



Board of Governors Executive Community Advisory Committee (ECAC)

L.A. Care Health Plan
1055 West 7th Street, 1st Floor
Los Angeles, CA 90017
Wednesday, September 14, 2022
10:00 a.m. – 1:00 p.m.

Please recheck these directions for updates prior to the start of the meeting.

This meeting will be conducted in accordance with the provisions of the Ralph M. Brown Act, allowing members of the Executive Community Advisory Committee, members of the public, and staff to participate via teleconference because State and Local officials are recommending measures to promote social distancing. Accordingly, members of the public should join this meeting via teleconference as follows:

<https://us06web.zoom.us/j/88356655843>

Teleconference Call-In information/Site

Call-in number: 1-415-655-0002 Participants Access Code: 2499 096 7890 (English)

Call-in number: 1-415-655-0002 Participants Access Code: 2493 093 5578 (Spanish)

Members of the Executive Community Advisory Committee or staff may also participate in this meeting via teleconference. The public is encouraged to submit public comments or comments on Agenda items in writing by email to COEpubliccomments@lacare.org or by sending a text or voicemail to (213) 605-4197.

Attendees who log on to lacare.zoom using the URL above will be able to use “chat” during the meeting for public comment. You must be logged in to Zoom to use the “chat” feature. The log-in information is at the top of the meeting Agenda. This is a new function during the meeting so public comments can be made live and direct.

1. The “chat” will be available during the public comment periods before each item.
2. To use the “chat” during public comment periods, look at the bottom of your screen for the icon that has the word, “chat” on it.
3. Click on the chat icon. It will open a window.
4. Select “Everyone” in the to: window.
5. Type your public comment in the box.
6. When you hit the enter key, your message is sent and everyone can see it.
7. The chat message, text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates.
8. L.A. Care staff will read the chat messages for up to three minutes during public comment so people who are on the phone can hear the comment.

Your comments can also be sent by text, voicemail, or email. If we receive your comments by 10:00 a.m. on September 14, 2022, it will be provided to the members of the Executive Community Advisory Committee at the beginning of the meeting. The chat message, text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates. If you do not indicate an Agenda item for your comment, your comment(s) will be read for up to 3 minutes at item VIII Public Comments on the Agenda.

Once the meeting has started public comments should be submitted prior to the time the Chair announces public comments for each agenda item and staff will read those comments for up to three minutes. Chat messages submitted during the public comment period for each agenda item will be read for up to three minutes. If your public comment agenda is not related to any of the agenda item topics, your public comment will be read for up to 3 minutes on item VIII Public Comments on the agenda.

These are extraordinary circumstances, and the process for public comment is evolving and may change at future meetings. We thank you for your patience.

Please note that there may be a delay in the digital transmittal of emails, texts, and voicemail. The Chair will announce when public comment period is over for each item. If your public comments are not received on time for the specific agenda item you want to address, your public comments will be read at the public comment section of the agenda.

The purpose of public comment is that it is an opportunity for members of the public to inform the governing body about their views. The Executive Community Advisory Committee appreciates hearing the input as it considers the business on the Agenda.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act please contact the Community Outreach & Engagement staff prior to the meeting for assistance by text **(213) 605-4197** or by email to COEpubliccomments@lacare.org.

Goals for Today’s Meeting

1. Receive an update from L.A. Care’s Chief Medical Officer.
2. Receive an update from L.A. Care’s Chief Executive Officer.
3. Receive and update from L.A. Care’s Appeals and Grievances Department.

Meeting Agenda

Time	Agenda Item	Agenda Lead	Goal/Result
10:00 a.m.	I. Call to Order (10 minutes)	Fatima Vazquez, <i>ECAC Chairperson</i>	Call meeting to order.
10:10 a.m. - 10:20 a.m.	II. Approve Agenda for September 14, 2022 (10 minutes)	Fatima Vazquez, <i>ECAC Chairperson</i>	Approve today’s meeting agenda.

10:20 a.m. - 10:30 a.m.	III. Approve meeting minutes for July 13, 2022 meetings (10 minutes)	Fatima Vazquez, <i>ECAC Chairperson</i>	Approve the meeting minutes for July 13, 2022 ECAC meeting.
10:30 a.m. – 12:00 p.m.	IV. Standing Items (90 minutes) A. Update from Deputy Chief Medical Officer (10:30 a.m. to 10:50 a.m.) B. Update from Chief Executive Officer (10:50 a.m. to 11:10 a.m.) C. Board Members Report (11:10 a.m. to 11:25 a.m.) D. Communication and Community Relations Department Update (11:25 a.m. to 11:45 a.m.) <ul style="list-style-type: none"> • Human IT Partnership • National Hispanic Heritage Month events E. Member Issues (11:45 a.m. to 12:00 p.m.) <ul style="list-style-type: none"> • SPD Member Issues 	Alex Li, M.D. <i>Deputy Chief Medical Officer</i> John Baackes, <i>Chief Executive Officer</i> Hilda Perez, <i>Member Representative, Board of Governors,</i> Layla Gonzalez, <i>Member Advocate, Board of Governors</i> Auleria Eakins <i>Ed.D., MPA, Manager, Community Outreach & Engagement</i> Committee	Receive an update from L.A Care’s Deputy Chief Medical Officer. Receive an update from L.A. Care’s Chief Executive Officer. Receive an update on items discussed by the Board of Governors. Receive an update on L.A. Care’s Communications and Community Relations Department. Discuss Member Issues.
12:00 p.m. - 12:10 p.m.	V. Break (10 minutes)	Group	Take a 10 minute break.
12:10 p.m. – 12:40 p.m.	VI. Old Business (30 minutes) A. Update from Appeals and Grievances (12:10 p.m. to 12:40 p.m.)	Demetra Crandall, <i>Director Customer Solutions Center</i>	Receive and update from L.A. Care’s Appeals and Grievances Department.

		<i>Appeals and Grievances</i>	
12:40 p.m. - 12:50 p.m.	VII. Future Agenda Item Ideas (10 minutes)	Committee	Gather ideas for future topics.
12:50 p.m. - 1:00 p.m.	VIII. Public Comments (10 minutes)	Group	
1:00 p.m.	IX. Adjournment A. Next Meeting Date: Wednesday, October 12, 2022	Fatima Vazquez, <i>ECAC Chairperson</i>	

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

Note: Members, your absence will be considered unexcused if you do not call Cindy Pozos at (213) 545-4649 prior to 10:00 am the day of the meeting to inform her that you will not be attending.

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

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