



Tulare County Q4 Community Advisory Committee Meeting

December 8, 2025 Minutes

ATTENDEES

Central Valley Regional Center: Amy McMahon - Assistant Director of Case Management	11 Medi-Cal Members	2 D-SNP Members
California Health Collaborative: Argelia Flores - Health Educator		
California Farmworker Foundation: Jose Flores - Program Analyst		
Kaweah Health: Sonia Duran-Aguilar - Director of Population Health, Crystal Ortiz		
Tulare County Health Care Centers: Ercilia (Ercy) Montemayor - Clinic Coordinator		
United Way of Tulare County: Rosemary Caso - Executive Director		
The Source LGBT Center: Rudy Aguilar - PrEP Navigator		
Healthy Start Family Resource Center: Sandra Escudero - Project Manager		

HEALTH NET ATTENDEES

Ayleen Dimailig, Daniel Tetrick, Jessica Radford, Pao Houa Lee, Dr. Pooja Mittal, Sierra Hicks, & Tony Gonzalez

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
Health Net's Engagement with County Community Health Assessments	Tony Gonzalez (Regional Program Manager) presented an overview of Health Net's engagement with county public health departments and community-based organizations (CBOs). He explained the SMART goal approach, which focuses on increasing depression screening for adolescents ages 12 to 17 by 50%. Tony Gonzalez shared that the 2 priority areas identified in the community health needs assessments include access to care and diabetes. He shared information about the		

	<p>work groups developed to address these priorities, including the Tulare Alliance for Management and Education of Diabetes (TAME) work group, which has developed tools to improve transportation access and promote appropriate ER utilization.</p> <p>Committee members were invited to share how the priorities of access to care and diabetes have affected their families or communities. A Member shared their experience with their daughter's diabetes treatment and the challenges of accessing resources. Tony Gonzalez shared information on support groups and educational materials developed by the Tulare County Office of Education and medical providers.</p>		
Health Net Vision Benefits	<p>Sierra Hicks (Provider Relations Specialist II) provided an overview of Health Net's vision benefits, including routine exams, eye care for health problems, and coverage for glasses. She also explained the process for obtaining replacement glasses if they are lost, stolen, or broken.</p> <p>A committee member asked about finding a glaucoma specialist, and Sierra Hicks provided guidance on using the vision benefits website to locate providers.</p>		
Community Connect	<p>Pao Houa Lee (Senior Health Equity Specialist) covered the Community Connect FindHelp platform which helps members and providers access social services. She also shared information on its recent integration with the Cozeva system for easier referrals.</p>		
2025 Trainings for Diverse Populations	<p>Pao Houa Lee (Senior Health Equity Specialist) provided the committee with an overview of staff and provider office trainings on diverse populations. She shared the importance of cultural humility and competency training for staff and providers, as well as training on transgender, gender diverse, and intersex affirming care. Committee members were invited to share their experiences with cultural sensitivity. The discussion included examples of cultural insensitivity in healthcare and the importance of filing grievances to address these issues.</p>		

CAC Updates/Follow Ups	Ayleen Dimailig (Program Manager, Community Advisory Committee) shared the new provider directory on Find A Provider which offers a cleaner and more user-friendly experience for searching healthcare providers.		
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <ul style="list-style-type: none"> Argelia Flores from California Health Collaborative shared that she is available for presentations on cervical cancer screenings for January, which is also Cervical Cancer Awareness Month. <p>Meeting was adjourned at 1:30pm.</p>		

NEXT MEETING

Date: Tuesday, March 24, 2026

Time: 12pm – 1:30pm

Location: TBA

*** 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 ***