



Regional Community Advisory Committee (RCAC)
Region 8 - San Pedro, Torrance, Wilmington - Committee Summary
Providence Community Health Wellness & Activity Center

470 N. Hawaiian Avenue
 Wilmington, CA 90744
 Friday, July 21, 2017
 10:30 AM - 1:00 PM

MEMBERS: 14

STAFF/MANAGEMENT

Norma Aguirre	()	Ana Romo	()		Frank Meza, <i>Field Specialist</i>
Maria Alvarez	()	Janeth Sevilla	()		Hilda Herrera, <i>Liaison</i>
Dioselina Garcia	()	Maria Isabel Tamayo, <i>Vice Chair</i>	()		Idalia Chitica, <i>Supervisor, Community Outreach & Engagement</i>
Judith Lemaroy	()	Higinio Carrillo	()		Maricel Amurao, <i>Health Navigator, Member Services Department</i>
María N. López	()	Maria Montes, <i>Chair</i>	()		
Rita Elizabeth Montes	()	Raul Montes	()		GUESTS/PUBLIC
Rosario Moreno	()	Belen Garcia	()		Rafael Garcia, <i>Providence, Little Company of Mary</i>

Attendance: 14 Members, 0 Community Partners, 1 Public, 4 Staff
() present, (E) excused absence, (U) unexcused absence

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Maria Isabel Tamayo, <i>RCAC Vice-Chair</i> facilitated the RCAC meeting for the month of July. The RCAC Vice-Chairs will have ongoing opportunities to help facilitate the meetings and take on a more active role in the RCAC. Ms. Tamayo called the meeting to order at 10:30am. Everyone introduced themselves. • All RCAC members and guests introduced themselves. • Maricel Amurao, Member Relations Navigator introduced herself and will be available to assist members with issues or questions during and after the RCAC meeting. • Ms. Tamayo reviewed the RCAC meeting "Ground Rules".

- Frank Meza asked a volunteer to read L.A. Care’s “Mission Statement” to the group.

<p>II</p>	<p>BUSINESS Approval of Agenda & Meeting Summary</p> <p>Maria Isabel Tamayo, <i>Vice Chair</i></p> <p>Maria Montes, <i>Chair</i></p>	<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The July 21, 2017 agenda was approved as presented. • The May 19, 2017 meeting summary was approved as presented. <p><u>ECAC Meeting Update</u> Maria Montes provided a report from the July 12, 2017 ECAC Meeting.</p> <p><u>Chief Medical Officer Update</u></p> <ul style="list-style-type: none"> • Richard Seidman, MD, MPH, L.A. Care’s new Chief Medical Officer attended the meeting and reported on the following: <ul style="list-style-type: none"> ○ Innovative Program (E-Management): New technology that enables primary care physicians to connect to a psychologist to assist the member better with services. ○ Practice Transformation Network: A grant that allows 3,000 clinics to sign –up (not all are part of L.A. Care’s network) to hire coaches that will assist them to improve services for their members. The coaches will assist with transforming practices to be more modern with technology and provide better services to their patients. ○ NCQA (National Committee for Quality Assurance): The preliminary scores for L.A. Care improved from last year. L.A. Care needs to continue to work on improving member experience scores as those continue to be low. <p><u>Communications & Community Relations Update</u></p> <p><u>Global Member Issues</u></p> <ul style="list-style-type: none"> • Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, provided and update on the RCAC 9 motion regarding the Children’s Clinics in Long Beach. • L.A. Care’s internal team had a conference call with the Children’s Clinics in Long Beach about the long wait times that RCAC 9 discussed a few months ago. • The Children’s Clinic will be providing a presentation at RCAC 9 on what to expect when making appointments with their facilities and accessing the services. • Mr. Oaxaca also shared with the committee a document titled “How Long Should I Wait for Appointments?” that was provided to all ECAC members. <p><u>L.A. Care Membership by Product Line</u></p> <ul style="list-style-type: none"> • All RCAC members received a copy of a breakdown of L.A. Care membership per product line.
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Approval of Revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan

