



# Los Angeles Q1 Community Advisory Committee Meeting

March 14, 2024 Minutes

## ATTENDEES

Medi-Cal Member 3	Medi-Cal Member 4	Medi-Cal Member 5
Medi-Cal Member 6	Jenifer Metz - California Health Collaborative Every Woman Counts	Medi-Cal Member 7
Medi-Cal Member 8	Medi-Cal Member 9	Katherine Chen - Roots Food Group
Medi-Cal Member 10	Medi-Cal Member 11	Medi-Cal Member 12
Medi-Cal Member 13	Medi-Cal Member 14	Medi-Cal Member 15
Medi-Cal Member 16	Medi-Cal Member 17	Medi-Cal Member 18
Medi-Cal Member 19	Medi-Cal Member 20	Allen Noriega - Illumination Foundation
Medi-Cal Member 21		

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Frances Arce, Jamey Mann II, Matt Anderson, Sharon Rushing, Armine Kelechian, Ayah Said, and 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, Meeting Minutes Approval, & Agenda Overview	<ul style="list-style-type: none"><li>• Call to order at 12:03pm.</li><li>• Members and HN staff introduced themselves.</li><li>• Q3 2023 meeting minutes approved by committee.</li></ul>	N/A	N/A
CAC Recommendations Update	Sydney Turner (Director of Public Policy) reviewed the draft of the 'Member Rights' one-page resource with the committee, thanked them for their feedback, and informed them that the one-pager will go through an approval process for dissemination.	N/A	N/A
Cultural Appropriateness of Messaging	<p>Jamey Mann II (Senior Writer, Communications) presented Health Net's approach on developing marketing materials that are culturally appropriate, easy to read, and informative.</p> <ul style="list-style-type: none"><li>• Committee members confirmed Health Net's approach in developing inclusive materials.</li><li>• Members emphasized the need to ensure Spanish materials are accurate.</li></ul>	N/A	N/A

Member Experience Survey and Why It's Important	<p>Frances Arce (Program Manager III, CAHPS) and Matt Anderson (Program Manager III, CAHPS) reviewed the CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey, Health Net's scores, and how Health Net uses the results.</p> <ul style="list-style-type: none"> <li>Committee members shared that getting surveys in the mail can be inconvenient and would prefer an online option. <ul style="list-style-type: none"> <li>Health Net shared that, although the plan has no control in the dissemination of the survey, Health Net will bring the suggestion to the vendor.</li> </ul> </li> </ul>	CAHPS team to inform vendor of suggestion from CAC.	CAHPS PMs
Health Equity Workplan and Social Needs	<p>Sharon Rushing (Senior Health Equity Specialist) reviewed the Health Equity department's 2024 workplan and highlights from the 2023 workplan. Ayah Said (Health Equity Specialist) went over FindHelp Community Connect and the goals related to social needs. Committee members were polled on the FindHelp Community Connect strategy.</p> <ul style="list-style-type: none"> <li>A Member recommended to work with the LA LGBT Center to develop a list of providers who can support trans members</li> </ul>	Will review suggestion with Health Net's Internal Health Equity Governance Committee.	N/A
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing. Members requested support on issues they are experiencing.</p> <ul style="list-style-type: none"> <li>Meeting was adjourned at 1:36pm.</li> </ul>	Will send out requested information to Members.	Ayleen Dimailig

## **NEXT MEETING**

**Date:** Thursday - June 13, 2024

**Time:** 12pm – 1:30pm

**Location / Dial-in #:** Join via Zoom at

<https://centene.zoom.us/j/92765050641?pwd=Um1KRU5UZXRyb21BV1g3bjd4SUpLQT09> or

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID: 927 6505 0641**