



Los Angeles County Q1 Community Advisory Committee Meeting

March 20, 2025 Minutes

ATTENDEES

Abby George: Harmony Health - Chief Strategy Officer	California Coalition for Black Birth Justice: Asaiah Harville - Associate Director, Clinical Strategies & Engagement	18 Medi-Cal Member
1 Medi-Cal Member	10 Medi-Cal Member	19 Medi-Cal Member
2 Medi-Cal Member	11 Medi-Cal Member	20 Medi-Cal Member
3 Medi-Cal Member	12 Medi-Cal Member	21 Medi-Cal Member
4 Medi-Cal Member	13 Medi-Cal Member	22 Medi-Cal Member
5 Medi-Cal Member	14 Medi-Cal Member	Koreatown Youth + Community Center - Nayon Kang - Director of Community Health
6 Medi-Cal Member	15 Medi-Cal Member	Los Angeles County Office of Education: Debra Hall - Head Start Program Manager, Interdisciplinary Services
7 Medi-Cal Member	16 Medi-Cal Member	23 Medi-Cal Member
8 Medi-Cal Member	Ricardo Pajuelo: Member Advocate	24 Medi-Cal Member
9 Medi-Cal Member	17 Medi-Cal Member	25 Medi-Cal Member
Win LA: Sherri Patton - Director of Community Programs, Vertise Suggs - Partnership Coordinator		26 Medi-Cal Member

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Felisha Scott, Dr. Timothy Martinez, Gilda Medrano, Jewell Booth, Anush Schoepf, Mireya Fajardo, Dipa Patolia, and Guille Toland

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 Wildfire Emergency Response January 2025	Dipa Patolia (Senior Director, Population Health Strategy) provided the committee with an overview of Health Net's approach to supporting members and communities during the wildfires. This process includes identifying members near emergencies, focusing on those with special health care needs. The plan provided direct calls to members, coordinated support needs, and sent out mobile vans with supplies.	N/A	N/A

	<p>The committee was asked a series of poll questions to gather feedback on how Health Net should share information during emergencies. The committee shared they prefer phone calls, text messages, and social media platforms for emergency communication. Most of the committee felt somewhat prepared for emergencies, with some indicating they have emergency kits ready. Lastly, most participants confirmed they are signed up for the LA County Emergency Alert System.</p> <p>There were no additional questions and/or comments.</p>		
Health Net Medi-Cal Dental	<p>Felisha Scott (Dental Operations Manager) reviewed the Health Net Medi-Cal dental program which included the services and benefits such as X-rays, cleanings, fillings, crowns, and orthodontic services for children. Dr. Timothy Martinez (Dental Director) discussed the importance of whole person care and the coordination of medical, dental, and mental health services under Health Net.</p> <p>Dr. Martinez and Ms. Scott addressed questions from the committee about the frequency of cleanings, the process for getting deep cleanings, and the coverage of root canals.</p> <p>Dr. Martinez emphasized the importance of using the appeals and grievance process to advocate for oneself if there are issues with dental services.</p>	<p>✓ Follow up with specific members requesting support. [done]</p>	Health Net
TelaDoc Health Program Overview	<p>Jewell Booth (Clinical Accounts Manager) provided an overview of the Teladoc Health Program and explained the types of services offered by Teladoc (medical and behavioral health) and the availability of these services. Ms. Booth highlighted the benefits of using Teladoc, such as convenience, access to board-certified providers, and the ability to receive prescriptions if needed. She also shared information on the new Teladoc mental health digital program, which offers customized mental health care and wellness tools.</p> <p>A few committee members expressed interest in using the service.</p>	<p>✓ Members are requesting support in downloading the TelaDoc app and accessing the service. [done]</p>	Health Net

Transportation Overview	<p>Gilda Medrano (Senior Manager, Contracting & Network Development) provided an overview of the transportation benefit. Ms. Medrano reviewed the types of transportation services covered under the plan, including non-emergency medical transportation (NEMT) and non-medical transportation (NMT). She detailed the process for scheduling transportation, the requirements for physician certification statements (PCS forms), and the use of the ModivCare app for booking trips.</p> <p>Ms. Medrano emphasized the importance of filing grievances for any dissatisfaction with transportation services to ensure proper investigation and resolution.</p> <p>The committee shared their experiences with transportation services, both positive and negative. The committee agreed that MARA AI is difficult to navigate and they prefer speaking to an agent. Additionally, a committee member suggested that the Plan change transportation verbiage to “wheelchair user” instead of “wheelchair bound” or “bound to a wheelchair.”</p>	N/A	N/A
Health Equity Workplan Overview & Program Description	<p>Anush Schoepf (Senior Health Equity Specialist) provided an overview of the 2024 and 2025 Health Equity Work Plans and 2025 Program Description. Ms. Schoepf explained the purpose of the work plan, which is to address health disparities and improve health outcomes for all members. Additionally, she highlighted the 2024 work plan evaluation, including the Language Assistance Program, Health Literacy, Social Needs Assessment, and General Compliance. She discussed the 2025 Health Equity Program Description and the focus areas for the year, including standardization, DEI training program updates, and health equity project updates.</p> <p>The committee had no additional questions and/or comments for Ms. Schoepf.</p>	N/A	N/A
CAC Follow Ups/Updates	<p>Ayleen Dimailig (Program Manager, Community Advisory Committee) went over pending follow up items from the Q4 meeting. Ms. Dimailig shared that discounted or free gym memberships are not currently available for members, but the Health Net team will</p>		

	<p>continue to see what other options are available. In the meantime, members were invited to utilize Community Connect Find Help or view health education resources on the Krames Library.</p> <p>Committee members shared information on low-cost gym memberships with the YMCA. Additionally, another committee member shared information on a wellness program that used AI and virtual reality.</p>		
Community Sharing/Open Forum	<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>	<ul style="list-style-type: none"> ✓ Send all flyers to committee. ✓ Share turnaround times for Appeals and Grievances. ✓ Follow up with members requesting individual support. 	<p>PMCAC</p> <p>Appeals and Grievances presentation scheduled for next meeting.</p>

NEXT MEETING

Date: Monday – June 16, 2025

Time: 12pm – 2pm

Location / Dial-in #: <https://centene.zoom.us/meeting/register/gkKbdapFTQ-QAB1LDDxidQ>

*** 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 ***

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