

Los Angeles Member Advisory Committee Meeting Minutes

September 06, 2023, 01:30PM

Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> • Member A, BSC Promise Member • Member B, BSC Promise Member • Member C, BSC Promise Member • Member D, BSC Promise Member • Member E, BSC Promise Member • Member F, BSC Promise Member • Member G, BSC Promise Member • Member H, BSC Promise Member • Member I, BSC Promise Member • Member J, BSC Promise Member • Member K, BSC Promise Member • Member L, BSC Promise Member • Member M, BSC Promise Member • Anwar Zoueihid, Partners in Care Foundation • Connor Hannigan- Neighborhood Legal Services/Ombudsman • Halina Fardin, Worksite Wellness LA • Kristine Choulakian- Personal Assistance Council • Lisa Cahill- Pathways LA • Margie Harper, National Alliance Mental illness • Richard Ayoub, Project Angel Food 		<ul style="list-style-type: none"> • Araceli Garcia- Program Manager, Senior Promise-Community Provider Engagement • Jennifer Schirmer, Vice President, Medi-Cal Growth • Laretta Kim, Sr. Manager, Duels Program • Sandra Rose, Sr. Director, Strategic Planning and Performance • Nairi Varteressian, Sr. Manager Product and Strategy • Brigitte Lamberson, Strategic Planning and Performance

Agenda Item	Presenter	Action Items
<p>Welcome and Introductions Anwar Zoueihid, called the meeting to order at 1:30 PM and reviewed the agenda items with the committee members.</p>	<p>Anwar Zoueihid/Sandra Rose</p>	
<p>Blue Shield Promise Health Plan Updates</p> <ul style="list-style-type: none"> ○ The meet and greet meetings have gone well and Jenn thanked the committee for their time. ○ Medi-Cal 2024 Department of Health Care Services Readiness <ul style="list-style-type: none"> ○ We received go live approval. ○ Ribbon Cutting Ceremony for Blue Shield of CA Long Beach Headquarters 9/13/2023 <p>Member D shared that she went to one of the Community Resource Centers and she will defiantly be using the service and will recommend it to all her friends and family.</p>	<p>Jennifer Schirmer</p>	
<p>Recap of Q2 – 2023 Meeting</p> <ul style="list-style-type: none"> ● Wellvolution <ul style="list-style-type: none"> ○ Conducted a demo of enrollment and choosing a program. ○ Covered all the tools that our digital platform gives our Medi-Cal members to help achieve their health goals. ○ Free programs available to Medi-Cal members include: <ul style="list-style-type: none"> ▪ Lose weight. ▪ Prevent and manage diabetes. ▪ Quit Smoking ▪ Lower stress/Mental Health <p>Our follow-up/action items are:</p> <ul style="list-style-type: none"> • Passed on website feedback to the vendor. They were able to incorporate some in the upcoming redesign. • Everyday Choices Recipes: Recipe review will take place in Q4 2023 	<p>Sandra Rose/Courtney Huen</p>	

<ul style="list-style-type: none"> • Exercise videos with low mobility: Passed on feedback to the vendor. • Website with full Spanish support is going live in September. • Worked with the vendor who confirmed that the website is fully mobile-compliant. • Community Advisory Committee <ul style="list-style-type: none"> ○ We reviewed the Community Advisory Committee flyer and application with members and organizations from Los Angeles and San Diego. ○ Currently, we are in the process of revising the Community Advisory Committee flyer. ○ We are revising the Community Advisory Committee Member Application based on feedback from the committee. 		
<p>Ombudsman: What is trending?</p> <p>CCI Ombudsman Report: Q3</p> <p><u>Case Numbers:</u></p> <ul style="list-style-type: none"> • June: 51 cases, July: 40 cases, August (1- 24): 50 cases • <u>Trending Issues:</u> <p>Durable Medical Equipment Access, Negative Actions including Share of Cost Medi-Cal, In Home Supportive Services Terminations, Non-Emergency Medical Transportation Delays, Medication Access Problems</p> <p>How to Eliminate a Medi-Cal Share of Cost (SOC)</p> <ul style="list-style-type: none"> • Purchase Supplemental Insurance <ul style="list-style-type: none"> • Reduces countable income (ex: Medicare Part B, dental, optical) • Apply for the 250% Working Disabled Program <ul style="list-style-type: none"> • Must have disability diagnosis & ability to do task for payment. • Utilize Spousal Impoverishment Protections <ul style="list-style-type: none"> • One spouse/domestic partner must need 'skilled nursing facility' level care. 	<p>Connor Hannigan</p>	

