



**Coordinated Care Initiative (CCI) Consumer Council Meeting
Area 1 – Antelope Valley - Committee Summary**

Palmdale Family Resource Center
2072 E. Palmdale Blvd
Palmdale, CA 93350
Tuesday, March 27, 2018
10:00AM - 12:30PM

<u>MEMBERS</u>	<u>ATTENDANCE</u>	<u>STAFF</u>	
Demetria Saffore, <i>Chair</i>	(P)	Mariah Walton, <i>CCI Field Specialist</i>	Erika Estrada, Supervisor
Beverly Caples, <i>Vice Chair</i>	(E)	Nancy Molina, <i>CCI Liaison</i>	Olabisi Sule Odu, <i>FRC Social Worker</i>
Nicole Fitzgerald	(P)	Alfredo Flores, <i>Member Navigator</i>	
Ernesto Sarmiento	(U)	<u>PUBLIC/GUEST</u>	
Marcia Ramos	(P)	Wilma Ballew	Lizzie Walton
Mandie Henry	(P)	Maria Rabja	Deaka McClain
Dennis Moore	(P)		

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

	<u>AGENDA ITEM</u>	<u>SUMMARY OF DISCUSSION AND FOLLOW-UP</u>
I.	WELCOME & INTRODUCTIONS <i>Demetria Saffore, Chair</i>	At the start of the meeting, the following took place: <ul style="list-style-type: none"> • Demetria Saffore, Chair, called the meeting to order at 10:00 am • The members, staff, and guests introduced themselves • Meeting Ground Rules were reviewed • L.A. Care’s Mission Statement was shared
II.	BUSINESS <i>Demetria Saffore, Chair</i>	<u>Approval of Agenda and Meeting Summary</u> <ul style="list-style-type: none"> • The agenda for March 27, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Marcia Ramos and seconded by Nicole Fitzgerald, without changes. • The meeting summary from the January 23, 2018 CCI Council Area 1 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by Nicole Fitzgerald and seconded by Marcia Ramos, without changes.

Demetria Saffore,
Chair

ECAC Report

- Member Transportation Engagement Session
 - Staff shared an opportunity with members to participate in an engagement session to share information on their experience with the transportation benefit. The purpose of the engagement sessions is to understand what members' needs are and how L.A. Care can better meet their transportation needs.
- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the following:
 - Family Resource Center Update
 - Progress is continuing with the East Los Angeles location, expected to open October 2018.
 - RCAC 4 and RCAC 11 will be the next locations for future Family Resource Centers.
- Hanan Obeidi, *Senior Director, Medi-Cal Administration* attended the meeting and provided the following information:
 - Urgent Care
 - Summary of Reported ECAC Issues:
 - 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 their PPG
 - Members are resorting to the ER
 - Three Strategies to Address the Issue
 - Improve Accuracy of Urgent Care Centers' Data
 - Analyze urgent care locations with affiliated PPG's
 - Validate the type of service provided at urgent care locations
 - Analyze grievances to track urgent care trends
 - Outreach & Education
 - Identify areas of improvement for provider communication
 - Identify areas of improvement for member communication
 - Provide training to Customer Solution Center with up-to-date materials
 - Provide all member facing departments, Nurse Advice Line and providers with accurate data
 - Provide additional training to RCACs about the difference between the ER and urgent care centers and where to get information about the urgent care center
 - Alternative Ways to Expand the Urgent Care Centers Network
 - Research possible alternative methods to address the shortage or backlog of Urgent Care Centers
 - e.g. Retail Clinics and Telehealth
- Layla Gonzalez-Delgado, *L.A. Care Health Plan, Member Advocate* provided the following information:

