



Tulare County Q2 Community Advisory Committee Meeting

June 24, 2025 Minutes

ATTENDEES

California Farmworker Foundation: Jose Flores - Program Analyst	Central Valley Regional Center: Aaron Olson - Director of Community Services	Medi-Cal Member 3
Health Care Options: Olga Ochoa - Supervisor CA	HealthCare Options: Mary McGee - Regional Manager-Central CA Field Operations	Medi-Cal Member 4
Medi-Cal Member 1	Medi-Cal Member 2	WellCare Member 2
WellCare Member 1	The Source LGBT Center: Rudy Aguilar - PrEP Navigator	Tulare County Health Care Centers: Ercilia (Ercy) Montemayor - Clinic Coordinator
Tulare County HHSA: Tiffany Ibarra - Health Education Specialist	Tulare County Public Health: Luis Cortez - Program Coordinator	United Way of Tulare County: Rosemary Caso - Executive Director

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Daniel Saldarriaga, Guille Toland, Sarika Kasaraneni, Perry Shelton Jr., Tony Gonzalez, and Pao Houa Lee

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.• Committee members were polled about the two things that get them most excited about attending community events in their area.	N/A	N/A
Appeals and Grievances (A&G) Operations Overview	Daniel Saldarriaga (Senior Manager, Appeals and Grievances Operations) provided an over-view 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 ap-peals and grievances, such as requests to see out-of-network providers, denials of medical services, and delays in transportation services.		

	<p>Members were encouraged to file appeals and grievances so the Plan can be made aware and initiate actions. Mr. Saldarriaga emphasized that Health Net has a zero-tolerance policy for retaliation from the provider if a grievance or appeal is filed against them.</p> <p>The committee asked about the time frame for the Plan's response after an appeal is filed. Mr. Saldarriaga shared that the standard timeline is 30 calendar dates and 72 hours for expedited cases from when the appeal or grievance is received.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>		
Member Experience Survey and Why It's Important	<p>Guille Toland (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. Ms. Toland explained the CAHPS survey timeline, the types of questions included, and how the survey results are used to identify areas of improvement. She shared the 2024 CAHPS results, highlighting strengths and areas for improvement, such as getting appointments and care quickly, and care coordination. Lastly, she encouraged members to complete the CAHPS survey to provide valuable feedback and improve services.</p> <p>There were no further questions and/or comments at the end of the presentation.</p>		
Health Equity Workplan, Language Assistance Program (LAP) & 2024 End of Year Language Assistance Program Report	<p>Pao Houa Lee (Senior Health Equity Specialist) provided an overview of the Language Assistance Program (LAP) and the activities completed in 2024. Ms. Lee 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 10 preferred spoken languages by Health Net members and the</p>		

	<p>number of interpretation services provided in 2024.</p> <p>Members were informed that they can always request translations if needed. Members are also able to request interpreters by calling Member Services at least 5 days before the healthcare appointment.</p> <p>The committee had no additional questions and/or comments for Ms. Lee.</p>		
CAC Follow Ups/Updates	<p>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. Lastly, Sydney Turner (Director, Public Policy) shared that the Plan is still investigating whether the extra cost for thinning lenses with a high prescription for glasses is possible.</p>		
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <p>Ercy Montemayor from Tulare County Health Care Centers shared they are hosting a Back to School backpack event on August 5th.</p> <p>Meeting was adjourned at 1:30pm.</p>		

NEXT MEETING

Date: Tuesday, September 23, 2025

Time: 12pm – 1:30pm

Location: <https://centene.zoom.us/meeting/register/Ue7hgKlnSDeXhEyO7so3ug>

*** 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 ***

DRAFT