

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – January 08, 2020

1055 W. 7th Street, Los Angeles, CA 90017



L.A. Care
HEALTH PLAN

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Staff
<p>Russell Mahler, <i>RCAC 1 Chair</i> Estela Lara, <i>RCAC 2 Chair</i> Cynthia Contreas-Wood, <i>RCAC 3 Chair</i> Silvia Poz, <i>RCAC 4 Chair</i> Maria Sanchez, <i>RCAC 5 Chair</i> Andria McFerson, <i>RCAC 6 Chair</i> Fátima Vázquez, <i>RCAC 7 Chair</i> Ana Romo, <i>RCAC 8 Chair, ECAC Chair</i> Tonya Byrd, <i>RCAC 9 Chair</i> Damares O Hernández de Cordero, <i>RCAC 10 Chair</i> Maria Angel Refugio, <i>RCAC 11 Chair</i> Lluvia Salazar, <i>At-Large Member</i> Deaka McClain, <i>At Large Member</i></p> <p>* Excused Absent ** Absent *** Via teleconference</p>	<p>Rut Hernandez, <i>RCAC 1</i> Demetria Saffore, <i>RCAC 1</i> Valerie Small, <i>RCAC 1</i> Virginia Martinez, <i>RCAC 2</i> Wilma Ballew, <i>RCAC 2</i> Ana Rodriguez, <i>RCAC 2</i> Shekelia Harvey, <i>RCAC 3</i> Scott Clapson, <i>RCAC 4</i> Gloria Camarillo, <i>RCAC 5</i> Dalia Cadena, <i>RCAC 7</i> Maria Alvarez, <i>RCAC 8</i> Dorothy Lowery, <i>RCAC 8</i> Ichnarian Chea, <i>RCAC 9</i> Fresia Paz, <i>RCAC 10</i> Marlene Paz, <i>RCAC 10</i> Gladis Alvarez <i>RCAC 11</i> Mary Jackson, <i>Public</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Isaac Ibarluceas, <i>Interpreter</i> Sina New, <i>Interpreter</i> Bo Uce, <i>Interpreter</i></p>	<p>Layla Delgado, <i>Member Advocate, Board of Governors</i> Hilda Pérez, <i>Member, Board of Governors</i> John Baackes, <i>Chief Executive Officer, L.A. Care Health Plan</i> Kristina Chung, <i>Community Outreach Field Specialist, CO&E</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Auleria Eakins, <i>Manager, CO&E</i> Joshua Gaffud, <i>Senior Manager, Customer Solutions Center</i> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Dania Jacob, <i>Department Assistant, CO&E</i> Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i> Frank Meza, <i>Community Outreach Field Specialist, CO&E</i> Ani Muradian, <i>Business Analyst II, Customer Solution Center, Appeals and Grievances Department</i> Candace Nafissi, <i>Communications and Community Relations Specialist III, Communications Department</i> Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i> Cindy Pozos, <i>Community Outreach Liaison, CO&E</i> Jose Ricardo Rivas, <i>Community Outreach Field Specialist, CO&E</i> Victor Rodriguez, <i>Board Specialist, Board Services</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	<p>Layla Gonzalez, <i>Member Advocate Representative, Board of Governors</i>, announced to the Committee that Margaret Belton, RCAC 3 Vice Chair, has passed away. She noted that Ms. Belton’s family is seeking assistance with funeral costs and arrangements. She stated that she met Ms. Belton in 2002 at the Personal Assistance Services Council (PASC). Ms. Belton was a Board Member of PASC and used to go to her office every day. She advocated and always helped others. She will be remembered for her strong character.</p>	

