



# Los Angeles County Q2 Community Advisory Committee Meeting

June 16, 2025 Minutes

## ATTENDEES

Medi-Cal Member 1	Medi-Cal Member 8	Arroyo Vista Family Health Center: Alex G. Cotté Morales - Director of Managed Care Services
California Coalition for Black Birth Justice: Asaiah Harville - Associate Director, Clinical Strategies & Engagement	Medi-Cal Member 9	Medi-Cal Member 16
Medi-Cal Member 2	Medi-Cal Member 10	Medi-Cal Member 17
Medi-Cal Member 3	First 5 LA: Tara Ficek - Director of the Health Systems	Medi-Cal Member 18
Medi-Cal Member 4	Herald Christian Health Center: Cherry Lee - Chief Quality Officer	Medi-Cal Member 19
Medi-Cal Member 5	Medi-Cal Member 11	Medi-Cal Member 20
Koreatown Youth + Community Center - Nayon Kang - Director of Community Health	Medi-Cal Member 12	Medi-Cal Member 21
Los Angeles County Office of Education: Debra Hall - Head Start Program Manager, Julie Jantz - Head Start Health Consultant, Kathrine Davis	Med-Cal Member 13	Medi-Cal Member 22
Medi-Cal Member 6	Medi-Cal Member 14	Medi-Cal Member 23
Medi-Cal Member 7	Medi-Cal Member 15	Medi-Cal Member 24

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Leticia Carrera, Dr. Timothy Martinez, Felisha Scott, Mireya Fajardo, Guille Toland, Dr. Pooja Mittal, and Armine Kelechian

*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 12:02pm.</li><li>• Committee members and Health Net staff introduced themselves.</li><li>• Committee members were polled about the two things that get them most excited about attending community events in their area.</li></ul>	N/A	N/A
Dental Updates	Felisha Scott (Operations Manager, Medi-Cal Strategic Partnership) discussed the importance of oral health for older adults, linking it to overall health and systemic conditions like diabetes and heart disease. Ms. Scott shared that recommended	Follow up with Medi-Cal member requesting dental support.	Ayleen/Dr. Martinez  Felisha Scott/Dr. Martinez

	<p>checkups are every six months, with preventive dental care being critical for maintaining quality of life.</p> <p>Dr. Timothy Martinez (Dental Director) explained updated medical benefits for dentures, including the ability to get new dentures every five years or less if medically needed.</p> <p>Arroyo Vista Community Clinic asked about long wait times for new dentists and behavioral health specialists to be credentialed to see Health Net members and these extended times add to the long wait time between appointments for members. Ms. Scott acknowledged that there might be some changes happening due to an RFP and will connect with Arroyo Vista offline to help resolve any issues.</p>	Connect with Arroyo Vista to understand credentialing delays.	
<p>Appeals and Grievances (A&amp;G) Operations Overview</p>	<p>Leticia Carrera (Senior Director, Member Appeals &amp; Grievances Operations Dept.) provided an overview of the appeals and grievances process, including how cases are received, assigned, researched, and resolved. She explained the responsibilities of members, including being respectful, sharing accurate information, following care plans, and using the emergency room wisely. Additionally, she talked about the difference between appeals, grievances, and inquiries. Lastly, she provided examples of appeals and grievances, such as requests to see out-of-network providers, denials of medical services, and delays in transportation services.</p> <p>Members were encouraged to file appeals and grievances so the Plan can be made aware and initiate actions.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>		
<p>Member Experience Survey and Why It's Important</p>	<p>Guille Toland (Program Manager III) discussed the importance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. CAHPS asks members to provide feedback about their experience with the Plan and their doctors. Ms. Toland explained the CAHPS survey timeline, the types of questions included, and</p>		

	<p>how the survey results are used to identify areas of improvement. She shared the 2024 CAHPS results, highlighting strengths and areas for improvement, such as getting appointments and care quickly, and care coordination. Lastly, she encouraged members to complete the CAHPS survey to provide valuable feedback and improve services.</p> <p>When asked how Health Net can improved, the committee shared they would like better communication with healthcare providers and more accessible services.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>		
Health Equity Workplan, Language Assistance Program (LAP) & 2024 End of Year Language Assistance Program Report	<p>Armine Kelechian (Senior Health Equity Specialist) provided an overview of the Language Assistance Program (LAP) and the activities completed in 2024. Ms. Kelechian explained the legal requirements for LAP, including providing interpreter services, translation services, and alternate formats for members with limited English proficiency. She detailed the types of interpreter services available, including face-to-face, telephone, video, and sign language interpreters. Lastly, she shared the top languages preferred by Health Net members and the number of interpretation services provided in 2024.</p> <p>Committee member asked Ms. Kelechian what is considered a threshold language and Ms. Kelechian explained that for a language to be considered a threshold language, more than 1,000 people must select that language in one zip code or more than 1,500 people in two adjacent counties.</p> <p>Committee members shared their experiences, including the need for more patience from interpreters, the importance of ASL interpreters, and the need for better follow-up from healthcare providers.</p> <p>Committee member also shared their experiences at the doctor's office and how they did not provide the material in their language. The Plan recommended that this member file a grievance so the Plan could take any actions needed.</p>		

	<p>Members were informed that they can always request translations if needed.</p> <p>The committee had no additional questions and/or comments for Ms. Kelechian.</p>		
CAC Follow Ups/Updates	<p>Ayleen Dimailig (Program Manager, Community Advisory Committee) went over pending follow up items from the Q1 meeting. Ms. Dimailig shared that discounted or free gym memberships are not currently available for members, but the Health Net team will 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. She also shared additional telehealth resources for behavioral health services for members under 18 years old as a response to requests for the last quarter. Lastly, she shared updates from the committee's feedback on the transportation service during the last meeting.</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>		

### **NEXT MEETING**

**Date:** Thursday, September 4, 2025

**Time:** 12pm – 2pm

**Location:** <https://centene.zoom.us/meeting/register/2q8-Dzo1SNe2HBVM2awbJw>

\*\*\* 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](mailto:CommunityAdvisory@centene.com) \*\*\*