



Coordinated Care Initiative (CCI) Consumer Council Meeting

Area 4- Long Beach

Mark Twain Branch Library

1401 E. Anaheim Street

Long Beach, CA 90813

Tuesday, December 19, 2017

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

Members				GUESTS/PUBLIC	STAFF
Bertha Poole	()	Steven Sample	(E)	Stephanie Booth, M.D. L.A. Care Board Member	Erika Estrada, Supervisor, Community Relations
Carmencita B. Fernandez	()	Nancy Srey	(U)	Danna Collins, Clear Captions	Nancy Molina, Coordinated Care Initiative Liaison
Claire McKay	(E)	Tina Johnson	(E)	Layla Delgado, Board Member, L.A. Care Member Advocate	Susan Ma, Coordinated Care Initiative Field Specialist
Deaka McClain	()			Karen Casas, Social Worker Assistant, C & C Adult Day Health Care	Vanessa Bernal, CSC Member Navigator
Neisma Istrefi	()				
Richard Hernandez	()				

**Attendance: Members (5), Advocates (0), Providers (0), Public (4), Staff (4)
() present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS <i>Deaka McClain</i> <i>CCI Council Vice Chair</i>	Prior to the start of the meeting, staff reviewed the following: <ul style="list-style-type: none"> • L.A. Care’s Mission Statement • Meeting Ground Rules Welcome & Introduction: <ul style="list-style-type: none"> • 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.
II.	BUSINESS <i>Deaka McClain</i> <i>Susan Ma</i> <i>CCI Field Specialist</i>	Approval of Agenda and Summary <ul style="list-style-type: none"> • The agenda for December 19, 2017 was reviewed. It was approved by Deaka McClain and seconded by Carmencita B. Fernandez. • The October 24, 2017 meeting summary was reviewed. It was approved by Richard Hernandez and seconded by Bertha Poole. ECAC Report <ul style="list-style-type: none"> • Bertha Poole, CCI Council Member, shared the experience of attending the December meeting. Bertha enjoyed the meeting as always. • The CCI Council Chair and Vice Chair will be on a rotation schedule to attend the Board of Governors meeting. CCI Council Vice-Chair, Deaka McClain, will be attending the BOG on February 8, 2018. CCI Council member Carmencita B. Fernandez signed up to attend the January ECAC meeting, and Bertha Poole will be attending the February ECAC meeting. There will be no BOG meeting in January, 2018. No CCI Council member signed up for the February BOG meeting. • Members were informed that the motions for the Redlined Operating Rules was approved, as presented. • There was one suggested amendment, as follows: To approve the revisions to the Consumer Advisory Committee Operating Rules with the exception of the member recertification grace period; keeping the current 60-day grace period in the Operating Rules for the recertification of CAC members, as opposed to a 30-day grace period. • The amendment will be presented to the Board at the Board of Governors meeting on February 8, 2018, along with the motion to approve all other changes to the Operating Rules. • The next steps will be: <ul style="list-style-type: none"> • Forward it to the Board of Governors meeting that will take place on February 8, 2018. • If the Board directs staff to begin the public posting period immediately after the February 8th Board of Governors meeting, the 30-day public posting period will end on March 10th. • The public posting period allows the public to submit comments on the proposed motion. I-Speak Advocacy (ISA) Education Series <ul style="list-style-type: none"> • The ISA program seeks L.A. Care advisory members who desire to learn and advance advocacy for Medicaid and Medicare members.

		<ul style="list-style-type: none"> • CAC members who are not currently appointed as Chair, Vice-Chair or At-Large Member of their Community Advisory Committee (RCAC or CCI) are eligible to participate. • The commitment of the ISA program is that applicants must want to learn and help L.A. Care understand members' perspectives on health care. • Applicants must be able to participate in six (6) trainings: <ul style="list-style-type: none"> • January 12, 2018 • February 9, 2018 • March 9, 2018 • April 6, 2018 • Dates for two more trainings are to be determined. • Applicants must be available for possible travel to Sacramento for legislative office visits. • Able to complete a short application stating why he/she desires to participate in the program. • The topics that will be covered as part of this education series are as follows: <ul style="list-style-type: none"> • Managed Care 101 • The Basics of Health Data • Advocacy, Resources and Health Equity • Using Your Voice and Effective Communication • Technology and Health • Effective Outreach Strategies • The application deadline is Wednesday, January 3, 2018, by mail or email, to be considered for the program. <p>L.A. Care Updates</p> <ul style="list-style-type: none"> • Members enjoyed the Tranquada Grant video on the ADA Equipment Fair held on October 3, 2017. All the clinics who were awarded L.A. Care grants were invited to talk to the vendors about the various ADA equipment available.
<p>III.</p>	<p>CCI COUNCIL COMMUNITY PARTNERSHIP WORK PROJECT <i>Susan Ma</i></p>	<p>Topic Selection</p> <ul style="list-style-type: none"> • The CCI Council Members received information about the 2017-2018 Community Partnership Work Project. • The topic selection this year was based on Healthcare Effectiveness Data and Information Set (HEDIS) scores. HEDIS scores are a standard measure used by health plans to measure whether members are getting the right care. • HEDIS results allow L.A. Care to identify areas in which we have the most opportunity for improvement. To that end, we have identified some HEDIS measures as a first step to improving care: <ul style="list-style-type: none"> • Managing Diabetes • Women's Health • The CCI Council members selected Women's Health as their 2017-2018 CCI Council Community Partnership Work Project theme.

