



San Joaquin and Stanislaus Q2 Community Advisory Committee Meeting

June 20, 2024 Minutes

ATTENDEES

Perfecto Munoz: West Modesto Community Collaborative - CEO	John Bodtker: CA Health Collaborative - Director, CalAIM Programs	Jennifer Stork: Planned Parenthood Mar Monte - Director of Payor Development & Management	Carrie Grover: Tracy Community Connections Center - Executive Director/CEO
Nadeja Steager: Community Health Leadership Council/San Joaquin Pathways Community HUB - Executive Director	Adriana Gomez: Pacific Home Care Services - Senior Client Care Manager	Medi-Cal Member 38	Mark Apostolon: El Concilio - VP Strategic Innovation
Dr. Inés Ruiz-Huston: El Concilio - VP, Civic Engagement	Laura Wells - San Joaquin Health Centers - Social Worker	Maria Armstrong: Turning Point Community Programs - Program Director	Anthony Costanzo: Planned Parenthood Mar Monte - Director of Payor Management
Dr. Eduardo Villarama: Golden Valley Health Centers - Vice President/Chief Medical Officer	Ana Mejia: Stanislaus County - Health Educator	Medi-Cal Member 39	Justin Phillips: Modesto Gospel Mission - Programs Manager
Jeffrey Lewis: Legacy Health Endowment - President and Chief Executive Officer	Jim Stokes: The Salvation Army Modesto Corps - Shelter Director	Jenny Gee: The Salvation Army Modesto Corps	Medi-Cal Member 40

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Sarika Kasaraneni, Ana Paine, Pao Houa Lee, Armine Kelechian, Manjula Miyashiro, Tarjani Padmani, Allison Seal, Margarita Ramirez, and Eliana Argueta

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. This resource will require DHCS approval before it is ready for the community to use. 	N/A	N/A

	<ul style="list-style-type: none"> • 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 enhancement in 2026. • Committee members recommended the Plan create a resource that will assist Members in identifying LGBTQ+ providers. The Plan shared an update on Senate Bill 923, known as the Transgender, Gender Diverse or Intersex (TGI) Inclusive Care Act. This bill will require Plans to ensure Plan staff who are in contact with Medi-Cal Members complete evidence-based cultural competency training for the purpose of providing trans-inclusive health care and make enhancements to provider directories to include information identifying which of the Plan’s in-network providers have affirmed they offer and have provided gender-affirming services. The Plan is pending guidance from the regulators. 		
Population Health Campaigns	<p>Margarita Ramirez (Supervisor, Member Connections) reviewed the outreach campaigns focused on helping Members achieve the highest level of health.</p> <ul style="list-style-type: none"> • The Committee suggested the Plan sends a communication to the Member to make them aware that an ECM provider will be contacting them. When Member’s receive cold-calls from providers the Member might think they are getting scammed. 	The Plan is researching to determine if this recommendation can be operationalized. The Plan will continue to keep the Committee updated on the status through the quarterly meeting updates.	Health Net
Field Testing – Fluvention Email	<p>Armine Kelechian (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	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 San Joaquin and Stanislaus counties' compliance data.	Jeff Lewis (Legacy Health Endowment) suggested the Plan and a few providers from the Committee discuss the possibility of a wait-time study to understand the impact of urgent care in the area.	The Plan will reach out to interested Committee members to better understand study request.
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing. Members requested support on issues they are experiencing. <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: Monday - September 30, 2024

Time: 12pm – 1:30pm

Location / Dial-in #:

<https://centene.zoom.us/j/95182162024?pwd=VLsDHYTWT2WYCTOplqibg9fvcMnnZe.1>

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

Meeting ID: 951 8216 2024

