



# Sacramento County Q1 Community Advisory Committee Meeting

March 11, 2025 Minutes

## ATTENDEES

Asian Resources: Ahmad Salim Abdul Rahman	Auntie Angel's Doula Services: Angel Green - Full Spectrum Doula	Be Mom Aware: Brenna Rizan - Executive Director
Best Buddies: Serena Durand - Manager, Job Development	CA Black Health Network: Sandra Simpson - Business Operations Manager	12 Medi-Cal Member
1 Medi-Cal Member	6 Medi-Cal Member	Department of Health Care Services: Preston Poon
2 Medi-Cal Member	7 Medi-Cal Member	13 Medi-Cal Member
3 Medi-Cal Member	8 Medi-Cal Member	14 Medi-Cal Member
4 Medi-Cal Member	9 Medi-Cal Member	15 Medi-Cal Member
Sacramento Native American Health Center, Inc.: Dr. Hakeem Adeniyi Jr.- Chief Clinical Officer	10 Medi-Cal Member	16 Medi-Cal Member
5 Medi-Cal Member	11 Medi-Cal Member	United Way California Capital Region: Tahirih Kraft - Housing Director

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Felisha Scott, Dr. Timothy Martinez, Gilda Medrano, Jewell Booth, Guille Toland, Ayah Said, Vernell Shaw III, 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, & Agenda Overview	<ul style="list-style-type: none"><li>• Call to order at 12:02pm.</li><li>• Committee members and Health Net staff introduced themselves.</li></ul>	N/A	N/A
Health Net Medi-Cal Dental	<p>Felisha Scott (Dental Operations Manager) reviewed the Health Net Medi-Cal dental program, including the services and benefits such as X-rays, cleanings, fillings, crowns, and orthodontic services for children. Dr. Timothy Martinez (Dental Director) discussed the importance of whole person care and the coordination of medical, dental, and mental health services under Health Net.</p> <p>Dr. Martinez and Ms. Scott addressed questions from the committee about the frequency of cleanings, the process for getting deep cleanings, and the coverage of root canals.</p>	N/A	N/A

	<p>The committee shared their experiences with dental services, including concerns about the quality of cleanings and the need for follow-up with their dentists. Additionally, the committee also expressed concern about providers offering non-covered services, which lead to financial burdens on members. Dr. Martinez emphasized the importance of using the appeals and grievance process to advocate for oneself if there are issues with dental services.</p>		
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. A few committee members have used Teladoc in the past – some are satisfied with the service.</p> <p>A committee member shared that they had difficulties scheduling with the same provider. Ms. Booth shared that Teladoc's goal is to ensure that members are being seen by a certain time. If a member is willing to wait for a provider's availability, they should indicate it, so Teladoc schedules them with their preferred provider.</p> <p>Another committee member asked about Teladoc's physical, or occupational therapy options and Ms. Booth shared that Teladoc does not currently offer those services virtually, but the plan is considering expanding virtual therapy options.</p>	<p>✓ Send Dari (Persian) flyers to Dari-speaking members.</p>	Ayleen Dimailig (Health Net)
Transportation Overview	<p>Gilda Medrano (Senior Manager, Contracting &amp; Network Development) provided an overview of the transportation benefit. Ms. Medrano reviewed the types of transportation 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</p>	N/A	N/A

	<p>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>The committee shared their experiences with transportation services, both positive and negative.</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>	N/A	N/A
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 Help or view health education resources on the Krames Library.</p> <p>Committee members suggested sending gym equipment to members as an option.</p>	N/A	N/A
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 2:00pm.</p>	<p>✓ Send all flyers to committee.</p>	Ayleen Dimailig (Health Net)

## **NEXT MEETING**

**Date:** Tuesday – June 10, 2025

**Time:** 12pm – 2pm

**Location / Dial-in #:** <https://centene.zoom.us/meeting/register/umWF0goPQNO8ERG57I7LtQ>

\*\*\* 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](mailto:CommunityAdvisory@centene.com) \*\*

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