



# Los Angeles Q2 Community Advisory Committee Meeting

June 13, 2024 Minutes

## ATTENDEES

Susan Karsyan: Registered Nurse	Medi-Cal Member 18	Medi-Cal Member 19	Medi-Cal Member 20
Medi-Cal Member 21	Medi-Cal Member 22	Sherri Patton: Win LA - Director of Community Programs	Medi-Cal Member 23
Medi-Cal Member 24	Medi-Cal Member 25	Medi-Cal Member 26	Katherine Chen: Roots Food Group - Community Support Dietitian
Kayla Valis: Roots Food Group - Community Support Dietitian	Medi-Cal Member 27	Medi-Cal Member 28	Alex Villaiba: Maternal Mental Health Now - Community Resource Manager
Medi-Cal Member 29	Medi-Cal Member 30	Medi-Cal Member 31	Alejandra Mata: Northeast Valley Health Corporation - Associate Director of Health Equity
Medi-Cal Member 32	Medi-Cal Member 33	Illumination Foundation	Julie Jantz: Los Angeles County Office of Education - Head Start Health Consultant
Medi-Cal Member 35	Medi-Cal Member 36	Medi-Cal Member 37	

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Karen Richmond, Sarika Kasaraneni, Ana Paine, Kevin King, Tammy Madsen, Pao Houa Lee, Armine Kelechian, Manjula Miyashiro, Dipa Patolia, and Tarjani Padmani

*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 12:03pm.</li> <li>• Committee members and Health Net staff introduced themselves.</li> </ul>	N/A	N/A
CAC Recommendations Update	<p>Sydney Turner (Director, Public Policy) gave the Committee an update on recommendations received by the CAC:</p> <ul style="list-style-type: none"> <li>• The Member Rights One Pager is in progress and pending final edits.</li> <li>• Last quarter, Committee members requested for a call back feature when calling the Plan's call center instead of waiting on the line. Health Net will be implementing this system in 2026.</li> </ul>	N/A	N/A

	<ul style="list-style-type: none"> <li>Committee members are requesting for a resource that will assist members in identifying LGBTQ+ providers. There are a couple policies out that would require health plans to identify providers for LGBTQ+ members and expand cultural competency training to include information and evidence-based cultural competency training pertinent to the treatment of individuals who identify as queer, questioning, asexual, or gender diverse, and the processes specific to those seeking gender-affirming care services.</li> </ul>		
Access and Availability	Manjula Miyashiro (Director, Provider Network Management Operations) shared health plan expectations when it comes to Medi-Cal Members receiving timely access to care, telephone wait times, distances/timing when travelling to appointments, and Los Angeles county's compliance data.	N/A	N/A
Field Testing – Fluvention Email	<p>Armine Kelechian (Senior Health Equity Specialist) field tested a flu prevention email campaign directed to Members Committee members were given the opportunity to provide feedback on the email language and format.</p> <ul style="list-style-type: none"> <li>The majority of Committee members recommended this email for distribution and understood the messaging. Some feedback included adding more visuals to the messaging and the use of more color.</li> </ul>	N/A	N/A
Population Health Campaigns	<p>Tarjani Padmani (Manager, Clinical Pharmacy Services) reviewed the outreach campaigns focused on helping Members achieve the highest level of health.</p> <ul style="list-style-type: none"> <li>When asked about hesitations regarding immunizations, vaccines, and medications, Committee members suggested materials dispelling myths and talk about the benefits of taking said medication or vaccine and sharing statistics.</li> <li>Committee members said that getting timely appointments and transportation were the biggest barriers to getting care they needed.</li> <li>Suggestions to improve healthcare include providing discount/free gym memberships,</li> </ul>	N/A	N/A

Commented [SAT1]: Should this be LA? Or was it HN statewide?

	support in finding quality providers (reviews from other patients/Members), and text and email communications.		
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 1:30pm.</li> </ul>	Will send out requested information to Members.	Program Manager of Community Advisory Committees

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**NEXT MEETING**

**Date:** Thursday - September 12, 2024

**Time:** 12pm – 1:30pm

**Location / Dial-in #:**

<https://centene.zoom.us/j/97033040891?pwd=ar2xbZEK8QPwPHy5K0O3IPTCbAz.1>

Dial: US: +1 669 444 9171 or +1 646 931 3860

Meeting ID: 970 3304 0891

**In-Person information:** 21281 Burbank Boulevard 1st Floor, Room 101B, Woodland Hills CA 91367

**Parking:** Visitor parking is available at the front of the building. Please follow the signs for 'Visitor Parking'.

If you plan to attend the meeting in person, PLEASE COMPLETE THE REGISTRATION FORM:

[https://cnc.sjc1.qualtrics.com/fe/form/SV\\_1WT1Yw2pyBw5HPE](https://cnc.sjc1.qualtrics.com/fe/form/SV_1WT1Yw2pyBw5HPE)

