



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
Monday, November 13, 2017
11:30AM - 2:00PM

<u>MEMBERS</u>	<u>ATTENDANCE</u>	<u>STAFF</u>
Wilma Ballew, <i>Chair</i>	()	Mariah Walton, <i>Coordinated Care Initiative Field Specialist</i> Erika Estrada, <i>Community Relations Supervisor</i>
Elizabeth Cooper	()	Nancy Molina, <i>Coordinated Care Initiative Liaison</i> Francisco Oaxaca, <i>Director of Communications</i>
Francisca Marcos	(E)	Judy Hsieh Bigman, <i>Sr. Communications Specialist</i>
Mary Jo Fernando	()	Denise Colome', <i>Sr. Communications Specialist</i>
	()	
	()	
		<u>PUBLIC/GUEST</u>
		Estela Lara
		Ken Perlman

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

<u>AGENDA ITEM</u>	<u>SUMMARY OF DISCUSSION AND FOLLOW-UP</u>
I. WELCOME & INTRODUCTIONS <i>Wilma Ballew, Chair</i>	Wilma Ballew, Chair, called the meeting to order at 10:00 am and proceeded with the following: <ul style="list-style-type: none"> • Meeting attendee introductions • Review of meeting ground rules • Review of L.A. Care's Mission Statement

II. BUSINESS
Wilma Ballew,
Chair

Mariah Walton, CCI
Council Field
Specialist

Approval of Agenda and Meeting Summary

- The agenda for November 13, 2017 was reviewed and approved. A motion to approve the agenda was introduced by MaryJo Fernando and seconded by Elizabeth Cooper, without changes.
- The meeting summary from the September 27, 2017 CCI Council Area 2 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by MaryJo Fernando and seconded by Elizabeth Cooper, without changes.

ECAC Report

- Dr. Seidman, Chief Medical Officer and David Wedemeyer, Senior Director of Quality Improvement & Health and Grace Crofton, Director of HO&A Quality Performance Management attended the ECAC meeting and shared a presentation on the importance of HEDIS (Healthcare Effectiveness Data and Information Set) measures, covering the following information:
 - HEDIS is a set of standard metrics used by health plans and health care agencies to measure whether members are getting the right care.
 - HEDIS results allow L.A. Care to identify areas and practices where members may not be getting the care and services as needed
 - To that end, L.A. Care has identified the following HEDIS measures as a first step to improving care:
 - Managing diabetes
 - Women’s health
- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the Health Promoter Program
- ECAC meeting attendees received information on the Emergency Evacuation Plan and the steps they need to take to evacuate in case of an emergency, and also participated in a fire drill.

L.A. Care Updates

- The Field Specialist showed council members a video on the ADA Equipment Fair held on October 3, 2017. All the clinics who were awarded L.A. Care grants for ADA equipment were invited to talk to the vendors about the various available equipment.
- Members were reminded about the new date and time of the fall consumer advisory member conference, rescheduled to December 15, 2017.

Erika Estrada, Supervisor of Community Relations, covered the CAC Operating Rules line by line, after giving council members the option to opt out of reviewing the written language. Members reviewed the document and were given the opportunity to provide alternative language. Some of the feedback was as follows:

	<p>Erika Estrada, <i>Supervisor of Community Relations</i></p>	<ul style="list-style-type: none"> • Provisional Membership Terms: A member recommended this section be deleted. The member stated, “new members should be able to receive a stipend as a provisional member.” A vote was taken, and a majority of members voted “No” to this section being deleted from the Operating Rules. • Signing Code of Conduct: A member indicated the language in the Operating Rules should state that someone from an external legal service will present L.A. Care’s Code of Conduct document so members will understand the document. A vote was taken, and a majority of members voted “No” to adding this verbiage to the proposed operating rules.
<p>III.</p>	<p>REGIONAL ISSUES Group</p>	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • The Member Navigator was not present, however members were encouraged and reminded to call Member Services at 1-888-839-9909 for any issues related to access to healthcare. • No new member issues mentioned <p><u>Prior member request</u> A member asked if a flyer or informational brochure could be created to help explain some reasons a member might call member services versus waiting until the CCI Council meeting to speak with a representative face-to-face. The Member Navigator department response was that their business unit determined that this flyer request could lead to more delays to handling member issues, but encouraged members to contact the Customer Solution Center as this service is 24 hours/day and 7 days/week.</p>
<p>VI.</p>	<p>GET UP & MOVE</p>	<p><u>10 minute break</u></p>
<p>VII.</p>	<p>CCI COUNCIL MEMBER ANNOUNCEMENTS</p>	<ul style="list-style-type: none"> ○ Los Angeles County Workforce Development, Aging & Community Services Adult Protective Services is offering a program called New Freedom: Volunteer Driver Mileage Reimbursement Program (VDMRP). VDMRP is a client-centered transportation program for persons 60 years of age or older, or a dependent adult between 18 and 59, who has a physical or mental limitation. This program is intended to improve quality of life by helping residents age in the community more effectively, while increasing their community engagement. For more information please call 1-888-863-7411 or email newfreedom@wdacs.lacounty.gov. ○ Resource: Helping Hands Foundation provides local resources to help improve quality of life, and lower the cost of living, so seniors can remain independent as long as possible. Care Coordination services are FREE. Services include, but are not limited to: In-home care, fall prevention/mobility programs, wheelchair maintenance & cleaning, transportation options, dental programs, financial assistance, etc. For more information please contact 818-279-6580 or email info@helpinghandsla.org or go to www.helpinghandsla.org.
<p>VIII.</p>	<p>PUBLIC COMMENT</p>	<ul style="list-style-type: none"> • A guest mentioned the value gained from listening to and observing the council discuss concerns important to their communities.

Approved

IX.	ADJOURNMENT <i>Wilma Ballew,</i> <i>Chair</i>	<p>The following members will be attending the ECAC/BOG meeting:</p> <ul style="list-style-type: none">• Maryjo Fernando will attend the BOG meeting on December 7, 2017• Maryjo Fernando will attend the ECAC meeting on December 13, 2017• Elizabeth Cooper will attend the ECAC meeting on January 10, 2018 <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 2, San Fernando is on January 24, 2017, from 11:30 AM - 2:00 PM at the Pacoima Family Resource Center, located at 10807 San Fernando Road, Pacoima, CA 91331.</p>
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Respectfully Submitted by: 
Mariah Walton, CCI Field Specialist

Approved by: 
Wilma Ballew, CCI Council Area 2 Chair