

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – February 12, 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
Russell Mahler, <i>RCAC 1 Chair</i> Estela Lara, <i>RCAC 2 Chair</i> Cynthia Contreas-Wood, <i>RCAC 3 Chair, ECAC Vice-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, ECAC Chair</i> Ana Romo, <i>RCAC 8 Chair,</i> Tonya Byrd, <i>RCAC 9 Chair</i> Damares O Hernández de Cordero, <i>RCAC 10 Chair *</i> Fresia Paz, <i>RCAC 10 Vice-Chair</i> Maria Angel Refugio, <i>RCAC 11 Chair</i> Lluvia Salazar, <i>At-Large Member</i> Deaka McClain, <i>At Large Member</i> * <i>Excused Absent</i> ** <i>Absent</i> *** <i>Via teleconference</i>	Daisy Torres- Cruz, <i>RCAC 1</i> Wilma Ballew, <i>RCAC 2</i> Diana Leff, <i>RCAC 2</i> Daniel Kwong, <i>RCAC 3</i> Sonia Claudio, <i>RCAC 4</i> Rosa Fuentes, <i>RCAC 5</i> Deysi Corona, <i>RCAC 5</i> Celia Juarez, <i>RCAC 6</i> Guadalupe Perez, <i>RCAC 7</i> Ana Maria UC Batun, <i>RCAC 8</i> Dorothy Lowery, <i>RCAC 8</i> Thoura Day, <i>RCAC 9</i> Arun Tes Yang, <i>RCAC 9</i> Marlene Paz, <i>RCAC 10</i> Martha Perez, <i>RCAC 10</i> Gladis Alvarez <i>RCAC 11</i> Sandra Aramburo, <i>RCAC 11</i> Mary Jackson, <i>Public</i> Eduardo Kogan, <i>Interpreter</i> Ruth Nuno, <i>Interpreter</i> Sina New, <i>Interpreter</i> Bo Uce, <i>Interpreter</i>	Layla Delgado, <i>Member Advocate, Board of Governors</i> Hilda Pérez, <i>Member, Board of Governors</i> Shavonne Caldwell, <i>Community Outreach Liaison, CO&E</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> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Dania Jacob, <i>Department Assistant, CO&E</i> Nicole Justo, <i>Community Outreach Liaison, CO&E</i> Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i> Frank Meza, <i>Community Outreach Field Specialist, CO&E</i> Candace Nafissi, <i>Communications and Community Relations Specialist III, Communications Department</i> Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i> Anthony Pico, <i>Representative, Aunt Bertha</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> Prity Thanki, <i>Local Government Advisor, Government Affairs</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i>

(The meeting recorder experienced technical difficulties during the meeting.)

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Fatima Vazquez, <i>ECAC and RCAC 7 Chair</i> , reviewed the meeting rules. She reminded the committee that the rules were approved by ECAC on December 11, 2019, for a temporary pilot program. This will be the last meeting in which they will be used. She called the meeting to order at 10:03 a.m.	

<p>APPROVE MEETING AGENDA</p>	<p>Silvia Poz, <i>RCAC 4 Member</i>, stated that she is not receiving her meeting packet in the mail. Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, responded that she will have staff follow up with her and noted that the packet was sent to her by certified mail.</p> <p>Andria McFerson, <i>RCAC 6 Chair</i>, asked if there was a motion to approve the CAC Operating Rules. She does not see one in her meeting packet. Ms. De La Torre responded that there are no meeting materials for that agenda item.</p> <p>The Agenda for today’s meeting was approved as submitted.</p> <p><i>(Luvia Salazar, Member At-Large, joined the meeting.)</i></p>	<p>Approved unanimously. 9 AYES (Byrd, Lara, McClain, McFerson, Poz, Refugio, Russel, Sanchez, and Vazquez)</p>
<p>APPROVE MEETING MINUTES</p>	<p>Russel Mahler, <i>RCAC 1 Chair</i>, stated that his meeting packet was received with everything except the meeting minutes. Ms. De La Torre asked staff to provide Mr. Mahler with a meeting packet.</p> <p>The December 11, 2019 meeting minutes were approved as submitted.</p> <p>Ms. McFerson stated that some comments that are important to the meeting minutes were left out. Ms. McFerson asked if all comments should be included in the meeting minutes. Victor Rodriguez, <i>Board Specialist</i>, responded that repetitive comments and questions are not written down. Only the initial questions and response are noted.</p> <p>Ms. McFerson noted that Dorothy Lowery, <i>RCAC 8 Member</i>, stated that she was in favor of the stipend amount being raised and it was not written down on the meeting minutes. She also noted that Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, asked that L.A. Care’s Finance Department provide feedback on a way to raise the stipend so that it does not affect members in a negative way. Mr. Rodriguez responded that she can forward him any comments and questions that she feels should be included in the meeting minutes so he can note them down.</p> <p>Ms. McFerson stated that on page 8, where it reads, “\$500…” it should read, “\$599…”.</p> <p>The January 8, 2020 meeting minutes were approved with the three corrections above.</p> <p><i>(See the corrections below based on the meeting recording.)</i></p> <p><i>Ms. Contreas-Wood stated that she thinks that all the suggestions and comments made about raising the stipend should be taken to their RCACs. It may affect some members. She suggested that they allow members to confirm with the person the manages their finances if raising the stipend will affect them. They need to know about the different amounts. It is important to for all RCAC members to be aware of the discussion. She stated that L.A. Care should be in involved, but she was not able to finish her comment due time restrictions.</i></p>	<p>December minutes were approved unanimously. 10 AYES (Byrd, Lara, McClain, McFerson, Poz, Refugio, Russel, Salazar, Sanchez, and Vazquez)</p> <p>January minutes were approved. 9 AYES (Byrd, Lara, McClain, McFerson, Poz, Refugio, Russel, Salazar, Sanchez, and Vazquez)</p> <p>1 ABSTENTION (McFerson)</p>

