



Regional Community Advisory Committee (RCAC) Region 6

South L.A. Community Resource Center

5710 Crenshaw Blvd, Los Angeles, CA 90043

Wednesday, December 18, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance				Staff/Management Present
Joyce Sales	P	Edith Moreno	P	Tyonna Baker , <i>Community Outreach Field Specialist</i>
Lottie Cleveland	P	Evangelina Cantero Avila	P	Martin Vicente , <i>Community Outreach Field Specialist</i>
Daniel Navarro	P	Silvia Sosio	P	Idalia De La Torre , <i>Field Specialist Supervisor</i>
Celia Juarez	P			Auleria Eakins , <i>Community Outreach Manager</i>
Maria E. Rivas	P			John Baackes , <i>CEO, L.A. Care Health Plan</i>
Mary Romero	P			
Hilda Perez	P			
Yessica Chavez	E			
Esther Rivas	P			

(P) Present (E) Excused Absence (U) Unexcused Absence

Public Attendance	Interpreter Attendance
Layla Gonzalez	Eduardo Kogan
	Isaac Ibarlucea

MEETING SUMMARY, DISCUSSION AND FOLLOW UP	
I. Welcome & Introduction (15 min)	Agenda Lead
<p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> Joyce Sales, Interim RCAC 6 Chair, called the meeting to order. RCAC 6 members went around and introduced themselves and shared their favorite holiday memory. John Baackes, CEO of L.A. Care Health Plan, attended the meeting, thanked the committee for their service and impact on L.A. Care, and wished them well. He announced that Martha Santana Chin will be the new CEO, starting on 1/6/24. Committee members had the opportunity to express their gratitude and best wishes to Mr. Baackes on his retirement. <p>B. Approval of Agenda</p> <ul style="list-style-type: none"> RCAC 6 members had 2 minutes to review today's Agenda. The agenda was motioned for approval by Esther Rivas and seconded by Evangelina Cantero Avila. RCAC 6 members approved the agenda as presented. The committee had questions about the agenda approval process, how the agenda is created, and whether meeting minutes are incorporated. Staff clarified that the agenda must be approved first, followed by the meeting minutes. Staff also reassured members that discussions from previous meetings are reflected in the new agenda and that the chair is involved in the creation process. <p>C. Review Group Agreements</p> <ul style="list-style-type: none"> RCAC 6 members reviewed the group agreements. The interim RCAC 6 Chair asked committee members if they had any additional agreements they would like to add. No additional comments were added. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
II. Meeting Minutes Approval (5 min)	Agenda Lead
<p>A. Meeting Minutes Approval</p> <ul style="list-style-type: none"> RCAC 6 members had 3 minutes to review the October 16th meeting minutes. The meeting minutes was motioned for approval by Evangelina Cantero Avila and seconded by Daniel Navarro. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>RCAC 6 Members</i></p>

<ul style="list-style-type: none"> • RCAC 6 members approved the meeting minutes as presented. • Staff explained the meeting minutes approval process and will create a guide to help members better understand it. 	
<p>III. L.A. Care Updates (20 min)</p>	<p>Agenda Lead</p>
<p>A. <i>RCAC Chairperson Highlights</i></p> <ul style="list-style-type: none"> • TTECAC & BOG Reports <ul style="list-style-type: none"> ○ The Interim RCAC 6 Chair provided the committee with information regarding: <ul style="list-style-type: none"> ▪ L.A. Care’s Community Resource Centers (CRC): <ul style="list-style-type: none"> • The Chair shared an idea that was presented at the last TTECAC meeting, stating that the CRCs would be able provide direct care for certain needs, rather than always having to contact a doctor or clinic in the future. ▪ TTECAC/RCAC4 Motion: <ul style="list-style-type: none"> • The Chair informed the committee of a motion presented to TTECAC from RCAC 4, originally focused on addressing long wait times for specialists, the Durable Medical Equipment (DME) approval process, and receiving equipment. During the TTECAC discussion, the Chair raised concerns from the previous RCAC 6 meeting, particularly about long wait times to see a PCP, and advocated to amend the motion to include those concerns. • Staff explained that the original motion addressed long wait times for specialists, the DME approval process, and delays in receiving equipment. However, after discussions with TTECAC, additional concerns were raised, including long wait times for PCPs and difficulty obtaining prescription medications, in which TTECAC agreed to add these concerns to the motion. Once amended, the motion will be sent to Board Services and placed on the Board of Governors agenda for review and take action. Staff also encouraged members to reach out to their assigned field specialists for more information. ▪ Transportation and Housing Services Presentations: <ul style="list-style-type: none"> • The Chair informed the committee that based on the last meetings discussion, presentations on the Transportation Benefit and Housing Services will happen next year. ○ Questions/Comments <ul style="list-style-type: none"> ▪ The committee inquired about the revised motion and timeline after the TTECAC discussion. Staff explained that the original motion, which focused on specialists and DME, was expanded to include 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>