<p>Demetria Saffore, Chair</p> <p>Mariah Walton, CCI Council Field Specialist</p>		<ul style="list-style-type: none">○ The American with Disabilities Act (ADA) is a civil rights law that prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government programs and services.○ With respect to healthcare services, a public entity cannot refuse services to someone with a disability regardless of what kind of disability they have and if that person has accessibility issues then the public entity has to find an adequate substitute.○ There is no American with Disabilities police to ensure people are treated equally but individuals can file a complaint with the Department of Health and Human Services.○ For more information, please contact the ADA information line at (800) 514-0303 or visit their website at https://www.ada.gov/infoline.htm <p><u>Meeting Effectiveness Guidelines</u></p> <ul style="list-style-type: none">● The Chair placed a motion on the table for members to vote on implementing the Meeting Effectiveness Guidelines currently used at ECAC, for the remainder of the meeting and at all future Area 1 CCI Council meetings. The motion was not passed. Results are as follows:<ul style="list-style-type: none">● Yes- 1● Opposed- 2● Obtained- 3 <p><u>L.A. Care Updates</u></p> <ul style="list-style-type: none">● An update regarding the adaptable medical equipment grant was provided to inform members about the clinics that received the funds and to notify them specifically about the equipment each clinic received.● Members were given an update regarding the 2017-2018 CCI Council Community Work Plan Project. This update provided a list of organizations the application had been distributed to.● A video was presented about the Family Resource Center classes and benefits.● Members watched a video of the 1st L.A. Care member housed through the Homelessness Initiative.
<p>III.</p>	<p>REGIONAL ISSUES Group</p>	<p><u>Member Issues</u></p> <ul style="list-style-type: none">● Alfredo Flores, Member Navigator, was introduced to the members; he will be handling individual member issues during meeting breaks and after meetings. In the event that Alfredo or another Member Navigator are not present at a meeting, members will be able to call Member Services at 1-888-839-9909 with individual member concerns.● Some mentioned that it is taking them a long time to receive their prescriptions due to the shortage of pharmacies that provide Scheduled C medications. <p><u>Concerns from the last CCI Council Meeting:</u></p> <ul style="list-style-type: none">● N/A

IV.	CHAIR/VICE CHAIR NOMINATION Group	<ul style="list-style-type: none"> Members received the following forms on the Chair/Vice Chair nomination information: CCI Council Chair/Vice Chair Nomination Form, Roles and Responsibilities information, and Election Letter. Members were informed that if they are interested in nominating a CCI Council member—including themselves for an elected position; they will need to return the nomination form by April 6, 2018 in the postage-paid envelope.
V.	GET UP AND MOVE	<u>10 minute break</u>
VI.	HOMELESSNESS INITIATIVE <i>Delia Mojarro, Director of Social Services</i>	<ul style="list-style-type: none"> Members received an overview of the partnership between L.A. Care and Brilliant Corners, and were given an opportunity to ask questions to gain a better understanding of the program’s referral process and the partnership.
VII.	CCI COUNCIL MEMBER ANNOUNCEMENTS Group	<ul style="list-style-type: none"> A member shared information about the 25th Annual Hermansky-Pudlak Syndrome Network event in New York, which provides education about albinism, vision impairment, and bleeding disorders. The City of Palmdale is hosting “Season of Service” events as follows: <ul style="list-style-type: none"> o Saturday, April 14, 2018, Community Volunteer Resource Fair, from 11AM – 3PM at the Antelope Valley Mall, 1233 Rancho Vista Blvd., Palmdale, CA 93551. o Saturday, May 12, 2018, Stamp Out Hunger partners with United States Postal Service at SAVES, 1002 East Avenue Q-12, Palmdale, CA. Varied event times.
VIII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> Staff shared an opportunity with members to participate in an engagement session to share information on their experience with the transportation benefit. The purpose of the engagement sessions is to understand what members’ needs are and how L.A. Care can better meet their transportation needs. Public stated the meeting was effective and well facilitated.
IX.	ADJOURNMENT <i>Demetria Saffore, Chair</i>	<p><u>The following members will be attending the upcoming ECAC/BOG meeting:</u></p> <ul style="list-style-type: none"> Dennis Moore will attend the BOG meeting on May 3, 2018 Nicole Fitzgerald will attend the BOG meeting on June 7, 2018 Marcia Ramos will attend the ECAC meeting on May 9, 2018 Mandy Henry will attend the ECAC meeting on June 13, 18 <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 1, Antelope Valley is on June 5, 2018 from 10:00 AM - 12:30 PM at the L.A. Care Palmdale Family Resource Center, located at 2072 E. Palmdale Blvd., Palmdale, CA 93350.</p>

Respectfully Submitted by: 
Marich Walton, CCI Field Specialist

Approved by: 
Demetria Saffore, CCI Council Area 1 Chair