

Sacramento



Q1 Community Advisory Committee Meeting

March 19, 2024 Minutes

ATTENDEES

Medi-Cal Member 22	Medi-Cal Member 23	Medi-Cal Member 24	Medi-Cal Member 25
Medi-Cal Member 26	Medi-Cal Member 27	Medi-Cal Member 28	Medi-Cal Member 29
Medi-Cal Member 30	Medi-Cal Member 31	Jennifer Stork: Planned Parenthood Mar Monte - Director of Payor Development & Management	Karen Strach: Sacramento Food Bank & Family Services - Director of Programs
Christi Gray: Sacramento LGBT Community Center - Interim Deputy Chief Program Officer & Director of Health Services	Jennifer Mockus: Central California Alliance for Health - Community Care Coordination Director	Peter Mendoza: State Council on Developmental Disabilities - Community Program Specialist II	Jessica Walker: Be Mom Aware - SMMHC Co-Chair, Digital Media & Tech Lead
Dr. Dawnte Early: United Way California Capital Region - President & CEO	Senely Navarrete: Peach Tree Healthcare - Director of Population Health	Rejie Baloyos: Asian Resources, Inc. - Interim Executive Director	Tahirih Kraft: United Way California Capital Region - Housing Director
Rondale Holloway: State Council on Developmental Disabilities - Office Technician			

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Mia Manic, Frances Arce, Jamey Mann II, Matt Anderson, Sharon Rushing, Ayah Said, Garrick Wong, and Dr. Pooja Mittal

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.	<ul style="list-style-type: none"> • Include Continuity of Care information in plain language within the section regarding switching Plans. 	Sydney Turner

	<ul style="list-style-type: none"> • Peter Mendoza recommended to add information on continuity of care if a member is in between procedures when they decide to switch providers or plans. 		
Cultural Appropriateness of Messaging	<p>Jamey Mann II (Senior Writer, Communications) presented Health Net's approach on developing marketing materials that are culturally appropriate, easy to read, and informative.</p> <ul style="list-style-type: none"> • Committee members confirmed Health Net's approach and enjoyed learning about the process. 	N/A	N/A
Member Experience Survey and Why It's Important	<p>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.</p>	N/A	N/A
Health Equity Workplan and Social Needs	<p>Sharon Rushing (Senior Health Equity Specialist) reviewed the Health Equity department's 2024 workplan and highlights 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.</p>	N/A	N/A
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing.</p> <ul style="list-style-type: none"> • A former Member expressed dissatisfaction with the A&G intake process. The former Member shared challenges related to accurately representing the grievance that the former Member verbalized through the Plan's call center. While other avenues to file a grievance are available (fax, mail, and online) Members may not have the ability to utilize those methods to express the grievance in their own words. • Member requested a calendar of any Earth Day events Health Net will be involved in. • Member requested resources for pregnant people. 	Health Net will send out requested information to Members.	Ayleen Dimailig & Sharon Rushing



NEXT MEETING

Date: Tuesday - June 25, 2024

Time: 12pm – 1:30pm

Location / Dial-in #: Join via Zoom at

<https://centene.zoom.us/j/97863663332?pwd=SStWTnBjZm5RYVA2UGNSaXIBVjN6UT09> or

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID: 978 6366 3332**

DRAFT