additional concerns and will be sent to Board Services for inclusion on the BOG agenda. The finalized motion will be presented at the February BOG meeting. Also, an update on the Board's decision will be provided to all RCACs.

B. CO&E Department Updates

- Decision Making and Building Consensus
 - Staff provided the committee with two informational sheets outlining the new voting process for the RCAC meetings. Staff explained that the previous voting process, Robert’s Rule of Order, was difficult and time consuming so CO&E developed this simplified process to make decision making at the RCACs easier. Staff encouraged members to review the document at home and bring any questions to the next RCAC meeting, where this process will be discussed more in detail.
 - Questions/Comments
 - No questions/comments from the committee
- 2025 Work Plan Projects
 - Staff provided the committee with brief overview and update on the 2025 Work Plan Projects. The following information was provided:
 - The RCAC Work Plan is an annual budget, with each RCAC receiving a set amount of funds. At the next RCAC 6 meeting on February 19, 2025, CO&E will share the official work plan for this fiscal year.
 - Questions/Comments
 - No questions/comments from the committee
- February BOG and TTECAC Volunteers
 - The following members volunteered to attend the February TTECAC and BOG meeting:
 - Lottie Cleveland volunteered to attend the February BOG Meeting scheduled for Thursday, February 6, 2025.
 - Mary Romero volunteered to attend the February TTECAC Meeting scheduled for Wednesday, February 12, 2025.
 - Both volunteers were provided with a reminder sheet.
 - Staff informed the committee that all are welcome to attend the BOG and TTECAC meetings, even without volunteering, and CO&E will provide transportation if needed.

IV. Member Experience Feedback & Updates (35 min)

Agenda Lead

<p>A. <i>L.A. Care New Global/Regional Issues</i></p> <ul style="list-style-type: none"> • Discuss how to improve the accessibility and timeliness of care for L.A. Care members in region 6. <ul style="list-style-type: none"> ○ Staff explained that during the last two meetings, there were discussions about the long travel distances to see providers, long wait times for PCP appointments, and difficulty finding urgent care facilities that accept L.A. Care in region 6. It was mentioned during the RCAC Chairperson Highlights that TTECAC recently approved a motion that addresses the long wait times to schedule appointments with PCPs but there were other concerns that were brought up by the committee that were not included in that motion. The committee expressed interest in creating a motion to address travel distances and urgent care access, so staff informed the committee that a draft motion has been created. This draft motion will be reviewed with the committee to ensure it accurately reflects the concerns and recommendations. ○ The motion contained the following information: <ul style="list-style-type: none"> ▪ Issue/Background: RCAC 6 members express concerns about the long distances they must travel to access primary care providers (PCP), specialists, urgent care services. <ul style="list-style-type: none"> • Long Distances: Members reported having to travel long distances to see a primary care provider and specialist not located within their area of residence. • Long Wait Times: When members are referred to a provider (specialist or PCP) that is located far, they are advised to call member services to switch providers. This presents challenges, as members frequently encounter difficulties in obtaining assistance from member services, primarily due to extended wait times to connect with a representative. PCP • PCP and Specialists Availability: Not enough providers and specialists are available in region 6. • Urgent Care: Members have expressed that they are unable to quickly find urgent care centers that accept LA. Care Health Plan and are forced to use emergency services. • Transportation: Members have reported poor customer service when utilizing Call the Car for medical services impacting arrival to their medical visit. • RCAC 6 committee members agreed that it is important for L.A. Care Health Plan to improve overall accessibility of care by contracting with more PCPs, specialists, a RCAC 6 committee members agreed that it is important for L.A. Care Health Plan to improve overall accessibility of care by contracting with more PCPs, specialists, and urgent care facilities as well as reviewing the current grievances related to medical transportation services with Call the Car 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>
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and urgent care facilities as well as reviewing the current grievances related to medical transportation services with Call the Car.

