



Amador, Calaveras, Inyo, Mono, & Tuolumne County Q2 Community Advisory Committee Meeting

June 12, 2025 Minutes

ATTENDEES

Harmony Health: Abby George - Chief Strategy Officer	Amador Calaveras Breastfeeding Coalition: Hillary ONeill - RN/Certified Lactation Counselor
Amador County: Christian Tucker - Health Educator	Calaveras County: Wendy Alt - Behavioral Health Director
Medi-Cal Member 1	Medi-Cal Member 3
Mark Twain Health Care District: Dr. Randy Smart - CEO	Medi-Cal Member 4
Medi-Cal Member 2	Sierra HOPE: Ayesha Williamson - Executive Director
Sonora Area Foundation: Cathie Peacock - Board Member	Medi-Cal Member 5

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Ayah Said, Eliana Argueta, Annesha Land, Lutisha Knott, Tianna Arbulu, Arianna Phillips, Daniel Saldarriaga, Matthew Anderson, Tony Gonzalez, and Leticia Carrera

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.• Committee members were polled about the two things that get them most excited about attending community events in their area.	N/A	N/A
Appeals and Grievances (A&G) Operations Overview	<p>Daniel Saldarriaga (Senior Manager, Appeals and Grievances Operations) provided an overview of the appeals and grievances process, including how cases are received, assigned, researched, and resolved. He explained the responsibilities of members, including being respectful, sharing accurate information, following care plans, and using the emergency room wisely. Additionally, he talked about the difference between appeals, grievances, and inquiries. Lastly, he provided examples of appeals and grievances, such as requests to see out-of-network providers, denials of medical services, and delays in transportation services.</p> <p>Members were encouraged to file appeals and grievances so the Plan can be made aware and initiate actions.</p>	Follow up with Medi-Cal member who needs more information on their filed grievances.	Sydney Turner

	<p>One Medi-Cal member expressed her frustration with the long wait times to get in to see her primary care provider (upwards of 4 months). Health Net acknowledged the challenges with seeing providers in rural areas and shared information on Teladoc, a telehealth program.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>		
Member Experience Survey and Why It's Important	<p>Matthew Anderson (Program Manager III) discussed the importance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. CAHPS asks members to provide feedback about their experience with the Plan and their doctors. Mr. Anderson explained the CAHPS survey timeline, the types of questions included, and how the survey results are used to identify areas of improvement. He shared the 2024 CAHPS results, highlighting strengths and areas for improvement, such as getting appointments and care quickly, and care coordination. Lastly, he encouraged members to complete the CAHPS survey to provide valuable feedback and improve services.</p> <p>One member shared that she completed the survey that she received in the mail. She shared that she picked Health Net as her insurance company due to the better scores outlined in the insurance booklet she received. She also provided feedback stating that more primary care providers are needed in the rural communities to reduce wait times and was encouraged to learn about the Plan's relationship with Teledoc.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>		
Health Equity Workplan, Language Assistance Program (LAP) & 2024 End of Year Language Assistance Program Report	<p>Ayah Said (Health Equity Specialist) provided an overview of the Language Assistance Program (LAP) and the activities completed in 2024. Ms. Said explained the legal requirements for LAP, including providing interpreter services, translation services, and alternate formats for members with limited English proficiency. She detailed the types of interpreter services available, including face-to-face, telephone, video, and sign language interpreters. Lastly, she shared the top</p>		

	<p>languages preferred by Health Net members and the number of interpretation services provided in 2024.</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 Q1 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 Help or view health education resources on the Krames Library. She also shared additional telehealth resources for behavioral health services for members under 18 years old as a response to requests for the last quarter.</p>		
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <ol style="list-style-type: none"> 1) Chris Tucker from Amador County Public Health shared updates on their CCS program, which provides specialty care for children, and their efforts to speed up state approvals. Mr. Tucker also mentioned their upcoming Medi-Cal navigator program, which will help connect members to appropriate aftercare and community resources. 2) A Medi-Cal member on the CAC raised concerns about the lack of clear information on how to contact specific departments and the challenges of navigating the system. <ol style="list-style-type: none"> a. Health Net acknowledged the feedback and express their commitment to improving communication and access to resources. <p>Meeting was adjourned at 1:30pm.</p>		

NEXT MEETING

Date: Tuesday, September 9, 2025

Time: 12pm – 1:30pm

Location: <https://centene.zoom.us/meeting/register/PBf8eoEJTGCttwb9ryvzqg>

*** 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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