

Approved



**Coordinated Care Initiative (CCI) Consumer Council Meeting**

**Area 4 – Long Beach**

Mark Twain Branch Library

1401 E. Anaheim Street

Long Beach, CA 90813

Tuesday, April 24, 2018

1:00 p.m. - 3:30 p.m.

<u>Members</u>	<u>GUESTS/PUBLIC</u>	<u>STAFF</u>	<u>STAFF</u>
Bertha Poole	P Brooke McIntyre Tuley, Director of Outreach and Volunteers, South Bay Family Health Care	Cynthia Rajendran, Marketing Specialist, Medicare and State Programs	Susan Ma, Coordinated Care Initiative Field Specialist
Carmencita B. Fernandez	P Hector Ochoa, System Change Program Manager, Southern California Resource Services for Independent Living	Denise Colome, Senior Communications Specialist	Vanessa Bernal, CSC Member Navigator
Claire McKay	P Priscilla Hernandez, Peer Support Coordinator, Southern California Resource Services for Independent Living	Erika Estrada, Supervisor, Community Relations	
Deaka McClain, Vice Chair	P Rudy Contreras, Executive Director, Southern California Resource Services for Independent Living	Kenneth Kano, Marketing Material Specialist, Medicare and State Programs	
Neisma Istrefi, Chair	P	Linh Tran, Manager, Marketing State Programs and Medicare	
Richard Hernandez	P	Nancy Molina, Coordinated Care Initiative Liaison	
Steven Sample	E	Richard Navarrette, Marketing Supervisor, Design	
Tina Johnson	P		

**Attendance: Members (6), Advocates (0), Providers (0), Public (4), Staff (9)**

**( P ) present, ( E ) excused absence, ( U ) unexcused absence**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
I.	<p><b>WELCOME &amp; INTRODUCTIONS</b>  <i>Nesima Istrefi</i>  <i>CCI Council Chair</i></p>	<p>Prior to the start of the meeting, staff reviewed the following:</p> <ul style="list-style-type: none"> <li>• L.A. Care’s Mission Statement</li> <li>• Meeting Ground Rules</li> </ul> <p><b>Welcome &amp; Introduction:</b></p> <ul style="list-style-type: none"> <li>• Nesima Istrefi, CCI Council Chair, called the meeting to order at 1:03 pm. She welcomed all members to the meeting and asked everyone to introduce themselves.</li> </ul>
II.	<p><b>BUSINESS</b>  <i>Nesima Istrefi</i></p> <p><i>Susan Ma</i>  <i>CCI Field Specialist</i></p>	<p><b>Approval of Agenda and Summary</b></p> <ul style="list-style-type: none"> <li>• The agenda for April 24, 2018 was reviewed. It was approved by Claire McKay and seconded by Bertha Poole.</li> <li>• The February 27, 2018 meeting summary was reviewed. It was approved by Bertha Poole and seconded by Claire McKay.</li> </ul> <p><b>Meeting Effectiveness</b></p> <ul style="list-style-type: none"> <li>• CCI Council Chair, Nesima Istrefi, informed the group that the meeting effectiveness guidelines that were implemented at ECAC for a few months have received a lot of positive feedback from participants. All CCI Councils are being given an opportunity to implement them as well.</li> <li>• A copy of the Meeting Effectiveness Guideline that are being used at ECAC was provided to the CCI Council members.</li> <li>• CCI Council Chair, Nesima Istrefi, introduced the motion, “To implement the Meeting Effectiveness Guidelines currently used at ECAC for the remainder of this meeting and at all future Area 3 CCI Council meetings,” for discussion.</li> <li>• CCI Council member Richard Hernandez seconded the motion.</li> <li>• Members agreed that the motion language stay as it is.</li> <li>• Members moved forward with a vote on the motion. Seven of the seven CCI Council members present voted in favor of the motion.</li> </ul> <p><b>ECAC Report</b></p> <ul style="list-style-type: none"> <li>• CCI Council Member Tina Johnson shared her experience attending the January ECAC meeting.</li> <li>• The CCI Council Chair and Vice Chair will be on a rotation schedule to attend the Board of Governors meeting. CCI Council Chair Nesima Istrefi, will be attending the BOG on May 3, 2018; Deaka McClain will attend the BOG meeting on June 7, 2018.</li> <li>• The June BOG meeting will not be at headquarter in downtown Los Angeles, it will be at an offsite location. Board Services staff does not know the location yet; CCI staff will contact members once the location is confirmed.</li> <li>• CCI Council member Richard Hernandez signed up to attend the May BOG meeting, and Bertha Poole will be attending the June BOG meeting. CCI Council member Tina Johnson signed up to attend the May ECAC meeting, and Carmencita Fernandez will be attending the June ECAC meeting.</li> <li>• Members were informed that the Board approved revisions to the Consumer Advisory Committee Operating Rules.</li> </ul>