- **Motion to TTECAC:** At the December 18, 2024, RCAC 6 meeting, the committee members voted to send this motion to the February TTECAC meeting. The motion asks L.A. Care to consider the following recommendations:

- **Provide a Report with Solutions:**

- L.A. Care should give a report to ECAC and the RCACs by May 2025. The report should include:
 - A review of findings.
 - Provide a data report of contracted PCP, specialist, and urgent care facilities in region 6 as this will assist with determining the currently availability and the need for more PCP, Specialist, and Urgent Care centers.
 - Provide information on distance requirements for accessing providers.

- **Set Goals and Track Progress:**

- L.A. Care should:
 - Provide committee members clear goals and timelines to address member access issues.
 - Provide regular updates to ECAC and the RCACs on improvement milestones.

- **Member Access Education:**

- L.A. Care should provide “member friendly” health access education to all consumer members.
- By taking these steps it is believed that L.A. Care can continuously work towards improving accessibility and timeliness of care for L.A. Care members.

- Feedback on the motion

- The committee provided the following feedback on the motion:

- Include language in the motion reflecting that members reported traveling beyond the standard 15-mile and 30-minute distance to see a provider.
- Members expressed that L.A. Care member service representatives are often unhelpful due to inadequate training on provider changes and answering questions, so the committee recommended improved training for these representatives.

<ul style="list-style-type: none"> <ul style="list-style-type: none"> • Members recommended providing a resource guide for urgent care services in Region 6, educating providers about nearby urgent care facilities for referrals, and informing members about the differences between urgent care and emergency care. ▪ Staff recommended that to ensure the motion is concise and focused, it is recommended to split it into two separate motions: one addressing access to care and the other focusing on transportation. The motion discussed today will be presented at the February TTECAC meeting. Staff informed members that the motion will be revised by the field specialists, and the final draft will be discussed with the chair and emailed to the committee. Staff asked the committee if they agreed with this process, and the committee confirmed their approval. • Discuss how the committee would like to address public comments during the meeting. <ul style="list-style-type: none"> ○ Staff explained that this topic on the agenda is to address how the committee would like public members to give comments since there was a discussion during the last meeting. ○ The committee decided that they would like to keep public comments at the end of the agenda and provide public members with a comment card so that they can keep track of their questions and comments in the meantime. ○ Questions/Comments <ul style="list-style-type: none"> ▪ No questions/comments from the committee. • Provide an update on Transportation Benefit and CalAIM Services: Housing Community Supports and Enhanced Care Management <ul style="list-style-type: none"> ○ Staff provided an update on future agenda items that were brought up last meeting. Staff is currently working on bringing in a presenter to talk about the Transportation Benefit and CalAIM services. We expect these presentations to take place during the February and April RCAC meetings next year. ○ Questions/Comments <ul style="list-style-type: none"> ▪ No questions/comments from the committee. 	
<p>B. Break (5 min)</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a 5-minute break.</p> <ul style="list-style-type: none"> • Due to time constraints, RCAC 6 members decided to not take a 5-minute break. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
<p>C. Old Business (30 min)</p>	<p>Agenda Lead</p>