	<i>Ms. Lowery stated that she agrees with the Board Members. She said, "As far as being low income and always attending all the meetings, it is really helpful if you can raise it some. At least I'll feel a little better after you snatched my crowns away which is \$900 each. And it will benefit a lot of people that are penny pinching. I just wanted to make a comment on that".</i>	
STANDING ITEMS		
ECAC CHAIR REPORT	<p><i>(Fresia Paz, RCAC 10 Chair and Ana Romo, RCAC 8 Chair, joined the meeting.)</i></p> <p>Ms. Vazquez presented the following motion for consideration:</p> <p>To recommend the approval of Rita Sisowath RCAC 9 as a member of the Regional Community Advisory Committee (RCAC).</p>	Approved unanimously. 12 AYES (Byrd, Lara, McClain, McFerson, Paz, Poz, Refugio, Romo, Russel, Salazar, Sanchez, and Vazquez)
BORDER MEMBER REPORT	<p>Hilda Perez, <i>Member Representative, Board of Governors</i>, and Layla Gonzalez, <i>Member Advocate, Board of Governors</i>, provided updates on the Board of Governors meeting:</p> <ul style="list-style-type: none"> • She thanked all the RCAC members who attended the February Board meeting and those attending at the ECAC meeting. • She asked the committee members to refer to the list of motions approved by the Board last week located in the meeting packet. • John Baackes, <i>CEO</i>, reported: <ul style="list-style-type: none"> ○ On January 9 the Second District Court of Appeals sided with L.A. Care in its case against Dignity Health over out-of-network payments to a hospital. L.A. Care does not have a contract with certain Dignity Health hospitals but L.A. Care members must receive care from the hospital if they come through the emergency room. The court unanimously ruled that hospitals that do not have a contract with LA Care will receive the Medi-Cal reimbursement rate from the patient's health plan. There is a 30-day period in which Dignity can file an appeal. ○ Transportation services for members have improved following the change in L.A. Care's transportation vendor to Call the Car, as evidenced by positive feedback from members. More members are using the transportation services and arriving at their appointments on time. There are more appointments being made as members can make the transportation arrangements more easily. This is improving access to care for L.A. Care members. ○ L.A. Care is looking for ways to integrate social safety net services (to address challenges members may encounter with food, housing, or other services) with health care services, to improve health outcomes and ultimately reduce the cost of health care. This is part of the whole person care initiative. • Alex Li, <i>MD, Deputy Chief Medical Officer</i>, reported on the 2019 Novel Corona Virus: 	