		<ul style="list-style-type: none"> • There were five CCI Council members present at the meeting, three of the members voted for Women’s Health. <p>Member Acknowledgement Form</p> <ul style="list-style-type: none"> • The Field Specialist reviewed the 2018 Consumer Advisory Committee Member Acknowledgement Form with the group. Members were informed that they may not have more than two excused or unexcused absences, and one medically excused absence from CAC related meetings within one fiscal year. • Members who did not sign the acknowledgement form at the December 15, 2017 conference will need to sign it.
IV.	REGIONAL ISSUES <i>Group</i>	<p>Global Member Issues</p> <ul style="list-style-type: none"> • 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. • Members were informed that the two issues they talked about at the October CCI Council meeting—transportation and a replacement battery for an electric wheelchair—were shared at the November ECAC meeting, in which L.A. Care informed members that it is aware of the transportation concerns. L.A. Care has a workgroup working diligently to improve transportation services for L.A. Care Medi-Cal members.
V.	GET UP & MOVE <i>Group</i>	<ul style="list-style-type: none"> • Break
VI.	HEALTH NAVIGATION SERIES <i>Pearl Santos MLTSS Education Specialist</i> <i>Karen Casas, Social Work Assistant, C & C Adult Day Health Care</i>	<ul style="list-style-type: none"> • Members learned about Managed Long-Term Services and Supports (MTLSS) benefits, in part two of a two-part presentation series by Pearl Santos, MLTSS Education Specialist. The presentation covered the topics of: Long Term Care (LTC), Multipurpose Senior Services Program (MSSP) and Care Plan Options (CPO) benefits. • Karen Casas, Social Worker Assistant from C & C Adult Day Health Care did a presentation about their Community Based Adult Day Services (CBAS) program, which is part of the MLTSS benefits. • Karen shared information about the services offered at a CBAS program, such as social services, nursing, physical/occupational therapy, interactive activities, etc. • Members also learned about the CBAS program eligibility and coverage. • Members enjoyed the presentations and asked questions about the CBAS program.
VII.	COMMUNITY AFFAIRS <i>Nancy Molina CCI Liaison</i>	<ul style="list-style-type: none"> • Nancy Molina, CCI Liaison, provided the group a flyer that contains information on asthma care, and reviewed the information with the group.

VIII.	CCI COUNCIL MEMBER ANNOUNCEMENTS <i>Group</i>	<ul style="list-style-type: none"> • None
IX.	MEETING EVALUATIONS <i>Group</i>	<ul style="list-style-type: none"> • Members had the opportunity to complete their meeting evaluation forms.
X.	PUBLIC COMMENTS <i>Group</i>	<ul style="list-style-type: none"> • None
XI.	ADJOURNMENT <i>Deaka McClain</i>	<ul style="list-style-type: none"> • The meeting was adjourned at 3:30 pm. The next scheduled meeting will be on Tuesday, February 27, 2018, from 1:00 pm to 3:30 pm, at Mark Twain Branch Library located at 1401 E. Anaheim Street, Long Beach, CA 90813.

Respectfully Submitted by: _____
Susan Ma, CCI Field Specialist

Approved by: _____

APPROVED

	<i>Karen Casas, Social Work Assistant, C & C Adult Day Health Care</i>	<ul style="list-style-type: none"> • Karen shared information about the services offered at a CBAS program, such as social services, nursing, physical/occupational therapy, interactive activities, etc. • Members also learned about the CBAS program eligibility and coverage. • Members enjoyed the presentations and asked questions about the CBAS program.
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Respectfully Submitted by: *Susan Ma* *2/27/2018*
Susan Ma, CCI Field Specialist

Approved by: *Nesima Istrefi* *2.27.18*
Nesima Istrefi