



Sacramento County Q2 Community Advisory Committee Meeting

June 10, 2025 Minutes

ATTENDEES

Be Mom Aware: Abigail Waisner - Intern	CA Black Health Network: Sandra Simpson - Business Operations Manager
WellCare Member 1	Medi-Cal Member 5
Medi-Cal Member 1	Medi-Cal Member 6
Medi-Cal Member 2	La Familia Counseling Center: Rachel Rios - Executive Director
Medi-Cal Member 3	Sacramento LGBT Community Center: Christi Gray - Deputy Chief Program Officer & Director of Health Services
Medi-Cal Member 4	Medi-Cal Member 7
United Way California Capital Region: Tahirih Kraft - Housing Director	

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Mia Manic, Daniel Saldarriaga, Dr. Timothy Martinez, Matthew Anderson, Leticia Carrera, Ayah Said, Dr. Pooja Mittal, and Felisha Scott

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 12:05pm.• 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
Dental Updates	<p>Felisha Scott (Operations Manager, Medi-Cal Strategic Partnership) discussed the importance of oral health for older adults, linking it to overall health and systemic conditions like diabetes and heart disease. Ms. Scott shared that recommended checkups are every six months, with preventive dental care being critical for maintaining quality of life.</p> <p>Dr. Timothy Martinez (Dental Director) explained updated medical benefits for dentures, including the ability to get new dentures every five years or less if medically needed.</p>		

<p>Appeals and Grievances (A&G) Operations Overview</p>	<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> <p>There were no further questions and/or comments at the end of the presentation.</p>		
<p>Member Experience Survey and Why It's Important</p>	<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>Committee members shared their experiences with the provider director and Find a Provider on the Health Net website. Members expressed dissatisfaction with the platform and would contact providers only to find out they are not accepting their insurance.</p> <ul style="list-style-type: none"> Health Net acknowledged their feedback, will follow up with changes to this platform, and plan to have someone in this department present at a future meeting. 		

	There were no further questions and/or comments at the end of the presentation.		
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 languages preferred by Health Net members and the number of interpretation services provided in 2024.</p> <p>Committee members asked if providers can schedule interpreters for members. Provider offices are able to schedule interpreters.</p> <p>The committee had no additional questions and/or comments for Ms. Said.</p>		
CAC Follow Ups/Updates	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.		
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>		

NEXT MEETING

Date: Tuesday, September 30, 2025

Time: 12pm – 2pm

Location: <https://centene.zoom.us/meeting/register/RHpP5h84RYGYuh0nKY458w>

*** 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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