- As of February 4 more than 20,000 cases and over 400 deaths have been reported worldwide, mostly in China.
- There are 11 confirmed cases in the U.S., six in California, with one case in L.A. County. Influenza remains a far greater risk with over 15 million cases nationwide and 8000 deaths.
- Washing your hands and getting a ‘flu vaccine are key to effective prevention in avoiding the flu and other respiratory illnesses during the cold and flu season (from about October to about May).
- There is no reason to think actual or perceived nation origin indicates that someone may have or has spread the novel corona virus.
- In answer to requests from members, Deborah Prothrow-Stith, MD, *Dean of Charles Drew University College of Medicine*, attended the February 6, 2020 Board meeting and presented information on diversity among medical school students.
 - She reviewed data about trends in students applying to medical schools, the need for financial support for medical students, diversity among health providers, and why doctors serve in underserved areas after medical school.
 - African Americans are 13% of the U.S. population, but only 4% of U.S. doctors and less than 7% of U.S. medical students.
 - A decades-long decline in the number of Black male applicants to a U.S. medical schools seems to have plateaued at 1554 in 2019, and that number is still much lower that what is needed or expected.
 - Research shows that African American men in particular,
 - ✓ have among the worst health outcomes, experiencing higher rates of hypertension and stroke
 - ✓ the lowest life expectancy of any demographic group, living on average 4.5 fewer years than white men.
 - ✓ and experience significant improvement in health outcomes when their doctor is an African American man.
 - L.A. Care’s scholarships encourage diversity in medical school enrollment.

Ms. Perez stated that she would like staff to take a look at the allocated time for the Board Member report, because it is the only time that she is able to speak to ECAC about discussions held at the Board meeting. She stated that their representation extends far beyond Board meetings. That is the only time she has to listen to member concerns. She noted that she forgot to thank Ms. Gonzalez at the Board meeting for her professionalism and her reporting. She noted that she asked staff to translate the list of Board approved motions. She would also like for the medical students that were selected to be a part of the Elevating the Safety Net Initiative to attend ECAC. She

	<p>noted that the late Margaret Belton, <i>RCAC 3 Vice Chair</i>, was the member that asked for a presentation about the students and the program.</p> <p>Ms. Poz asked what document will be translated. Ms. Perez responded that the list of motions will now be translated to Spanish. She also noted that the Board agenda will now be translated into Spanish for each meeting.</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>CALIFORNIA STATE BUDGET UPDATE</u></p> <p>On Friday, January 10, Governor Gavin Newsom introduced a \$222 billion state budget proposal, including a projected \$5.6 billion surplus and \$18 billion placed in a rainy day fund. The proposed state budget is the starting point for the budget process. He must negotiate with the legislature and have a final budget by June 15. She noted that some of the proposals will probably change.</p> <p>Highlights of the January Budget:</p> <p><i>Health Care Access and Affordability</i></p> <p>Governor Newsom intends to bring down health care costs for all Californians by expanding Medi-Cal to undocumented seniors, simplifying the Medi-Cal system, and restricting the way the state purchases prescription drugs, among other changes.</p> <ul style="list-style-type: none"> • <u>Medi-Cal Expansion of Undocumented Adults 65 years of age and older</u> More than \$80 million in funding will go toward expanding the Medi-Cal program to an estimated 27,000 undocumented people aged 65 and older starting January 1, 2021. While seniors are a relatively small group compared to the rest of the undocumented population, they have some of the most serious health needs. • <u>Medi-Cal Healthier California for All (formerly CaAIM)</u> The budget allocates \$695 million- growing to \$1.4 billion by 2023 – toward the Medi-Cal Healthier California for All Initiative. This is an effort to combine all the different systems that Medi-Cal patients have to navigate to get services. It is also intended to better manage the care provided to them. • <u>Office of Health Care Affordability</u> Governor Newsom is creating a new Office of Health Care Affordability in the spring of 2020. The focus of this new office will be on hospital consolidation, improving health care access and quality (via value and incentive payments for physicians and hospitals), and decreasing out-of-pocket costs for Covered California enrollees. • <u>Pharmacy</u> 	

There are several newly funded initiatives tackling prescription drugs, including creating a generic drug label for California, make the state the sole drug purchaser for all public and private plans and limiting what the state pays for drugs based on international retail prices.

Homelessness

Governor Newsom’s budget proposal includes \$750 million in one-time spending to create the California Access to Housing and Services Fund. Its goal is to “reduce homelessness by moving individuals and families into stable housing” both for those who are homeless and at risk of becoming homeless. The money would be used to pay for rental assistance and encourage the construction of more housing for homeless people. This is in addition to existing funding already approved by the Legislature and/or Governor.

Mental Health, Addiction, and Trauma

- Mental Health Services Act Reform

Governor Newsom’s budget proposal states that the Mental Health Services Act (a 2004 tax on millionaires that helps fund county-level behavioral health services) should be updated to “better focus on people with mental illness who are also experiencing homelessness, who are involved in the criminal justice system, and for early intervention for youth”. A proposal along these lines is expected to be released in the spring.

