

# Board of Governors

## Executive Community Advisory Committee

### Meeting Minutes – June 13, 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  |
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| <p>María Adela Guadarrama, <i>RCAC 1 Chair</i><br/>           Ana Rodriguez, <i>RCAC 2 Chair, ECAC Vice Chair</i><br/>           Cynthia Contreas-Wood, <i>RCAC 3 Chair*</i><br/>           Margaret “Maggie” Belton, <i>RCAC 3 Vice-Chair</i><br/>           Michael Shelton, <i>RCAC 4 Chair</i><br/>           Maria Sanchez, <i>RCAC 5 Chair</i><br/>           Andria McFerson, <i>RCAC 6 Chair</i><br/>           Fátima Vázquez, <i>RCAC 7 Chair</i><br/>           Maria Montes, <i>RCAC 8 Chair</i><br/>           Cristina Deh- Lee, <i>RCAC 9 Chair, ECAC Chair</i><br/>           Lluvia Salazar, <i>RCAC 11 Chair</i><br/>           Elda Sevilla, <i>At Large Member</i><br/>           Deaka McClain, <i>At Large Member *</i><br/>           Demetria Saffore, <i>CCI Area 1 Chair</i><br/>           Wilma Ballew, <i>CCI Area 2 Chair **</i><br/>           Brenda White, <i>CCI Area 3 Chair</i><br/>           Nesima Istrefi, <i>CCI Area 4 Chair</i></p> <p><i>* Excused Absent ** Absent</i><br/> <i>*** Via teleconference</i></p> | <p>Pedro Martinez, <i>RCAC 1</i><br/>           Oleeta Igar, <i>RCAC 3 Community Advocate</i><br/>           Maria Cassarubias, <i>RCAC 4</i><br/>           Lourdes Servin, <i>RCAC 5</i><br/>           Esther Rivas, <i>RCAC 6</i><br/>           Guadalupe Perez, <i>RCAC 7</i><br/>           Ana Romo, <i>RCAC 8</i><br/>           Bungly Buth, <i>RCAC 9</i><br/>           Blanca Villagran, <i>RCAC 10</i><br/>           Robert G Harvey-Dixon, <i>CCI Area 3</i><br/>           Carmencita Fernandez, <i>CCI Area 4</i></p> <p>Eduardo Kogan, <i>Interpreter</i><br/>           Paula Alvira, <i>Interpreter</i><br/>           Bo Uce, <i>Interpreter</i><br/>           Sina New, <i>Interpreter</i></p> | <p>Hilda Pérez, <i>Member, Board of Governors</i><br/>           Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i><br/>           Richard Seidman M.D, <i>Chief Medical Officer</i><br/>           Katrina Miller M.D, <i>Chief Quality and Information Executive</i><br/>           Malou Balones, <i>Committee Liaison, Board Services</i><br/>           Jennifer Carabali, <i>Committee Liaison, Board Services</i><br/>           Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i><br/>           Kristina Chung, <i>Community Outreach Field Specialist, CO&amp;E</i><br/>           Felicia Gray, <i>Community Outreach Liaison, CO&amp;E</i><br/>           Iris Hernandez, <i>Member Retention Unit, Member Services Department</i><br/>           Hilda Herrera, <i>Community Outreach Liaison CO&amp;E</i><br/>           Susan Ma, <i>CCI Field Specialist, Communication and Community Relations</i><br/>           Jose Mendez, <i>Member Retention Unit, Member Services Department</i><br/>           Linda Merckens, <i>Manager, Board Services</i><br/>           Frank Meza, <i>Community Outreach Field Specialist, CO&amp;E</i><br/>           Nancy Molina, <i>CCI Liaison, Communication and Community Relations</i><br/>           Candace Nafissi, <i>Senior Communication Specialist, Communication and Community Relations</i><br/>           Francisco Oaxaca, <i>Senior Director, Communication &amp; Community Relations</i><br/>           Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i><br/>           Sara Ramos, <i>FRC Community Representative, Family Resource Centers</i><br/>           Jose Ricardo Rivas, <i>Community Outreach Liaison CO&amp;E</i><br/>           Victor Rodriguez, <i>Community Outreach Liaison CO&amp;E</i><br/>           Martin Vicente, <i>Community Outreach Field Specialist, CO&amp;E</i><br/>           Mariah Walton, <i>CCI Field Specialist, Communication and Community Relations</i></p> |

| AGENDA ITEM/PRESENTER | MOTIONS / MAJOR DISCUSSIONS   | ACTION TAKEN |
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| <b>CALL TO ORDER</b>  | Cristina Deh-Lee, <i>ECAC Chairperson</i> , called the meeting to order at 10:03 a.m. |              |