- The motion to approve revisions to the consumer advisory Operating Rules did not pass.
- The ECAC Committee voted at their July 12, ECAC meeting as follows:
 - RCAC 1 Chair, Maria Adela Guadarrama = Abstained
 - RCAC 2 Chair, Ana Rodriguez = Excused Absent did not vote
 - RCAC 3 Vice-Chair, Margaret “Maggie” Belton = Abstained
 - RCAC 4 Chair, Michael Shelton = No
 - RCAC 5 Chair, Maria Sanchez = Abstained
 - RCAC 6 Chair, Andria McFerson = Yes
 - RCAC 7 Chair, Fatima Vasquez = No
 - RCAC 8 Chair, Maria Montes = No
 - RCAC 9 Chair, Cristina Deh-Lee = Yes
 - RCAC 10 Chair, Leticia Navarro = No
 - RCAC 11 Chair, Lluvia Salazar = Yes
 - CCI Area 1 Chair, Demetria Saffore = Yes
 - CCI Area 2 Chair, Wilma Ballew = Yes
 - CCI Area 3 Chair, Brenda White = Yes
 - CCI Area 4 Chair, Nesima Istrefi = No
 - RCAC At-Large Member, Elda Sevilla = No
 - CCI At-Large Member, Deaka McClain = Yes
- RCAC members didn’t have any comments about the update to the Operating Rules.
- Maria Montes provided a point of clarification to the members regarding her vote at the July 12th ECAC meeting, which should show as “Abstained” and not as “No”. Ms. Montes will have to request the change at the next ECAC meeting.
- Ana Romo, requested more information about the stipend that is provided to all RCAC members for attending the RCAC meetings. Ms. Romo’s concern is L.A. Care is requesting more work from RCAC members but has not adjusted the rate members get paid in the stipend. In addition, she stated there are other related costs to attending the meeting and recommends L.A. Care review the policy and revisit if the amount should be increased.
- Frank Meza will bring to the next RCAC meeting a copy of the RCAC Stipend Policy and any additional information required to address Ms. Romo’s concerns and questions. In addition, the information will be helpful for all RCAC members to have a clear understanding of the policy and guidelines.

How Long Should I Wait for My Appointment

- A document was provided to all RCAC members to help guide them on what the time frames are when scheduling appointments with their doctor or when they visit an Urgent Care Center. Other visits or appointments include: Emergency Services, First Prenatal Visits, and Routine Specialty Care.
- In addition, if members have trouble making appointments they were encourage to call the service phone numbers listed on the bottom of the sheet.

Government Affairs Update

- A copy of the Government Affairs report was distributed to everyone during the meeting. Members were informed to please contact the Community Outreach & Engagement Department to request a copy.

ECAC Ad-Hoc Committee – Meeting Effectiveness

- The ECAC Ad-Hoc Committee – Meeting Effectiveness presented their recommendation to ensure effective meeting at ECAC that included the following:
 - **Agenda Items and Time:** All agenda items will have a time allotment. The time allotted will include time for questions and answers.
 - **ECAC members and the public:** Both will be allowed to speak for 2 minutes. If time is limited, the Chair will notify them that time allowed to speak has been reduced to 1 minute. Both will only have the opportunity to ask one question or provide one comment.
 - **Comment Cards:** We will continue to use comment cards and will be numbered in ordered received. If a question/comment was not answered due to time, members and the public can write the question/comment on an Index cards and staff will follow-up.
 - **Pilot and Training:** The recommendations will be pilot during the September ECAC meeting. An educational sheet with the meeting process will be created to distribute to ECAC and the public.