- Adverse Childhood Experiences (ACEs) Training

The budget proposes to fund behavioral health services for children with adverse childhood experiences, including verbal and physical abuse, neglect or substance addiction. The budget includes \$10 million for a training program through the Office of the Surgeon General and a statewide awareness campaign.

- Medication Assisted Treatment Benefit and Drug Medi-Cal Organized Delivery System Changes

The budget includes over \$89 million for the Medication Assisted Treatment Expansion Project, using Naloxone reduce incidence of opioid overdose. There is also \$426 million set aside for expanding substance use treatment in the Medi-Cal program.

- Vaping Tax

The budget proposes a new vaping tax starting January 1, 2021. The new tax will be \$2 for each 40 milligrams of nicotine. This tax is in addition to all existing taxes on e-cigarettes. There is also a plan for a statewide ban of all flavored nicotine products beginning January 1, 2021. The revenue from the tax would be used for the administration, enforcement, youth prevention and health care workforce programs.

Next Steps

L.A. Care Government Affairs will continue to monitor budget discussions. The release of the budget proposal by Governor Newsom is the first step in a long process with legislative hearings likely to be held March through May. The Governor will release his “May Revise” with additional budget change proposals. It is likely that a budget plan will be passed by June 15, which is the State Constitutional deadline.

Ms. McFerson noted that it is great news that the Governor is using funds to assist the homeless population. She asked for more information about the \$10 million that will be used for a training program regarding child abuse.

Ms. Thanki stated that she currently does not have many details about the Adverse Childhood Experiences training, but will have additional information at the next ECAC meeting. She is not sure how it will be rolled out, but there are work groups getting together to share ideas.

Ms. McFerson stated that she has a presentation about a one stop shop solutions to homelessness. She stated that as ECAC members they can provide valuable information to help with the homeless problem.

Ms. Romo stated that every homeless case should be looked at individually. She does not believe it is fair to generalize the homeless population. Some people are homeless due to mental health. It is important to ask, “Why are they in this situation?”

Ms. Perez pointed out that CO&E works with Government Affairs to select topics of discussion for legislative office visits and Advocacy Day in Sacramento. She would like to know if members can also provide topics for Ms. Thanki to give information about. Ms. Thanki stated that she is more than happy to accept topics on behalf of the members to research and report on.

Deaka McClain, *Member At-Large*, spoke about affordable housing for people with disabilities. Some people are on disability and uses all their funds for rent, and they can’t really think about eating or purchasing medicine. She noted that sometimes affordable housing is not accessible for people with disabilities. Ms. Thanki responded that Ms. McClain has valid points and these are topics about which L.A. Care is advocating.

Tanya Byrd, *RCAC 9 Chair*, stated that a large part of homelessness has mental illness. She has seen on the streets of Long Beach that people are not able to access the medication they need. She noted that people who are mentally ill do not have the ability to access proper medication. There isn’t enough focus on helping people with mental illness.

	<p>Ms. Vazquez reminded the committee that any question that is not answered due to time restrictions can be written down and submitted to staff, who will answer after the meeting is over.</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> <ul style="list-style-type: none"> • L.A. Care Covered open enrollment period has ended. L.A. Care set a goal to enroll 85,000 members and enrolled 88,000. • The Supreme Court recently issued a decision overturning injunctions issued by lower courts that stopped implementation of proposed changes to the Public Charge rule while litigation over its constitutionality was in progress. The Supreme Court did not rule on the proposed changes to the rule but removed the injunction. The court ruled that the lower courts had been acting out of their jurisdiction by issuing injunctions with national implications on government policy and that those actions needed to stop. While the existing litigation will continue through the lower courts, the implementation of the proposed changes to the Public Charge rule has now been allowed to proceed. The effective date for the Public Charge rule implementation is February 24, 2020. The United States Citizenship Immigration Services announced that the agency will only apply the Final Rule to applications and petitions submitted on or after February 24, 2020. • Members have received information in the following ways: John Baackes, <i>CEO</i>, shared a statement with the media, L.A. Care posted fact sheets in provider webinars, mailings, digital communications, and social media campaigns. More information can be obtained by visiting: http://www.lacare.org/public-charge <p><u>Event Update</u></p> <ul style="list-style-type: none"> • L.A. Care is partnering with Martin Luther King jr Community Hospital to celebrate Black History Month in February by highlighting the important contributions that blacks have made to the field of medicine and health. • He asked members to be on the lookout for these highlights on social media and remember to like and follow L.A. Care on Facebook, Instagram, and Twitter. <p><u>Upcoming Presentations to ECAC</u></p> <ul style="list-style-type: none"> • March - Newly Reinstated Medi-Cal Benefits for 2020 • April - Call the Car <p>Ms. McFerson noted that it is African American History Month. She stated that no one has received information about sponsorships for African American history month. She asked that there be a motion placed on the agenda to fund an event for African history month. She noted that in March 2019 it was stated that an Ad Hoc committee would be</p>	

