



Regional Community Advisory Committee (RCAC)
Region 3 - Alhambra, Pasadena, Foothill - Committee Summary
Rosemead Community Center
3936 Muscatel Avenue, Room 4
Rosemead, CA 91770
Tuesday, October 15, 2019
9:30AM - 12:00PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Margaret “Maggie” Belton, Vice-Chair	(P)		Frank Meza, Community Outreach Field Specialist
Cynthia Conteas-Wood, Chair, Community Partner	(P)		Cindy Pozos, Community Outreach Liaison
Shekelia Harvey	(P)		Idalia de la Torre, Field Specialist Supervisor
Daniel W. Kwong	(P)		Maribel Gonzalez, Member Advocate
Fung Ha Leung Kwong	(P)		Azalia Cupeles, Health Plan Field Representative, L.A. Care
Lidia Parra	(P)		
Adan N. Fernandez	(P)		
Roberto Santos	(P)		
Ana Laura Navarro Sanchez	(E)		

(P) present (E) excused absent (U) unexcused absent

PUBLIC

INTERPRETERS

		Eduardo Kogan & Veronica Acevedo, <i>Spanish Interpreters</i>
		Henry Tung & Ivan Ho, <i>Chinese Interpreters</i>

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	Frank Meza, <i>Field Specialist</i> Cynthia Conteas-Wood, <i>Chair</i>
<p><u>L.A. Care’s Mission Statement / Three Goals of CO&E and RCACs</u></p> <ul style="list-style-type: none">• RCAC members read the L.A. Care’s Mission statement and the three Goals of Community Outreach and Engagement. (Health Promotion, Advocacy and Community Partnerships).• RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting.• Cynthia Conteas-Wood, <i>RCAC Chair</i> called the meeting to order at 9:30am. Everyone introduced themselves.		
II.	BUSINESS	Frank Meza, <i>Field Specialist</i> Cynthia Conteas-Wood, <i>Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none">• The agenda for October 15, 2019 was approved as presented.• The meeting summary for August 20, 2019 was approved as presented. <p><u>ECAC Meeting Report</u></p> <p>Fung Ha Leung Kwong, RCAC Member provided a report from the September 11, 2019 ECAC Meeting:</p> <ul style="list-style-type: none">• Ms. Kwong mentioned she enjoyed the information about Health Homes and how its beneficial for the community. <p>Lidia Parra, RCAC Member provided a report from the October 9, 2019 ECAC Meeting:</p>		

- Ms. Parra provide information about the next open enrollment period, which is Oct.15, 2019, to Jan. 31, 2020. Individuals with qualifying life events can enroll at any time of the year. Medi-Cal enrollment is also year round. Medi-Cal and Covered California use the same application. After you enter your information, you will find out whether you qualify for Medi-Cal or Covered California.
- The Pomona Community Resource Center will be having their “Grand Opening” event on November 9, 2019 from 9:00am to 12:00pm located at 696 W. Holt Avenue, Pomona, CA 91768.

Cynthia Conteas-Wood reported on the following:

- **Safety Net Initiative** – Elevating the Safety Net, L.A. Care’s \$3.1 million initiative to address the growing physician shortage, entered its second year by announcing a Residency Support Program. The initiative launched last year with three programs – a physician recruitment program, a physician loan repayment program, and a medical school scholarship program. During a luncheon in July, L.A. Care announced the fourth program which is a \$5.2 million commitment to establish 14 new residency positions at five medical facilities in Los Angeles County. Some of that funding will also go to new faculty positions. The luncheon also gave us the opportunity to introduce the eight 2019 L.A. Care medical school scholarship recipients.
- **Blue Shield Partnership** – L.A. Care and Blues Shield of California Promise Health Plan will work together and invest a combined \$146 million to expand Community Resource Centers across Los Angeles County. This unique collaboration will offer a wide range of health related classes, personalized services and social support to help improve health outcomes for members of the two health plans and the community at large. Improve health outcomes will also reduce health care costs over time.