Community Outreach & Engagement Update

Letter from L.A. Care CEO, John Baackes

- L.A. Care CEO, John Baackes, provided a letter to all RCAC members to inform them of his commitment to keep them informed about L.A. Care's efforts to ensure the voice of the two million Medi-Cal members is being heard in the ongoing health care debate.
- Mr. Baackes talked about the current proposals from Congress, which go beyond repeal and replace, or even repair of the Affordable Care Act (ACA). The proposals would impact all 74 million Medicaid beneficiaries across the nation, and not just those who gained Medi-Cal coverage under the ACA.
- L.A. Care, along with nine other Medicaid health plans from across the nation, recently sent a letter to the Senate's leadership urging all U.S. Senators to carefully consider the changes they are contemplating. They also gave several compassionate alternatives to the severe cuts being proposed.

Hilda Herrera,
Community Outreach
Liaison

- RCAC members were encourage to contact their Field Specialist if they had any additional questions.

Legislative District Office Information

- Hilda Herrera provided all RCAC members with a personalized information sheet with their assigned Assembly Member and Senator based on their home address.
- The document provided information of the legislators district office address and phone number for their reference, and a photo so they familiarize themselves with their local representatives.
- The information provided will help members when they need to contact their local legislators and advocate for issues that impact their community.

“Members in Focus” – Fall Conference

- A flyer with information about the upcoming Fall Conference was provided to all RCAC members.
- The Title is “Members in Focus” which will encourage members to be more engaged and connected when they are working on their work-plan projects to plan events and programs to address issues and health disparities that impact their communities.
- The conference is scheduled for September 22, 2017 from 8:30am to 3:00pm at St. Anne’s located at 155 N. Occidental Boulevard, Los Angeles, CA 90026.
- All RCAC members who plan to attend were asked to RSVP their attendance and state whether they will be requesting transportation to the event.
- The pick-up location is at Providence, Little Company of Mary located at 470 N. Hawaiian Avenue, Wilmington, CA 90744 and the pick-up time is scheduled for 6:30am.

ECAC Meeting Attendance

- Rosario Moreno provided a short report from the July 12, 2017 ECAC meeting. She provided information about the Dental and Vision benefits and the new changes made to reinstate dental services for adults on Medi-Cal.
- ECAC will not meet in August but will resume their regular scheduled meeting on September 13, 2017 at L.A. Care Health Plan.
- Ana Romo will attend the September 13, 2017 ECAC meeting at L.A. Care Health Plan.

Board of Governors Meeting Attendance

- Ana Romo attended the June 1, 2017 Board of Governors meeting at the Michelle Obama Library located at 5870 Atlantic Ave, Long Beach, CA 90805 from 1:00pm to 5:00pm. Ms. Romo did not report on any topics, however enjoyed the meeting site and felt that it’s a great opportunity for Board Members to familiarize themselves with the different regions within the RCACs.
- The Board of Governors will not meet in August but will resume their regular scheduled meeting on September 7, 2017 at L.A. Care Health Plan.

