

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – August 8, 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> Michael Shelton, <i>RCAC 4 Chair</i> Maria Sanchez, <i>RCAC 5 Chair</i> Andria McFerson, <i>RCAC 6 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</i> ** <i>Absent</i> *** <i>Via teleconference</i></p> | <p>Maria Angeles Cruz, <i>RCAC 1</i> Hanane Wehbe, <i>RCAC 2</i> Estela Lara, <i>RCAC 2</i> Elizabeth Cooper, <i>RCAC 2/CCI Area 2</i> Lidia Parra, <i>RCAC 3</i> Trinidad Arroyo, <i>RCAC 5</i> Lourdes Servin, <i>RCAC 5</i> Irma Torres, <i>RCAC 6</i> Maria Toscano, <i>RCAC 7</i> Maria Luz Alvarado, <i>RCAC 10</i> Reyna Hernandez, <i>RCAC 11</i> Nicole Fitzgerald, <i>CCI Area 1</i> Gerald Robles, <i>CCI Area 2</i> Joseph Airo, <i>CCI Area 3</i> Bertha Poole, <i>CCI Area 4</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Paula Alvira, <i>Interpreter</i></p> | <p>Hilda Pérez, <i>Member, Board of Governors</i> Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i> Katrina Miller M.D, <i>Chief Quality and Information Executive</i> Karla Augustine, <i>Manager, Delegation Oversight, Compliance Department</i> Jennifer Carabali, <i>Board Specialist, Board Services</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Kristina Chung, <i>Community Outreach Field Specialist, CO&E</i> Felicia Gray, <i>Community Outreach Liaison, CO&E</i> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Tanisia Johnson, <i>Supervisor, Health Promoters Program</i> Sammy Lee, <i>Specialist, Delegation Oversight, Compliance Department</i> Patricia Luna, <i>Lead SIU Investigator, Payment Integrity, Compliance Department</i> Susan Ma, <i>CCI Field Specialist, Communication 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, 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> Carlos Ruedas, <i>Member Retention Unit, Member Services Department</i> Prity Thanki, <i>Local Government Advisor, Government Affairs</i> Jenifer Toscano, <i>Member Retention Unit, Member Services Department</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i> Mariah Walton, <i>CCI Field Specialist, Communication and Community Relations</i></p> |

DRAFT – NOT REVIEWED BY THE COMMITTEE

| AGENDA ITEM/PRESENTER | MOTIONS / MAJOR DISCUSSIONS | ACTION TAKEN |
|---|--|---|
| CALL TO ORDER | Cristina Deh-Lee, <i>ECAC Chairperson</i> , called the meeting to order at 10:03 a.m. | |
| APPROVE MEETING AGENDA | The Agenda for today’s meeting was approved as submitted. | Approved. 15 AYES (Ballew, Deh-Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White). |
| APPROVE MEETING MINUTES | Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i> , noted the following typos in the May 6, 2018 meeting minutes: page 4- instead of Medicare it should say “Medi-Cal”, page 4- replace green card with “immigrant status”, page 9- replace there has been with “there could be”. The meeting minutes for May 6, 2018 were approved as amended. The meeting minutes for June 13, 2018 were approved as submitted. | Approved unanimously 15 AYES Approved. 14 AYES (Ballew, Deh-Lee, Guardarrama, Istrefi, McFerson, Montes, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White). Abstention: McClain |
| STANDING ITEMS | | |
| ECAC CHAIR PERSON REPORT APPROVAL OF RCAC/CCI MEMBERSHIP | Chair Deh-Lee presented a motion to approve Josefina Osegueda Garcia, Consumer, as RCAC 1 member, Evencio Bargas Botello, Consumer, as RCAC 7 member, Gloria Lupercio, Consumer, as RCAC 7 member and Dorothy Mae Lowery, Consumer, as RCAC 8 member. | Approved unanimously 15 AYES |

