



Amador, Calaveras, Inyo, Mono, Tuolumne Counties Q1 Community Advisory Committee Meeting

March 12, 2026 Minutes

ATTENDEES

Tuolumne County: Michie Anderson - CWS Program Manager, Michelle Jachetta - Public Health Director, Nicole Best, Sandra Perkins	6 Medi-Cal Members
First 5 Amador: Nina Machado - Executive Director	
Amador County: Patty Orey - Social Worker Supervisor	
Inyo County: Ralph Cataldo - Public Health Coordinator, Stephanie Rubio - Program Supervisor	
Mark Twain Health Care District: Dr. Randy Smart - CEO	

HEALTH NET ATTENDEES

Amber Kemp, Anabel Jayme, Ayleen Dimailig, Guille Toland, Matt Anderson, Monica Nagle, Sarika Kasaraneni, Sydney Turner, Tianna Arbulu, Tony Gonzalez, Trudy Martin, Vernell Shaw III, & Ayah Said

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"> • Call to order at 12:02pm. • Committee members and Health Net staff introduced themselves. 	N/A	N/A
Health Net's Commitment to Member Retention Amid Medi-Cal Coverage and Access Changes	<p>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 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>Engaging Stakeholders on Health Net's Services to Address Social Needs</p>	<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 limited familiarity with available services, with the most common housing challenge being not knowing where to go for help, followed by paperwork difficulties, long wait times, communication or language barriers, and lack of trust based on prior experiences. Members identified ongoing guidance and help finding housing options as the most helpful supports and expressed a preference for a combination of in-person and remote services. Factors that would increase engagement included knowing services are free or covered, clear explanations of how services work, support from someone who understands the member's situation, assistance in a preferred language, and trusted recommendations. CHW and doula polling similarly reflected low awareness and limited utilization, with reported barriers primarily related to lack of information on available services and how to access them.</p>		
<p>Member Experience Survey and Its Importance</p>	<p>Matt Anderson (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 assess overall member experience with Health Net and reflected a range of satisfaction levels, including very satisfied, satisfied, neutral, and dissatisfied responses. Open-ended feedback identified opportunities for improvement related to follow-through on member issues, clearer communication from case management, prescription coverage transparency, and increased availability of providers and services in rural counties.</p>		



Health Equity Department Work Plan and Program Description	Ayah Said (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.		
Digital Health Education Resources	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.		
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing/Open Forum. Members requested support. Meeting was adjourned at 2:00pm.		

NEXT MEETING

Date: Tuesday, June 30, 2026

Time: 12pm – 2pm

Location: <https://centene.zoom.us/meeting/register/RtLWkKUcSiy3Q3SfxSEPww>

*** 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 ***