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| <p><b>APPROVE MEETING AGENDA</b></p>  | <p>Chair Deh-Lee informed the Committee that Richard Seidman, MD, MPH, <i>Chief Medical Officer</i>, will not be at attendance.</p> <p>The Agenda for today’s meeting was approved as amended.</p>  | <p><b>Approved.</b><br/> <b>13 AYES (Deh-Lee, Guardarrama, Istrefi, McFerson, Montes, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).</b><br/> <b>Abstention: Belton</b></p> |
| <p><b>APPROVE MEETING MINUTES</b></p>   | <p><b>The May 9, 2018 meeting minutes will get approved during the August 8, 2018 ECAC meeting.</b></p>   |  |
| <p><b>STANDING ITEMS</b></p>  |   |  |
| <p><b>ECAC CHAIR PERSON REPORT</b><br/><br/> <b>APPROVAL OF RCAC/CCI MEMBERSHIP</b></p> | <p>Chair Deh-Lee presented a motion to approve Rosa Escobar, Consumer, as RCAC 4 member, Gizelle James, Consumer, as RCAC 4 member and Elliott Bailiff, Consumer, as CCI Council 2 member.</p>  | <p><b>Approved unanimously.</b><br/> <b>14 AYES (Belton, Deh-Lee, Guardarrama, Istrefi, McFerson, Montes, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).</b></p>            |
| <p><b>BOARD MEMBER REPORT</b></p>   | <p>Hilda Pérez, <i>Member, Board of Governors</i>, reported that the Board of Governors met on June 7, 2018 at the East San Gabriel Valley Japanese Community Center in West Covina. John Baackes, <i>Chief Executive Officer</i>, provided an update on <i>Elevating the Safety Net</i>, a proposal to set aside a portion of retained earnings to create a grant program to strengthen the safety net of providers in Los Angeles County. The funds would be used to assist entities in hiring safety net doctors, who would be available to L.A. Care members and vulnerable populations, and medical school scholarships to create a pipeline for the future. During the first year, \$32 million in retained earnings will be designated in a board-designated fund. Of this amount, \$10 million will be authorized to fund the initial programming: eight medical school scholarships, four at Charles Drew and four at UCLA, and also to support salary subsidies, loan forgiveness and administrative costs. Its guiding principles will focus on increased health access, equity and cultural competence, economic opportunity, premier health care workforce and resource coordination.</p> <p>Member Perez shared with the Board the opportunity she had to visit CCI 1 in Palmdale. As part of the global issues item, Marcia Ramos, a member of this council, mentioned issues that</p> |  |

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|  | <p>members of this community were having with a scan facility which was making mistakes with patient's medical records, and the ongoing need for primary care physicians and specialty care providers. Dennis Moore, <i>Member CCI Area 1</i>, inquired about the Community Health Investment Fund, where \$20 million in a period of 5 years will be helping homeless individual find afford housing thorough the administration of Brilliant Corners, under the Whole Person Care program waiver. It was suggested that the program also be focused on preventing low income families or individuals from becoming homeless.</p> <p>The Board acknowledged and congratulated the members who participated in the legislative visit to Sacramento on May 22. The members were trained on such topics as highlights of the state budget affecting Medi-Cal, the legislative body in California and the purpose of advocacy, which is to build public policies that improve people's lives and the places where they live.</p> <p>Margaret “Maggie” Belton, <i>RCAC 3 Vice-Chair</i>, expressed her concern regarding the <i>Elevating the Safety Net</i> fund as consumer members are not part of the selection board. Member Perez responded that the approval for the grants was made in April and a separate committee made the selection for students eligible to participate in the program. Francisco Oaxaca, <i>Senior Director, Communication &amp; Community Relations</i>, added that the schools are selecting the students who qualify for the scholarships. There is no mechanism for public input at this point.</p> <p>Nesima Istrefi, <i>CCI Area 4 Chair</i>, shared that the consumers should be asked for their input, as they will receive the services being provided.</p> |  |
| <p><b>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</b></p> | <p>Mr. Oaxaca reported the following:</p> <ul style="list-style-type: none"> <li>• Advocacy Day was a success. There were meetings with over 20 elected officials in the Los Angeles area who hold various leadership positions in Sacramento. Mr. Oaxaca thanked all who participated and encouraged members to provide their feedback or suggestions for the next time.</li> <li>• He provided a schedule of the Family Resource Center (FRC) opening dates in members’ meeting packet for their review. The Lynwood FRC is proceeding on schedule and is expected to be completed by October.</li> <li>• In order to have teleconference participation for ECAC meetings, L.A. Care would have to publically post in advance the address of each person who is teleconferencing. The locations posted would then have to be open to the public, which must be allowed to attend meetings at the posted address. After careful consideration, staff feels having that the in-person meeting is the most effective way to hold ECAC meetings.</li> <li>• <i>Elevating the Safety Net</i> is a provider workforce initiative with a goal to increase the number of providers who work in the Los Angeles County safety net, as well as keep high quality doctors, which also increases the number of providers available to L.A. Care members. The Board has approved funding initially for three programs under <i>Elevating the Safety Net</i>.</li> </ul>  |  |