**APPROVAL OF
RCAC/CCI CHAIR AND
VICE CHAIR
POSITIONS**

Chair Deh-Lee presented a motion to approve the list of RCAC/CCI Chair and Vice Chair:

| Name | RCAC # | Position |
|-------------------------|------------|------------|
| Russel Mahler | RCAC 1 | Chair |
| Rut Hernandez | RCAC 1 | Vice-Chair |
| Estela Lara | RCAC 2 | Chair |
| Ana Rodriguez | RCAC 2 | Vice-Chair |
| Cynthia Conteas-Wood | RCAC 3 | Chair |
| Margret "Maggie" Belton | RCAC 3 | Vice-Chair |
| Silvia Poz | RCAC 4 | Chair |
| Rachel "Rose" Luckey | RCAC 4 | Vice-Chair |
| Maria Sanchez | RCAC 5 | Chair |
| Gabriela Quintanilla | RCAC 5 | Vice-Chair |
| Andria McFerson | RCAC 6 | Chair |
| Maria E. Nunez | RCAC 6 | Vice-Chair |
| Fatima Vazquez | RCAC 7 | Chair |
| Angelica Albarran | RCAC 7 | Vice-Chair |
| Ana Romo | RCAC 8 | Chair |
| Dioselina Garcia | RCAC 8 | Vice-Chair |
| Tonya Byrd | RCAC 9 | Chair |
| Arun Tes Yang | RCAC 9 | Vice-Chair |
| Damaris de Cordero | RCAC 10 | Chair |
| Sandra Acosta | RCAC 10 | Vice-Chair |
| Elda Sevilla | RCAC 11 | Chair |
| Maria Angeles Refugio | RCAC 11 | Vice-Chair |
| Demetria Saffore | CCI Area 1 | Chair |
| Mandie Henry | CCI Area 1 | Vice-Chair |
| Wilma Ballew | CCI Area 2 | Chair |
| No Vice-Chair | CCI Area 2 | Vice-Chair |
| Brenda White | CCI Area 3 | Chair |
| Jo Ann Cannon | CCI Area 3 | Vice-Chair |
| Nesima Istrefi | CCI Area 4 | Chair |
| Deaka McClain | CCI Area 4 | Vice-Chair |

**Approved
unanimously
15 AYES**

**BOARD MEMBER
REPORT**

Hilda Pérez, *Member, Board of Governors*, reported that the Board of Governors met on July 26. Mario Ramos, former member and treasurer of the Board of Governors continues to be an active member of RCAC 11 as an advocate and was present at the meeting. RCAC 11

members volunteered to provide their field specialist with possible potential locations for the upcoming Family Resource Center in their area.

RCAC 7 is a very active Advisory Committee which has had five events as part of the work plan for this fiscal year. The events were coordinated with different community based organizations: they participated at a Mental Health Family Conference, a Health Resource Fair for the elderly and a Family Resource Fair. Member Perez acknowledged the hard work field specialists do for the RCACs and CCI Councils. She congratulated the Community Outreach & Engagement Department and more particularly Martin Vicente and Victor Rodriguez for opening the opportunity for members to create focus groups to address other topics that impact the communities in which the members live.

The Health Promoter department has been working in the Diabetes Member Incentive Program in collaboration with the Quality Improvement Department. They finished the 1st, 2nd and will start the 3rd and 4th wave in their efforts to encourage and motivate CalMedi Connect members to get their eye test, their A1C test and their blood pressure reading taken at least once a year. Adriana Rodriguez, volunteer health promoter with L.A. Care and other agencies, is now an L.A. Care employee with the Case Management Department. Member Perez added that L.A. Care confirms that the role of the health promoters and/or community health workers is key to fulfilling the organizational mission and vision, to provide high quality health services to the members we serve. A *GoFundMe* page has been created to help Bridgette Green, RCAC 6 member, who lost her son unexpectedly.

(Cynthia Contreas-Wood, RCAC 3 Chair, joined the meeting)

Layla Gonzalez-Delgado, *Member Advocate, Board of Governors*, reported Dr. Ilan Shapiro was appointed last month to the children's health provider seat, replacing Dr. Kim Uyeda. Due to scheduling challenges, Dr. Shapiro's first meeting will be October 4.

