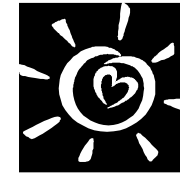


Board of Governors

Executive Community Advisory Committee

Meeting Minutes – October 10, 2018



L.A. Care
HEALTH PLAN

South LA Sport Activity Center 7020 S. Figueroa Street, Los Angeles, CA 90003

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Staff
<p>Russell Mahler, <i>RCAC 1 Chair</i> Estela Lara, <i>RCAC 2 Chair</i> Cynthia Contreas-Wood, <i>RCAC 3 Chair</i> Silvia Poz, <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> Ana Romo, <i>RCAC 8 Chair</i> Tonya Byrd, <i>RCAC 9 Chair</i> Damares de Cordero Hernandez, <i>RCAC 10 Chair</i> Elda Sevilla, <i>RCAC 11 Chair and 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> JoAnn Cannon, <i>CCI Area 3 Vice-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>Rita Gamboa, <i>RCAC 1</i> Rut Hernandez, <i>RCAC 1</i> Gonzalo Sandoval, <i>RCAC 3</i> Phylis Coto, <i>RCAC 4</i> Deysi Corona, <i>RCAC 5</i> Guadalupe Perez, <i>RCAC 7</i> Heang Por Ing, <i>RCAC 9</i> Bunly Buth, <i>RCAC 9</i> Janner Gavidia, <i>RCAC 10</i> Marina Garcia, <i>RCAC 11</i> Elizabeth Cooper, <i>CCI Area 2</i> Jo Lynn Horton, <i>CCI Area 3</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Paula Alvira, <i>Interpreter</i> Vesna Loek, <i>Interpreter</i> Sina New, <i>Interpreter</i></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i> Layla Delgado-Gonzalez, <i>Member Advocate, Board of Governors</i> John Baackes, <i>Chief Executive Officer, L.A. Care Health Plan</i> Jose Quintero, <i>Member Retention Unit, Member Services Department</i> Jennifer Carabali-Cunningham, <i>Board Specialist, Board Services</i> Kristina Chung, <i>Community Outreach Field Specialist, CO&E</i> Nubia Cruz, <i>Family Resource Center Administrator</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Erika Estrada, <i>Supervisor, Community Relations</i> Felicia Gray, <i>Community Outreach Liaison, CO&E</i> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Susan Ma, <i>CCI Field Specialist, Communication and Community Relations</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> Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i> Jose Quintero, <i>Member Retention Unit, Member Services Department</i> Jose Ricardo Rivas, <i>Community Outreach Field Specialist CO&E</i> Victor Rodriguez, <i>Community Outreach Liaison CO&E</i> San Salo, <i>Senior Director, Medicare and CalMediConnect Operations</i> Prity Thanki, <i>Local Government Advisor, Government Affairs</i> Manuel Vizcarra, <i>Community Outreach Liaison CO&E</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i> Mariah Walton, <i>CCI Field Specialist, Communication and Community Relations</i></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Andria McFerson, <i>ECAC member</i> , called the meeting to order at 10:00 a.m.	

<p>APPROVE MEETING AGENDA</p>	<p>The Agenda for today’s meeting was approved as submitted.</p>	<p>Approved. 16 AYES (Ballew, Byrd, Cannon, Conteas-Wood, Hernandez de Cordero, Istrefi, Lara, McClain, McFerson, Mahler, Poz, Romo, Saffore, Sanchez, Sevilla and Vazquez).</p>
<p>APPROVE MEETING MINUTES</p>	<p>Ms. McFerson noted that on page 8 should state RCAC 4 not RCAC 6, and noted that Jose Ricardo Rivas’ title needs to be updated to Field Specialist.</p> <p>Cynthia Conteas-Wood, <i>RCAC 3 Chair</i>, noted that on page. 2 the reason she was late to the August meeting was not included. She was late due to construction in the L.A. Care headquarters parking structure. She arrived at the parking structure on time but could not find a parking spot, which caused her to arrive late to the meeting.</p> <p>The meeting minutes for September 12, 2018 were approved as amended.</p>	<p>Approved unanimously 16 AYES</p>
<p>STANDING ITEMS</p>		
<p>ECAC CHAIR PERSON REPORT</p> <p>APPROVAL OF RCAC/CCI MEMBERSHIP</p>	<p>Ms. McFerson presented a motion to approve Mario Magadaleno Serafin Mosqueda, Consumer, as a member of RCAC 8, Rita Sisowath, Consumer, as a member of RCAC 9.</p>	<p>Approved unanimously 16 AYES</p>
<p>BOARD MEMBER REPORT</p>	<p>Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i>, reported that the Board of Governors met on October 4. It was the last Board Meeting for Louise McCarthy, Mark Gamble, and Mike Roybal, MD. All three have served a maximum two terms on the Board. The Board approved a sponsorship of \$75,000 for the “Care Harbor LA” Healthcare Clinic, which will be held this weekend. The Board elected new Board Officers that will start their terms in office on November 1, 2018:</p> <ul style="list-style-type: none"> • Chairperson Hector De La Torre • Vice Chairperson Alvaro Ballesteros • Treasurer Robert Curry • Secretary Layla Gonzalez-Delgado 	

