



# Tulare County Q1 Community Advisory Committee Meeting

March 25, 2025 Minutes

## ATTENDEES

Central Valley Regional Center: Aaron Olson - Director of Community Services	Champions Recovery: Frank Ruiz - Executive Director
Community Health Plan of Imperial Valley: Gordon Arakawa - CHEO & CMO, Fernanda Ortega - Delegation Oversight Specialist, Daniel O'campo - Chief of Staff	7 Medi-Cal Member
1 Medi-Cal Member	Family HealthCare Network: Josette Romero Guzman - Community Health Supervisor
2 Medi-Cal Member	HealthCare Options: Mary McGee - Regional Manager-Central CA Field Operations
1 Medi-Cal Member Caregiver	8 Medi-Cal Member
3 Medi-Cal Member	9 Medi-Cal Member
4 Medi-Cal Member	10 Medi-Cal Member
5 Medi-Cal Member	11 Medi-Cal Member
6 Medi-Cal Member	12 Medi-Cal Member
Tulare County HHSA: Tiffany Ibarra - Health Education Specialist	

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Gilda Medrano, Jewell Booth, Pao Houa Lee, Reem Essa, Melynna Chavez, Perry Shelton Jr., 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
Baby Shower Community Event Polls	Reem Essa (Program Manager I, Population Health Strategy) 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.	Reem Essa (Health Net)
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	N/A	N/A

	<p>shared information on the new Teladoc mental health digital program, which offers customized mental health care and wellness tools.</p> <p>A few committee members have used Teladoc in the past – most are satisfied with the service. The committee shared that it was easy to register.</p>		
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 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>	N/A	N/A
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 to provide an overview of the activities the department has and will accomplish 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	
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <p>A committee member raised a concern about the high cost of lenses and suggested that Health Net consider partially covering the cost for members with severe vision impairment.</p> <p>A committee member shared his need for resources to help his children with ADHD. Dr. Mittal and Sydney Turner from Health Net will connect him with a provider who offers online therapy and other support.</p> <p>Josette Romero Guzmán (Community Health Supervisor at Family HealthCare Network) shared information on a health fair and spring carnival at Goshen Elementary on April 24, 2025, 3pm – 6pm.</p> <p>Meeting was adjourned at 2:00pm.</p>	<ul style="list-style-type: none"> <li>✓ Send all flyers to committee.</li> <li>✓ Follow up with committee members needing individual support.</li> </ul>	PMCAC

### **NEXT MEETING**

**Date:** Tuesday – June 24, 2025

**Time:** 12pm – 1:30pm

**Location / Dial-in #:** <https://centene.zoom.us/meeting/register/gAs7K858SSOq3ErQGM4dbw>

\*\*\* 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) \*\*\*