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|                                    | <p>medical school scholarships, physician loan repayments and physician salary subsidies. More programs may be added in future years.</p> <ul style="list-style-type: none"> <li>• In the last meeting, Andrea McFerson, <i>RCAC 6 Chair</i>, requested a list of events that L.A. Care sponsored in the community. Staff is working on getting that list for ECAC members in August.</li> <li>• L.A. Care has been looking into a new vendor for transportation. A total of 29 proposals were submitted and nine have been eliminated. Staff will continue to update ECAC on the process of selecting a new transportation vendor that can provided specialty services to all L.A. Care members.</li> <li>• Future ECAC meeting presentations will focus on: <ul style="list-style-type: none"> <li>○ Health Promoters Update</li> <li>○ VIIP program</li> </ul> </li> </ul> <p>Member Perez asked about the transportation. Mr. Oaxaca responded that continuing discussion is taking place in regards to an L.A. Care transportation department.</p> <p>Ms. McFerson suggested developing a pamphlet that describes services offered at each FRC for distribution at community events.</p> <p>Brenda White, <i>CCI Area 3 Chair</i>, shared that she has had ongoing issues with transportation, as the customer service personnel are located in Las Vegas.</p> <p>Mr. Oaxaca responded that staff is looking into location of call center and dispatch offices when making the selection of the new transportation vendor.</p> |  |
| <p><b>GLOBAL MEMBER ISSUES</b></p> | <p>Demetria Saffore, <i>CCI Area 1 Chair</i>, shared that Antelope Valley Community Clinic has opened a new community clinic. She also shared that she transitioned to L.A. Care Direct and she experienced a smooth transition with no gaps in her care or coverage. She expressed her appreciation of L.A. Care’s support of the safety net and all programs provided at the FRCs that help members improve their health.</p> <p>Ms. White shared that she received six mailers from L.A. Care. Also, she has been waiting five weeks for an approval for services. Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>, suggested Ms. White speak to the health navigator after the meeting.</p> <p>Fátima Vázquez, <i>RCAC 7 Chair</i>, shared that the RCAC 7 work plan included presenting information on diabetes and cardiovascular prevention. They have reached out to more the 350 individuals in four different events. In March, they partnered with Head Start for a community event. In April, they participated in an event that provided information on mental health. In May, they participated in two events, one for senior citizens and a community resources event. In July, they will be participating in an event that will provide information about cervical cancer. She thanked L.A. Care for the opportunity to be part of providing the community with</p>  |  |

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|                            | <p>information and education that can improve the health of community members and their families.</p> <p>Ms. McFerson shared that RCAC 6 is requesting more opportunities for events and community outreach. Members in her community have expressed problems in communicating with their providers. She is recommending the Sunshine Seminar and empathy training be provided to providers to improve communication with members.</p> <p>Ms. Belton shared that there is a language problem as many terms have a different meaning to different individuals.</p> <p>Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i>, noted that what members are requesting is long term. She encourages educating the members on how to read test results and specific questions that should be asked when consulting their providers.</p> <p>Ms. Saffore shared that when she has doubts regarding test results she Googles it.</p> <p>Ms. Belton shared that education is power. She noted that there are many different symptoms for a heart attack depending on male or female.</p>  |  |
| <b>OLD BUSINESS</b>        |   |  |
| <b>URGENT CARE CENTERS</b> | <p>Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i>, reported:</p> <ul style="list-style-type: none"> <li>• ECAC members reported issues in regard to urgent care centers: <ul style="list-style-type: none"> <li>○ Members 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 Physician Provider Group</li> <li>○ Members are resorting to using the emergency room (ER) for services</li> </ul> </li> <li>• Three strategies to address the issues: <ul style="list-style-type: none"> <li>○ Improve accuracy of urgent care center data</li> <li>○ Outreach and education to L.A. Care staff, members and providers</li> <li>○ Research possible alternative methods to address the shortage or backlog of urgent care centers</li> </ul> </li> <li>• If a member receives a bill for services rendered at an urgent care site they should: <ul style="list-style-type: none"> <li>○ Call Member Services at 1-888-839-9909</li> <li>○ Tell L.A. Care the amount charged, the date of service and the reason for the bill</li> <li>○ Members are not responsible to pay a provider for any amount owed by L.A. Care for any covered service.</li> </ul> </li> </ul> |  |

