



San Joaquin and Stanislaus Counties Q1 Community Advisory Committee Meeting

March 27, 2025 Minutes

ATTENDEES

1 Medi-Cal Member	2 Medi-Cal Member
5 Medi-Cal Member	El Concilio: Dr. Inés Ruiz-Huston - VP Civic Engagement
Healthcare Options: Carmen Andrade	3 Medi-Cal Member
Modesto Gospel Mission: Justin Phillips - Programs Manager	4 Medi-Cal Member
Pacific Home Care Services: Adriana Gomez - Senior Client Care Manager	Planned Parenthood Mar Monte: Anthony Costanzo - Director of Payor Management
Stanislaus County HSA Public Health Division: Sharrie Sprouse - Program Coordinator, Jake Souza - Public Information Technician	Turning Point Community Programs: Casey Armstrong
West Modesto Community Collaborative: Perfecto Munoz – CEO	

HEALTH NET ATTENDEES

Ayleen Dimailig, Gilda Medrano, Jewell Booth, Pao Houa Lee, Reem Essa, Melynna Chavez, Perry Shelton Jr., and Guille Toland

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 12:02pm.• Committee members and Health Net staff introduced themselves.	N/A	N/A
Baby Shower Community Event Polls	Melynna Chavez (CPHE Campaign Manager) shared information on Community Baby Showers and polled the committee on preferred times and dates, resources, and giveaways.	Send baby shower information to committee when available.	Melynna Chavez
TelaDoc Health Program Overview	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.	N/A	N/A

	<p>The committee shared concerns about the accessibility and language abilities of Teladoc since many members do not have the technological capabilities to access the app. Ms. Booth shared that members can call Teladoc if they cannot access the app or call to request step-by-step support in registering for a Teladoc account.</p>		
Transportation Overview	<p>Gilda Medrano (Senior Manager, Contracting & 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 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>There were no additional questions and/or comments.</p>	NA	NA
Health Equity Workplan Overview & Program Description	<p>Pao Houa Lee (Senior Health Equity Specialist) provided an overview of the 2024 and 2025 Health Equity Work Plans and 2025 Program Description. Ms. Lee explained the purpose of the work plan, which is an overview of the work the department has and will complete 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. Lee.</p>	N/A	N/A

CAC Follow Ups/Updates	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.	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>Dr. Ines Ruiz-Huston (VP at El Concilio) announced the Cinco de Mayo Multicultural Festival at San Joaquin Fairgrounds. Flyers will be shared with the committee</p> <p>Meeting was adjourned at 1:30pm.</p>	✓ Send all flyers to committee.	PMCAC

NEXT MEETING

Date: Monday – June 30, 2025

Time: 12pm – 1:30pm

Location / Dial-in #: https://centene.zoom.us/meeting/register/3RlkJfcDT2SFrL21vSWr_g

*** 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 ***