



Amador, Calaveras, Inyo, Mono, & Tuolumne County Q1 Community Advisory Committee Meeting

March 13, 2025 Minutes

ATTENDEES

Alzheimer's Association, Northern California & Northern Nevada Chapter: Ingrid Villeda - Program and Community Engagement Specialist	Calaveras County HHS: Stacey Meily - BH Program Manager
HealthCare Options: Raquel Cabrera - Field Operations Supervisor	1 Medi-Cal Member
Roods Food Group: Troy Thomas - CalAIM Director	Sonora Area Foundation: Cathie Peacock - Board Member
St. Vincent Preventative Family Services: Dylan Houle - Community Health Worker/Housing Navigator	2 Medi-Cal Member

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Gilda Medrano, Jewell Booth, Ayah Said, Vernell Shaw III, Eliana Argueta, Annesha Land, Lutisha Knott, and Tianna Arbulu

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
TelaDoc Health Program Overview	<p>Jewell Booth (Clinical Accounts Manager) provided an overview of the TelaDoc Health Program and explained the types of services offered by TelaDoc (medical and behavioral health) and the availability of these services. Ms. Booth highlighted the benefits of using TelaDoc, such as convenience, access to board-certified providers, and the ability to receive prescriptions if needed. She also shared information on the new TelaDoc mental health digital program, which offers customized mental health care and wellness tools.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>	<ul style="list-style-type: none">✓ Can TelaDoc prescribe controlled substances i.e. opioids?- No, TelaDoc does not prescribe any controlled substances	Jewell
Transportation Overview	Gilda Medrano (Senior Manager, Contracting & Network Development) provided an overview of the transportation benefit. Ms. Medrano reviewed the types of transportation		

	<p>services covered under the plan, including non-emergency medical transportation (NEMT) and non-medical transportation (NMT). She detailed the process for scheduling transportation, the requirements for physician certification statements (PCS forms), and the use of the ModivCare app for booking trips.</p> <p>Ms. Medrano emphasized the importance of filing grievances for any dissatisfaction with transportation services to ensure proper investigation and resolution.</p> <p>A committee member shared their experience with transportation, stating the driver did not allow for breaks when taking long trips. Ms. Medrano assured the member that additional stops are allowed and can be requested when booking the transportation or in real time, which the app allows. Lastly, the Health Net team encouraged the member to file a grievance when these types of things occur so the plan and vendor are aware.</p>		
Health Equity Workplan Overview & Program Description	<p>Ayah Said (Health Equity Specialist) provided an overview of the 2024 and 2025 Health Equity Work Plans and 2025 Program Description. Ms. Said explained the purpose of the work plan, which is to address health disparities and improve health outcomes for all members. Additionally, she highlighted the 2024 work plan evaluation, including the Language Assistance Program, Health Literacy, Social Needs Assessment, and General Compliance. She discussed the 2025 Health Equity Program Description and the focus areas for the year, including standardization, DEI training program updates, and health equity project updates.</p> <p>The committee had no additional questions and/or comments for Ms. Said.</p>		
CAC Follow Ups/Updates	<p>Ayleen Dimailig (Program Manager, Community Advisory Committee) went over pending follow up items from the Q4 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</p>		

	Help or view health education resources on the Krames Library.		
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 1:30pm.</p>	<ul style="list-style-type: none"> ✓ Share Tuolumne resources with Cathie Peacock. ✓ Share Calaveras resources with Medi-Cal Member. 	Ayleen Dimailig

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NEXT MEETING

Date: Thursday – June 12, 2025

Time: 12pm – 1:30pm

Location / Dial-in #: <https://centene.zoom.us/meeting/register/TPgk0c2cRleV2Bc0fNsOLA>

*** 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 ***

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