	<p>She asked anyone who would like to provide assistance to her family to reach out to Ms. Belton’s daughter, Sandra Scott, at 562-485-8153.</p> <p>Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, noted that Ms. Belton was a very strong figure and always fought for what she thought was right. She made sure her voice was heard and was very passionate about advocating for the needs of others.</p> <p>Russel Mahler, <i>RCAC 1 Chair</i>, stated that Ms. Belton was a very nice person and she will be missed.</p> <p>Andria McFerson, <i>RCAC 6 Chair</i>, stated that Ms. Belton was a great person and was focused on a goal to advocate for the less fortunate. She stated that seeing Ms. Belton kept her going as well. She noted that everyone has a responsibility to advocate for those who need help.</p> <p>Deaka McClain, <i>Member At-Large</i>, stated the Committee is truly at a loss and Committee meetings will never be the same. She hopes to keep Ms. Belton’s memory alive by continuing to advocate for the right reasons.</p> <p>Auleria Eakins, <i>Manager, CO&E</i>, noted that she was fortunate enough to spend time with Ms. Belton to learn about African American history. She is very appreciative of her thoughtfulness and points of view. She noted that her presence will be greatly missed.</p> <p>Ana Romo, <i>ECAC Chair</i>, called the meeting to order at 10:10 a.m. She reviewed the ECAC meeting rules.</p> <p>Ms. McFerson asked the Committee to be aware that there are disabled people in attendance and accommodations should be made for them if necessary.</p> <p>Silvia Poz, <i>RCAC 4 Chair</i>, stated that she has not been receiving her meeting packets.</p> <p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, stated that staff will speak to her after the meeting.</p>	
<p>APPROVE MEETING AGENDA</p>	<p>The Agenda for today’s meeting was approved as submitted.</p>	<p>Approved unanimously. 13 AYES (Byrd, Contreas-Wood, Hernandez de Cordero, Lara, McFerson, Mahler, McClain, Poz, Refugio, Romo, Salzar, Sanchez and Vazquez)</p>

APPROVE MEETING MINUTES	The December 2019 and January 2020 ECAC meeting minutes will be approved at the February 2020 ECAC meeting.	
STANDING ITEMS		
ECAC CHAIR REPORT	<p>Ms. Romo presented the following motion for consideration:</p> <p>To recommend the approval of Joyce M. Sales as a member of the Regional Community Advisory Committee (RCAC) 6.</p>	<p>Approved unanimously. 13 AYES</p>
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p> <p>John Baackes</p>	<p>John Baackes, <i>Chief Executive Officer</i>, wished everyone a happy new year. He extended his condolences to the family of Ms. Belton. He stated that he was happy to know her and was impressed by her passion, and she will be missed. Mr. Baackes reported on:</p> <p><u>CalAIM</u> L.A. Care is focused on how prescription drugs will be handled in the future beyond 2020. The planning for changes is very important. No changes will occur during 2020. L.A. Care is taking part in various work groups. L.A. Care will be advocating for benefits that are easier to access and provide more coverage.</p> <p><u>Election</u> L.A. Care will continue to monitor health related ballot issues closely. On December 15, a federal district court in Texas struck down the Affordable Care Act (ACA) in its entirety, finding that the 2017 Tax Cuts and Jobs Act (TCJA), which zeroed out the tax penalties associated with the ACA's individual mandate, renders the mandate unconstitutional. There was an appeal by a number of Democratic Attorney Generals. It is expected this case will be heard by the Supreme Court. L.A. Care does not have a particular role to play in the lawsuit. It is yet to be seen how these changes will affect L.A. Care members. Ms. McFerson asked how members can support L.A. Care's position. Mr. Baackes responded that members can write letters to the President and congressional representatives. L.A. Care will continue to monitor the situation. Mr. Baackes was in Washington and asked a hypothetical question: what if the ACA is declared unconstitutional and is repealed. He was advised that currently there is no plan. The repeal of the ACA will be a great concern for people who are now covered by Medi-Cal through the expansion programs.</p>	
<p>UPDATE FROM GOVERNMENT AFFAIRS</p> <p>Prity Thanki</p>	<p>Prity Thanki, <i>Local Government Advisor II, Government Affairs</i>, provided the following updates (<i>a copy of the meeting materials for this agenda item can be obtained from CO&E</i>):</p> <p><u>CalFresh Work Requirements</u> In December 2019, a rule tightening work requirements for the food stamp program known as Supplemental Nutrition Assistance Program (SNAP) was proposed. SNAP is</p>	

known as *CalFresh* in California. The proposed rule will go into effect on April 1, 2020 and apply to adult food stamp applicants without children.

Under the current rule, childless adults working fewer than 80 hours a month or in certain training or volunteering activities qualify for three months of food stamps every three years. Under the current rule, the work requirement can be waived in any area with high unemployment rates.

Waivers may only be given in areas with an unemployment rate exceeding 10% (or if a state can demonstrate a lack of available jobs). Most California counties currently have waivers through August 31, 2020. The new rule will make it significantly harder for counties to continue to receive waivers. The new rule does not apply to benefits for children and their parents, those older than 50 years of age, people with a disability, or pregnant women.

This is the first of three rule changes that were drafted for the food stamp program. A second proposed rule would limit states' ability to determine families eligible for food stamps based on enrollment in other government assistance programs. This change would take away food stamps from about one million households with children and about a half-million children would no longer be eligible for free school meals.