	<p>created for this year’s celebration of Black History month. She asked if an Ad Hoc was created to plan an event. Mr. Oaxaca stated that they will pass out a list of sponsored events and look into the creation of an Ad Hoc committee.</p> <p>Ms. McClain stated that she used Call the Car twice. She noted that she called to cancel the appointment and they still showed up to her home. It has happened multiple times, the last time it happened was two weeks ago. She does not want it to be a problem for her and someone else. Mr. Oaxaca stated that L.A. Care is tracking how many no shows each member has. Some members have more no shows on record than others.</p> <p>Ms. Perez asked if the tracking is in regards to medical appointments or meetings. She would like to know if the Call the Car presentation given to the Board meeting will be presented at ECAC. Mr. Oaxaca responded that it will be presented to ECAC next month. He noted that 75% of no shows are Medi-Cal members and 25% are Cal MediConnect members. The no shows are not related to Citywide transportation.</p> <p>Mr. Mahler stated that he has had a great experience using Call the Car.</p> <p>Ms. Poz asked if L.A. Care is being charged for situations when the driver gets lost and does not make it on time. Mr. Oaxaca responded that there will be a presentation on the topic at the next ECAC meeting and she can raise her concerns then. Ms. Poz stated that many drivers can take up to 2 hours to arrive and she is late to her appointments. Sometimes she is dropped off in an alley or behind the building where there is no access or an entrance nearby and 90% of the time the seatbelts do not work. Mr. Oaxaca responded that this is valuable info that needs to be reported back to L.A. Care.</p>	
<p>GLOBAL MEMBER ISSUES</p>	<p>Ms. Poz presented a motion to ECAC:</p> <p><i>The Regional Community Advisory Committee of Region 4 hereby recommends the Executive Community Advisory Committee (ECAC) to support the Medicare for All Act of 2019 (H.R. 1384 and S.1129) (the Act) and request L.A. Care Health Plan’s Board of Governors (BOG) to add to their next BOG meeting a motion to include the Act to the policy agenda to actively urge federal legislators to work toward the Act’s immediate enactment assuring appropriate and efficient health care for all residents of the United States.</i></p> <p>Mr. Oaxaca stated that the Senior Director of Government Affairs will attend ECAC in March and will provide more information.</p> <p>Ms. Salazar stated that she agrees with Mr. Oaxaca. She would also like to receive more information on health care for all and assistance from the State.</p>	

<p>SPD Members</p>	<p>Ms. Poz stated that there are people ages 19-28 who are not covered. She would like to see people of all ages covered by health insurance.</p> <p>Ms. Gonzalez stated that members should look into it more deeply. They should explore more the differences between Medi-Cal or Medicare. The Medicare program has many gaps and needs to be adjusted. Medi-Cal has many more benefits and serves more people in L.A. County. She would like to see a focus on CalAIM.</p> <p>Ms. McClain moved to table the motion for the March ECAC meeting.</p> <p>The Committee voted in favor of tabling the motion until the March ECAC meeting after they receive more information on the subject from Government Affairs.</p> <p>Ms. McClain asked if there is an update on the stand up walker authorizations.</p> <p>Mr. Oaxaca stated that he will provide an update at a later time.</p> <p>Ms. McFerson stated that she would like an update on the matter, because she knows many people who are in need of one.</p> <p>Ms. Vazquez stated that RCAC 7 has had discussions about seniors. Sometimes it is difficult to understand the different systems that Covered California has. There is too much information and it gets overwhelming. They would like a simplified explanation.</p> <p>Ms. Poz stated that people in her community are getting calls from agencies in regards to benefits for which they may qualify. The callers ask for personal information and after the member provides information, they find out that their doctor or coverage has been changed.</p>	<p>Approved unanimously. 12 AYES</p>
<p>Update on ECAC motions</p>	<p><u>Dental Benefits Reinstatement</u></p> <p>The State added back all of the Adult Dental Benefits in January of 2018. When the state added back all of the Adult Dental Benefits only about 5 items are not covered by Denti-Cal. L.A. Care filed an application to provide the Supplemental Dental Benefit in 2019 and was declined. L.A. Care was told it did not cover enough additional services. Members were notified of the change through a mailing in June. A member has virtually the same range of benefits today through Denti-Cal as they did before. They are able to continue to use Liberty Dental or any other dental provider that accepts Denti-Cal. Members should also understand that there is little in the way of legislative policy that protects the member from upselling by the dental office for services that are not covered. The practice of upselling results in bills being sent to the member that end up turning into a grievance and appeal against the health plan. L.A. Care considered</p>	

modifying the Liberty Dental Network to practices that L.A. Care believed operated at a higher ethical level, but by backing out the less ethical practices L.A. Care would have impacted about 40% of the membership. L.A. Care is working on a presentation about Denti-Cal for ECAC.

