



Amador, Calaveras, Inyo, Mono, and Tuolumne Q2 Community Advisory Committee Meeting

June 18, 2024 Minutes

ATTENDEES

Vincent Seaborn: St. Vincent Preventative Family Services – CEO
Medi-Cal Member 34
Raquel Cabrera: HealthCare Options - Field Operations Supervisor
Nina Machado: First 5 Amador/CAPC - Executive Director
Karen Vaughn: Amador County, Deputy Director

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Sarika Kasaraneni, Ana Paine, Sharon Rushing, Donna Aguedo, Manjula Miyashiro, Tarjani Padmani, Annesha Land, Dipa Patolia, and Garrick Wong

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 |
| CAC Recommendations Update | <p>Sydney Turner (Director, Public Policy) gave the Committee an update on recommendations received by the CAC:</p> <ul style="list-style-type: none">• The Member Rights One Pager is in progress and pending final edits.• Last quarter, Committee members requested for a call back feature when calling the Plan's call center instead of waiting on the line. Health Net will be implementing this system in 2026.• Committee members are requesting for a resource that will assist members in identifying LGBTQ+ providers. There are a couple policies out that would require health plans to identify providers for LGBTQ+ members and expand cultural competency training to include information and evidence-based cultural competency training pertinent to the treatment of individuals who identify as queer, questioning, asexual, or gender diverse, and the processes specific to those seeking gender-affirming care services. | N/A | N/A |

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| Population Health Campaigns | <p>Dipa Patolia (Senior Director, Population Health & Clinical Operations) reviewed the outreach campaigns focused on helping Members achieve the highest level of health.</p> <ul style="list-style-type: none"> • Committee members suggested sharing messaging through local newspapers and ads to get the most reach in this region. • Committee member shared that their community is very distrusting of government communications which could explain vaccine/medication hesitancy. | N/A | N/A |
| Field Testing – Fluvention Email | <p>Armine Kelechian (Senior Health Equity Specialist) field tested a flu prevention email campaign directed to members Committee members were given the opportunity to provide feedback on the email language and format.</p> <ul style="list-style-type: none"> • The majority of Committee members recommended this email for distribution and understood the messaging. Some feedback included adding more visuals to the messaging and the use of more color. | N/A | N/A |
| Access and Availability | <p>Manjula Miyashiro (Director, Provider Network Management Operations) shared health plan expectations when it comes to Medi-Cal Members receiving timely access to care, telephone wait times, distances/timing when travelling to appointments, and Amador, Calaveras, Inyo, Mono, and Tuolumne counties' compliance data.</p> | N/A | N/A |
| Community Sharing/Open Forum | <p>Committee members were invited to share items for Community Sharing. Members requested support on issues they are experiencing.</p> <ul style="list-style-type: none"> • Meeting was adjourned at 1:30pm. | Will send out requested information to Members. | Program Manager of Community Advisory Committees |

NEXT MEETING

Date: Tuesday - September 17, 2024

Time: 12pm – 1:30pm

Location / Dial-in #:

<https://centene.zoom.us/j/97470228943?pwd=gBYMb2ByjY6vg23JihuNvKmFRnwxSC.1>

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

Meeting ID: 974 7022 8943

