



Regional Community Advisory Committee (RCAC)
Region 10 - East Los Angeles, Whittier, Highland Park - Committee Summary
The East Los Angeles Family Resource Center

4801 Whittier Blvd.
 Los Angeles, CA 90022
 Thursday, October 17, 2019
 2:00 PM - 4:30 PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Maria Luz Alvarado	(P)	Marlene Paz	(P)	Frank Meza, <i>Community Outreach Field Specialist</i>
Sarai Angeles	(U)	Martha Perez	(P)	Cindy Pozos, <i>Community Outreach Liaison</i>
Damara O Hernández de Cordero, <i>Chair</i>	(P)	Ana Rubio	(P)	Idalia De La Torre, <i>Supervisor, Community Outreach & Engagement Department</i>
Janner Gavidia	(P)	Norma Flores	(P)	Maribel Gonzalez, <i>Member Advocate</i>
Ruben Gavidia	(P)	Blanca Villagran	(P)	Hilda Perez, <i>Member Representative, L.A. Care Board of Governors</i>
Maria Ibarra	(P)	Ozzie Lopez, <i>Community Partner</i>	(E)	
Engracia Lopez	(P)			
Fresia Paz, <i>Vice Chair</i>	(P)			

PUBLIC

INTERPRETERS

		Maritza Rivera & Idelsis Geldhof, <i>Spanish Interpreters</i>

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

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	Frank Meza, <i>Field Specialist</i> Damaris o Hernandez de Cordero, <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"> • Damares De Cordero, Chair, called the meeting to order at 2:00 pm. Everyone introduced themselves. • RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting. • 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). 		
II.	BUSINESS	Frank Meza, <i>Field Specialist</i> Damares O Hernandez de Cordero, <i>Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The agenda for October 17, 2019 was approved as presented. • The meeting summary for August 15, 2019 was approved as presented. <p><u>ECAC Meeting Report</u></p> <p>Janner Gavidia, RCAC 10 Member provided her report from the September 11, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Member talked about the homeless population and stated the CEO, Mr. John Baackes talked about the importance of addressing this nationwide issue. <p>Ruben Gavidia, RCAC 10 Member provided his report from the October 9, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Member provided information about IHSS and stated this program is important because it helps people who have serious illnesses or need help at home with day to day things, doctor appointments and helping them with their care. <p>Damares de Cordero Hernandez reported on the following:</p> <ul style="list-style-type: none"> • 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 Blue 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.

Hilda Perez, L.A. Care Board Member, provided information about Pubic Charge:

- The Trump Administration released its Public Charge Final Rule announcing it will take effect October 15. This rule is changing immigration policy that had been in place for more than a hundred years, and will adversely impact the health of lawful immigrants through the denial of critical social services.
- The new rule says lawful immigrants could face deportation for simply accessing essential services like Medicaid, SNAP food benefits, and housing assistance. They are currently eligible to receive those benefits without any risk to future efforts to become a permanent resident, also known as a green card holder. The Final Rule will change that.
- However, Ms. Perez also mentioned that a U.S. district court in New York has issued a nationwide preliminary injunction that stops the U.S. Department of Homeland Security’s “public charge” regulations from going into effect. This is a victory for immigrant families. The legal fight will

continue, but, for now, the rules applying to the public charge determination *within* the United States have not changed. We will be updating this website in the coming days to reflect this.

- She also stressed to everyone to read the packet that was mailed to them that talks about Public Charge and the letter that was sent by L.A. Care's CEO, John Baackes.

Frank Meza provided the following report:

Update from Appeals and Grievances

- Lisa Marie Golden, *Director Customer Solutions Center*, 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 of Governors Report

Marlene Paz, RCAC Member provided her report from the September 5, 2019 Board Meeting:

- Ms. Paz did not attend the September Board Meeting and was not able to provide a report.
- The October 3, 2019 Board of Governors meeting was cancelled and there weren't any reports available.

RCAC Members Attending ECAC

- Maria Ibarra, RCAC 10 member is scheduled to attend the ECAC meeting on November 13, 2019 at L.A. Care.
- Fresia Paz, RCAC 10 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)

- Maria Ibarra, RCAC 10 Member will attend the BOG meeting on Thursday, November 7, 2019.
- Ruben Gavidia, RCAC 10 Member will attend the BOG meeting on Thursday, December 5, 2019.
- The Board of Governors meeting is scheduled from 2:00pm – 5:00pm at L.A. Care.

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.
- 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.
- There were no further comments.

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 stated the Pharmacy was billing her for medication she was prescribed by her doctor. Then she followed by stating she did call her doctor and he submitted the appropriate medication. She was happy with the result.
- Member stated she went to Care Harbor a few years ago and they were trying to bill her to get her eye glasses. She was encouraged by her fellow RCAC members to go this year and they will assist her with getting her eye exam an eye glasses. Member Advocate, Maribel Gonzalez also encouraged her to speak to her after the meeting to get her issue resolved or to provide guidance for future issues.

IV.	GET UP AND MOVE	Felicia Gray, <i>Liaison</i> and Group
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- All RCAC members took a ten-minute break.

V.	RCAC WORK-PLAN	Group
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Community Sponsorships

- The Urban Warehouse was approved to receive the Community Sponsorship funding to expand their existing services, which focuses on providing food to the community. The Urban Warehouse is an agency in the East Los Angeles area that created a safe haven for local kids to stay away from drugs and gang activity. The inner-city youth is a vulnerable group with too many chances to go down the wrong path so The Urban Warehouse have created a program called "Skate-4-Education" that trades skateboarding for education and requires kids to do their homework and take part in activities. In addition, they have a food bank every Friday that provides fruit, vegetables, and other sources of food to the community.
- The address of the agency is 759 S Atlantic Blvd, in East Los Angeles from 9:00 am to 6:00 pm.
- All RCAC members were encouraged to visit the food bank and take advantage of the services they provide.

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 invited to two Family Resource Center events to ensure they completed their Work-plan outreach efforts.
- 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 Member Ana Rubio stated she would like to invite an agency to talk about Mental Health. She will send the information to Frank Meza to verify if December is open for the presentation to take place. Idalia De La Torre, confirmed that December is available for the presentation. Mr. Meza will coordinate with Ms. Rubio and the agency to finalize the date and presentation.

VIII.	MEETING EVALUATION	Group
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- RCAC members took 5 minutes to complete meeting evaluations.

IX.	PUBLIC COMMENTS	Group
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- Hilda Perez, Board Member thanked the Chair and RCAC Members for all of their hard work and for being committed to the community. She also mentioned he term will soon end and feels honored to have represented all RCAC Members during her term.

X.	ADJOURNMENT	Group
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Next Meeting Date

- All RCAC Member decided to have a potluck at their December RCAC Meeting to celebrate the holiday season. Cindy Pozos passed around a list for members to sign up if they want to bring something.
- Meeting Adjourned at 4:30 p.m.
- The next meeting is scheduled for Thursday, December 19, 2019 at the East Los Angeles Family Resource Center located at 4801 Whittier Blvd., Los Angeles, CA 90022 from 2:00 p.m. - 4:30 p.m.

Respectfully Submitted by:
Frank Meza, Community Outreach Field Specialist

Approved by:

Damares O Hernandez de Cordero, RCAC 10 Chair

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

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

Approved by: *Damaris O Hernandez de Cordero*
 Damaris O Hernandez de Cordero, *RCAC 10 Chair*

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