Clinica San Martin de Porras

This clinic has been warned to stop upselling as it is in violation of their contract. The clinic was notified to desist from billing members and denying services.

Request for Upright Walkers

Members can obtain a referral for an upright walker from their doctor, if they meet the medical criteria to receive a walker. Once a referral is given, a member should receive authorization within five days. Members have a right to file a grievance. If the referral is denied a member has the right to appeal it.

Request for Members to be Surveyed

L.A. Care is completing a series of surveys to assess if members are receiving adequate care. Two large surveys have been conducted: the Healthcare Effectiveness Data and Information Survey (HEDIS) that addresses if the patients received care that was clinically appropriate for their conditions; and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey that measures the quality of services received from L.A. Care and clinic doctors and staff experienced by the patient.

Estela Lara, *RCAC 2 Chair*, thanked Mr. Oaxaca and asked if the Denti-Cal presentation will be in March. Mr. Oaxaca responded that he is unsure if it will be in March, but it will take place soon.

Ms. McClain stated that she did not hear an update in regards to CCI Area 4's concern about long wait for Durable Medical Equipment repairs. Mr. Oaxaca stated that he will look into the matter and follow up.

Ms. Byrd stated that she was told she had Health Net Dental and then told she had Liberty Dental. She filed a grievance in regards to the matter. She stressed the importance of knowing the coverage that members have.

Ms. McFerson stated that working with the homeless means you are dealing with a diverse population. People need to be trained to speak to the homeless. There needs to be input from people who have been homeless. She recommended that there be an incentive given to homeless people who take any survey.

	<p><u>PUBLIC COMMENT</u></p> <p>Dorothy Lowery, <i>RCAC 8 Member</i>, stated that she was Medi Medi for several years and when Obamacare kicked in, she had to attend a group meeting. L.A. Care called her before Obamacare chose a system for her. She was impressed, because Medi Medi did not cover her all her dental services. When Medi-Cal cut her Liberty Dental plan she was no longer able to see her dentist. Under her new coverage she is not able to get the services she needs. She also has had bad reactions to metals and chemicals. She was taken off of the federal plan and placed on the state plan.</p> <p>Diana Leff, <i>RCAC 2 Member</i>, stated that President Trump is trying to get rid of Social Security in court and health plans for the poor. She noted that there are half a million people affected and many are veterans. She stated that 100,000,000 registered Democrats stayed home when Hillary was running and did not vote. She encouraged everyone to register and vote in the upcoming election.</p>	
OLD BUSINESS		
<p>AUNT BERTHA PRESENTATION</p> <p>Anthony Pico</p>	<p>Anthony Pico, <i>Aunt Bertha Community Engagement Manager</i>, provided information about Aunt Bertha Services.</p> <p>He is contracted by L.A. Care to do community outreach to community based organizations that provide free and reduced services in L.A. County.</p> <p>They began in Texas and now serve every zip code in the U.S. and Puerto Rico. There are over 5000 programs that serve L.A. County. All programs have been placed there by hand by an individual. Aunt Bertha staff at headquarters input all data into the system. They provide tools to community organizations free of charge. He demonstrated the Aunt Bertha website.</p> <p>Ms. McFerson ask if the website adheres to the needs of disabled people and seniors. She would like to know if they provide face to face assistance. Mr. Pico responded that there are over 100 languages so that people who don't speak English can access the website. He stated that people who can't access the internet can call member services to get assistance using the website and accessing programs.</p> <p>Ms. McClain stated that it is good to have multiple languages, but she would like to know if it is compatible with screen readers. Mr. Pico stated that he will make a note of her request. He does not have an answer at the moment.</p> <p>Ms. Perez asked if Aunt Bertha is a program under L.A. Care and if the tool as available at all L.A. Care FRCs and CRCs.</p> <p>Mr. Pico responded that staff at the FRCs and CRCs are trained to use Aunt Bertha.</p>	