Global Member Issues

- **RCAC 7 presented the following motion:**
 - Health Access Motion – RCAC 7 request that L.A. Care Health Plan review its current contract with Clinica San Martin de Porres located in the City of South Gate. Community members have expressed that Medi-Cal patients are charged if they want to be seen on weekends. RCAC 7 members request to be provided in writing, services hours for Medi-Cal members seeking services beyond Monday through Friday.
 - The motion was passed and will be forward to internal L.A. Care department for follow-up and response.
- **Follow-up on the RCAC 7 motion:**
 - According to L.A. Care’s record, Clinica San Martin de Porres located in the City of South Gate does not have a direct PPG/IPA contract with L.A. Care Health Plan.
 - However, their affiliated physicians are contracted with multiple of our contracted PPGs/IPAs. Since this issue needs to be corrected across the board. Staff is reviewing this and will let us know if they can delegate this issue to the assigned account managers and Plan Partners representative to work with the affected PPGs/IPAs for resolution. We will update the ECAC as we learn more.

Update from Appeals and Grievances

- LisaMarie Golden, *Director Customer Solutions Center, Appeals and Grievances* reported on the following:
- Provided a Trend Analysis for the Appeals and Grievances reported for the first quarter of 2019 for Medi-Cal, CalMedi-Connect (CMC) and L.A. Care Covered.
 - Medi-Cal (Quantitative Analysis)
 - Increase of 19% in grievances received related to “Quality of Services” from fiscal year 2017-2018
 - 29.5% of all grievances are related to Quality of Services Issues
 - 46.7% of Quality of Services are related to the Member’s Perception category and reported as:
 - 34.6% related to Primary Care Physician
 - 19% related to the quality of Services provided by the Plan
 - Medi-Cal (Qualitative Analysis)
 - An analysis of Quality of Services identified the top three categories:
 - Member Perception
 - Staff Attitude
 - Response Time
 - Upon investigation, the primary reasons identified are as follows:
 - Member dissatisfaction is related to service and staff attitude at the Primary Care Physician’s Office
 - Attitude of front office personnel
 - Attitude of Plan staff, non-specific
- Cal MediConnect (CMC) (Quantitative Analysis)
 - Increase of 143% in grievances received related to “Quality of Services” from fiscal year 2017-2018
 - 28.8% of all grievances are related to Quality of Services Issues
 - 60% of Quality of Services grievances are in the following categories:
 - Member Perception
 - Response Time
 - Miscommunication
 - 54% of grievances in the Top 3 categories are related to Transportation services
 - 29% related to response time when contacting the Plan
 - 25% related to response time for Transportation vendors and Transportation services staff
- Cal MediConnect (CMC) (Qualitative Analysis)
- An analysis of Quality of Services identified the top three categories:
 - Member Perception
 - Response Time

- Miscommunication
- Upon investigation, the primary reasons identified are as follows:
 - The Plan transitioned CMC membership to a new Transportation vendor
 - Member's expressed dissatisfaction with wait times when calling the transportation vendor
- L.A. Care Covered (Quantitative Analysis)
- Increase of 63% in grievances received related to "Billing and Financial" from fiscal year 2017-2018 baseline period
- 46.7% of all grievances are related to Billing and Financial Issues
- 35.6% of Billing and Financial Issue grievances are in the following services:
 - Billing Discrepancy
 - Premium
 - Reimbursement
- 38.5% of grievances in the Top 3 categories are related to the following services:
 - 22% related to Hospital billing
 - 16.4% related to Specialty Services
- L.A. Care Covered (Qualitative Analysis)
- An analysis of the top sub-category in Billing and Financial Issues (Billing Discrepancy) identified the sub-categories for billing discrepancies (43.5%) are related to the following services:
 - Hospital
 - Specialists
 - Emergency Room
 - Emergency Room Providers
- Upon investigation, the primary reasons identified are as follows:
 - Member did not have insurance card at times of services
 - Member presented incorrect insurance card at time of service
 - Member presented insurance card at time of service and facility may not have shared the insurance information with the ancillary providers servicing the member
- Specialist billing discrepancies top reason is related to radiology billing matter

Board Meeting Report

- Shekelia Harvey, RCAC Member was not able to attend the September 5, 2019 Board meeting. This meeting was an all-day retreat located at Joan Palevsky Center, California Community Foundation, 221 S. Figueroa Street, Los Angeles, CA 90012.
- The October 3, 2019 Board of Governors meeting was cancelled.

