



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

March 12, 2024 Minutes

ATTENDEES

Skippy Sumner: California Connect - Outreach Specialist
Medi-Cal Member 2
Raquel Cabrera: HealthCare Options - Field Operations Supervisor
Abby George: Harmony Health - Chief Strategy Officer
Peter Mendoza: State Council on Developmental Disabilities, Community Program Specialist II

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Frances Arce, Jamey Mann II, Matt Anderson, Armine Kelechian, Ayah Said, Lu Knott, Annesha Land, 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, Meeting Minutes Approval, & Agenda Overview	<ul style="list-style-type: none">• Call to order at 12:03pm.• Members and HN staff introduced themselves.• Q3 2023 meeting minutes approved by committee.	N/A	N/A
CAC Recommendations Update	Sydney Turner (Director of Public Policy) reviewed the draft of the 'Member Rights' one-page resource with the committee, thanked them for their feedback, and informed them that the one-pager will go through an approval process for dissemination.	N/A	N/A
Cultural Appropriateness of Messaging	Jamey Mann II (Senior Writer, Communications) presented Health Net's approach on developing marketing materials that are culturally appropriate, easy to read, and informative. <ul style="list-style-type: none">• Committee members confirmed Health Net's approach.	N/A	N/A
Member Experience Survey and Why It's Important	Frances Arce (Program Manager III, CAHPS) and Matt Anderson (Program Manager III, CAHPS) reviewed the CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey, Health Net's scores, and how Health Net uses the results.	N/A	N/A
Health Equity Workplan and Social Needs	Sharon Rushing (Senior Health Equity Specialist) reviewed the Health Equity department's 2024 workplan and highlights	N/A	N/A

	from the 2023 workplan. Ayah Said (Health Equity Specialist) went over FindHelp Community Connect and the goals related to social needs. Committee members were polled on the FindHelp Community Connect strategy.		
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing.</p> <ul style="list-style-type: none"> • Skippy Sumner from California Connect informed the committee that their organization is available to do smartphone trainings. • Meeting was adjourned at 1:36pm. 	Will send out requested information to Members.	Ayleen Dimailig

NEXT MEETING

Date: Tuesday - June 18, 2024

Time: 12pm – 1:30pm

Location / Dial-in #: Join via Zoom at

<https://centene.zoom.us/j/96374991982?pwd=b29HRnFTMjNZWVJVSTh1S24yb0Rudz09> or

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID: 963 7499 1982**