



**L.A. Care**  
HEALTH PLAN®

**For All of L.A.**

# ECAC Meeting Presentations

May 14, 2025



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
SINCE 1997

# Executive Summary

## LASSO Initiative

### L.A. Care Access, Service, and System Optimization



#### Introduction

L.A. Care Health Plan started the LASSO (L.A. Care Access, Service, and System Optimization) initiative to make it easier for members to get care and improve their overall experience. This idea came from member feedback shared through RCACs (Regional Community Advisory Committees) and the ECAC (Executive Community Advisory Committee). Members talked about having trouble finding providers, waiting too long for care, confusion with referrals, and delays in getting medical equipment, prescriptions, and rides.

#### LASSO Project Charter

LASSO is a plan that brings the whole organization together to improve the member experience. It focuses on keeping members connected to care, improving access to doctors and services, and making operations work better. LASSO has a mix of quick fixes, short-term improvements, and long-term solutions that all move forward at the same time.

#### Core Objectives and Milestones

- **Member Engagement:** Help members better understand their benefits, how to choose doctors, get referrals, and use services. Make it easier to find information and get care through clear education, easy-to-use tools, and helpful outreach.
- **Network Alignment:** Make sure there are enough doctors and providers to meet member needs. Improve how members get referrals and access services, so care is easier, faster, and more connected.
- **Operational Efficiency:** Make member and provider touchpoints simpler and faster. Improve self-service options, speed up support, and better coordinate services like transportation to make care easier to get.

Milestone	Description	Tentative Timing
Immediate Actions	Take quick action and respond to feedback from member forums.	April 2025
Root Cause Analysis	Find the root causes of challenges affecting members, providers, and operations, and turn them into solutions that work.	June 2025
Phased Work Plan	Building on LASSO's first steps, the phased plan includes both short-term and more long-term improvements. This balanced approach helps us keep making progress while setting up for lasting improvements.	<ul style="list-style-type: none"><li>• <b>Short Term:</b> Q3 2025</li><li>• <b>Long Term:</b> Q1 2026</li></ul>

These schedules are not final and may change if new information comes up or if needs shift.

### Immediate Actions

L.A. Care is taking quick steps to fix ongoing problems with access, service, and support. These actions respond to what members have told us through RCACs and the ECAC. They are early improvements that will help make bigger changes possible.

- **Member Journey Mapping:** We are learning more about what members experience when they try to get care. By finding where they face problems, we can make it easier and more friendly. This started with D-SNP (Medicare) members but is now being used for all members to make care better for everyone.
- **Listening Sessions at Member Committees:** We are holding special meetings with RCACs where members can share their experiences and concerns. This helps us make sure our LASSO priorities focus on what matters most to members.
- **Member Education, Empowerment, and Navigation Support:** We are improving how members learn about and use their benefits. Tools like welcome materials, online portals, newsletters, and website updates help members know how to get care. We are also creating new tools, like service guides and visit preparation tips, to make things even clearer.
- **Provider Education for Formulary Alignment:** Since Medi-Cal pharmacy benefits is now managed by the State of California (Medi-Cal Rx), providers need to follow new prescription rules. We are helping them with tip sheets, online tools, and alerts. We also added refill guides and postcards to help members get their medicines more easily and on time.
- **Customer Solutions Center (CSC) – Workforce and Process Improvements:** We are making it easier for members to get help when they call us. The Member Experience Transformation (MET) pilot uses “super” representatives who can solve more issues and reach out to members in need. The Intelligent Desktop (IDT) helps all staff find information faster. Training and live support at member meetings will also help improve service.
- **Better Access to Durable Medical Equipment (DME) and Supplies:** We are making it quicker and simpler for members to get medical equipment and supplies. Provider training, better online tools, and in-home assessments help reduce wait times.
- **Non-Emergency Medical Transportation (NEMT) Improvements:** We are improving medical rides through Call the Car. Better scheduling, new leadership, feedback tools, and a backup transportation company make rides more reliable and on time.
- **Working Together with Providers:** We are teaming up with providers in new ways to make sure referrals, access, and care quality match what members need. This helps create a smoother and more connected care experience.

