	
<p>GLOBAL MEMBER ISSUES</p>	<p>Demetria Saffore, <i>CCI Area 1 Chair</i>, shared that individuals with drug addiction are doctor shopping in her area. When physicians do not refill a prescription, some members call to place a grievance. She encouraged staff to look into grievances to make sure they are valid.</p> <p>Brenda White, <i>CCI Area 3 Chair</i>, shared that there have been issues with transportation in CCI Area 3, which causes members to arrive late to their medical appointments. She encouraged L.A. Care to look into this matter as it is hindering members from getting medical services in a timely manner. Mr. Oaxaca reminded all members to contact the Customer Solution Center to file a grievance when a situation with transportation occurs. This will help L.A. Care staff to look into repeat issues and work with vendors to find a solution.</p> <p>Ms. McFerson suggested that L.A. Care have acute care representatives as well as healthier options for food at CAC meetings.</p> <p>Ms. Montes shared that she believes that the Pap exam be conducted every two years to reduce a woman's risk of developing a disease during the in-between time. Member Gonzalez-Delgado responded that each individual has to speak to their physician in regards to family history or previous conditions that should be taken into account when scheduling Pap exams.</p>	

	<p>Lluvia Salazar, <i>RCAC 11 Chair</i>, shared that she recently had surgery and was having trouble finding a pharmacy that will provide her with a prescription for pain killers.</p>	
<p>OLD BUSINESS</p>		
<p>RCAC/CCI MEMBERSHIP RECRUITMENT PROCESS</p>	<p>Mr. Oaxaca reported that the goal of advisory committee membership is to be as effective as possible and increase valuable participation. The main focus is engaging with members that want to participate in discussion that will bring positive outcomes to L.A. Care members. The current target membership for a RCACs is 20 individuals. There are challenges with the participation in the CCI Councils. One of the challenges is members not attending the meetings. CCI Council members are important to the organization and their feedback and suggestions are valuable. There has been low interest from new members in particular regions such as RCAC 2. Recruitment is ongoing. Mr. Oaxaca added that a commitment to active participation from interested potential members is extremely important as that will ensure those individuals will continue to add value to the CACs.</p> <p>Member Gonzalez-Delgado noted that challenges in recruitment might be caused by individuals' disability. Mr. Oaxaca responded potential members are required to attend the RCAC meetings before they apply for individuals to see the commitment that it is required to become an active member.</p> <p>Ms. McFerson suggested adding health promoters to the recruitment effort, as they will bring great value and knowledge about resources in the community. Mr. Oaxaca noted that in a future meeting he will provide an update on efforts being made in the health promoter program to ensure outreach is targeted to attract individuals that will continue to add value to the committees.</p> <p>Member Perez shared that a copy of the Board of Governors report will be distributed at the CACs. She added that she will gladly help to recruit members that are willing and committed to participate as she has noticed the decrease in membership in CACs while the overall L.A. Care membership is increasing. There has been a great decrease in CCI participation and she can put her effort into recruiting potential CCI members to improve participation. Mr. Oaxaca noted that there have been challenges in recruiting in the CCI Area 2 region.</p> <p>Mary Jo Fernando, <i>CCI Area 2 member</i>, commented that she will encourage her husband to become a member of CCI Council 2.</p> <p>Ms. McClain suggested adding teleconferencing for the CCI Councils to increase member participation. She has concerns regarding diversity in membership. Mr. Oaxaca responded staff would look into teleconferencing for CCI Council meetings. He noted that diversity is a difficult challenge in general. Staff is focused in the recruitment of members that are promising in adding value to the CACs. They are looking into ways of reaching members that have not been reached before, for example, in Korea Town.</p>	

	Ms. Saffore shared that she is willing to help in the recruitment efforts in CCI Area 1. Member Perez noted that L.A. Care's participation in the LA Pride Parade will be an opportunity for recruitment.	
FUTURE AGENDA ITEMS	Ms. McFerson suggested that reports presented to the Committee should be in layman terms to ensure members fully understand. Chair Deh-Lee suggested a disaster training.	
PUBLIC COMMENT	Member Gonzalez-Delgado wished all a Happy Mother's Day. She reminded all to keep vigilant in housing rates as there has been a 300% increase in federally funded housing. Ms. McClain asked for an excused absence for the June meeting as she will be in Sacramento. Ms. Fernando commented that every time she was in a low subsidy housing program she did not have enough funds for food or emergencies. Her rent has been increased and she needs more money for food. Ms. Belton wished Ms. Contreas-Wood a speedy recovery and thanked all for her opportunity of participating in the meeting. Ms. McFerson suggested empathy training for all providers. Ms. Istrefi shared that the county is going into deficit.	
ADJOURNMENT	The meeting adjourned at 12:25 pm.	

RESPECTFULLY SUBMITTED BY:

APPROVED BY

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

Christina Deh-Lee, *ECAC Chair*
 Date _____

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APPROVED BY



Christina Deh-Lee, *ECAC Chair*

Date 8/8/18