<ul style="list-style-type: none"> • Meet the Monthly SOC <ul style="list-style-type: none"> • Can use outstanding/unpaid medical bills. 		
<p>Health Plan Information Videos</p> <ul style="list-style-type: none"> ○ We are developing short educational videos to help members navigate their benefits and services. ○ We would like to inquire about your preferred educational video topics that you would like us to focus on for development. Please provide us with your top three choices. ○ We would like your feedback on the video scripts to ensure a clear comprehension of member benefits and services. <p>Blue Shield Promise is developing a series of short educational videos to help members:</p> <ul style="list-style-type: none"> ○ Navigate their Health Plan ○ Understand their benefits and services. ○ Address common questions/concerns members have. <p>Member Video Topics:</p> <ol style="list-style-type: none"> 1. Your Medi-Cal ID Cards 2. Your Primary Care Physician & Medical Group <ul style="list-style-type: none"> • Establishing a relationship with your Primary Care Physician /(Initial Health Assessment) • Who is your Medical Group, and why is it important to know. • How referrals work. 3. Your Blue Shield Member Portal 4. How to Find a Doctor (FAD)* <ul style="list-style-type: none"> • FAD Walkthrough • How to change your PCP 5a. Top 5 Benefits <ul style="list-style-type: none"> • Urgent Care • Mental Health • Vision 	<p>Nairi Varteressian</p>	

<ul style="list-style-type: none"> • Teladoc • Transportation <p>5b. Carved Out Benefits</p> <ul style="list-style-type: none"> • Dental • Pharmacy • Severe Mental Health <p>6. Well-Being Support & Resources</p> <ul style="list-style-type: none"> • Care Management/Disease Management • Health Education • Wellvolution • GEDWorks <p>7. Who to contact when you move?</p> <p>8. What to do if you get a bill?</p> <p>9. How to get an interpreter or translated materials?</p> <p>10. How to file a grievance?</p> <p>Member A suggested that we describe what Wellvolution is.</p> <p>Member D mentioned that medical group is a topic that confused her. She suggests that we create a video sharing important telephone numbers (i.e., transportation) and how to call to schedule transportation services.</p> <p>Member B asked how this kind of information is getting to non-English or Spanish speaking language members.</p> <p>Nairi let the group know that if a member provides their preferred language, they will receive all materials in their preferred languages.</p> <p>Sandra mentioned that we welcome all spoken languages to our committee and can accommodate our members in their preferred language and method.</p> <p>Results of the committee feedback</p>		<p>Action Item: Nairi to add a description of what is Wellvolution to Script # 2.</p>
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<p>Top three video topics</p> <ul style="list-style-type: none"> • Your Medi-Cal Identification Card • Your Primary Care Physician & Medical Group • Top 5 Benefits (Urgent Care, Mental Health, Vision, Teladoc, and Transportation) <p>Member A suggested that we should have a larger verity of different ethnic groups represented in the videos and in all our marketing materials.</p> <p>Member B added that she thinks it is excellent how we kept things short and how we added great information.</p> <p>Member H scripts are easy to read and understand, she learned a lot just by reading the script.</p> <p>Member C stated that the script is well written, she thinks the videos are more engaging.</p> <p>Member C asked, what about social media as a form for communication and recruitment</p> <p>Member H added that she is excited to see all the videos live, it is going to help her further understand the benefits since sometimes it is hard to know where to start.</p>		
<p>Health Equity</p> <ul style="list-style-type: none"> ○ We want you to participate in our health equity discussions. You are important to our health equity work. ○ Your voice will be heard. You play a key role in how we design programs for members. ○ We want to learn about your personal member experience to develop or improve member programs. <p>Our North Star</p> <p>To create a healthcare system that is worthy of our family and friends and sustainably affordable.</p> <p>How we'll get there:</p>	<p>Brigitte Lamberson</p>	