Maria Montes, *RCAC 8 Chair*, shared that there are no urgent care centers that accept Medi-Cal associated with Harbor Community Clinic in San Pedro. Every time she goes to her clinic with no appointment they say that she has to wait for a no show to be seen.

Ms. Obeidi reminded all members to contact L.A. Care's Customer Solution Center to receive urgent care center information to avoid going to the ER if it is not an emergency.

Ms. McFerson expressed that members need to be educated on their rights. She recommended using the folded part of member's identification card to display urgent care information.

Ms. Obeidi noted that staff will present this information to CACs.

Ms. Istrefi shared that due to urgent care facilities' limited service hours, members will go to the emergency rooms for after hour services even if they are not life threatening. Ms. Obeidi responded that urgent care sites are not required to stay open 24 hours, seven days a week. Many are privately operated and owned by corporations.

Ms. Saffore recommended a directory for all urgent care centers. Ms. Obeidi responded it is required for L.A. Care to provide that information. Staff is currently validating all information to ensure accurate information is given to members. A directory will be provided online and it will be updated monthly and provided to all L.A. Care member facing departments.

Ms. Belton shared that not all members have a computer. She asked how L.A. Care handles members going into collections due to medical bills that should had been covered by L.A. Care. Ms. Obeidi responded that members can call the Costumer Solution Center, which can provide them with urgent care information. A hard copy of the directory is available, however, it is not as accurate as the one offered on line. Members should contact L.A. Care as soon as they receive any bills for medical services that should be covered by the State. If members go out of network to an urgent care and receive a bill they should contact L.A. Care immediately. There are processes in place for L.A. Care to pay bills from providers, urgent care sites and emergency rooms. The sooner the member contacts L.A. Care the better.

Ana Romo, *RCAC 8 member*, shared that she is part of the Health Promoters and they have been given education about the difference between urgent care centers and emergency room visits. She noted it is a collective obligation for members to educate themselves.

Richard Seidman, MD, MPH, *Chief Medical Officer*, shared that the Nurse Advice Line is made available to all members, however, it is only utilized by 2% of L.A. Care's members. The purpose is to help members decide what type of care the member should use.

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|  | <p>Ms. Belton asked if the Nurse Advice Line is recorded. Dr. Seidman responded it is recorded.</p> <p>Chair Deh-Lee asked if ambulance cost is covered by L.A. Care and if urgent care sites are allowed to refuse treatment and or ask for payment prior to treatment. Dr. Seidman responded that L.A. Care covers ambulance cost. Ms. Obeidi responded that urgent care centers are not affiliated with a member provider group and if the member does not have a life threatening condition, they may be told to go to an urgent care that their provider group is part of. with regard to an urgent care out of the county or state, members may be asked to pay a deductible. That deductible will be reimbursed.</p>  |  |
| <p><b>CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS SURVEY RESULTS</b></p> | <p>Dr. Seidman provided an update on Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) results. He reported the following:</p> <ul style="list-style-type: none"> <li>• Member Experience is L.A. Care’s top priority</li> <li>• Questions asked of Adults and parents of children to understand how people feel about seeking and getting healthcare</li> <li>• Surveys are done by mail and telephone</li> </ul> <p>Scores for questions (ratings) and sections used to understand issues in more detail</p> <ul style="list-style-type: none"> <li>• Same questions asked year to year in order to compare</li> <li>• CAHPS measures the following <ul style="list-style-type: none"> <li>○ Provider rating: <ul style="list-style-type: none"> <li>▪ Getting timely appointments</li> <li>▪ Communication with patients</li> <li>▪ Helpful, courteous and respectful offices</li> <li>▪ Coordination of care</li> </ul> </li> <li>○ Health care rating <ul style="list-style-type: none"> <li>▪ Health plan rating</li> <li>▪ Getting needed care</li> <li>▪ Helpful, courteous and respectful offices</li> <li>▪ Health promotion</li> </ul> </li> </ul> </li> <li>• Calculated total score National Committee for Quality Assurance CAHPS year over year <ul style="list-style-type: none"> <li>○ Adult results <ul style="list-style-type: none"> <li>▪ 2016- 3.3410</li> <li>▪ 2017- 3.033</li> <li>▪ 2018- 2.973</li> </ul> </li> <li>○ Children results <ul style="list-style-type: none"> <li>▪ 2016- 3.575</li> <li>▪ 2017- 5.1250</li> <li>▪ 2018- 6.9086</li> </ul> </li> </ul> </li> </ul> |  |