RCAC Members Attending ECAC

- Roberto Santos, RCAC 3 member is scheduled to attend the ECAC meeting on November 13, 2019 at L.A. Care.
- Adan Fernandez, RCAC 3 member is scheduled to attend the ECAC meeting on December 11, 2019 at L.A. Care.
- ECAC is scheduled from 10:00am to 1:00pm at L.A. Care Health Plan in Downtown L.A.

RCAC Members Attending the Board of Governors (BOG)

- Adan Fernandez, RCAC 3 Member will attend the November 7, 2019 Board of Governors meeting.
- Roberto Santos, RCAC 3 Member will attend the December 5, 2019 Board of Governors meeting.
- The Board of Governors meetings are from 2:00pm to 5:00pm at L.A. Care Health Plan in Downtown L.A.

Community Outreach & Engagement (CO&E) Report

Health Care Workforce Development Presentation

- This presentation was cancelled and will be scheduled for a later time.

Board of Governors Election Process

The Executive Community Advisory Committee (ECAC) is scheduled to review and vote on the following motion:

- To approve the attached written process for the 2020 election by L.A. Care consumers of a consumer representative and a consumer advocate representative to the Board of Governors. ECAC is scheduled to vote on the motion at their December 11, 2019 ECAC meeting.
- **Background Information:**
 - Rules for the election of the consumer and consumer advocate representatives to the Board of Governors are reviewed and approved by ECAC prior to elections every four years.
- **Staff Suggestions:**
 - To include this year, a provision for the eligibility check through the Office of the Inspector General and General Services Administration, as required by law.
 - A second change includes a provision that an electronic voting process may be used.
- RCAC Members were asked to provide input, recommendations, or feedback on the motion presented.
- Several RCAC Members suggested all Candidates running for both seats receive a thorough orientation and training on the expectations for both positions, and allow a panel of current Board Members to share their experiences and challenges being a Board Member, so that Candidates get a better idea of their role.
- Cynthia Contreas-Wood will take the recommendations made by RCAC Members to the December ECAC meeting and provide the RCACs suggestions to ECAC for consideration.

- RCAC Members agreed with the recommendations for an eligibility check through the Office of the Inspector General and General Services Administration, and to use an electronic voting system to save time and gather accurate voting ballots.

Care Harbor

- All RCAC Members were reminded of the upcoming Care Harbor event taking place on November 16-17, 2019 located at The Reef, 1933 South Broadway, Los Angeles. Participants are available to receive free Medical, Dental and Vision services.
- Participants must get a wristband to attend and they will be given out at the following locations and dates:
- Saturday, November 9, 2019 at the Ted Watkins Park Fieldhouse on 1335 E. 103rd Street, Los Angeles from 9:00am to 3:00pm.
- Sunday, November 10, 2019 at the Los Angeles Trade Technical College on 2115 South Grand Avenue, Los Angeles from 9:00am to 3:00pm.
- Wristbands are free and distributed on a first come, first serve basis and will be provided till they run out.
- RCAC Members were encouraged to attend and were given a flyer for their reference.

Public Charge

- Frank Meza confirmed with everyone if they received the information that was mailed out to all RCAC Members about “Public Charge”. A letter from John Baackes, CEO, of L.A. Care was included in the packet, which talks more in detail about “Public Charge” and the Final Rule. In addition, a “Public Charge” Guide was included in the packet as an additional resource for members to review.
- RCAC Members were encouraged to review the documents thoroughly and if they have any questions to call the resources available or online at: <http://immigrantguide.ca.gov>.
- RCAC members did not have any questions.

