



Tulare County Q1 Community Advisory Committee Meeting

March 24, 2026 Minutes

ATTENDEES

California Health Collaborative: Argelia Flores - Health Educator	15 Medi-Cal Members
Family HealthCare Network: Josette Romero Guzman - Community Health Supervisor, Alfredo Chavez - Community Health Representative	
Healthy Start Family Resource Center: Sandra Escudero - Project Manager	
Kaweah Health: Sonia Duran-Aguilar - Director of Population Health	
Kings View: Dr. Eric Rosen - Director of Program Development	
The Source LGBT Center: Rudy Aguilar - PrEP Navigator	
Tulare County HHSA: Tiffany Ibarra - Health Education Specialist	
United Way of Tulare County: Rosemary Caso - Executive Director	

HEALTH NET ATTENDEES

Alejandro Leal, Amber Kemp, Anabel Jayme, Ayleen Dimailig, Guille Toland, Monica Nagle, Pao Houa Lee, Dr. Pooja Mittal, Sarika Kasaraneni, & Sydney Turner

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	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		

	<p>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 across all three areas. For housing services, members most frequently identified not knowing where to go for help and long wait times as key challenges, followed by difficulty with paperwork, communication or language barriers, transportation issues, and lack of trust based on prior experiences. Members identified ongoing guidance throughout the process, help finding housing options, and assistance with applications or documentation as the most helpful supports and expressed a preference for a mix of in-person and remote services. Factors that would increase engagement included clear explanations of how services work, knowing services are free or covered, support from someone who understands the member's situation, assistance in a preferred language, and recommendations from trusted organizations. 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, while some respondents reported no barriers when services were used.</p>		
<p>Member Experience Survey and Its Importance</p>	<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 assess overall member experience with Health Net</p>		

	<p>and reflected predominantly satisfied or very satisfied responses, with some neutral and dissatisfied ratings. Open-ended feedback identified opportunities for improvement related to staff knowledge and follow-through, the need for additional provider availability (including mental health providers), improved communication and outreach about available benefits, and additional support for members experiencing language barriers.</p>		
<p>Health Equity Department Work Plan and Program Description</p>	<p>Pao Houa Lee (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> <p>Meeting was adjourned at 2:00pm.</p>		



NEXT MEETING

Date: Tuesday, June 9, 2026

Time: 12pm – 2pm

Location: <https://centene.zoom.us/meeting/register/tmHd-8bRSj6CEFX0vXyl-w>

*** 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 ***