<p><b>III</b></p>	<p><b>CCI COUNCIL COMMUNITY PARTNERSHIP WORK PROJECT PRESENTATION</b></p>	<ul style="list-style-type: none"> <li>Brooke Tuley, Director of Outreach and Volunteers at South Bay Family Health Care, presented the following information:                             <ul style="list-style-type: none"> <li>Mission and Services</li> <li>Purpose of the Project</li> <li>Proposed event: National Health Center Week on August, 2018</li> <li>Engagement and Outcomes</li> <li>Partnership</li> <li>Promotion and Outreach</li> </ul> </li> <li>Rudy Contreras, Executive Director, Hector Ochoa, System Change Program Manager, and Priscilla Hernandez, Peer Support Coordinator, from Southern California Resource Services for Independent Living, presented the following information:                             <ul style="list-style-type: none"> <li>Mission and Services</li> <li>Increasing Access to Women’s Health</li> <li>Raising Awareness of Community Services and Resources</li> <li>Strengthening Community Collaboration</li> <li>Proposed Community Partnership Work Project Event and Date: Women’s Empowerment Health Summit, Tuesday, July 3, 2018</li> </ul> </li> <li>Members voted for the organization of their choice to partner with on the Community Partnership Work Project: Six of the seven members present voted for South Bay Family Health Care.</li> </ul>
<p><b>IV</b></p>	<p><b>GET UP &amp; MOVE Group</b></p>	<ul style="list-style-type: none"> <li>Break</li> </ul>
<p><b>V.</b></p>	<p><b>ENGAGEMENT SESSION Group</b></p>	<ul style="list-style-type: none"> <li>L.A. Care Marketing staff Linh Tran, Richard Navarrette, Kenneth Kano and Cynthia Rajendran facilitated an engagement session to gather input on a member mailing.</li> </ul>
<p><b>VI.</b></p>	<p><b>CHAIR/VICE CHAIR ELECTION Group</b></p>	<ul style="list-style-type: none"> <li>The Field Specialist informed the council that she did not receive any nominations for the 2018-2020 Chair/Vice Chair Elections and that the floor was open for any CCI Council member to nominate others or his/herself to be a write-in candidate on the ballot for the election.</li> <li>Members reviewed Roles and Responsibilities of the Chair and Vice Chair.</li> <li>Current CCI Council Chair, Nesima Istrefi, nominated herself to be on the ballot for the CCI Council Chair position.</li> <li>Seven of the seven members present voted for Nesima Istrefi as CCI Council Chair.</li> </ul>

		<ul style="list-style-type: none"> <li>• CCI Council member Bertha Poole nominated Deaka McClain to be on the ballot for the Vice Chair position. Deaka accepted the nomination.</li> <li>• Seven of the seven present members voted for Deaka McClain as CCI Council Vice Chair.</li> </ul>
<p><b>VII</b></p>	<p><b>REGIONAL ISSUES</b> <i>Group</i></p>	<p><b>Global Member Issues</b></p> <ul style="list-style-type: none"> <li>• Members were reminded to speak with Member Navigator Vanessa Bernal, if they have experienced any issues related to their health care. Vanessa is the Member Navigator that regularly attends the CCI Council meetings to help members with individual member issues. In the event that Vanessa is not present at a meeting, members can call Member Services at 1-888-839-9909.</li> <li>• At the February 2018 CCI Council meeting, members want more information on affordable or free vision programs in L.A. County. The Field Specialist researched this and provided a list of resources to the members.</li> <li>• One of the members indicated that she does not understand the process to receive L.A. Care transportation for her medical appointments.</li> <li>• Member Navigator, Vanessa Bernal explained the process, the first step was to get a doctor's order from his/her doctor. The doctor must be a L.A. Care contracted doctor, it can be a primary physician or any doctors the member see. The will need to fill out a form from the L.A. Care's website called the Physician Certification Statement. The doctor will then submit the form to L.A. Care's Utilization Management department for review.</li> <li>• Once the service is approved, there is no limits on the amount of the trips for medical appointments. The approval length will be based on the amount of time the doctor recommend, the intervals are 30 days, 6 months and 12 months. Members will receive a letter indicating the start and end date of the service. Members will need to call 48 hours before the actual appointment time to make arrangement for their medical appointments.</li> <li>• Members had the opportunity to complete their meeting evaluation forms.</li> </ul>
<p><b>IX</b></p>	<p><b>MEETING EVALUATIONS</b> <i>Group</i></p>	
<p><b>IX</b></p>	<p><b>PUBLIC COMMENTS</b> <i>Group</i></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b>X.</b></p>	<p><b>ADJOURNMENT</b> <i>Deaka McClain</i></p>	<ul style="list-style-type: none"> <li>• The meeting was adjourned at 3:30 pm. The next scheduled meeting will be on <b>Tuesday, June 26, 2018</b>, from <b>1:00 pm to 3:30 pm</b>, at <b>Mark Twain Branch Library located at 1401 E. Anaheim Street, Long Beach, CA 90813.</b></li> </ul>

Respectfully Submitted by:

*Susan Ma*, 6/26/2018  
 Susan Ma, CCI Field Specialist

Approved by:

*Deaka McClain*