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<ul style="list-style-type: none"> ○ Create a personal, high-quality experience. ○ Serve more people. ○ Be financially responsible. ○ Be a great place to do meaningful work. ○ Stand for what's right. ○ Being digital first make health care simple. <p>Promise's HEART Program</p> <ul style="list-style-type: none"> ○ Health Equity Advancements Resulting in Transformation ○ The Blue Shield Promise Medi-Cal Quality Improvement and Health Equity Transformation Program. <p>Member A shared that she is really pleased with us for working on the topic of health equity. She thinks it's an important topic.</p> <p>Member D suggested that doctors office should also implement this program so that patients feel more comfortable going to get services.</p> <p>Member F shared that she is happy with this new program, and it is good to get this information so she can learn to navigate through the service. She also suggests that we should promote this program on social media.</p> <p>Member B is interested in signing up to be a part of the health equity committee.</p>		<p>Action Item: Brigitte to ask Araceli for Member B's contact information, to sign her up for the health equity committee.</p>
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<p><u>Open Discussion</u></p> <p>Halina thanked us for all the information that was shared.</p> <p>Anwar stated that he found the Ombudsman presentation very informative.</p>	<p>Anwar Zoueihid</p>	
<p><u>Dual Eligible Special Needs Plan (D-SNP)</u></p> <p>Language Assistance Services Linda Fleischman, Senior Manager Lifestyle Medicine</p> <ul style="list-style-type: none"> ○ Background on Language Services ○ How to use Language Services ○ Feedback and Open Discussion <p>Background on D-SNP Language Services</p> <ul style="list-style-type: none"> • The most common languages spoken by Blue Shield D-SNP Medicare beneficiaries with limited English were: <ul style="list-style-type: none"> • Spanish (spoken by 52% of such beneficiaries). • Chinese languages not specified (8%). • Vietnamese (7%). • Cantonese (6%). • Korean (5%) • Among dual members, limited English proficiency was four times as common among those age 65 or older (at 40%) than those younger than 65 (11%). <p>Why Language Services is Important</p> <ul style="list-style-type: none"> • Language can be a barrier to understanding health terms. • It is important that health plans serving Californians with Medicare and Medi-Cal are: <ul style="list-style-type: none"> • Person-centered • Culturally respected - helps improve access to high-quality health care that is respectful of and responsive to the needs of diverse patients. 	<p>Lauretta Kim</p>	

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- Language is an important part of any effort to improve communication and access to quality health care for patients, their family members, caregivers, and friends.

How to use language services

- Blue Shield provides document and telephone support in a variety of languages, so that getting services is easier.
- **Medicare D-SNP:**
- By calling Customer Service at the number listed on your ID card
1-866-346-7198.
- **Website:**
[Contact us | Blue Shield of CA \(blueshieldca.com\)](https://blueshieldca.com)
- **Promise Medi-Cal:**
 - Phone:**
 - LA 800-605-2556
 - SD 855-699-5557
 - Please allow at least 5 to 7 business days for the request of a **face-to-face interpreter**, and at least 14 business days **for sign language** help.
- **Website:**
[Language help and interpreter services | Blue Shield of CA Promise Health Plan \(blueshieldca.com\)](https://blueshieldca.com)

Feedback and Open Discussion

Member Experience

Have you ever used our interpreter services when you call customer service?

- Did you have any difficulty with this service?

Have you ever requested materials to be translated in your preferred language?

Did you know that you could request a different written format?

- Large Print
- Braille
- Audio

Have you ever requested alternative written formats?

<p>In-office Experience Have you ever used interpreter services at a provider’s office? • What was your experience like? Did you have any difficulty scheduling an interpreter for in-office help?</p> <p>Halina shared a personal story of her experience with using interpreter services as a caregiver to her mother. Her mother is a member of another health plan and she shared that from her experience the interpreter was not culturally competent.</p> <p>Member B stated that she has received marketing materials from La Care in Spanish. She shared that she just throws it away and thinks others are doing the same. Therefore, they are not reading the messages that are being sent to them.</p>		
<p><u>Appendix</u></p> <p>Within our meeting presentation appendix, we shared the following reports for our committee members to review.</p> <ul style="list-style-type: none"> • Standing Reports <ul style="list-style-type: none"> ○ Membership & Interpreter Services ○ Grievances Q2 2023 ○ Appeals • Community Resources Centers • Blue Shield Promise Contacts • Draft Video Script #1: Member ID Card • Draft Video Script #2: PCP & Medical Group 	Araceli Garcia	
<p>Closing Remarks Anwar thanked the committee and adjourned the meeting at 2:58pm.</p>	Anwar Zoueihid/Sandra Rose	