	<p>Ms. Poz asked if there is a phone number available. She would like to know if people who do not have access to the computer can access this information by phone.</p> <p>Mr. Pico responded that people can visit an FRC or CRC to receive assistance from the appropriate staff.</p> <p>Mr. Mahler asked Mr. Pico if the services are available at the Palmdale FRC. Mr. Pico stated that there is a social worker at the Palmdale FRC.</p> <p>Ms. McClain asked Mr. Pico, “Why is it called Community Link?” Mr. Pico responded that members chose the name L.A. Care Community Link. The material that was passed out says Aunt Bertha, because he represents Aunt Bertha. All outward facing materials are branded L.A. Care Community Link.</p> <p>Ms. McFerson stated that she is glad that L.A. Care is listening because this allows members to find transit, food, and health care services.</p>	
<p>OPERATING RULES FOR THE CONSUMER ADVISORY COMMITTEES OF L.A. CARE HEALTH PLAN</p> <p>Francisco Oaxaca</p>	<p>Mr. Oaxaca presented the following motion to ECAC for approval:</p> <p><i>Motion to recommend approval of the revisions to the Operating Rules for the Consumer Advisory Committees of L.A. Care Health Plan.</i></p> <p>Ms. McFerson asked if a Chair moves to an area that belongs to a different RCAC will they be made a member automatically. Mr. Oaxaca stated that as long as the RCAC membership is not maxed out they can join. Ms. McFerson stated that she moved to a different region that is not covered by RCAC 6. She stated that the RCAC for the geographic region she is now in is full. She would like guarantees that she will be allowed to join a RCAC. Mr. Oaxaca stated that state legislation limits each RCAC to 35 members.</p> <p><u>PUBLIC COMMENT</u></p> <p>Ms. Leff asked why people who live in tents can qualify for Medi-Cal. She noted that people must have an address to apply. Mr. Oaxaca stated that he is not prepared to answer that question. There are many different factors that are considered to be eligible for Medi-Cal.</p>	<p>APPROVED. 11 Ayes (Byrd, Lara, McClain, Paz, Poz, Refugio, Romo, Russel, Salazar, Sanchez, and Vazquez). 1 Nay (McFerson)</p>
<p>ECAC AD-HOC COMMITTEE – ECAC MEETING PARTICIPATION AND ENGAGEMENT</p> <p>Lluvia Salazar</p>	<p>Ms. Salazar and Ms. Byrd reported on the ECAC ad-hoc Committee on ECAC meeting participation and Engagement.</p> <p>Ad-hoc Committee Purpose: To review and finalize the ECAC Meeting Participation and Engagement Tool.</p> <p>Ad-hoc Committee Members: Andria McFerson, Lluvia Salazar, Fatima Vasquez, Tonya Byrd and Ana Romo</p>	

Tanya Byrd

The ad-hoc Committee members discussed the following:

- Meeting Guidelines
- Stop Watch
- ECAC Chair role
- ECAC Vice Chair role

The outcomes of the discussion:

Meeting Guidelines

- ECAC Members and the public will have two minutes to speak per agenda item.
- The public will continue to complete a comment card in order to be given the opportunity to speak on any item of the agenda.
- If time is limited and the ECAC members or the public were unable to speak on any agenda item, they will be asked to complete an index card for L.A. Care staff to respond.
- Response to questions that are global and benefit a wide range of members will be shared in writing and placed in the ECAC meeting folders for the next scheduled ECAC meeting.

Stop Watch

The stop watch will be used for all ECAC members and the public who are given permission by the Chair to speak.

ECAC Chair Role

- The Chair will be responsible for reinforcing the meeting guideline rules.
- The Chair will continue to inform ECAC members and the public that if they have an individual issue they should speak to the assigned health advocate.
- The Chair will inform ECAC members and the public that CO&E staff will be available to assist members completing the comment or index card during the meeting.

ECAC Vice Chair Role Enhancement

The Vice-Chair role will be enhanced to assist with selecting meeting participants who raise their hand for questions. Priority will be given to those individuals who have not had an opportunity to speak.

Ms. Perez stated that the meeting rules were created and approved by ECAC members. They were only implemented for three meetings. She asked the committee to review the new meeting rules and provide input or raise any concerns that they may have. She recommended that they speak to their Field Specialist.

Ms. McClain thanked the ad-hoc committee for taking the time to meet and create new meeting rules. She suggested that when people are getting ready to speak and know they may go over the time they should ask the Chair for more time. She would like that to be included in the guidelines. Ms. De La Torre stated that ECAC members can make requests, but the Chair also has the right to deny any requests and move forward with the meeting.