		<ul style="list-style-type: none"> • Rita Elizabeth Montes will attend the September 7, 2017 Board of Governors meeting at L.A. Care Health Plan.
III.	REGIONAL ISSUES Group	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • RCAC member shared with the RCAC issues with making an appointment with her doctor. The handout that talks about the adequate time frames for making appointments will be helpful for this process. Member will call L.A. Care Member Services and speak to the Health Navigator for additional help. • Members were encouraged to continue to bring issues to the RCAC so that L.A. Care can help them navigate the system and have their issues resolved. • Frank Meza provided everyone with the L.A. Care Members Services toll free number, and encouraged members to speak to the Member Relations Health Navigators who are attending all RCAC meetings, and available to speak with members at the end of the RCAC meeting.
IV.	GET UP & MOVE	<ul style="list-style-type: none"> • All RCAC members took a 5 minute break.
V.	COMMUNITY AFFAIRS	<p><u>Monthly Health Topic - "Injury Prevention"</u></p> <ul style="list-style-type: none"> • A handout was distributed to everyone. <p><u>Cultural & Linguistics Annual Evaluation & General Needs Assessment (GNA) Results</u></p> <ul style="list-style-type: none"> • Rebecca Contreras, <i>Health Education and Cultural and Linguistics Department</i>, presented a report on the 2015-2016 Annual Report and Medi-Cal Group Needs Assessment (GNA). Ms. Mendez provided information on the following topics and requirements that L.A. Care must meet as a health plan provider. • Medi-Cal General Needs Assessment (GNA) Requirements are in the following areas: <ul style="list-style-type: none"> ○ Health Education and Cultural & Linguistics GNA must be completed every five years ○ Oversight by the Director/Manager of Health Education and/or C&L ○ Use of the following data sources (HEDIS, CAHPS, Claims and/or encounter data, DHCS standardized member survey) • The General Needs Assessment (GNA) report format must include: <ul style="list-style-type: none"> ○ Member Demographics ○ Member Health Status and Disease Prevalence ○ Health Disparities ○ Considerations of Unique Populations ○ Utilization of Services ○ Member Survey Findings ○ Recommendations and Planned Actions

- California Department of Health Care Services Standardized Member Survey methodology and findings are the following:
 - Conducted in-house in April 2016 and mailed to 3,200 randomized members in 11 Los Angeles County threshold languages
 - 7% return rate yielding 205 completed surveys
 - Randomized drawing for 50 \$20 gift card winners
 - Limited English Proficient Members
- Recommendations and planned actions for Cultural and linguistic services:
 - Continue to promote availability of no-cost translation and interpreting services to members
 - Create targeted messaging to SPDs
 - Remind providers to offer free, professional interpreting services to limited English proficient patients
 - Discourage use of family and friends as interpreters
- Requirements and expectations by the Health Education piece are:
 - Continue to promote diabetes and obesity prevention resources focusing on racial and geographic disparities
 - Continue to engage members to access My Health in Motion online health and wellness portal
 - Continue to offer women’s health workshops in select geographic regions
 - Continue efforts to improve childhood immunization rates
 - Expand the breadth and depth of health education materials on:
 - ✓ Alzheimer’s disease
 - ✓ Fall prevention
 - ✓ Pneumococcal vaccination
- There were no questions from the members, however Rebecca encouraged members to contact her department if they had questions or concerns at a later time.
- All RCAC members received a copy of the presentation.

VI. **RCAC/COMMUNITY WORK-PLAN**

Work-Plan 2016/2017

- Rafael Garcia, from Providence, Little Company of Mary provided an update about the upcoming “Oral Health Initiative” event that will bring a variety of community organizations to provide information, dental education and services, and resources.
- The event is tentatively scheduled for mid-September 2017 from 10am - 1pm at Providence Community Health Wellness & Activity Center at 470 N. Hawaiian Avenue, Wilmington, CA 90744.
- All RCAC members were encouraged to invite their families and friends to the event and take advantage of the information and resources that will be provided.
- When the flyer is finalized, all RCAC members will receive several copies to help promote the event.
- Frank Meza reminded all RCAC members that their attendance is mandatory and is part of their work-plan project.

VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • There were no future agenda items presented.
VIII.	MEETING EVALUATIONS	<ul style="list-style-type: none"> • All RCAC members took a few minutes to complete their meeting evaluation forms.
IX.	PUBLIC COMMENTS <i>Public</i>	<ul style="list-style-type: none"> • There were no public comments.
X.	ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at 1:00 p.m. • The next RCAC 8 meeting is scheduled for Friday, September 15, 2017 from 10:30 a.m. - 1:00 p.m. at Providence Community Health Wellness & Activity Center at 470 N. Hawaiian Avenue, Wilmington, CA 90744. Wilmington Blvd., Wilmington CA 90744.

Respectfully Submitted by:
Frank Meza, *Community Outreach Field Specialist*

Approved by:
Maria Montes, *Chair* _____ 