



Sacramento County Q2 Community Advisory Committee Meeting

June 25, 2024 Minutes

ATTENDEES

Medi-Cal Member 41	Medi-Cal Member 42	Medi-Cal Member 43
Karen Strach: Sacramento Food Bank & Family Services - Director of Programs	Medi-Cal Member 44	Dauras Cyprian: Hope Cooperative (aka TLCS) - Program Manager CalAim
Anthony Costanzo: Planned Parenthood Mar Monte - Director of Payor Management	Medi-Cal Member 45	Medi-Cal Member 46
Shalon Warner: Best Buddies International - Program Supervisor	Christi Gray: Sacramento LGBT Community Center - Interim Deputy Chief Program Officer & Director of Health Services	Pamela Riley: Department of Health Care Services, Quality and Population Health Management - Chief Health Equity Officer & Assistant Deputy Director
Brenna Rizan: Be Mom Aware - Project Lead	Rejie Baloyos: Asian Resources, Inc. - Interim Executive Director	Medi-Cal Member 47

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	N/A	N/A

	<p>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.</p>		
Population Health Campaigns	<p>Tarjani Padmani (Manager, Clinical Pharmacy Services) reviewed the outreach campaigns focused on helping Members achieve the highest level of health.</p> <ul style="list-style-type: none"> • When asked about what support providers need from Health Net, Committee member expressed interest in more information on ECM . • Committee members shared their experience about how the list of available providers can be inaccurate. Though the Plan has lists of avail providers, sometimes those providers don't accept new patients or may not treat the Member's issue. • The Committee also shared a preference to receive information electronically (email, text, Member portal), currently the Plan sends a lot of information by mail. 	<p>The Plan will research the internal process to ensure provider availability and capacity is accurate and report back to the Committee during the following quarterly meeting.</p>	Health Net
Field Testing – Fluvention Email	<p>Sharon Rushing (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 Sacramento county's compliance data.</p> <ul style="list-style-type: none"> • A Committee member shared an observation that the ECM providers are not equipped to support perinatal mental 	N/A	N/A

	health needs. Health Net is aware and working with the ECM provider network to improve this necessary capability.		
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: Thursday - September 5, 2024

Time: 12pm – 1:30pm

Location / Dial-in #:

<https://centene.zoom.us/j/95369375057?pwd=M4Eig9ByerMSOw2fMBemZJNXjayXAM.1>

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

Meeting ID: 953 6937 5057

In-Person Meeting information: 4151 East Commerce Way - Building B, 1st Floor, Room 1073

Sacramento, CA 95834

Parking: Visitor parking is available at the front of the building. Please follow the signs for 'Visitor Parking'. Attached is the visitor's guide with more information.

If you plan to attend the meeting in person, PLEASE COMPLETE THE REGISTRATION FORM:

https://cnc.sjc1.qualtrics.com/jfe/form/SV_40LFce1IFzUBgVw

In-person attendance will be limited to 20 guests to ensure accommodations.