Ms. McFerson stated that the approval of the meeting rules should be postponed, because there was a health promoter training on the same day and time. Two members were not able to join and she would like to postpone the vote on the new meeting rules. Ms. De La Torre stated that only two member left early and they only left 30 minutes early.

Ms. Eakins noted that her written suggestions and recommendations were read and taken into consideration.

Ms. McFerson stated that she did not receive an email with the summary of the ad hoc meeting.

Ms. Vazquez stated that the committee must move forward with a vote on the approval of the new meeting guidelines.

Ms. Gonzalez reminded the committee that they have index cards and write down their comments and questions. She asked that CO&E staff create a document with the questions on the index cards. Ms. De La Torre responded that it was included in the talking points.

Maria Angel Refugio, *RCAC 1 Chair*, asked if the committee will be voting on the meeting guidelines today. She would have liked to have more time to review the recommendations.

Ms. De La Torre responded that they are small list of recommendations and are being recommend by members of ECAC who participated in the ad hoc meeting.

Ms. Salazar stated that if members have any comments or concerns they should say something before the rules are voted on. She also noted that it is necessary for people with disabilities to get additional time to speak if needed.

Ms. De La Torre stated that they will be taking Ms. McClain's recommendations into consideration and they will be included in the meeting rules. If people with disabilities require more time to speak the Chair may allow it.

Ms. Perez stated that she understands that two Ad Hoc participants had to leave the meeting to go to a Health Promoters training.

The ad hoc committee recommendations were approved unanimously.

	<p>Ms. McFerson stated that she was interrupted when she wanted to speak. She made a suggestion and they were disregarded. All she is trying to do is advocate for the disabled.</p> <p>Ms. Vazquez asked for a motion to approve the recommended meeting rules.</p>	<p>12 AYES (Byrd, Lara, McClain, Paz, Poz, McFerson, Refugio, Romo, Russel, Salazar, Sanchez, and Vazquez)</p>
NEW BUSINESS		
<p>COMMUNITY OUTREACH & ENGAGEMENT DEPARTMENT UPDATES</p> <p>Auleria Eakins</p>	<p>Auleria Eakins, <i>Manager, CO&E</i>, provided updates in regards to Community Outreach and Engagement Department.</p> <p><u>Staff Updates</u> She introduced two new staff members to ECAC.</p> <ul style="list-style-type: none"> ○ Nicole Justo, <i>Liaison, CO&E</i> ○ Shavonne Caldwell, <i>Liaison, CO&E</i>. <p>There has been re-Assignment of CO&E staff to the RCACs</p> <p><u>RCAC Updates</u></p> <ul style="list-style-type: none"> ● Code of Conduct and Standards of Behavior ● 2019-20 Work Plan Projects ● Advocacy Day in Sacramento – June 18, 2020 ● BOG Elections – July 22, 2020 <p>Mr. Perez thanked Dr. Eakins for her report. She stated that she would like to know more about the Work Plan partnerships. She stated that the RCACs used to select the organization they wanted to partner with and participated in the event. Last year not every RCAC member had the opportunity to participate in the event. There was also no follow up on the use of funds. Ms. Eakins responded that this year the RCACs will be doing a partnership, not a sponsorship. She asked her to trust that her Field Specialist will reach out to her with more details.</p> <p>She stated that members have reached out to Board Services to ask questions about the Board seat election and how to complete the application.</p> <p>Mr. Mahler asked if the candidates will be provided transportation to campaign at the RCACs. Ms. Eakins responded that transportation will be provided.</p> <p>Ms. Romo stated that she was under the impression that Chairs would be given priority to attend Advocacy Day in Sacramento. She has not heard anything from the Field Specialist and has not received an application. Ms. De La Torre that at the beginning of March they will be notified if they were select to participate.</p>	

FUTURE AGENDA ITEMS	Ms. McFerson stated that she was not given a RCAC meeting schedule and schedule of meetings at L.A. Care. Ms. De La Torre stated that a copy of each was distributed in January.	
PUBLIC COMMENT	Frank Meza, <i>Field Specialist, CO&E</i> , stated that the City to Pasadena will celebrate its 30 th annual Black History Parade and Festival on February 15 from 10 am-4 pm. It is one of the largest and longest running in California. L.A. Care staff will be there to distribute information about the RCACs and L.A. Care. It will be located across the street from Jackie Robinson park, and is open to anyone that would like to attend.	
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

Fatima Vasquez, *ECAC Chair*


Date _____

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Date 3/11/2020