	<p>The Board welcomed Dr. Ilan Shapiro to his first Board meeting. Dr. Shapiro was born and raised in Mexico City. After graduating as the Honorary Valedictorian and obtaining his MD, he began working for the Mexican Secretary of Health as the liaison for Mexico with the World Health Organization (WHO), followed by a Pediatric Residency at Mount Sinai Children's Hospital in Chicago; a community hospital serving and advocating for minorities and the less privileged. Dr. Shapiro is currently the Medical Director of Medical Education, Wellness and Behavioral Health and a Board Certified Pediatrician with AltaMed.</p> <p>Estela Lara, <i>RCAC 2 Chair</i>, asked about the location for distributing bracelets for Care Harbor. Member Advocate Gonzalez-Delgado responded that they were distributed at Ted Watkins Park Fieldhouse and at the L.A. Trade Technical College. Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, added that flyers were distributed at all CAC meetings with information about Care Harbor.</p> <p>Ana Romo, <i>RCAC 8 Chair</i>, shared that she also attended the Board meeting.</p> <p>Ms. Lara congratulated Member Advocate Gonzalez-Delgado on being elected as a Board Officer and noted that she will have an important role moving forward.</p> <p>Elizabeth Cooper, <i>CCI Area 2 Member</i>, shared that there are some issues that should be taken to the Governance Committee. She addressed Member Perez, who is the Governance Committee Chair, and asked when will there be a Governance Committee meeting. Member Perez responded the Governance Committee only meets as needed.</p>	
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p>	<p>John Baackes, <i>Chief Executive Officer</i>, reported that Covered California is a government agency offering subsidized health plans under the Affordable Care Act.</p> <p>John Baackes, <i>Chief Executive Officer</i>, reported that Covered California is a government agency offering subsidized health plans under the Affordable Care Act.</p> <p>L.A. Care participates in Covered California because it is important for L.A. Care's Medi-Cal members to maintain access to the same physicians and other providers when they become ineligible for Medi-Cal. L.A. Care is currently the lowest priced plan participating in Covered California in the LA market. In one region of Los Angeles County, L.A. Care is number two in the silver metal tier, by only 93 cents. Mr. Baackes encouraged members to share this information with their communities. Eighty-seven percent of the individuals that joined L.A. Care through the exchange receive a subsidy for premium payments that is based on income. The largest segment of this group are members between the ages of 50 and 59. The tax penalty mandate for health plan enrollment will expire January 1, which may affect the number of individuals who enroll during open enrollment.</p>	

L.A. Care's Family Resource Centers (FRCs) are expanding. The Lynwood FRC location was moved to a larger location nearby, and will open to the public later this month. Staff from L.A. Care's Care Management team will work at the FRCs to provide services to members with complex needs to increase opportunities for face-to-face contact. The East Los Angeles FRC will open before the end of the year. The next FRC site will be in the Eastern San Gabriel Valley. The goal is to have 13 operating FRCs by the end of 2020 across all of the RCAC and CCI Council regions. L.A. Care's care coordination management will move to FRCs to increase personal contact with members in need of case management services.

