



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, September 26, 2018

10:00AM - 12:30PM

Approved

Members		GUESTS/PUBLIC	STAFF	STAFF
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	Gracita de Mesa	Cynthia Rajedran, <i>Marketing Specialist</i>	Eman Momenzadeh, <i>Behavioral Health Specialist</i>
Elliott Bailiff	P			

**Attendance: Members (4), Advocates (0), Providers (0), Public (3), Staff (6)
(P) Present, (E) excused absence, (U) unexcused absence (R) Remotely**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS <i>Wilma Ballew, CCI Council Chair</i>	CCI Council Chair Wilma Ballew called the meeting to order at 10:02 AM. The group reviewed the following: <ul style="list-style-type: none"> • Meeting ground rules • L.A. Care’s Mission Statement • Meeting Effectiveness Guidelines

		<ul style="list-style-type: none"> • Addresses concerns or grievances about services • Conducts impartial investigations of member complaints about managed care health plans • Helps members with urgent enrollment and disenrollment problems • Offers information and referrals <p>The purpose of the Ombudsman report is to keep consumer advisory committee members informed about ongoing CCI/CMC issues affecting members in L.A. County.</p> <p>L.A. Care Updates</p> <ul style="list-style-type: none"> • Members enjoyed the Lotus Festival and the Elevating the Safety Net (ESN) videos. They spoke highly of the ESN initiative and were proud to be a part of a health plan that is actively engaging in the growth of L.A. County’s medical workforce. • Members were reminded about the committee’s Recruitment Challenge, which encourages members to invite potentially qualified community members to join the council. The first member who brings a qualified member will receive a promo item, such as a blanket, mug, yoga mat, or water bottle. • Members were reminded of the CCI Council Field Specialist change for the upcoming 2018-2019 fiscal year.
III.	COMMUNITY PARTNERSHIP WORK PLAN	<p>The Partners in Care Foundation and Black Women for Wellness collaborated with L.A. Care to conduct a Kitchen Divas workshop.</p> <ul style="list-style-type: none"> ➤ Event/Activity Attendance: 27 ➤ Educational Information Distributed: 108 ➤ Education Demonstrations: 2 ➤ West Valley Mental Health Clinic (Chatsworth) <p>Members learned about alternative ingredients to monitor and reduce diabetes.</p>
IV.	BEHAVIORAL HEALTH PRESENTATION Eman Momenzadeh, <i>Behavioral Health Specialist</i>	<ul style="list-style-type: none"> • Members had the opportunity to learn about what the Behavioral Health Department does, and how to access services and resources that might be beneficial to their families and community. • The Behavioral Health department offers wellness circles at each of L.A. Care’s Family Resource Centers on a monthly basis, to provide education on behavioral health topics such as stress management, conflict resolution, emotional wellbeing, seasonal affective disorder, mood disorders, and more. In addition, they support community members with connecting to Behavioral Health service-providers, or offer community resource referrals.
V.	GET UP & MOVE Group	Members voted to continue the meeting without a break due to timing.
VI.	REGIONAL ISSUES Group	<p>Member Issues</p> <ul style="list-style-type: none"> • 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

		<p>present at a meeting, members may call Member Services at 1-888-839-9909 regarding their individual member concerns.</p> <ul style="list-style-type: none"> • A member expressed the importance of the Flu shot. • A member shared having transportation issues, having to wait 2 hours after a medical appointment to be picked up to go back home. Members were informed that L.A. Care is working to address this. • A member expressed concern about emergency/urgent transportation to receive medical services. Members were informed that in the event of an emergency, they should call 911. If the medical need is for urgent care, they may call L.A. Care for transportation and explain their need. <p>Concerns from the last CCI Council Meeting</p> <ul style="list-style-type: none"> • A member reported the need for a new medical bed for her adult disabled son. The member spoke with L.A. Care’s Member Service Department due to the denied authorization by Medicare; the member was directed to reach out to her Medicare plan member service for help.
VII.	MARKETING PRESENTATION Group	<ul style="list-style-type: none"> • L.A. Care Marketing staff facilitated an Engagement Session with members, collecting their feedback on a Cal MediConnect member mailer. The purpose of the session was to assess the clarity, design, and wording of the mailer.
	CCI COUNCIL MEMBER ANNOUNCEMENTS Group	<ul style="list-style-type: none"> • Members were provided information from L.A. Care’s Pharmacy Department regarding the Kroger Mail Order Prescription program. • Thanks to the Chair were expressed, as well as best wishes to the Field Specialist in her new assignment. • Information about the upcoming Care Harbor event on October 12-14 was shared.
IIIX.	PUBLIC COMMENT	<ul style="list-style-type: none"> • The At-Large member thanked the council members for allowing her to observe the meeting. She also reminded members of the importance of their voice at the local council level. She stated that the concerns should be brought forth during the meetings, so the Council Chair can bring identified global member issues to ECAC for discussion.
X.	ADJOURNMENT <i>Wilma Ballew</i>	<p><u>The following members will be attending the upcoming ECAC/BOG meeting:</u></p> <ul style="list-style-type: none"> • MaryJo Fernando will attend the BOG meeting on October 4, 2018 • Elliot Bailiff will attend the BOG meeting on November 1, 2018 • Elizabeth Cooper will attend the ECAC meeting on October 10, 2018 • Elliot Bailiff will attend the ECAC meeting on November 14, 2018 <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 2, San Fernando is on Monday, November 12, 2018 from 10:00 AM – 12:30 PM at the Pacoima Family Resource Center, located at 10807 San Fernando Road, Pacoima, CA 91331.</p>

Respectfully Submitted by: _____

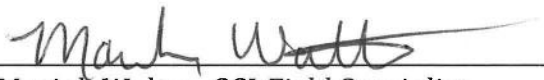
Mariah Walton, CCI Field Specialist

Approved by: _____

Wilma Ballew, CCI Council Area 2 Chair

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 Mariah Walton, CCI Field Specialist

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 Wilma Ballew, CCI Council Area 2 Chair