The third proposed rule change affects the calculation for determining income eligibility for food stamps. With all three proposed rule changes, roughly 3.7 million people, including 625,700 Californians, could lose benefits. L.A. Care has submitted public comment on each of the rule changes. L.A. Care has also reached out to federal and state legislative offices sharing our concerns.

Individual Mandate is ruled unconstitutional

In December 2019, a federal appeals court ruled that the ACA's mandate for individuals to enroll in health insurance is unconstitutional, because without a penalty the individual mandate can no longer be considered a "tax". The federal court sent the case back to the lower court to reconsider how much of the law should be dismantled. The ruling will not affect the millions of Americans who enrolled for 2020 coverage in recent weeks, and protections for people with preexisting conditions remain intact. A final ruling could take a year or more as the issue continues to go through the legal process.

Ms. McFerson asked that someone from the Behavioral Health Department attend ECAC to present ways that L.A. Care and RCAC members can get more involved in advocating for Behavioral Health and Housing. Ms. Thanki responded that she will speak to CO&E about having someone come to ECAC and speak on those topics.

	<p>Ms. Eakins asked if Los Angeles will continue to qualify for SNAP waivers. Ms. Thanki responded that Los Angeles currently has a waiver until August 20, 2020. The proposed new rule restricts the waivers. L.A. Care is monitoring the situation.</p> <p>Ms. Romo stated that before when people applied for food stamps they used to receive benefits until they obtained a job. Now they are on a 36-month time frame. If they are not able to find a job within 36 months they are placed in a different program for assistance.</p> <p>Ms. Poz stated that the information she is providing is different than what Ms. Thanki is presenting on. She noted that Ms. Thanki is referring to a different type of assistance.</p> <p>Ms. McClain stated that she is confused about recipients only receiving services for three months. Ms. Thanki recommended that people ask the agency that runs the CalFresh program.</p> <p>Ms. De La Torre stated that it might be more appropriate to get someone from CalFresh come to ECAC and answer questions.</p> <p>Ms. Lara stated that it may be better for each individual to go to a SNAP office to get answers for their specific needs.</p> <p>Tonya Byrd, <i>RCAC 9 Chair</i>, stated that this situation does not affect her personally, but she is concerned that people will receive benefits for only three months’.</p>	
<p>UPDATE FROM APPEALS AND GRIEVANCES DEPARTMENT</p> <p>Joshua Gaffud Ani Muradian</p>	<p>Joshua Gaffud, <i>Senior Manager, Customer Solutions Center</i>, and Ani Muradian, <i>Business Analyst II, Customer Solution Center, Appeals and Grievances Department</i>, provided an update on L.A. Care’s Appeals and Grievances (A&G) Department (<i>a copy of the presentation can be obtained from Board Services</i>):</p> <p>Hilda Perez, <i>Member Representative, Board of Governors</i>, asked what planning or strategy does A&G have to address pharmacy issues. Mr. Gaffud stated that initially when appeals are submitted by providers, they do not include all documentation needed to get medication approved for the members. A&G provides education to the providers and requests documentation necessary to appropriately review the appeals.</p> <p>Ms. McFerson asked if A&G can provide empathy training to better educate providers who serve people with disabilities. Mr. Gaffud responded that they are working with the Quality Improvement team and will note the request and follow up at a later time.</p> <p>Ms. Gonzalez noted that most complaints about Covered California have to do with access to care. She would like more details on that and she also noted that there is no data on the PASC line of business. Ms. Muradian stated that she will note down her concerns and speak to her Director and report back.</p>	