- Efforts to improve member satisfaction
  - Member Experience Workgroup
  - Member Quality Service Committee
  - Member Retention, Satisfaction and Engagement Committee
  - VOICE: Voice of the Customer
- Patient Experience Survey Project
  - A free electronic, survey
  - Testing in 15 clinics
  - Data will be reported through an online dashboard.
  - Partnering with Community Clinics for a Learning Collaborative to discuss findings and share best practices
- Member Rewards
  - Postpartum follow up
  - FRC New Member Orientations
  - My Health In Motion Rewards Program
  - Cervical Cancer screening member incentive in collaboration with Los Angeles County Department of Health Services
  - Breast Cancer screening member incentive
  - Diabetes member incentive
- Next steps for ECAC to use CAHPS results to benefit members
  - Request annual CAHPS briefings
  - Request annual HEDIS and Provider Satisfaction Survey briefings
  - Encourage members to respond to the CAHPS surveys and give candid feedback about how L.A. Care and providers are serving them
  - Encourage members to call the Call Center about bad service, to help L.A. Care quickly identify doctors' offices and clinics that have service quality problems
  - Encourage members to get help from FRCs and the Call Center, to help them navigate and use L.A. Care services effectively
  - Help CACs members understand how managed care works in their interests in getting the right care in the right time in the right place

Member Perez asked how many members are selected to participate in the survey and what is the criteria. Grace Crofton, *Director Quality Performance Informatics*, responded that the survey is provided to a sample of the member population that have been enrolled continuously for at least six months. It is a random sample of around 2,000 members and the response rate is about 20%. Ms. Crofton encouraged ECAC to urge their members to use these surveys to get their voices heard by responding.



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|                            | <p>Ms. McFerson suggested that Health Promoters be part of the efforts to encourage members to complete the surveys. They can do reminder phone calls and provide additional surveys at doctors' offices, urgent care centers and emergency rooms.</p> <p>Member Delgado-Gonzalez asked if it is illegal to encourage members to respond to surveys. Dr. Seidman responded there are no rules against that.</p> <p>Member Belton shared that with her experience in the survey business she learned that providing the member with the number of questions at the beginning of a phone survey will help members anticipate how much time they are going to spend. In addition, the questions have to be succinct and direct. Dr. Seidman thanked Ms. Belton for her suggestions and noted that the Net Promoter Scores (NPS) suggest short surveys. L.A. Care is looking into ways of getting more timely feedback as well as different ways to incorporate the NPS approach.</p> <p>Member Perez shared that the My Health In Motion is offered only in English. She requested an update from the Cultural and Linguistics Department.</p> |  |
| <b>FUTURE AGENDA ITEMS</b> | <p>Ms. McFerson requested more discussion about the folding cards with Urgent care information. Ms. De La Torre noted that Ms. Obeidi will provide an update on Urgent care at a future ECAC meeting.</p> <p>Ms. Istrefi asked where she could go for free exercise classes as there is not a close FRC to her home. Ms. Montes suggested her to dial 211 or 311 as they provide community resources information.</p>   |  |
| <b>PUBLIC COMMENT</b>      | <p>Ms. McFerson suggested L.A. Care encourage helmets be used for all scooter users.</p> <p>Ms. Istrefi shared that jaywalking is extremely dangerous.</p> <p>Member Perez shared that L.A. Care will be sponsoring a Juneteenth Festival Held in Leimert Park on June 16. She wished all a Happy Father's Day.</p> <p>Ms. Saforre shared that today is National Albinism Day.</p>  |  |
| <b>ADJOURNMENT</b>         | The meeting adjourned at 12:45 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 \_\_\_\_\_

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 *8/18*