



## Board of Governors Executive Community Advisory Committee (ECAC)

L.A. Care Health Plan  
Conference Rooms 1018 and 1019  
1055 West 7<sup>th</sup> Street, 10<sup>th</sup> Floor  
Los Angeles, CA 90017  
Wednesday, April 12, 2017  
10:00 a.m. - 1:00 p.m.  
Call-in number: 1-855-846-1604 access code 999 353 735

### Goals for Today's Meeting

1. Identify community issues affecting members by region.
2. Receive a presentation from Cultural and Linguistics Services of L.A. Care Health Plan.
3. Present to ECAC a motion from RCAC 9.
4. Present a motion to approve revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan.
5. Report on the ECAC Ad-Hoc Committee – Vision Benefits.

### Meeting Agenda

Time	Agenda Item	Agenda Lead	Goal/Result
10:00 a.m.	<b>I. Call to Order</b> (5 minutes)	Christina Deh-Lee, <i>ECAC Chairperson</i>	Call meeting to order.
10:05 a.m. - 10:10 a.m.	<b>II. Approve Agenda for April 12, 2017</b> (5 minutes)	Chairperson	Approve today's meeting agenda.
10:10 a.m. - 10:15 a.m.	<b>III. Approve meeting minutes for March 8, 2017 meeting</b> (5 minutes)	Chairperson	Approve the meeting minutes for the March 8, 2017 ECAC meeting.
10:15 a.m. - 11:15 a.m.	<b>IV. Standing Items</b> (60 minutes) <b>A.</b> ECAC Chairperson Report  • <i>Motion to recommend approval of the following candidate (s) for RCAC/CCI membership (see attachment.)</i>  <b>B.</b> Board Member Report	Chairperson         Board Members	Approval of new candidates for RCAC/CCI membership.         Receive an update on items discussed by the Board of Governors.

	<p><b>C. Government Affairs Update</b></p> <p><b>D. Communication and Community Relations Update</b></p> <p><b>E. Global Member Issues</b></p>	<p>Prity Thanki, Government Affairs</p> <p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i></p> <p>Group</p>	<p>Receive an update on L.A. Care’s Government Affairs activities.</p> <p>Receive an update on L.A Care’s Communications and Community Relations Department.</p> <p>Report global member issues discussed during the RCAC/CCI meetings. Provide an update on the Wilmington Health Center (The Broad Clinic), Antelope Valley and Antelope Valley High Desert Clinics.</p>
11:15 a.m. - 11:25 a.m.	<b>V. Get Up &amp; Move</b> (10 min.)	Group	An opportunity to stretch and move.
11:25 a.m. - 12:10 p.m.	<p><b>VI. New Business</b> (45 min.)</p> <p><b>A. Cultural and Linguistics Services Presentation</b></p> <p><b>B. RCAC motion to ECAC</b></p> <ul style="list-style-type: none"> <li><i>RCAC 9 – Motion for L.A. Care Health Plan to conduct an internal investigation and provide a written response to the committee on reported long wait times (up to 3 hours) for scheduled appointment at all three of The Children’s Clinic located in Long Beach.</i></li> </ul> <p><b>C. Meeting Effectiveness</b></p>	<p>Marie Mercado Grijalva, <i>Manager, Cultural and Linguistic Services, Health Education, Cultural and Linguistic Services</i></p> <p>Cristina Deh-Lee, <i>RCAC 9 Chair</i></p> <p>Auleria Eakins, <i>Manager, CO&amp;E</i></p>	<p>Receive a presentation from Cultural and Linguistics Services of L.A. Care Health Plan.</p> <p>Present to ECAC a motion from RCAC 9.</p> <p>Create a more effective system for adding items to the agenda and addressing comments from</p>

			committee members and the public at ECAC meetings.
12:10 p.m. - 12:50 p.m.	<p><b>VII. Old Business</b> (40 min.)</p> <p><b>A.</b> Approval of Revision to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan</p> <ul style="list-style-type: none"> <li><i>Motion ECA 100.0417: Approve revisions to the Operating Rules to include the Coordinated Care Initiative Councils, limit membership to one consumer advisory committee, discontinue recruitment based only on product lines, streamline new member application process and detail requirements for provisional members. Proposed revisions to the operating rules will be circulated among all advisory committees for member comment/feedback. After ECAC reviews the member comment/feedback the motion will be submitted to the Board (Governance Committee). If no further feedback is received from the advisory committees, the proposed rule changes will be presented to the L.A. Care Governance Committee for consideration and approval, as attached.</i></li> </ul> <p><b>B.</b> Consumer Advisory Committee Spring Conference “Accessing Care in a time of Change” - Debriefing</p> <p><b>C.</b> ECAC Ad-Hoc Committee – Vision Benefits</p>	<p>Judy Hsieh Bigman, <i>Senior Communications Specialist, Communications and Community Relations</i></p> <p>Auleria Eakins, <i>Manager CO&amp;E</i></p> <p>Wilma Ballew, <i>CCI Area 2 Chair</i></p>	<p>Present a motion to approve revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan.</p> <p>Debrief on the Consumer Advisory Committee Spring Conference “Accessing Care in a time of Change”.</p> <p>Report on the ECAC Ad-Hoc Committee – Vision Benefits.</p>

12:50 p.m. - 1:00 p.m.	<b>VIII. Public Comments</b> (10 min.)	Group	Each public member is given 3 minutes to share a comment with the ECAC.
1:00 p.m.	<b>IX. Adjournment</b> <b>A. Next Meeting Date:</b> Wednesday, May 10, 2017	Chairperson	

**\*\*\*\*\* PLEASE BE ON TIME \*\*\*\*\***

**Note: Members, your absence will be considered unexcused if you do not call Victor Rodriguez at (213) 694-1250, Ext. 5214 prior to 10:00 am the day of the meeting to inform him that you will not be attending.**

**Community Outreach & Engagement  
Toll Free Line 1-888-522-2732**

**DRAFT**