Proposed changes to the "Public Charge" rule was formally announced today, starting the 60-day public comment period, which will end December 10. Receipt of designated public benefits, including cash assistance for income maintenance, Medi-Cal, Medicare Part D Low Income Subsidy, the Supplemental Nutrition Assistance Program (SNAP, or food stamps), any benefit provided for institutionalization for long-term care at government expense, Section 8 Housing Choice Voucher Program, Section 8 Project-Based Rental Assistance, and Public Housing benefits are proposed to be included in "public charge". L.A. Care may have an estimated 170,000 members potentially impacted by the changes. L.A. Care will oppose having member participation in health care programs count against those members who may be applying for a green card. The public comments are taken into consideration and sometimes result in changes. L.A. Care will be opposing this on behalf of its members.

Member Perez asked for Mr. Baackes' recommendation to members who might be impacted by public charge revised ruling, who are considering whether or not to continue to receive health services or food stamps due to fear of losing their ability to apply for citizenship. Mr. Baackes responded that L.A. Care is opposing the changes to the public charge rule, and as an individual, each will have to weigh what the greater good is with their health and food benefits.

Ms. Romo shared that it is important that the changes are not implemented. The ones to be impacted the most will be children. If individuals are given an opportunity to become resident or citizen, then they will be able to work and will no longer be a public charge. She added that there are efforts to address homelessness, but with the public charge changes, a lot of individuals are going to become homeless out of fear for receiving public housing assistance.

	<p>Ms. Cooper encouraged all members to vote. She shared that she is concerned that when she encourages her RCACs and CCI Council members to vote, she is criticized. Mr. Baackes encouraged everyone to vote.</p> <p>Rut Hernandez, <i>RCAC 1 member</i>, asked what L.A. Care members could do to improve issues around social determinants of health. Mr. Baackes responded that L.A. Care members could advocate for including social services and social service benefits in a comprehensive package for potential enrollees in the health plan. L.A. Care is participating in a state-funded program where L.A. Care will be delivering nutritionally tailored meals to congestive heart failure patients for 10 days after discharge from a hospital. A study will be conducted to determine if there is a decrease in hospital readmission for those on the meal program. This will provide evidence of cost savings in covering food plans through Medi-Cal to keep individuals healthy with adequate and appropriate food.</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"> • Care Harbor LA will be held October 13-15, 2018. Three thousand wristbands have been given out. Hundreds of medical professionals will be on hand to address dental, vision and medical needs. For more information please go to www.careharbor.org • Code of Conduct Training will be held this winter at each RCAC and CCI meeting. The Code of Conduct training will discuss the general guidelines and principles for appropriate behavior as a member of L.A. Care’s community advisory committees. After the training, members will be asked to sign an acknowledgment to confirm that each person has read and understand what is expected of them. The acknowledgement is required by the Consumer Advisory Committee Operating Rules. Breach of the Code of Conduct may result in removal from a community advisory committee. • As of <u>November 1</u>, voter registration cards will be at every Family Resource Center. • Proposition 10 will allow local governments to adopt rent control ordinances, regulations that govern how much landlords can charge tenants for renting apartments and houses. Proposition 10 was discussed at the Executive Committee meeting but no action was taken and it was not discussed at the Board of Governors meeting. • Open enrollment for Covered California will be held <u>October 15-January 15</u>. For more information please visit: http://www.lacarecovered.org/ • Mr. Oaxaca congratulated Ms. Ballew who was elected Vice Chair of the Personal Assistance Services Council for Los Angeles County. 	

