



Los Angeles County Q4 Community Advisory Committee Meeting

December 12, 2024 Minutes

ATTENDEES

Daisy Hernandez: Downtown Women's Center	Debra Hall: Los Angeles County Office of Education - Head Start Program Manager, Interdisciplinary Services	Julie Jantz: Los Angeles County Office of Education - Head Start Health Consultant
Krystal Gates: Illumination Foundation	Nayon Kang: Koreatown Youth + Community Center - Director of Community Health	Sherri Patton: WIN LA - Director of Community Programs
Vertise Suggs: WIN LA - Partnership Coordinator	Medi-Cal Member 10	Medi-Cal Member 11
Medi-Cal Member 12	Medi-Cal Member 13	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 39	Medi-Cal Member 22
Medi-Cal Member 23	Medi-Cal Member 24	Medi-Cal Member 25
Medi-Cal Member 27	Medi-Cal Member 28	Medi-Cal Member 29
Medi-Cal Member 30	Medi-Cal Member 31	Medi-Cal Member 32
Medi-Cal Member 33	DSNP Member 1	Medi-Cal Member 34
Medi-Cal Member 35	Medi-Cal Member 36	Medi-Cal Member 37
Medi-Cal Member 38		

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Felisha Scott, Sarika Kasaraneni, Anabel Jayme, Lorena Espinoza, Miriam Rosales, Anush Schoepf, and Tina Hendizadeh

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 12:03pm. Committee members and Health Net staff introduced themselves. 	N/A	N/A
Continuity and Coordination of Medical Care: NCQA Accreditation Standard (QI3) Year 1 Report Highlights	Miriam Rosales (Program Manager III, Quality Improvement) provided an overview of the NCQA (National Committee for Quality Assurance) report and its importance for Health Net. She walked through the 4 measures for measurement year 2023: prenatal and postpartum care, eye exam for patients with diabetes, use of opioids at high dosage, and plan all-cause readmissions, and shared the performance metrics and improvements made. Lastly, she shared barriers and opportunities for improvement	N/A	N/A

	<p>that include social determinants of health, lack of cultural appropriate postpartum care, and scheduling practices.</p> <p>A Medi-Cal member shared their personal experience about the challenges of obtaining pain medication and frustration pain management specialists. Health Net acknowledged the Member's concerns and understood there is a need for better communication between specialists and primary care providers. The Member is offered support from the case management team.</p> <p>Committee members are encouraged to share their experiences to improve Health Net's Medi-Cal program.</p>		
2023 Health Education Work Plan Year-End Evaluation and 2024 Work Plan Highlights	<p>Anabel Jayme (Program Manager II, Quality Improvement) reviewed the 2023 work plan with 15 initiatives and 51 measurable objectives, with 39 met, 11 suspended, and 1 cancelled. She shared highlights of successful initiatives, including securing a diabetes prevention program, reaching over 1,000 participants in breast and cervical cancer screening classes, tobacco cessation program, and behavioral health services. Next, she addressed barriers and shared next steps, including the use of QR codes for program promotion and addressing low enrollment in the obesity prevention program. Lastly, Anabel outlined the 2024 highlights, including continuing the onboarding process for the diabetes prevention program and promoting mental health resources.</p> <p>A committee member recommended a diabetes program they took with Centralized Diabetes Care Partners.</p> <p>Members suggested the Plan consider including the following health education resources –</p> <ul style="list-style-type: none"> Anger Management PCOS STI Prevention 		
Language Assistance Program & findhelp	<p>Lorena Espinosa (Senior Health Equity Specialist) provided an overview of the Health Equity department and its core areas. She reviewed the Language Assistance Program, including translation and interpreter services,</p>	N/A	N/A

	<p>health literacy, cultural competency, health equity and social needs, and compliance. She shared the types of language assistance services offered, including interpretation, translation, oral translation, alternate formats, and plain language communication. Lastly, she explained the grievance process for members who are not satisfied with the language services provided and encourages feedback to improve the program.</p>		
<p>2024 CAC EOY Review</p>	<p>Ayleen Dimailig (Program Manager, CACs) reviewed the agenda items, feedback, and actions taken from committee insights in 2024. Committee members were encouraged to continue providing feedback and share any agenda items they would like to learn more about in 2025.</p> <p>Additionally, Ayleen shared that Health Net has been selected by DHCS to provide managed dental healthcare services to Medi-Cal beneficiaries in Los Angeles and Sacramento counties. She introduced Felisha Scott and Dr. Timothy Martinez who will be providing dental updates during the 2025 CACs to promote dental health equity.</p> <p>Lastly, committee members requested to add the following agenda items in 2025 – Youth Sex Education LGBTQIA+ health resources</p>	<p>N/A</p>	<p>N/A</p>
<p>Community Sharing/Open Forum</p>	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <p>A committee member shared information about the CA e-bike incentive voucher available online.</p> <p>Meeting was adjourned at 1:30pm.</p>	<p>Health Net to follow up with Members who requested additional support.</p>	<p>PMCAC</p>

NEXT MEETING

Date: Thursday – March 20, 2025

Time: 12pm – 2pm

Location / Dial-in #: <https://centene.zoom.us/meeting/register/BMkQpehDT-mZ3HtN72xIoQ>

To join by phone -

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

Meeting ID: 910 3437 9328

Passcode: 827622

DRAFT

