



**L.A. Care**  
HEALTH PLAN

**Coordinated Care Initiative (CCI) Consumer Council Meeting  
Area 2 – San Fernando - Committee Summary**

Pacoima Family Resource Center

10807 San Fernando Rd.

Pacoima, CA 91331

Wednesday, July 25, 2018

10:00AM - 12:30PM

<b><u>Members</u></b>		<b><u>GUESTS/PUBLIC</u></b>	<b><u>STAFF</u></b>	<b><u>STAFF</u></b>
Wilma Ballew, <i>Chair</i>	(P)	Deaka McClain, CCI At-Large Member	Mariah Walton, <i>Coordinated Care Initiative Field Specialist</i>	Nancy Molina, <i>Coordinated Care Initiative Liaison</i>
Elizabeth Cooper	(P)	Layla Delgado, L.A. Care Member Advocate	Erika Estrada, <i>Supervisor, Community Relations</i>	Hilda Stuart, <i>CSC Member Navigator</i>
Mary Jo Fernando	(P)		Cynthia Rajedran, <i>Marketing Specialist</i>	
Elliott Bailiff	(P)			

**Attendance: Members (4), Advocates (0), Providers (0), Public (2), Staff (5)**  
**(P) Present, (E) excused absence, (U) unexcused absence (R) Remotely**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
<b>I.</b>	<b>WELCOME &amp; INTRODUCTIONS</b> <i>Wilma Ballew, CCI Council Chair</i>	CCI Council Chair Wilma Ballew called the meeting at 10:02 AM. The group did the following: <ul style="list-style-type: none"> <li>• Review of meeting ground rules</li> <li>• Review of L.A. Care’s Mission Statement</li> <li>• Review of Meeting Effectiveness</li> </ul>
<b>II.</b>	<b>BUSINESS</b> <i>Wilma Ballew, CCI Council Chair</i>           <i>Susan Ma, CCI Council Field Specialist</i>	<p><b>Approval of Agenda and Meeting Summary</b></p> <ul style="list-style-type: none"> <li>• The agenda for July 25, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Gerald Robles and seconded by Mary Jo Fernando, without changes. One member abstained.</li> <li>• The meeting summary from the June 6, 2018 CCI Council Area 2 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by Mary Jo Fernando and seconded by Gerald Robles, without changes. One member abstained.</li> </ul> <p><b>ECAC Report</b></p> <ul style="list-style-type: none"> <li>• John Baackes, Chief Executive Officer, reported L.A. Care is involved in supporting a program with Project Angel Food under a state grant to study the impact of nutritious meals on medical services utilization for patients recently discharged from acute care for congestive heart failure. L.A. Care provided \$50,000 to cover expenses not covered by the grant. This is an example of how L.A. care can support integrating social services.</li> <li>• Hanan Obeidi, Senior Director, Medi-Cal Administration, attended the June ECAC meeting and reported on the following:           <ul style="list-style-type: none"> <li>○ Summary of Reported ECAC Issues               <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 PPG</li> <li>▪ Members are resorting to the ER (Emergency Room)</li> </ul> </li> <li>○ Three Strategies to Address the Issue               <ol style="list-style-type: none"> <li>1. Improve Accuracy of Urgent Care Centers DATA</li> <li>2. Outreach &amp; Education</li> <li>3. Alternative Ways to Expand the Urgent Care Centers Network</li> </ol> </li> </ul> </li> </ul> <p><i>BOG/Experience Sharing</i></p> <ul style="list-style-type: none"> <li>• The CCI Council Chair will attend the Board of Governors meeting on July 26, 2018. There is no BOG meeting in August.</li> <li>• Council member Gerald Robles signed up to attend the July BOG meeting, and Mary Jo Fernando will be attending the September BOG meeting.</li> </ul>