	<ul style="list-style-type: none"> • A member medical transportation vendor was selected, and when the contract is finalized, an announcement will be made. The vendor will be offering exciting new benefits, which include a fleet of L.A. Care branded member transportation vehicles. • The contract with the current vendor for L.A. Care consumer advisory committee meeting transportation requirements will expire early next year. Staff will develop an approach to consider a new vendor or remain with the current vendor. <p>Ms. McFerson asked what is a work plan and what CCI Council members can become a Chair without an election. Mr. Oaxaca responded that work plan activities are related to partnerships that each RCAC and CCI Council forms with community based organizations. Five thousand dollars is allocated to each committee to provide to a community based organization that is doing work that aligns with the work plan chosen by the RCAC or CCI Council. All members of the committee participate in the process. The election process is to ensure there is sufficient representation in the committee to hold an election. If the membership drops lower than the minimum number, staff asks the committee to hold off on making important decisions until the membership increases. Until then the current chair's term will be extended.</p> <p>Jo-Ann Cannon, <i>CCI 3 Vice Chair</i>, asked if existing transportation authorization would be transferred to the new transportation vendor. Mr. Oaxaca responded yes, all pre authorization will be transferred.</p>	
<p>GLOBAL MEMBER ISSUES</p>	<p>Ms. Contreas-Wood asked if Mr. Oaxaca could provide an update on reimbursement for hearing aid batteries. Mr. Oaxaca responded that an initial set of batteries are included, but not replacement sets.</p> <p>Demetria Saffore, <i>CCI Area 1 Chair</i>, encouraged L.A. Care to continue to support the community clinics that have extremely long wait times.</p> <p>Member Gonzalez-Delgado shared that during RCAC and CCI Council meetings she has attended, members have shared that they have issues with transportation. Ms. Lara added that she waited an hour for her transportation to arrive. Ms. De La Torre reminded all members that if they have issues with the L.A. Care transportation, please inform Hilda Herrera, <i>Community Outreach Liaison CO&E</i>.</p> <p>Russell Mahler, <i>RCAC 1 Chair</i>, asked if members can get transportation to the pharmacy. Ms. De La Torre responded that members should speak to a health care navigator to submit a request for transportation.</p> <p>Ms. McFerson shared that a provider that she saw did not look into her medical history prior to prescribing her medication.</p>	

	<p>Tonya Byrd, <i>RCAC 9 Chair</i>, shared that she called L.A. Care Member Services Department and they have her the wrong information on how to get her medication mailed.</p> <p>Ms. Contreas-Wood encouraged all members to be their own advocates when going to a specialist and to make sure to inform them of their medical history.</p>	
OLD BUSINESS		
<p>URGENT CARE CENTERS UPDATE</p>	<p>Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i>, provided an update on urgent care benefits.</p> <ul style="list-style-type: none"> • ECAC members reported that members are receiving inaccurate urgent care information from member facing departments, the Nurse Advice Line and Providers. Members are being turned away at urgent care centers because the center does not take Medi-Cal or does not contract with the Physician Provider Group (PPG). Members are resorting to using the emergency room. <p>Three strategies are in place to address the issues:</p> <ol style="list-style-type: none"> 1. Improve accuracy of urgent care center data by analyzing and updating urgent care data with affiliated PPG's. <ul style="list-style-type: none"> ▪ Medi-Cal Product called over 200 Urgent Care Centers to verify accuracy. ▪ Increased the number of urgent care centers online from 77 to 146. ▪ Validated the type of service provided at urgent care locations. ▪ Analyzed grievances to track urgent care trends. 2. Provider, member and L.A. Care Outreach & Engagement <ul style="list-style-type: none"> ▪ Currently developing FAQ for providers. ▪ Provide all member facing departments and Nurse Advice Line with accurate data. ▪ Provide training to Customer Solution Center with up-to-date materials. ▪ Investigating all areas online and in-print that address Urgent Care Centers in order to develop streamlined messaging. ▪ Offer training to advisory committee members about the characteristics of urgent care center and emergency room, where to get information about urgent care centers, and what to do if the member receives a bill. 3. Seek ways to expand the urgent care center network <ul style="list-style-type: none"> ▪ Research possible alternative methods to address the shortage or backlog of urgent care center. ▪ L.A. Care has begun contracting with minute clinics and has started to explore virtual health options. <p>Ms. McClain asked if anything mentioned has been implemented and if the information provided by the customer solution center has been updated. Ms. Obeidi responded that</p>	