A special event was held to introduce the eight medical school scholarship recipients under L.A. Care's new program, "Elevating the Safety Net." The safety net is the network of providers, including physician practices, clinics and other facilities, and hospitals that serve communities with our most vulnerable population. Elevating the Safety Net program elements are designed to support and expand the number of primary care providers in LA County. The critical and unique component of medical student scholarships is an investment in attracting and retaining primary care providers. The program includes other components - salary enhancement, reimbursing recruiting costs and student loan repayment - to enable safety net providers (like clinics and doctor's offices) to attract and retain physicians.

| | | |
|--|--|--|
| | <p>Last year L.A. Care pledged \$20 million over five years to support LA County’s Housing 4 Health program to address homelessness. The program to date has helped 89 people move into permanent housing, and 273 people are in the referral process.</p> <p>The October 4 Board meeting will be held as scheduled. It will be the last Board meeting for Louise McCarthy, Mark Gamble and Mike Roybal, as they have served their terms on the Board. New Board members will be nominated soon for those three seats. The election of Board officers will be held at the October Board meeting.</p> <p>The September 6 Board meeting will be the annual all-day retreat at The Center for Healthy Communities on The California Endowment campus on Alameda Street near Union Station.</p> <p>Ms. Contreas-Wood asked if there are criteria attached to the scholarships to retain the physicians in Los Angeles County. Member Gonzalez-Delgado responded that the organization is incentivizing them to practice in the county but there is no way to obligate them to do so. Francisco Oaxaca, <i>Senior Director, Communication & Community Relations</i>, added that John Baackes, <i>Chief Executive Officer</i>, will be attending next month’s ECAC meeting to provide an update on the Elevating the Safety Net program.</p> | |
| <p>UPDATE FROM GOVERNMENT AFFAIRS</p> | <p>Prity Thanki, <i>Local Government Advisor</i>, reported the California Legislature returned from its summer recess on Monday, August 6. Legislators will face a very busy four weeks of fiscal committee hearings and floor-only session before adjourning the legislative session at the end of August.</p> <p>The following is an update on the bills that RCAC and CCI members advocated for when they flew to Sacramento on behalf of L.A. Care in May 2018:</p> <ul style="list-style-type: none"> • Assembly Bill 2965 (Arambula) and Senate Bill 974 (Lara) would use state only funds to expand the Medi-Cal program to include undocumented adults who would otherwise be eligible for Medi-Cal benefits but are not currently eligible because of their immigration status. Both of these bills have passed out of their house of origin and are now being considered by the Appropriations Committee. Bills that require money or spending of funds must pass the Appropriations Committee in order to continue through the legislative process. If the Senate and the Assembly both approve the bill, it goes to the Governor. The Governor has the final say on whether a bill will become a law. The Governor can veto the bill if he does not think it should be law. A veto means the bill fails. The author of the bill can override the Governor’s veto by having both houses vote to pass the law in spite of the Governor’s veto. A two-thirds vote is needed by both houses to override the Governor’s veto. There’s no guarantee that Governor Brown who prides himself on his cautious fiscal policies, will sign these | |

| | | |
|--|---|--|
| | <p>measures in his final months in office, but L.A. Care Government Affairs is actively supporting these bills.</p> <ul style="list-style-type: none"> • Assembly Bill 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 who currently don't qualify for Medi-Cal. This bill is placed in the Suspense File. A bill with an annual cost of more than \$150,000 can be sent to the Suspense File in the Appropriations Committee. Suspense File bills are considered at one hearing after the state budget has been prepared and the committee has a better sense of available revenue. <p>On June 27, 2018, Governor Jerry Brown signed a \$201 billion spending plan for FY 2018-19. The budget adds significant sums to the state's rainy day reserves, education, programs to provide affordable housing and programs to help to homeless people. A proposal to offer undocumented adults access to Medi-Cal and a plan to earmark state dollars to help consumers buy coverage through Covered California were left out of the 2018-19 budget. The 2018-19 state budget includes one-time funding of \$500 million in grants to help address homelessness in cities across the state. Governor Brown also signed a measure asking voters in November to approve a \$2 billion bond for new housing. The budget includes \$79 million for programs to help people in the U.S. illegally through legal services programs, including assistance during deportation hearings, and programs to help young adults in the Deferred Action for Childhood Arrivals Program.</p> <p>Deaka McClain, <i>At Large Member</i>, asked what will happen if no funds are given to support Assembly Bill 2430. Ms. Thanki responded that the bill is in suspense and will not be considered further this year.</p> <p>Elizabeth Cooper, <i>RCAC 2 and CCI Area 2 member</i>, encouraged members to pay close attention to Proposition 10 as it affects tenant rights. She suggested that Ms. Thanki provide ECAC with information on Proposition 10.</p> <p>Member Gonzalez-Delgado asked for an update on sanctuary cities. Ms. Thanki responded she does not have any current information regarding sanctuary cities.</p> | |
| <p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p> | <p>Francisco Oaxaca, <i>Senior Director, Communication & Community Relations</i> reported the following:</p> <ul style="list-style-type: none"> • During the Global Member Issues at a previous ECAC meeting Brenda White, <i>CCI Area 3 Chair</i>, requested staff to address the issue of multiple mailings. Ms. White's concern was sent to the Call Solution Center Excellence department and they have updated the process to eliminate duplicate mailing to members. They have added a process to double-check the data before the mailing is addressed and sent. | |