A. Close RCAC Chair and Vice-Chair Nominations and conduct elections for both positions.

- Staff provided next steps regarding the RCAC 6 Chair and Vice Chair Elections. The elections went as follows:
 - Chair Elections
 - Staff asked the committee if they would like to nominate themselves or a different committee member for the RCAC 6 Chair position. The committee declined.
 - Staff verbally closed nominations.
 - Staff informed the committee of the RCAC 6 Chair candidates which were Joyce Sales and Hilda Perez. Each candidate had 1 minutes to state why they would like to be the Chair.
 - Staff informed members that majority wins and 6 votes are needed to win since 11 committee members were present.
 - Staff passed out the ballots, informed members that they can only vote for one candidate and instructed them to sign and date the ballot.
 - Hilda Perez will be the new RCAC 6 Chair receiving 8 votes.
 - Vice-Chair Elections
 - Staff asked the committee if they would like to nominate themselves or a different committee member for the Vice-Chair position. The committee declined.
 - Staff verbally closed nominations.
 - Staff informed the committee of the RCAC 6 Vice-Chair candidates which were Joyce Sales and Lottie Cleveland. Each candidate had 1 minute to state why they would like to be Vice-Chair.
 - Staff informed members that majority wins and 6 votes are needed to win since 11 committee members were present.
 - Staff passed out the ballots, informed members that they can only vote for one candidate and instructed them to sign and date the ballot.
 - Joyce Sales will be the new RCAC 6 Vice-Chair receiving 9 votes.
 - Staff informed the committee that the elections today are not a secret ballot meaning anyone can request voting information.
 - Those who assisted with counting the ballots were Martin Vicente (Field Specialist) Maria Rivas (RCAC 6 member) and Layla Gonzalez (BOG member and member of RCAC 3)

*Tyonna Baker, CO&E
Field Specialist*

*Martin Vicente, CO&E
Field Specialist*


RCAC 6 Members

Future Agenda Items (10 min)	Agenda Lead
<p>A. Discuss Future Agenda Items</p> <ul style="list-style-type: none"> The committee agreed to have presentations on a pilot program between L.A. Care and the Los Angeles Fire Department, L.A. Care Medicare Plus, and CO&E outreach efforts. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>
Public Comments (10 min)	Agenda Lead
<p>A. Public member will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> The Health Navigator for the South L.A. Community Resource Center introduced herself to the committee and provided a brief overview of the services she can provide assistance with demographic changes, provider changes, appointment assistance, searching for authorizations and status updates, temporary ID cards, ordering replacement ID cards, plan partner changes, and interpreter requests. A public member stated that they appreciated hearing the comments/suggestions and is proud that the committee is bringing forward a motion and is hopeful that other RCACs will do the same. They also congratulated Hilda Perez and Joyce Sales on their new positions. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
Resource Sharing & Meeting Evaluations (10 min)	Agenda Lead
<p>A. Resource Sharing The interim RCAC 6 Chair encouraged the committee to send any resources to the assigned field specialists so that it can be forwarded to everyone.</p> <p>B. Complete meeting evaluation forms</p> <ul style="list-style-type: none"> RCAC 6 members had the opportunity to complete the meeting evaluation form. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>RCAC 6 Members</i></p>

Adjournment	Agenda Lead
<ul style="list-style-type: none"> The meeting adjourned at 12:41pm. Next Meeting Date: Wednesday, February 19, 2024, from 10:00 a.m. to 12:30 p.m. at the South L.A. Community Resource Center at 5710 Crenshaw Blvd, Los Angeles, CA 90043 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>

Respectfully Submitted by:	Approved by:
<i>Tyonna Baker, Community Outreach Field Specialist</i>	<i>Joyce Sales, Interim RCAC 6 Chair</i>

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Respectfully Submitted by:	Approved by: 
<i>Tyonna Baker, Community Outreach Field Specialist</i>	<i>Joyce Sales, Interim RCAC 6 Chair</i>