	<p>there are now 146 urgent cares listed and the customer solution center uses current online information.</p> <p>Ms. Lara asked how often the information is updated. Ms. Obeidi responded it is updated at least every quarter.</p> <p>Member Gonzalez-Delgado shared that having correct urgent care information will help members access services and use the emergency room only when necessary. She asked how long it would take to print urgent care information on the member identification cards. Ms. Obeidi responded there is a space for limited information on the identification card. She noted also that urgent care centers tend to change frequently, so it will not be in the members' best interests to have that information on the card.</p> <p>Mr. Mahler shared that there has been a decline in the provider network in the Antelope Valley. Ms. Obeidi responded that the provider network team is working on identifying providers in that area.</p> <p>Ms. McFerson shared that some members do not have access to a phone and suggested a list be created and mailed to the members. Ms. Obeidi responded that members might request urgent care information to be mailed to them. The information on the website is updated frequently.</p> <p>Ms. Romo suggested that L.A. Care use Health Promoters to educate the community. Ms. Obeidi responded that staff will work with the ECAC, FRCs, RCACs and CCIs to ensure they receive updated information.</p> <p>Member Perez asked if staff would be conducting a field test of urgent care centers to confirm that the correct information has been collected. Ms. Obeidi responded that staff did go to some sites to confirm information.</p> <p>Ms. Obeidi noted that L.A. Care is contracted with Kroger Mail Order Pharmacy. Members may complete a form on the L.A. Care website to sign up for maintenance medication to be mailed to them at no charge.</p> <p>Nesima Istrefi, <i>CCI Area 4 Chair</i>, asked what happens if members are not accepted at the urgent care because the center is not affiliated with L.A. Care. Ms. Obeidi responded that if the member is suffering from a life threatening condition they should go to the emergency room. If they are not, they could contact the customer solution center to get information about the closest urgent care center that is affiliated with L.A. Care.</p>	
NEW BUSINESS		

<p>SILVER SNEAKERS PROGRAM</p>	<p>Dan Salo, <i>Senior Director, Medicare and CalMediConnect Operations</i>, reported that the SilverSneakers program would be part of L.A. Care Cal MediConnect benefits starting in 2019. SilverSneakers is a fitness program that includes access to participating gym and fitness centers in the network. LA Fitness, 24 Hour Fitness, Golds, Curves, Planet Fitness, most locations accept SilverSneakers. Members will have access to over 15,000 gyms nationwide. They also offer fitness classes for all abilities led by SilverSneakers trained instructors at gyms and other locations. All members will receive a SilverSneakers ID card in January. New members will receive a SilverSneakers ID card within 30 days of membership. Gyms will be able to verify eligibility without the SilverSneakers ID card.</p> <p>Mr. Salo also shared that L.A. Care Cal MediConnect members also have over the counter (OTC) benefits that cover non-prescription items such as vitamins, allergy medications, cold remedies and more.</p> <p>Member Perez asked if this information will be made available to all current members that qualify for this benefit. She also asked what is the minimum number to have a fitness class at a community center. Mr. Salo responded that information will be sent to all eligible members. Staff will also receive information about the new benefits. Information will be provided to providers and the disease management team as well. This is the first stage of the program and in the future will work with ECAC and the FRC to find opportunities to take classes to local community centers.</p> <p>Ms. McFerson suggested a map showing all locations of the gyms that accept SilverSneakers.</p> <p>Ms. Cooper thanked Ms. McFerson for showing empathy and asked if there will be any services provided for disabled members. Mr. Salo noted that the program is for Cal MediConnect members.</p> <p>Phyllis Coto, <i>RCAC 4 member</i>, thanked L.A. Care for this program. She shared that when attending the gym, it will be useful if they can have a trainer or a gym employee show the members around and help them with different machines.</p>	
<p>FUTURE AGENDA ITEMS</p>	<p>Member Perez requested discussing a strategy for member recruitment for CACs.</p> <p>Ms. Byrd requested an overview on the mail order pharmacy process.</p> <p>Ms. Ballew suggested a discussion around the possibility of dually eligible RCAC members to be transferred to a CCI Council.</p> <p>Ms. McFerson shared that RCAC 6 members have been discussing funeral expenses for low-income individuals and she will bring that topic for further discussion to a future ECAC meeting.</p>	

PUBLIC COMMENT	Ms. Istrefi shared that the font size for member materials is too small.	
ADJOURNMENT	The meeting adjourned at 1:04pm.	

RESPECTFULLY SUBMITTED BY:

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

APPROVED BY

Cynthia Contreas-Wood, *ECAC Member*

Date _____

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Cynthia Contreas-Wood, *ECAC Member*

Date 11/14/18