<p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p> <p>Francisco Oaxaca</p>	<p>Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i>, provided the following update (<i>a copy of the written report can be obtained from CO&E.</i>):</p> <p><u>Global Issues Report</u></p> <p>Durable Medical Equipment (DME): Staff has researched this topic to better understand the process for durable medical equipment requests. If a member is waiting for a custom or rehabilitation chair, a basic power wheel chair can be provided at no charge. L.A. Care has determined that there are sufficient providers to accommodate these requests and it should not take longer than five days. If the provider does not meet the five-day turn around to repair a wheel chair, the member is encouraged to submit a grievance.</p> <p><u>SB 104/Medi-Cal Expansion</u></p> <p>Beginning January 1, 2020, Medi-Cal will expand full scope coverage to eligible young adults between the ages of 19 through 25, regardless of immigration status. This Medi-Cal eligibility for young adults under age 26 will not count as a “public charge.” It is estimated that 27,000 seniors and people with disabilities and 90,000 undocumented young adults will be eligible</p> <p><u>Upcoming Presentations to ECAC</u></p> <ul style="list-style-type: none"> • February = Aunt Bertha Presentation • March = Newly Reinstated Medi-Cal Benefits for 2020 • April = Call The Car <p>Ms. McClain thanked Mr. Oaxaca for the update on DME. She would like to know if people who require repairs will get a wheel chair within five days. Ms. Oaxaca stated that the member should receive a wheelchair within that time frame or they can file a grievance.</p> <p>Ms. Contreas-Wood asked if there is enough being done to reach out to people who qualify for Medi-Cal. Ms. Oaxaca stated that if there is low enrollment L.A. Care will look into increasing outreach.</p> <p>Ms. McFerson noted that there are disabled people with walkers that may also need assistance. She asked if L.A. Care covers stand up walkers. Mr. Oaxaca responded that he is not prepared to answer that question. If it is an individual member who is inquiring on a specific service, he recommended that they should call member services.</p> <p>Ms. McFerson stated that she was told that they are not covered. Mr. Oaxaca responded that he will have to obtain more information and get back to her at a later time.</p>	
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<p>GLOBAL MEMBER ISSUES</p>	<p>Ms. Romo presented a motion to ECAC:</p> <p><i>Health Access Motion – RCAC 8 members request that L.A. Care to find another dental health plan under L.A. Care Cal Medi-Connect (CMC) to cover member’s current dental benefits and for L.A. Care to provide more information on next steps members need to take when L.A. Care cancels dental or any other benefits offered to L.A. Care CMC recipients.</i></p> <p>Ms. Gonzalez asked if dental services were canceled for CMC members. She would like more information on the request. Ms. Romo asked Dorothy Lowery to provide more details.</p> <p>Dorothy Lowery, <i>RCAC 8 Member</i>, stated that she has been working all her life. She stated that the Obama Administration changed her coverage to Medi-Cal. She was told she would have dual coverage and full coverage when she goes to a hospital. She was told L.A. Care cancelled the dual coverage. Her dentist told her she will need to pay \$300 more with the coverage she has. Her coverage with Liberty Dental was completely cancelled.</p> <p>Ms. De La Torre stated that there is a time limit and the committee needs to have a discussion.</p> <p>Ms. McClain stated that she would like the Committee to move forward with voting on the motion.</p> <p>Ms. Perez asked if there is a tool that members can use to know what services are covered. She would like to know if there is something that can be found online to make it easier for a member to know what is covered through their insurance.</p> <p>Mr. Oaxaca stated that dental benefits were brought back by the supplemental benefits offered by L.A. Care and then had to be pulled back because they were not different than what is being covered by Denti-Cal. <i>(He passed out a flyer to ECAC, a copy of the flyer can be obtained from CO&E.)</i></p> <p>Ms. Byrd requested that the dental benefits flyer be passed out to all RCAC members.</p>	<p>Approved. 11 AYES, 1 NAY (Lara), 1 Abstention (Poz)</p>
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OLD BUSINESS		
<p>RCAC 6 MOTION TO ECAC</p> <p>Andria McFerson</p>	<p>Ms. McFerson presented the following RCAC 6 motion:</p> <p><i>To raise the stipend dollar amount for all RCAC meetings.</i></p> <p>Ms. Lara stated that RCAC members will not lose their benefits because of this. She noted that the cost of housing and living has gone up. She stated that \$30 is not going to make a big difference.</p> <p>Ms. McClain asked what is the amount of the stipend increase.</p> <p>Ms. Lara responded that it will increase by \$30.</p> <p>Ms. Vazquez asked if RCAC 6 had a discussion on this matter. She would like to know what is being asked of RCAC members to get this increase.</p> <p>Ms. Perez stated that if members receive more than \$599 in a year it can trigger an income tax flag from the IRS and also can affect RCAC member's benefits.</p> <p>Ms. Contreas-Wood noted that the motion does not have an amount even though the Committee is now discussing it. She would like the proposed increase amount to be part of the motion.</p> <p>Lluvia Salazar, <i>Member At-Large</i>, stated that she is a licensed tax preparer and everyone should speak to their tax preparer to confirm if this will affect them.</p> <p>Ms. Romo stated that the amount is not on the motion. She stated she has been a RCAC member fifteen years and the amount has not increased.</p> <p>Ms. McFerson stated that Ms. Vazquez's comments are very important. This motion should go to every RCAC so that they can provide input. She stated that it can also be in the form of a gift. It does not have to be in the form of a check.</p> <p>Ms. Gonzalez stated that RCAC members should be able to share their thoughts on the matter.</p> <p>Ms. Romo stated that RCAC members will be providing input at the February and March meeting cycles and there will be another discussion held at the April ECAC.</p>	
<p>ECAC AD-HOC COMMITTEE – ECAC MEETING PARTICIPATION AND ENGAGEMENT</p> <p>Idalia De La Torre</p>	<p>Ms. De La Torre asked ECAC for five volunteers to participate in an ad-hoc Committee to review the Meeting Participation and Engagement document and provide recommendations to ECAC.</p> <p><u>VOLUNTEERS</u></p> <p>Lluvia Salazar Fatima Vazquez</p>	