### Phased Work Plan

Building on LASSO’s first steps above, the work plan includes short-term improvements by Fall 2025 and bigger long-term changes by early 2026. Short-term work will focus on improving member communications, self-service tools, and daily operations. Long-term efforts will make bigger changes, like using data to predict needs, expanding provider availability, and improving systems. This approach keeps progress moving while also

## LASSO Initiative: Access, Service, and System Optimization

setting up L.A. Care for better access, coordination, and member experience across the organization.



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# Diabetes Management Focus Group



James Bugay, MHA  
Quality Improvement Project Manager II, *Quality  
Improvement*

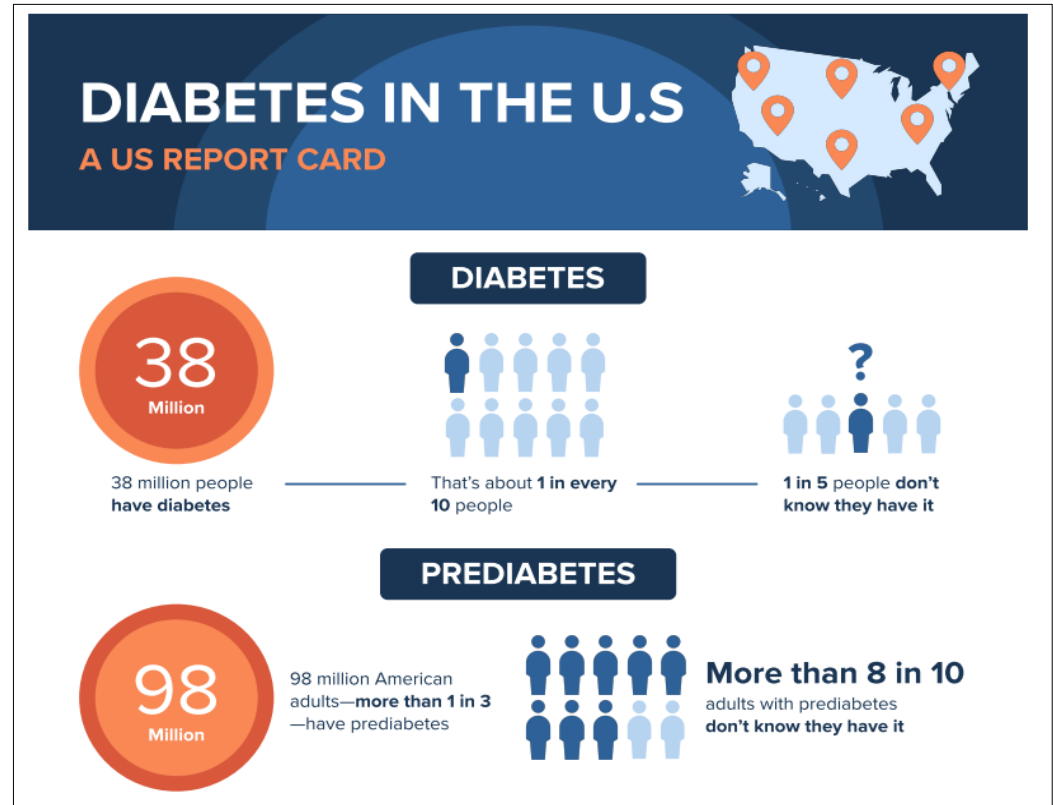


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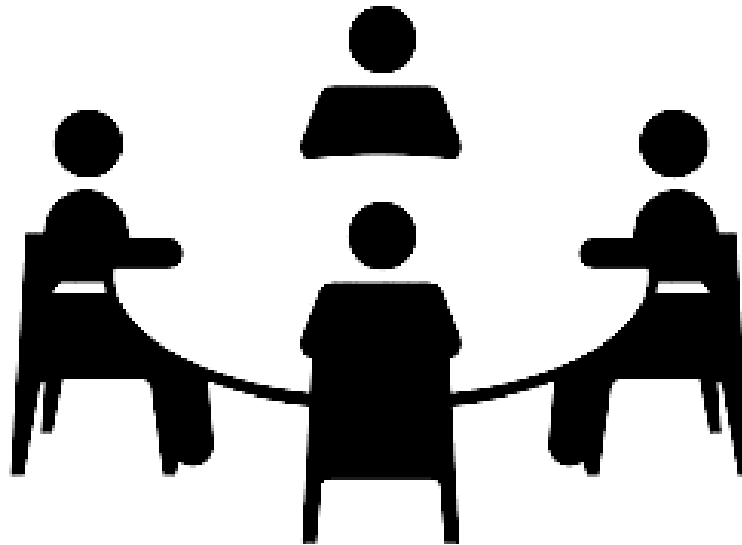
# Why Diabetes?

