



Los Angeles County Q3 Community Advisory Committee Meeting

September 4, 2025 Minutes

ATTENDEES

Arroyo Vista Family Health Center: Alex G. Cotté Morales - Director of Managed Care Services	25 Medi-Cal Members	1 Public Attendee
Los Angeles County Department of Public Health: Chris Hayes - Systems Navigator, Emilia Modeste - Fellow, Grace Tan - Health Program Analyst III, Jocelyn Coreas, Melina Boudov - Manager, Healthcare Consumer Protection		
First 5 LA: Tara Ficek - Director of the Health Systems		
Herald Christian Health Center: Cherry Lee - Chief Quality Officer		
Los Angeles County Office of Education: Julie Jantz - Head Start Health Consultant		
Institute for Public Strategies: Sarah Blanch - Chief Strategy Officer		

HEALTH NET ATTENDEES

Armine Kelechian, Ayleen Dimailig, Dipa Patolia, Melen Vue, Nirshila Chand, Dr. Pooja Mittal, Sydney Turner, Tarjani Padmani, Dr. Timothy Martinez, Felicia Arteaga, Felisha Scott, Kathy Silva, and Mireya Fajardo

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	• Call to order at 12:02pm. • Committee members and Health Net staff introduced themselves.	N/A	N/A
Dental Updates	Felisha Scott (Operations Manager, Medi-Cal Strategic Partnership) shared the changes to the Health Net Dental Managed Care Plan effective July 1, 2025 – if Members did not choose a dental plan, one was selected for them. The Plan confirmed the member's Medi-Cal eligibility and benefits stay the same.		
Legislative Update	Sydney Turner (Director, Public Policy) provided an update on federal and state changes to the healthcare system, including eligibility and access requirements and		

	coverage limitations for those who are undocumented or have an unsatisfactory immigration status. Additionally, she talked about the potential impact of these changes on Medi-Cal coverage, and how the Plan is preparing to support members maintain coverage throughout the changes.		
Population Needs Assessment – Los Angeles County	Dipa Patolia (Senior Director, Population Health Strategy) presented the Health Net Medi-Cal membership profile for 2024, showing demographic breakdowns and health needs. The top needs identified include meals, housing, and medical needs. Dipa shared that Health Net connects members with community resources and promotes programs to address these needs. Additionally, she discussed the disease prevalence in LA County and the importance of early intervention and prevention programs. Lastly, Ms. Patolia invited feedback from members about their experiences with Health Net's outreach and assistance.		
Non-Specialty Mental Health Services (NSMHS)	Melen Vu (Program Manager III, System of Care) presented the Non-Specialty Mental Health Services (NSMHS) outreach and education plan submitted to DHCS. The plan includes recommendations from community partners and strategies to increase utilization of NSMHS and reduce stigma. The outreach includes social media/email campaigns, provider trainings, and other activities focused on behavioral health topics.		
Health Literacy Overview	Armine Kelechian (Senior Health Equity Specialist) introduced the topic of health literacy and digital literacy. Health literacy involves the ability to find, understand, and use health information, while digital literacy involves using digital tools for health information. Health Net materials are required to be at a sixth grade reading level and culturally appropriate. The health equity team reviews and approves materials to ensure they meet these standards.		
Medical Debt in LA County (presentation by Los	Melina Boudov (Manager, Healthcare Consumer Protection at Los Angeles County Department of Public Health) and Emilia		

Angeles County Department of Public Health)	Modeste (Fellow at Los Angeles County Department of Public Health) discussed the medical debt initiative in LA County that aims to expand awareness and access to financial assistance programs for LA County residents with medical debt. They shared that the board of supervisors allocated funds to purchase and retire existing medical debt. Resources and support are available for patients dealing with medical debt, including legal aid and community partners.		
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing/Open Forum. Members requested support. Meeting was adjourned at 2:00pm.		

NEXT MEETING

Date: Thursday, December 11, 2025

Time: 12pm – 2pm

Location: <https://centene.zoom.us/meeting/register/jc9lQ5GHRnCV6L4UWZP8LQ>

*** 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 ***