	<p>Tanya Byrd Ana Romo Andria McFerson</p> <p>Russel Mahler will serve as an alternate and will become a member if one of the other Committee members is not able to participate.</p> <p>Ms. Gonzalez asked if staff will accept recommendations from the rest of the Committee. Ms. De La Torre stated that the ad-hoc Committee will meet and then hold a discussion at ECAC.</p>	
NEW BUSINESS		
<p>2019 REGIONAL COMMUNITY ADVISORY COMMITTEE (RCAC) OUTCOMES</p> <p>Martin Vicente</p>	<p>Martin Vicente, <i>Field Specialist, CO&E</i>, reviewed the Regional Community Advisory Committee work plan outcomes for 2019 (<i>a copy of the presentation can be obtained from Board Services</i>).</p> <p>Ms. Perez thanked Mr. Vicente for creating the presentation. She asked if Mr. Vicente can attend a Board meeting to provide an update to the Board. Victor Rodriguez, <i>Board Specialist II, Board Services</i>, stated he would follow up on this request.</p> <p>Ms. McFerson asked if RCAC members will be invited to provide input on the work plan for 2020.</p> <p>Ms. Eakins stated that the work plan will be in line with the Social Determinants of Health task force. They will be working with other departments on the topic.</p> <p>Ms. Salazar stated that it would have been great to have involvement at the food bank event. In the future she would like to know who receives the funds before the event.</p> <p>Ms. Byrd stated she learned about gentrification and it made her more aware of the situation in her community.</p>	
<p>ANNUAL EMERGENCY EVACUATION DRILL</p> <p>Rudy Martinez</p>	<p>Rudy Martinez, <i>Safety and Security Specialist II, Facilities Services</i>, reviewed the annual emergency evacuation drill procedure (<i>a copy of the presentation can be obtained from CO&E</i>).</p> <p>Ms. Perez asked if every floor has an Emergency Response Team (ERT). Mr. Martinez responded that it is California code that every floor in a building has an ERT.</p> <p>Wilma Ballew, <i>RCAC 2 Member</i>, asked if there will be a walk through for this protocol. Mr. Martinez responded that there will be a drill held at today's meeting.</p> <p><i>(Mr. Martinez led the Committee in an Emergency Evacuation Drill)</i></p>	

FUTURE AGENDA ITEMS	<p>Maria Angel Refugio, <i>RCAC 11 Chair</i>, she would like information on chronic illnesses for people without insurance. She knows many people in her community who are charged for health care services at a high cost.</p> <p>Ms. McFerson stated she would like to get training on how to write a letter to the Senate. She would also like more information on coverage of DME upright walkers.</p>	
PUBLIC COMMENT	<p>Ms. Lowery stated that her Denti-Cal will not cover the services that she needs. Her Dentist advised her that he will not conduct the procedure as the material used for her dentures will leak in her mouth.</p> <p>Ms. Ballew asked what RCAC members will do to deserve a stipend increase. She stated that they need to focus on that as well. She noted that Ms. Belton's daughter is giving her belongings away to Goodwill and encouraged members to reach out to her in case they need clothing.</p>	
ADJOURNMENT	The meeting was adjourned at 1:16 P.M.	

RESPECTFULLY SUBMITTED BY:

Victor Rodriguez, *Board Specialist II, Board Services*
Malou Balones, *Board Specialist III, Board Services*
Linda Merkens, *Senior Manager, Board Services*

APPROVED BY

Ana Romo, *ECAC Chair*
Date _____

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APPROVED BY

FATIMA VAZQUEZ
~~Anna Romo~~, *ECAC Chair*

Date 2/12/2020