- In response to ECAC members’ requests, translated presentations from Dr. Seidman from the last meeting were in today’s meeting packets.
- Staff is editing the Family Resource Center flyer.
- In May 2018, a request was submitted for L.A. Care to share a list of sponsored community events. There is an internal process of how events are shared with the Health Promoters, ECAC, RCAC and CCI Members:
 - Internal staff will evaluate the list of sponsorship events.
 - Staff will identify opportunities that are closely aligned with the work of the RCACs.
 - Staff will evaluate if there is adequate budget for RCAC members to attend.
 - L.A. Care CO&E staff is available for coordinating volunteer involvement.
- A motion was approved in January 2017 for L.A. Care Health Plan to provide education on current Medi-Cal vision benefit guidelines and create a funding source or alternative options to assist in offsetting the cost of eyeglass frames and lenses for Medi-Cal expansion members. All information is detailed on L.A. Care’s website at <http://www.lacare.org/members/member-services/vision-services>.
- A motion was approved in June 2017 for L.A. Care to provide information on the wraparound services L.A. Care offers for each product line, such as service planning and care coordination through care management. Usually, members receiving wraparound services are identified through assessments, Coordinated Care Services and care management, including complex case management. Examples of wraparound services for children include care or services not covered by the plan through the usual scope of benefits. For Medicare and Medi-Cal dual eligible members, Medi-Cal will reimburse for services not covered by Medicare. A public health department may have wraparound services through grant programs, including services for people with HIV/AIDS.

Mr. Oaxaca introduced Manuel Vizcarra who has joined the Community Outreach and Engagement department as a Liaison.

Nesima Istrefi, *CCI Area 4 Chair*, shared that transportation through Medi-Cal is extremely bad and members arrive late for appointments. Mr. Oaxaca responded that staff is exploring transportation vendor offerings.

Ms. Cooper shared that there is a lack of member participation at events at Family Resource Centers. She also expressed concern for continuing funding for the RCACs. She suggested voter registration materials be available at the FRCs. Mr. Oaxaca responded that FRC events are open to all members of the community and around 60 percent of individuals who attend the FRCs are not L.A. Care members. Staff is discussing making voter registration materials available at the FRCs.