- According to the CDC (Centers for Disease Control and Prevention) – **38.4 million** people are living with Diabetes in the U.S.
- In 2021, 3.2 million California adults were identified as having diabetes, and **5.9 million** are prediabetic.
- Highest amongst age groups:
  - **45-64** years of age
  - **65** and older age



# Purpose Of the Focus Group

- Is our message clear?
- Understand what is working and what needs to be changed.
- Hear from our members.
- Feedback is always encouraged.
- Opportunities for improvement.



# What the Focus Group Will Help Us Accomplish?

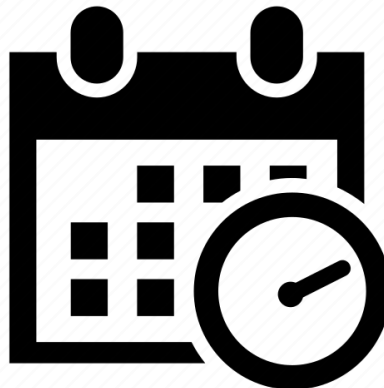
- Meet our members!
- Listen to what they have to say.
- Understand what we are missing in our projects and materials.
- Look at our projects and materials from a different point of view.





# What to Expect at the Event?

- Materials will be provided to members several days before the event to review.
  - Pictures of materials that will be reviewed.
  - List of questions that will be asked at our Focus Group.
  - Schedule for the day.
- Members should come prepared to discuss materials and questions provided.
- Focus Group will be held at L.A. Care CRC (TBD)
  - Location and time (TBD)
  - Date – End of June (TBD)
- More information on transportation/parking and snacks will be provided.





**Questions?**

**Thank you!**



# APPENDIX



# Sources

- Images
  - CDC infographic - <https://www.cdc.gov/diabetes/communication-resources/diabetes-statistics.html>



# Save the Date!

## Board of Governors Election



**Date:** Tuesday, June 17, 2025

**Time:** 8:30 a.m. - 2:30 p.m.

**Location:** St. Anne's Family Service Center  
155 Occidental Blvd, Los Angeles, CA 90026

**Confirm Your Attendance!**

Please contact the Community Outreach & Engagement Department:

 **Toll-Free Line:** 1-888-522-2732

 **Email:** [coeadvisory@lacare.org](mailto:coeadvisory@lacare.org)



# Board of Governors Election 2025/2026

## Meet the Candidates

### Member Advocate



Amy Simpson  
Humanity Heroes Foundation  
RCAC 4



Tia Delaney-Stewart, MSN  
Alzheimer's Association  
RCAC 5



Mirella Diaz-Santos, Ph.D  
Equity for Latinx-Hispanic Healthy Aging Lab  
RCAC 7

### Member Representative



Elmano Osorio  
RCAC 3



Diana Camacho  
RCAC 5



Audie Rhodes  
RCAC 6



Aida Aguilar  
RCAC 7



Fatima Vazquez  
RCAC 7

**Wednesday, June 4, 2025, 10:00 a.m. to 12:00 p.m.**

### WebEx Teleconference Call –In information:

Call-in number: 1-415-655-0002 Participants Access Code: 2494 871 9504 (English)

Call-in number: 1-415-655-0002 Participants Access Code: 2492 985 1883 (Spanish)

Call-in number: 1-415-655-0002 Participants Access Code: 248 794 15356 (Khmer)

### For virtual participation use the link below:

Zoom Link: <https://us06web.zoom.us/j/85801654660>

For questions please reach out to Community Outreach & Engagement

Toll Free Line: 1-888-522-2732 or via email: [coeadvisory@lacare.org](mailto:coeadvisory@lacare.org)

