

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

<u>Members</u>		GUESTS/PUBLIC	<u>STAFF</u>	<u>STAFF</u>
Wilma Ballew, <i>Chair</i>	p	Deaka McClain, CCI At-Large Member	Mariah Walton, Coordinated Care	Nancy Molina, Coordinated Care
			Initiative Field Specialist	Initiative Liaison
Elizabeth Cooper	P	Layla Delgado, L.A. Care Member	Erika Estrada, Supervisor,	Hilda Stuart, CSC Member Navigator
		Advocate	Community Relations	
Mary Jo Fernando	P	Gracita de Mesa	Cynthia Rajedran, Marketing	Eman Momenzadeh, Behavioral
			Specialist	Health Specialist
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 &	CCI Council Chair Wilma Ballew called the meeting to order at 10:02 AM. The group reviewed the following:	
	INTRODUCTIONS	Meeting ground rules	
	Wilma Ballew, CCI	L.A. Care's Mission Statement	
	Council Chair	Meeting Effectiveness Guidelines	

II. BUSINESS

Wilma Ballew, CCI Council Chair

Approval of Agenda and Meeting Summary

- The agenda for September 26, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Mary Jo Fernando and seconded Elliot Bailiff by, without changes.
- The meeting summary from the July 25, 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 Elliott Bailiff,
 without changes. One member abstained.

Susan Ma, CCI Council Field Specialist

ECAC Report

Francisco Oaxaca, Senior Director of Communications and Community Relations, reported on the following:

- The Lynwood Family Resource Center (FRC) will be moving right across from its current location in October.
- The East Los Angeles FRC is set for completion in late November or early December of 2018.
- A site has been identified for a new FRC in RCAC 11 (Pomona). Staff is working on a letter of intent.
- Acupuncture is a covered benefit for members of all ages. Members may receive two visits per month; limited to treatment performed to prevent, modify or alleviate the perception of severe, persistent chronic pain resulting from a generally-recognized medical condition; used with or without electric stimulation of the needle; used to treat a condition also covered by other modalities.
- Sexually Transmitted Disease (STD) screenings are not mandatory, but they are a covered benefit. A future update will be provided during the October ECAC meeting.

CCI Chair and Vice Chair Election Postponement:

According to L.A. Care's Consumer Advisory Committee Operating Rules, if a CCI Council falls below the minimum membership of five persons, it must refrain from selecting a Chair or Vice-Chair, until the minimum membership of five is met, and shift its energies to recruitment to achieve the minimum number of members. The council will not hold Chair and Vice-Chair elections until the minimum membership requirement is met.

CCI At-Large Member Roles and Responsibilities:

Members were provided information regarding the upcoming CCI At-Large Member election. The Chair read the roles and responsibilities; Deaka McClain shared feedback on her experience as current At-Large member.

Ombudsman CCI Report

Members were given information about who the Ombudsman is and what the office does to address members' needs from a neutral standpoint to ensure members receive all medically-necessary covered services and information. Members were provided information on how the Ombudsman can help them:

- Assists with navigating through the Medi-Cal Managed Care System
- Helps find information in order to access appropriate mental health services

		 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 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. L.A. Care Updates 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 may year met or water bettle.
		 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	The Partners in Care Foundation and Black Women for Wellness collaborated with L.A. Care to conduct a Kitchen Divas workshop. > Event/Activity Attendance: 27 > Educational Information Distributed: 108 > Education Demonstrations: 2 > West Valley Mental Health Clinic (Chatsworth) Members learned about alternative ingredients to monitor and reduce diabetes.
IV.	BEHAVIORAL HEALTH PRESENTATION Eman Momenzadeh, Behavioral Health Specialist	 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	Members voted to continue the meeting without a break due to timing.
X/I	Group	Manahan Laguas
VI.	REGIONAL ISSUES Group	 Member Issues 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. 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.
		 Concerns from the last CCI Council Meeting 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	• 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 ANNOUNCMENTS Group	 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.
IIX.	PUBLIC COMMENT	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 Wilma Ballew	 The following members will be attending the upcoming ECAC/BOG meeting: 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 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.

Respectfully Submitted by:	Approved by:
Mariah Walton, CCI Field Specialist	Wilma Ballew, CCI Council Area 2 Chair

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resp	becautify submitted by:	Mariah Walton CCI Field Specialist Wilma Pallow CCI Council Area 2 Chair	

Mariah Walton, CCI Field Specialist

Wilma Ballew, CCI Council Area 2 Chair

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