| | | |
|--|---|--|
| | <p>Estela Lara, <i>RCAC 2</i>, shared that her RCAC had a health fair where they discussed diabetes and they handed out backpacks for back to school. They provided a lot of resources to the community members. She expressed that it was a wonderful event.</p> <p>Andria McFerson, <i>RCAC 6 Chair</i>, expressed that wraparound services are great. She asked if there any services providing child care, follow-up and/or vocational training. She suggested empathy training for case managers. Mr. Oaxaca responded the wraparound services focus on the whole member and are culturally sensitive.</p> | |
| <p>GLOBAL MEMBER ISSUES</p> | <p>Brenda White, <i>CCI Area 3 Chair</i>, shared that CCI Area 3 members are recommending L.A. Care consider adding SilverSneakers fitness programs and equipment at the FRCs.</p> <p>Demetria Saffore, <i>CCI Area 1 Chair</i>, shared that Antelope Valley Community Clinic is experiencing problems that include understaffing, long wait times and patients not being able to reach anyone on the phone to make appointments.</p> <p>Ms. Istrefi shared that some members are not aware when their transportation authorization expires because they do not receive a letter informing them of the expiration date.</p> <p>Ms. McFerson thanked staff on behalf of RCAC 6 for providing an acute care representative at their meeting and back to school event. She shared that a GoFundMe account for Ms. Green, RCAC 6 member, is online if anyone wants to donate to help with her son’s funeral expenses.</p> <p>Ms. McClain responded to Ms. White’s comment and noted that other insurance entities pay for gym membership.</p> <p>Ms. Contreas-Wood shared that a member in her RCAC needs hearing aid batteries and is working with L.A. Care to see if batteries are part of the benefits.</p> <p>Mr. Oaxaca noted that a requirement for the new transportation vendor is that they will mail a document and call to inform members of the expiration date of their transportation authorization. Staff will look into the SilverSneakers benefits. He added that a gym facility in the FRCs will create more liability for the organization and that the fitness classes offered help members stay active and provide a communal experience.</p> | |
| <p>NEW BUSINESS</p> | | |
| <p>VALUE INITIATIVE FOR IPA PERFORMANCE + PAY FOR PERFORMANCE</p> | <p>Katrina Miller, MD, <i>Chief Quality and Information Executive</i>, reported:</p> <ul style="list-style-type: none"> • It is important for Independent Physician Association (IPA) performance to be tracked to ensure equal and excellent care for all members. Goals include improved access to care and verify quality; create and maintain a network of provider groups that consistently provide excellent access to high quality care for all L.A. Care members. | |

**FOR MEDICAL GROUP
PRESENTATION**

- In 2010, L.A. Care launched Pay-For-Performance (P4P) programs. In 2015, L.A. Care’s CEO John Baackes noted wide variation in quality of care among providers. In 2016, L.A. Care launched the Value Initiative for IPA Performance (VIIP) to hold IPAs more accountable for the member experience. In 2017, VIIP merged with the LA P4P Program. The new program is called Value Initiative for IPA Performance + Pay-for-Performance (VIIP+P4P).
- Pay-for-Performance (P4P) for Medical Groups
 - VIIP+P4P measures, reports, and provides significant financial rewards for performance across multiple categories and measures.
 - Provider groups are rewarded for both outstanding performance and year-over-year improvement.
 - One of the goals is to improve health outcomes for members as well as increase overall satisfaction with L.A. Care and providers.
- 2018 Value Initiative for IPA Performance and P4P Program
 - Access & Availability: 3 measures
Example: *How easy is it to get services from your doctors?*
 - HEDIS: 16 measures
Example: *Clinical services like flu shots and cancer screening*
 - Member Satisfaction: 17 measures
How happy you are with services.
 - Utilization: 5 measures
Example: *How well does your care team keep you OUT of the hospital?*
 - Encounter Reporting Timeliness - forms for services received within 60 days of date of service
Example: *Sometimes they take way too long!*

Ms. McClain asked if this will help L.A. Care’s grade go up as we currently have a C grade. Dr. Miller responded that it will, and L.A. Care has moved up to the B range.

Maria Montes, *RCAC 8 Chair*, asked how the participants were chosen for the survey. Dr. Miller responded that the survey is sent to a random group of a few thousand members, and an even lower volume of people respond.

Ms. Istrefi shared that after a patient is released from the hospital they receive a survey. She asked if they can provide members with those results. Dr. Miller responded hospital summary results can be found at the CMS Hospital Compare website.

In response to a question from Ms. Contreas-Wood, Dr. Miller responded that computers do the random selection of participants.

**MEMBER EDUCATION
PRESENTATION**

Karla Augustine, *Manager, Delegation Oversight*; Sammy Lee, *Specialist, Delegation Oversight* and Patricia Luna, *Lead SIU Investigator, Payment Integrity*, provided education on member rights and responsibilities, doctor office do's and don'ts, member notices and compliance's role.

