



Los Angeles

Q3 Community Advisory Committee Meeting

September 12, 2024 Minutes

ATTENDEES

Vertise Suggs: WIN LA - Partnership Coordinator	Sherri Patton: WIN LA - Director of Community Programs	Abby George: Harmony Health - Chief Strategy Officer
Joanna Quintanilla: Northeast Valley Health Corporation - Associate Director of Health Equity	Julie Jantz: Los Angeles County Office of Education - Head Start Health Consultant	Debra Hall: Los Angeles County Office of Education - Head Start Program Manager, Interdisciplinary Services
Evelyn González-Figueroa: Long Beach Health and Human Services Department - Bureau Manager, Community Health	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	Medi-Cal Member 21
Medi-Cal Member 22	Medi-Cal Member 23	Medi-Cal Member 24
Public Attendee 1	Medi-Cal Member 26	Medi-Cal Member 27
Medi-Cal Member 28	Medi-Cal Member 29	Medi-Cal Member 30
Medi-Cal Member 31		

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Tina Hendizadeh, Anush Schoepf, and Sharon Rushing

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
Community Impact Councils: WIN-LA	<p>Health Net invited WIN-LA to share updates and insights on the Community Impact Council (CIC) partnership. A CIC is designed to identify social issues at a community level and identify ways to improve on those identified issues.</p> <p>Sherri Patton (Project Director and Lead Champion, WIN-LA) and Vertise Suggs (Coordinator and Backbone Champion, WIN-LA) provided the committee with an overview of the partnership with Health Net to conduct focus groups for African American families and community-based organizations in South Los Angeles. These discussions helped WIN-LA obtain insights on challenges preventing families from attending Well Child Visits and</p>	N/A	N/A

	necessary immunizations and will help Health Net shape its strategy and approach to addressing these issues.		
Diversity, Equity, and Inclusion (DEI) Training Program	<p>Sharon Rushing (Senior Health Equity Specialist) reviewed Health Net's DEI trainings for providers and staff as required by DHCS. Committee provided feedback on the 4 trainings -</p> <ul style="list-style-type: none"> • Advancing Health Equity: Understanding Drivers and Increasing Accountability <ul style="list-style-type: none"> ○ Highlighted biases faced by individuals on Medi-Cal due to income challenges. ○ Addressing literacy issues and assisting members in understanding medical forms and prescriptions is crucial. ○ Need for medical professionals to have street-medicine training. • Language Assistance Program/Services and Health Literacy <ul style="list-style-type: none"> ○ Need to ensure that Spanish-language materials are accurately edited. • Cross-Cultural Communication and Competent Care for Diverse Populations <ul style="list-style-type: none"> ○ Committee confirmed trainings meet the needs. • Transgender, Gender Diverse Inclusive and Affirming Care <ul style="list-style-type: none"> ○ Interest in extending discussions about transgender issues to schools, supporting children in community. <p>When committee was asked if they have any other suggestions or recommended trainings, committee members suggested trainings on Women's Health/Women's Pain (Member feels women's pain isn't taken seriously), stress/anxiety/depression, treating people with IDD/DD, and housing insecurities. When committee was asked what health-related social needs should be addressed, the committee shared challenges related to the accuracy of provider availability, long wait times to see providers, and helping older adults complete medical forms.</p>	N/A	N/A
SB 1019 / APL 24-XXX: Non-Specialty Mental Health	Sydney Turner (Director, Public Policy) reviewed Senate Bill 1019, a new requirement that addresses the historic	N/A	N/A

Services: Member Outreach, Education, and Experience Requirements	<p>underutilization of Non-Specialty Mental Health Services (NSMHS) by ensuring Members and PCPs are aware of all covered NSMHS. Health Net requested the committee's feedback on the development and implementation of an annual outreach and education plan for Members and PCPs about covered NSMHS.</p> <ul style="list-style-type: none"> • Committee said providers aren't following up. • Need for more detailed provider directories, including specialties. • Suggested digital communication: emails, texts. • Calls for transparency about service availability and better education materials for community outreach. • Desire for an easily accessible list of covered providers. • Reference the national institute for MH and SUD administration have ways where you can order individual or large quantities of materials. • Use social media (TikTok, IG Reels, Facebook). 		
Population Needs Assessment & Local SMART goal	<p>Sydney Turner shared information on the new Population Needs Assessment, which is a collaboration with other plans and local health department to identify the priority needs of the community. Tina Hendizadeh (Service Coordination Liaison) shared Los Angeles's SMART goal with the committee and requested feedback – From January 2024-December 2025, all county health plans including HN will collaborate with the LHDs (there are 3) to implement strategies to reduce maternal and infant mortality disparities for Black and Native American members in LA county by 50%.</p> <ul style="list-style-type: none"> • Committee suggested gym memberships as a beneficial intervention for pregnant women. • Suggested improved understanding of special needs among healthcare providers (OBGYNs, hospitals) to facilitate better care. 	N/A	N/A
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing/Open Forum.	Will send out requested information to Members.	Program Manager of Community

	<ul style="list-style-type: none"> • Members requested support on issues they are experiencing. • Meeting was adjourned at 1:45pm. 		Advisory Committees
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NEXT MEETING

Date: Thursday - December 12, 2024

Time: 12pm – 1:30pm

Location / Dial-in #:

<https://centene.zoom.us/j/92972833407?pwd=AR2lxZgFWVQEBAaBbWkS6MAk7FuVDtn.1>

(669) 444 9171

(646) 931 3860

Meeting ID: 929 7283 3407

Passcode: 905587

