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***Board of Governors, Member Representatives***

***Layla Delgado***

***L.A. Care, Member Advocate***

***Hilda Perez***

***L.A. Care, Member Representative***

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Regional Community Advisory Committee - Region 11

dA Center for the Arts

# 252 D. South Main Street

# Pomona, CA 91766

# Thursday, May 18, 2017

9:30am - 12:00pm

**Goals for Today’s Meeting**

1. Learn about L.A. Care business from the Executive Community Advisory Committee (ECAC) and the Community Outreach & Engagement Department (CO&E)
2. Provide an opportunity to identify community issues affecting members in the region
3. Connect with Health Navigators to address individual member issues
4. Learn about: HIPPA policies, changes to Operating Rules and celebrate L.A. Care’s 20th anniversary
5. How to Navigate the Health Care System, presentation

**\*\*\*\*\* PLEASE ARRIVE ON TIME \*\*\*\*\***

**Meeting Agenda**

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| **Time** | **Agenda Item** | **Agenda Lead** | **Goal/Result** |
| 9:30 a.m.-9:35 a.m. | **I. Welcome & Introductions** (5 min)  **A.** Review of Agenda | Lluvia Salzar, *Chair* | Time to get to know each other and review L.A. Care’s Mission and the goals for today’s meeting. |
| 9:35 a.m.-10:20 a.m. | **II. Business** (55 min)   1. Approval of Agenda & Summary 2. ECAC Report (Chair)    * ECAC report (Members)    * BOG report (Members) 3. CO&E Report 4. Presentation on HIPPA and PHI 5. Review Revisions to the Operating Rules 6. L.A. Care’s 20th Anniversary, acknowledgement 7. “Accessing Care in Time of Change” debrief | Lluvia Salazar  Angelica Candelario (April BOG)  Marina Garcia  (May BOG)  Rosa Pastrana  (April ECAC)  Maria A Refugio (May ECAC)  Felicia Gray, *Liaison*  Martin Vicente,  *Field Specialist* | Receive updates from the ECAC meeting and from the CO&E Department.  An opportunity for RCAC members who attended ECAC and BOG to give a brief report from their ECAC and BOG experience.  Receive a presentation about the Health Insurance Portability and Accountability Act (HIPPA).  An opportunity to review the revisions to the Operating Rules and provide feedback.  Acknowledge L.A. Car’s 20 years accomplishments.  An opportunity to provide feedback about “Accessing Care in Time of Change” conference. |
| 10:20 a.m.-10:40 a.m. | **III. Regional Issues** (20 min)   1. Global Member Issues | Group | **Submit any completed members issue forms**  An opportunity to identify community issues affecting members in the region |
| 10:40 a.m.-10:50 a.m. | **IV. Get Up & Move** (10 min) | Group | An opportunity to stretch and move. |
| 10:50 a.m.-10:55 a.m. | **V. Community Affairs** (5 min)   1. Health topic   “Mental Illness” | Felicia Gray Group | An opportunity to learn about a specific health topic |
| 10:55 a.m.  11:10 a.m. | **VI. RCAC Community Work-Plan**  (15 min)   1. 2017 RCAC work plan update | Group | An update on 2017 work plan |
| 11:10 a.m.-11:50 a.m. | **VII. Future Agenda Items** (40 min)   1. “Navigating your health plan: Emergency room vs Urgent Care & walk-in’s” | Marisol Quintero, *even MORE Field Liaison* | Members will learn the difference between Urgent, Walk In’s and emergency services. |
| 11:50 a.m.  11:55 a.m. | **VIII. Meeting Evaluations** (5 min)   1. Review Meeting Evaluation |  | Time to complete meeting evaluation |
| 11:55 a.m.-12:00 p.m. | **IX. Public Comments** (5 min) | Group | Each public member is given 2 minutes to share a comment with the RCAC |
| 12:00 p.m. | **X. Adjournment**  Next Meeting Date:  July 20, 2017 | Chair | Learn when the next RCAC meeting will take place |

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

**Note: Members, your absence will be considered unexcused if you do not call**

**Felicia Gray at (213) 694-1250, Ext. 4163 to inform her that you will not be attending the meeting**

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