



Board of Governors Executive Community Advisory Committee (ECAC)

L.A. Care Health Plan
Conference Rooms 1018 and 1019
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017
Wednesday, March 8, 2017
10:00 a.m. - 1:00 p.m.
Call-in number: 1-855-846-1604 access code 990 153 595

Goals for Today's Meeting

1. Identify community issues affecting members by region.
2. Receive information on the Community Outreach & Engagement Toll free line.
3. Receive an overview of the Advanced Care Planning Presentation.
4. Provide feedback and next steps on the Consumer Advisory Application, Eligibility, Provisional Membership and Accountability.

Meeting Agenda

Time	Agenda Item	Agenda Lead	Goal/Result
10:00 a.m.	I. Call to Order (5 minutes)	Christina Deh-Lee, <i>ECAC Chairperson</i>	Call meeting to order.
10:05 a.m. - 10:10 a.m.	II. Approve Agenda for March 8, 2017 (5 minutes)	Chairperson	Approve today's meeting agenda.
10:10 a.m. - 10:15 a.m.	III. Approve meeting minutes for February 8, 2017 meeting (5 minutes)	Chairperson	Approve the meeting minutes for the February 8, 2017 ECAC meeting.
10:15 a.m. - 11:05 a.m.	IV. Standing Items (50 minutes) A. ECAC Chairperson Report • <i>Motion to recommend approval of the following candidate (s) for RCAC/CCI membership (see attachment.)</i> B. Government Affairs Update	Chairperson Prity Thanki, Government Affairs	Approval of new candidates for RCAC/CCI membership. Receive an update on L.A. Care's Government Affairs activities.

	<p>C. Communication and Community Relations Update</p> <p>D. Global Member Issues</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 Communications and Community Relations Department.</p> <p>Report global member issues discussed during the RCAC/CCI meetings.</p>
11:05 a.m. - 11:15 a.m.	V. Get Up & Move (10 min.)	Group	An opportunity to stretch and move.
11:15 a.m. - 11:50 a.m.	<p>VI. New Business (35 min.)</p> <p>A. Community Outreach & Engagement (CO&E) Toll Free Line</p> <p>B. Safety Procedure for public in attendance</p> <p>C. ECAC Member Testimonials</p>	<p>Martin Vicente, <i>CO&E</i></p> <p>Rudy Martinez, <i>Facilities Services</i></p> <p>Misty De Lamare, <i>Director of Communications and Marketing</i></p>	<p>Inform the committee members of the new CO&E toll free line.</p> <p>Inform the committee members the safety procedure when attending public meetings at L.A. Care Health Plan.</p> <p>Ask ECAC members if they would like to be part of the L.A. Care member testimonials.</p>
11:50 a.m. - 12:50 p.m.	<p>VII. Old Business (60 min.)</p> <p>A. Advanced Care Planning Presentation Overview</p> <p>B. Consumer Advisory Application, Eligibility, Provisional Membership and Accountability – Advisory Committee member feedback and next steps.</p> <p>C. Approval of Revision to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan</p> <p><i>Motion ECA 100.0317: Approve revisions to the Operating Rules to</i></p>	<p>Kim Beverly, <i>Behavioral Health Specialist, Medical Management</i></p> <p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i></p> <p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i></p>	<p>Provide the committee members an overview of the Advanced Care Planning Presentation.</p> <p>Inform the committee members the feedback received from the advisory members in regards to the proposed changes to the Consumer Advisory Application, Eligibility, Provisional Membership and Accountability and next steps.</p>

	<p><i>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, and add member accountability review process.</i></p> <p>D. New Member Orientation</p> <p>E. Consumer Advisory Committee Conference “Accessing Care in a time of Change”</p> <p>F. ECAC Ad-Hoc Committee – Vision Benefits</p>	<p>Idalia Chitica, CO&E</p> <p>Auleria Eakins, Manager CO&E</p> <p>Idalia Chitica, CO&E</p>	<p>Inform the committee members of the next New Member Orientation date.</p> <p>Inform the committee members of the logistics of the upcoming Consumer Advisory Committee Conference.</p> <p>Inform the committee members of the meeting date for the ECAC Ad-Hoc Committee – Vision Benefits.</p>
12:50 p.m. - 1:00 p.m.	VIII. Public Comments (10 min.)	Group	Each public member is given 3 minutes to share a comment with the ECAC.
1:00 p.m.	<p>IX. Adjournment</p> <p>A. Next Meeting Date: Wednesday, April 12, 2017</p>	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**