III.	REGIONAL ISSUES	Group
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- RCAC Member had a positive experience with “Call The Car” and stated they showed up on time and got her to her appointment on time. She mentioned the previous provider took very long.
- Members Stated she was pleased that getting a referral to a Specialist was fast and she had no issues.
- Other Member stated his mother who is with L.A. Care experienced issues with getting an Interpretation for her Physical Therapy appointment at her Medical Center. Maribel Gonzalez, Member Advocate informed member that in the future she can call L.A. Care and request an Interpreter for her next Physical Therapy appointment. Ms. Gonzalez followed by saying it’s a covered benefit and will talk to member after the meeting to document information regarding her appointment.

IV.	GET UP AND MOVE	Group
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- All RCAC members took a ten-minute break.

V.	RCAC WORK-PLAN	Group
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Community Sponsorships

- Frank Meza provided an update about the Community Sponsorship in RCAC 3. Foothill Unity Center submitted a sponsorship letter and was awarded funding through the Communications Department Sponsorship Program, which is separate from the RCAC Work-Plan, but will allow them to receive funding to promote their program and plan a bigger scale event during the Holiday Season. Their Family Food Program is designed for individuals and families who have access to a kitchen or other food preparation/storage area. Each month, seniors, singles and families receive enough food to supplement their nutritional needs for about ten days (a balanced mix of canned, dry, frozen, refrigerated food, bread, bakery, dairy products, and fresh produce and USDA must-haves).
- Immersion Workforce Los Angeles received the Community Sponsorship as part of the RCAC Work-plan, and they will continue to support participants and their families in accessing nutritious food and maintaining healthy lifestyles. They intend to purchase grocery gift cards to distribute alongside their non-profit’s partners to 100 families identified as food insecure within the San Gabriel Valley. In addition, IWLA will continue to support families during the Thanksgiving Season by providing families with a Turkey and Food Basket to help them during the holiday season.
- All activities will be carried out during the months of September and November 2019.

Community Outreach Event

- Frank Meza reminded everyone that the deadline for members to return their tally sheets for the Colorectal Cancer Outreach was September 30, 2019. All Members were provided with several events to ensure they completed their Work-plan goals.
- Members were also reminded that if they did not complete their goal of 25 encounters, they will not be eligible for the incentive at the end of the year, which recognizes Members for their work for the 2018-2019 work-plan.

VII.	FUTURE AGENDA ITEM	Group
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- RCAC 3 decided to move to a different site for their December 17th meeting on a temporary basis. RCAC members want to get a better feeling for a different area and explore the possibility of moving to a new location in the new year 2020. Frank Meza will look into several locations in the North Pasadena area, and encourage members to provide leads if they know of a site. Ms. Lidia Parra mentioned Villa-Parke Community Center at 363 East Villa Street, Pasadena, CA 9110. Mr. Meza will contact the center to gather more information about their availability and potential meeting space for RCAC 3.
- All RCAC members will be informed in advance of where the next RCAC 3 meeting will be held.

- Frank Meza will add this topic to the December 17, 2019 RCAC meeting to discuss this further.

VIII.	MEETING EVALUATION	Group
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- RCAC members took a few minutes to complete meeting evaluations.

IX.	PUBLIC COMMENTS	Group
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- Lidia Parra provided information about an upcoming Fitness Health Fair taking place on November 17, 2019 from 10am to 3pm, located at the Rosemead Community Center at 3936 Muscatel Avenue, Rosemead, CA 91770.
- Shekelia Harvey provided information about the Alzheimer’s Walk taking place at the L.A. Zoo on November 2, 2019 starting at 7:00am.

X.	ADJOURNMENT	Group
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- **The RCAC decided to have a potluck at their next scheduled meeting to celebrate the holiday season.**
- **The meeting was adjourned at 12:00 p.m.**
- **The next RCAC meeting is scheduled for December 17, 2019 from 9:30am to 12:00pm and the location is TBD.**
- **All RCAC Members will be informed of the new temporary location in advance so they make necessary arrangements.**

Respectfully Submitted by:

Frank Meza, *Community Outreach Field Specialist*

Approved by:

Cynthia Contreas-Wood, *RCAC 3 Chair*

In the absence of the chair, approved by the Vice-Chair:

Name:

- Frank Meza will add this topic to the December 17, 2019 RCAC meeting to discuss this further.

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Name: _____