



Tulare County Q2 Community Advisory Committee Meeting

June 11, 2024 Minutes

ATTENDEES

Yesenia Avianeda: Kaweah Health - Community Health Worker II	Medi-Cal Member 16	Elizabeth Buckley: Family Services of Tulare County - Case Manager
Dr. Eric Rosen: Kings View - Director of Program Development	Jose Flores: California Farmworkers Foundation - Tulare County	Nayeli Heredia: California Farmworker Foundation, Outreach Coordinator
Josette Guzman: Family HealthCare Network, Community Health Supervisor	Olga Nevarez: Resources for Independence Central Valley - Cal AIM Transition Specialist	Amy McMahon: Central Valley Regional Center - Program Manager
Mary McGee - HealthCare Options, Regional Manager-Central CA Field Operations	Anita Suarez: Tulare County HHSA - Division Manager	Tiffany Ibarra: Tulare County HHSA - Health Education Specialist
Medi-Cal Member 17		

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Ana Paine, Pao Houa Lee, Armine Kelechian, Manjula Miyashiro, Dipa Patolia, Tarjani Padmani, Allison Seal, Margarita Ramirez, Donna Aguedo, 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 competency training to include information and evidence-based	N/A	N/A

	<p>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>Margarita Ramirez (Supervisory, Member Connections) reviewed the outreach campaigns focused on helping Members achieve the highest level of health.</p> <ul style="list-style-type: none"> When asked about common barriers to following up with patients, Committee members said that many patients have inaccurate contact information. 	<p>Elizabeth Buckley from Family Services of Tulare County is requesting information about Find a Provider (FAP).</p>	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	<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 Tulare county's compliance data.</p> <ul style="list-style-type: none"> Committee member suggested the Plan provide Community Health Workers (CHWs) with a 1 pager resource or enhance the information on the Plan's website so it's easier for CHW to navigate MCP processes. 	<p>The Plan will share the suggestion of a simple resource for CHW internally to determine if a resource is already available or if the resource can be developed.</p>	Health Net
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. 	<p>Will send out requested information to Members.</p>	Program Manager of Community Advisory Committees

NEXT MEETING

Date: Tuesday - September 24, 2024

Time: 12pm – 1:30pm

Location / Dial-in #:

<https://centene.zoom.us/j/97689653771?pwd=MPq4MzWakkFUO19Llc5N3HnVxObwRw.1>

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

Meeting ID: 976 8965 3771