- Members right to:
 - Receive respectful and courteous treatment
 - Your choice of providers within L.A. Care's network
 - Be involved in your health care
 - Voice your concerns
 - Receive services and information in your language
 - Know what your rights are
 - Privacy and confidentiality
- Members responsibilities are:
 - Be respectful and courteous to others
 - Give up-to-date and accurate information to those who provide you care
 - Follow your doctor's advice completely and take part in your care
 - Use Emergency Room services only in an emergency
 - Report any suspicious or wrong activity that you see happening
 - Report any inappropriate actions you observe
- Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal or state law.
- Waste is the overutilization of services, or other practices that, directly or indirectly, result in unnecessary costs to the Medicare, Medicaid or any health care benefit program. Waste is generally not considered to be caused by criminally negligent actions but rather the misuse of resources.
- Abuse is actions that may, directly or indirectly, result in: unnecessary costs to the Medicare and Medicaid programs or any other health care programs funded in whole or in part by the state, federal or local government; improper payment; payment for services that fail to meet professionally recognized standards of care, or services that are medically unnecessary.
- Special Investigations Units investigates these types of cases:
 - Provider cases such as misrepresenting dates of service, corruption (kickback and bribery), unbundling, up coding, etc.
 - Pharmacy/Doctor Shopping such as members who seek prescription medications from various pharmacies (drug seekers), or providers over prescribing medications.
 - Billing for services not rendered such as billing for durable medical equipment not delivered.

| | | |
|-----------------------------------|---|--|
| | <ul style="list-style-type: none"> ○ Billing for services not rendered such as billing for durable medical equipment not delivered. ● Members should not do the following when visiting the doctor’s office: <ul style="list-style-type: none"> ○ Self-diagnose ○ Forget to mention the details ○ Leave with unanswered questions ● Members should: <ul style="list-style-type: none"> ○ Be prepared ○ Know your history ○ Get support <p>L.A. Care has a comprehensive Compliance program that incorporates the fundamental elements identified by the government and L.A. Care as necessary to prevent and detect violations of ethical standards, contractual obligations and applicable law.</p> <p>Member Gonzalez-Delgado asked if the Member Services telephone numbers are also for Personal Assistance Services Council members, and if the Compliance department handles member grievances. Mr. Lee responded that the Member Services line is for all L.A. Care members. The Compliance department does not handle member grievances, however, they are able to route grievances to the correct team.</p> <p>Ms. McFerson asked if this presentation could be sent to primary care physicians. Ms. Augustine responded she will speak to internal staff.</p> <p>Ms. McClain asked if a member feels that their rights are being violated can they contact the Compliance department. Mr. Lee responded yes they may contact the Compliance department and will be routed to the correct department.</p> <p>Chair Deh-Lee shared that many members abuse the emergency room because the urgent cares refuses to serve the members.</p> <p>María Adela Guadarrama, <i>RCAC 1 Chair</i>, asked if this information can be presented at the FRCs. Mr. Lee responded they can do the presentations at FRCs.</p> <p>Ms. Istrefi shared that her primary care physician refused to see her. Mr. Lee responded members have the right to change their primary care physician if they are not satisfied.</p> | |
| OLD BUSINESS | | |
| UPDATE ON HEALTH PROMOTERS | <p>Tania Johnson, <i>Supervisor, Health Promoters Program</i>, reported the following:</p> <ul style="list-style-type: none"> ● Over the past nine months, the Health Promoters Program(HPP) has been supporting L.A. Care departments with various campaigns, projects and events <ul style="list-style-type: none"> ○ Examples include: The QI (Quality Improvement) Incentives Team’s collaboration with the Health Promoters Program (HPP) along with other departments in the | |

| | | |
|-----------------------------------|---|--|
| | <p>Diabetes Member Incentive Program in which is a pilot program to help L.A. Care Diabetes Members monitor their eye health, blood pressure and blood sugar levels.</p> <ul style="list-style-type: none"> ○ The QI Initiatives Teams collaborate with Health Education, HPP and other departments in a Cervical Cancer Awareness Campaign in which took place following Women’s Health Week. ● Simultaneously, HPP has been going through a gradual makeover process. ● The newly restructured program will be introduced in October. ● Interviews will be held in September for participation in the HPP Program. ● There will be a Health Promoter Recognition Ceremony following interviews for Health Promoters who are not selected. ● Once HPP expands there will be an opportunity to re-apply. <p>Ms. McClain asked how can they address more diversity in the program. Ms. Johnson responded that addressing diversity is a gradual progress.</p> <p>Chair Deh-Lee asked how many languages will presentations include. Ms. Johnson responded it depends on the languages the Health Promoters speak.</p> <p>Member Gonzalez-Delgado asked how many Health Promoters are now in the program and what is the target. Ms. Johnson responded they are currently 27 Health Promoters and the target number will be presented in October.</p> | |
| <p>FUTURE AGENDA ITEMS</p> | <p>Member Gonzalez-Delgado requested a discussion of the acupuncture benefit.</p> <p>Ms. McClain asked for a presentation on member rights during the doctor’s office visits.</p> <p>Ms. Istrefi asked if wait times at doctors’ offices can be regulated, as sometimes they are extremely long. Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, encouraged all members to call and file a complaint when they encounter extremely long wait times.</p> <p>Ms. McFerson requested an update on Brilliant Corners.</p> <p>Chair Deh-Lee requested a refresher on member rights.</p> <p>Ms. Contreas-Wood asked the Compliance Department to share their presentation at all RCACs and CCI Councils.</p> | |
| <p>PUBLIC COMMENT</p> | <p>Ms. Cooper expressed disappointment in some members as they ignore her son because he is disabled. She added that some members that are running for office in her RCAC do not speak to the members. She is treated unfairly as a member.</p> <p>Maria Sanchez, <i>RCAC 5 Chair</i>, invited all members to an event hosted by Venice Clinic.</p> | |