		<ul style="list-style-type: none"> <li>• There is no ECAC meeting in July. CCI Council member Gerald Robles signed up to attend the August ECAC meeting and Elizabeth Cooper will attend the September ECAC meeting.</li> </ul> <p><b>L.A. Care Updates</b></p> <ul style="list-style-type: none"> <li>• Members enjoyed the Sacramento Advocacy Day video. Mary Jo Fernando shared her experience with the group, she enjoyed it very much.</li> <li>• The Partners in Care Foundation and Black Women for Wellness are collaborating with L.A. Care to conduct a Kitchen Divas workshop. It will be on August 6, 2018, from 11:30AM to 1:30PM. It will be at the L.A. Care's Family Resource center located at 10807 San Fernando Rd., Pacoima, CA 91331. Transportation will be provided for CCI Council members.</li> <li>• Members are encouraged to continue recruitment for CCI Council Area 2, San Fernando; members who bring an eligible potential member to the next meeting will get an L.A. Care promo item.</li> <li>• Starting October 1, 2018, Field Specialist Mariah Walton will transfer to CCI Council Area 3, South Los Angeles. Susan Ma will oversee CCI Council for Area 2, San Fernando.</li> </ul>
<b>III.</b>	<b>Engagement Session Group</b>	<ul style="list-style-type: none"> <li>• L.A. Care Marketing staff facilitated an Engagement Session with members, collecting their feedback on a member mailer.</li> </ul>
<b>IV.</b>	<b>GET UP &amp; MOVE Group</b>	10 minute break.
<b>V.</b>	<b>QUALITY Group</b>	<p>Members had the opportunity to learn about the Quality Improvement (QI) Department and opportunities for collaborating on (QI) initiatives, information included the following:</p> <ul style="list-style-type: none"> <li>• Quality Improvement Initiatives</li> <li>• Measure Focus for 2018</li> <li>• Initiatives for 2018</li> <li>• Colorectal Cancer Screening</li> <li>• Patient Satisfaction Poster</li> <li>• Immunization Brochure</li> <li>• Member Incentives</li> <li>• Future Programs</li> </ul>
<b>VI.</b>	<b>PHARMACY Group</b>	<p>Members had the opportunity to learn about the Pharmacy Department, as follows:</p> <ul style="list-style-type: none"> <li>• Formulary List of Covered Drugs</li> <li>• Cal MediConnect Formulary Search</li> </ul>

		<ul style="list-style-type: none"> <li>• How to Fill Your Prescriptions</li> <li>• Mail Order Pharmacy</li> <li>• Medication Coverage</li> <li>• Tiers and Copays</li> <li>• Restrictions to Coverage</li> <li>• Appeals</li> <li>• Vaccines</li> <li>• Clinical Program</li> <li>• Clinical Program for Members</li> <li>• Medication Therapy Management</li> <li>• L.A. Care Partners</li> <li>• Opioid Crisis</li> </ul>
VII.	<b>REGIONAL ISSUES</b> Group	<p><b>Member Issues</b></p> <ul style="list-style-type: none"> <li>• Vanessa Bernal, Member Navigator, was introduced to the members; she handles individual member issues during meeting breaks and after meetings. In the event that Vanessa or another Member Navigator is not present at a meeting, members may call Member Services at 1-888-839-9909 regarding their individual member concerns.</li> <li>• One member had a question regarding hospital bed and wheelchair replacement. She wants to know how often these items can be replaced; she was referred to the Member Navigator for immediate assistance. Additionally, the Field Specialist will research the topic and share information at the next meeting.</li> </ul> <p><b>Concerns from the last CCI Council Meeting</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
IIIX.	<b>PUBLIC COMMENT</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
X.	<b>ADJOURNMENT</b> <i>MaryJo Fernando</i>	The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 2, San Fernando is on <b>Wednesday, September 26, 2018</b> from <b>10:00 AM – 12:30 PM</b> at the <b>Pacoima Family Resource Center</b> , located at <b>10807 San Fernando Road, Pacoima, CA 91331</b> .

Respectfully Submitted by: \_\_\_\_\_  
*Mariah Walton, CCI Field Specialist*

Approved by: \_\_\_\_\_  
*Wilma Ballew, CCI Council Area 2 Chair*

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