



# Los Angeles County Q1 Community Advisory Committee Meeting

March 5, 2026 Minutes

## ATTENDEES

Arroyo Vista Family Health Center: Alex G. Cotté Morales - Director of Managed Care Services	29 Medi-Cal Members
Herald Christian Health Center: Cherry Lee - Chief Quality Officer	
Sycamores: Elika Ramirez - Director, Johnny Kay - Assistant Director of Medi-Cal Managed Care Programs, Julia Esqueda-Arteaga - Managed Care Programs Director	
Los Angeles County Department of Public Health: Emilia Modeste - Fellow, Grace Tan - Health Program Analyst III, Melina Boudov - Manager, Healthcare Consumer Protection	
Los Angeles County Office of Education: Julie Jantz - Head Start Health Consultant	
Koreatown Youth + Community Center - Nayon Kang - Director of Community Health	
Institute for Public Strategies: Sarah Blanch - Chief Strategy Officer	
First 5 LA: Tara Ficek - Director of the Health Systems	

## HEALTH NET ATTENDEES

Amber Kemp, Anabel Jayme, Anna MacGloan, Armine Kelechian, Ayleen Dimailig, Carly Goldblatt, Darrell Chambers, Guille Toland, Mireya Fajardo, Monica Nagle, Nirshila Chand, Dr. Pooja Mittal, Sarika Kasaraneni, Sydney Turner, Dr. Timothy Martinez, & Tina Hendizadeh

*The purpose of the Community Advisory Committees is to empower members to bring their voices to the table to ensure Health Net is actively driving interventions and solutions to build more equitable care. The CAC advocates for Health Net members by ensuring that Health Net is responsive to their diverse health care needs.*

AGENDA ITEM	DISCUSSION	NEXT STEPS / ACTION	OWNER
Call to order, Introductions, & Agenda Overview	<ul style="list-style-type: none"> <li>• Call to order at 12:02pm.</li> <li>• Committee members and Health Net staff introduced themselves.</li> </ul>	N/A	N/A
Health Net's Commitment to Member Retention Amid Medi-Cal Coverage and Access Changes	Amber Kemp (Vice President, Medi-Cal Strategy, Execution, & Engagement) and Monica Nagle (Director, Enrollment & Retention) presented on Health Net's commitment to supporting Medi-Cal member retention amid upcoming federal and state		

	<p>policy changes. Potential impacts discussed included funding uncertainty, Medi-Cal financing disruptions, and state budget pressures. A timeline of Medi-Cal eligibility changes was shared, with most changes anticipated to take effect in January 2027. Health Net highlighted collaboration with providers, counties, and community-based organizations, including targeted outreach, enrollment assistance, and technology investments to reduce administrative burden on members. Health Net also noted partnerships with clinics, provider offices, and community-based organizations.</p> <p>Committee members raised concerns regarding the impact of future work requirements, particularly for individuals with disabilities and limited access to employment resources. Health Net clarified that work requirements are anticipated to begin in January 2027 and that mitigation strategies are under discussion.</p>		
Dental Updates	<p>Dr. Timothy Martinez (Dental Director) provided updates on Medi-Cal dental program changes scheduled to take effect July 1, 2026. It was shared that adults without satisfactory immigration status will lose access to non-emergency dental benefits, while access to emergency dental care will be maintained. Pregnant individuals, postpartum mothers, children, and foster youth will continue to receive full-scope dental benefits. Dr. Martinez emphasized the importance of completing ongoing dental treatment prior to July 1, 2026, to minimize potential disruptions in care.</p>		
Engaging Stakeholders on Health Net's Services to Address Social Needs	<p>Sarika Kasaraneni (Health Equity Director) walked the committee through a series of polls to gather feedback on services designed to address social needs. The committee was polled on the following services: housing transition and navigation services, community health worker services (CHW), and doula services.</p> <p>Results indicated that most participants reported limited familiarity with these services. Common challenges included not knowing where to go for help, difficulty</p>		

	<p>completing paperwork, communication barriers, long wait times, transportation issues, and lack of awareness of available support. Members identified ongoing, hands-on guidance as the most helpful form of assistance when addressing housing needs and expressed a preference for a combination of in-person and remote support. Factors that would increase engagement included clear explanations of how services work, support from someone who understands the member's situation, and knowing services are free or covered. Experiences among members who reported using housing, doula, or CHW services were mixed and largely neutral, with reported barriers including difficulty navigating access points and limited information on how to obtain services.</p>		
Member Experience Survey and Its Importance	<p>Guille Toland (Program Manager III) explained the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and its purpose of identifying areas of improvement for Health Net and its providers.</p> <p>CAHPS polling was conducted to gather member feedback on overall experience with Health Net. Most respondents rated their experience as satisfied or very satisfied, while some reported neutral or dissatisfied experiences. Open-ended responses identified opportunities for improvement related to website usability and navigation, accuracy and maintenance of the provider directory, clearer information about available services, and concerns related to unmet needs such as delays in food assistance.</p>		
Health Equity Department Work Plan and Program Description	<p>Nirshila Chand (Senior Health Equity Specialist) presented the Health Equity Department's work plan and program description. Key achievements included providing interpretation services, health literacy training, and cultural competency training. The 2026 work plan highlighted staff and provider trainings, expanding interpretation services, and updating for national accreditation program changes.</p>		



<p>Digital Health Education Resources</p>	<p>Anabel Jayme (Program Manager II) presented Health Net’s digital health education resources available to members and community partners, including the Krames Online Library, HealthHub, and other digital health education resources featuring articles, videos, webinars, and interactive content. QR codes were shared to access resources, which are available in English and Spanish and include content for adult and pediatric populations.</p>		
<p>Community Sharing/Open Forum</p>	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <ul style="list-style-type: none"> <li>• LA County Department of Public Health introduced a project on medical debt, seeking interviews with people affected by medical debt.</li> <li>• Los Angeles County Office of Education shared information about a health fair for preschool children, including enrollment in Head Start programs and various health screenings. The event will be held at St Anne’s Family Services Center on April 25 from 10 AM to 2 PM.</li> <li>• The Abilities Expo will take place at the Long Beach Convention Center on March 27 - 29, 2026</li> </ul> <p>Meeting was adjourned at 2:00pm.</p>		

**NEXT MEETING**

**Date:** Thursday, June 25, 2026

**Time:** 12pm – 2pm

**Location:** <https://centene.zoom.us/meeting/register/s4-se85uRYKu4NoGuvOSNg>

\*\*\* If you can’t join on Zoom and need a call-in number, please reach out to us at 916-935-9761 or [CommunityAdvisory@centene.com](mailto:CommunityAdvisory@centene.com) \*\*\*