| | | |
|--------------------|--|--|
| | <p>Ms. Guardarrama shared that another child who went to the emergency room of the Antelope Valley Hospital has died due to medical negligence. She requested L.A. Care to investigate that hospital as two young children have died there.</p> <p>Ms. McFerson shared that a back to school event will be taking place at True Love Church.</p> <p>Ms. McClain responded to Ms. Cooper’s comment and informed her that she is appalled the people are not acknowledging her son. She added that the door downstairs is too heavy, and recommends a push button to open the door.</p> <p>Ms. Saffore shared that she has trouble opening the door at the lobby with her oxygen tank. She also suggested a push button for the restroom on the 10th floor.</p> <p>Ms. White shared that she witnessed seeing Ms. Saffore going under the table to connect her oxygen tank and no one helped. Reminded all that we need to help each other.</p> <p>Ms. Ballew shared that it has been difficult recruiting members for CCI 2 Council as many members do not have the specific criteria to be eligible.</p> <p>Chair Deh-Lee shared that there has been a Zika alert and encouraged all members to be vigilant of any standing water.</p> <p>Ms. McClain welcomed Ms. Contreas-Wood back to the Committee.</p> | |
| ADJOURNMENT | The meeting adjourned at 12:58 pm. | |

RESPECTFULLY SUBMITTED BY:

APPROVED BY

Malou Balones, *Senior Board Specialist, Board Services*
 Jennifer Carabali, *Board Specialist, Board Services*
 Linda Merkens, *Senior Manager, Board Services*

Christina Deh-Lee, *ECAC Chair*
 Date _____

| | | |
|--------------------|--|--|
| | <p>Ms. Guardarrama shared that another child who went to the emergency room of the Antelope Valley Hospital has died due to medical negligence. She requested L.A. Care to investigate that hospital as two young children have died there.</p> <p>Ms. McFerson shared that a back to school event will be taking place at True Love Church.</p> <p>Ms. McClain responded to Ms. Cooper's comment and informed her that she is appalled the people are not acknowledging her son. She added that the door downstairs is too heavy, and recommends a push button to open the door.</p> <p>Ms. Saffore shared that she has trouble opening the door at the lobby with her oxygen tank. She also suggested a push button for the restroom on the 10th floor.</p> <p>Ms. White shared that she witnessed seeing Ms. Saffore going under the table to connect her oxygen tank and no one helped. Reminded all that we need to help each other.</p> <p>Ms. Ballew shared that it has been difficult recruiting members for CCI 2 Council as many members do not have the specific criteria to be eligible.</p> <p>Chair Deh-Lee shared that there has been a Zika alert and encouraged all members to be vigilant of any standing water.</p> <p>Ms. McClain welcomed Ms. Contreas-Wood back to the Committee.</p> | |
| ADJOURNMENT | The meeting adjourned at 12:58 pm. | |

RESPECTFULLY SUBMITTED BY:

Malou Balones, *Senior Board Specialist, Board Services*
 Jennifer Carabali, *Board Specialist, Board Services*
 Linda Merkens, *Senior Manager, Board Services*



Christina Deh-Lee, *ECAC Chair*
 Date 9/12/18