

## Los Angeles Member Advisory Committee Meeting Minutes

June 1, 2022, 01:30

### Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> <li>• Member A, Blue Shield of California Promise Health Plan Member</li> <li>• Member B, Blue Shield of California Promise Health Plan Member</li> <li>• Member C, Blue Shield of California Promise Health Plan Member</li> <li>• Member D, Blue Shield of California Promise Health Plan Member</li> <li>• Member E, Blue Shield of California Promise Health Plan Member</li> <li>• Member F, Blue Shield of California Promise Health Plan Member</li> <li>• Anwar Zoueihid – Partners in Care Foundation</li> <li>• Connor Hannigan- Neighborhood Legal Services of LA County</li> <li>• Halina Fardin- Worksite Wellness LA</li> <li>• Jackie Dai- Neighborhood Legal Services of LA County</li> <li>• Richard Ayoub- Project Angel Food -</li> </ul>	<ul style="list-style-type: none"> <li>• Member G, Blue Shield of California Promise Health Plan Member</li> <li>• Member J, Blue Shield of California Promise Health Plan Member</li> <li>• Rigo Saborio- St. Barnabas</li> <li>• Terrance Hanson replacing Hector Ochoa - Southern California Services for Independent Living (removed “Resource”, replaced with “Services”)</li> <li>• Richard Ayoub- Project Angel Food</li> <li>• Joann Cannon – Personal Assistance Service Council</li> <li>• Margie Harper- National Alliance Mental Illness</li> </ul>	<ul style="list-style-type: none"> <li>• Sandra Rose – Sr. Director of Community and Provider Engagement</li> <li>• Dr. James Cruz- Interim Chief Medical Officer</li> <li>• Patricia Mowlavi - Sr. Director, Finance Analytics</li> <li>• Araceli Garcia - Program Manager, Sr.</li> <li>• Lucy Ventura-Nunez- Sr. Manager Enrollment and Retention</li> <li>• Christine Nguyen</li> <li>• Stephanie Stephens</li> <li>• Halina Ferdin</li> </ul>

Topic	Presenter	Decisions/Action items
<p><b>Welcome and Introductions</b></p> <p>Anwar Zoueihid, Vice-Chair, called the meeting to order at 01:35pm</p>	<p><b>Anwar Zoueihid</b></p>	
<p><b>Recap of Q1 2022</b></p> <p><b>Medi-Cal Redetermination Update</b></p> <p><b>What is Medi-Cal Redetermination?</b> Lucy provided an update to the group. She stated, each year, your county will conduct a review to determine if you and/or your family members continue to meet Medi-Cal eligibility requirements. This review process is called your annual redetermination.</p> <p><b>What Happened?</b> A public health emergency (PHE) was declared by the federal government in 2020 which did not allow terminations or reduction in benefits to occur.</p> <p><b>Who is impacted?</b> When the public health emergency is lifted: - Up to 3 million Medi-Cal beneficiaries could lose eligibility.</p>	<p><b>Lucy Ventura-Nunez</b></p>	

<ul style="list-style-type: none"> <li>- Medi-Cal beneficiaries will be redetermined</li> <li>- Beneficiaries who are no longer eligible could:             <ul style="list-style-type: none"> <li>o Enroll in an individual and family Plan (IFP) Plan (i.e., Covered CA)</li> <li>o Gain coverage through their employer sponsored coverage or be uninsured</li> </ul> </li> </ul> <p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>-Outreach to all our Community Bases Organization partners to provide education, talking points, and resources on redetermination</li> <li>-Host Community Alliance forums for Community events</li> </ul> <p>Lucy reiterated the importance of educating the community to update their personal information with the county. This will help streamline the redetermination process.</p>		
<p><b>Medi-Cal Quality Improvement Initiatives</b></p> <p>Christine introduced herself and her role here at Blue Shield of Ca Promise, she is the director of Clinical Quality.</p> <p><b>Improving Quality of Care and Services</b></p> <p>Christine introduced herself and provided some background on what the Quality team is working on.</p> <ul style="list-style-type: none"> <li>• We want to ensure our members receive the care and services they need.</li> <li>• We set goals each year to improve our care and services.</li> <li>• We measure our members are receiving certain preventive screenings and treatment care they need.</li> <li>• What changes do we need to make that will help improve our care and services?</li> </ul> <p><b>Key Quality Measures for 2022,</b></p> <p><b>Women's Preventive Care-</b></p>	<p><b>Christine Nguyen</b></p>	

<ul style="list-style-type: none"> <li>Breast Cancer Screenings, Cervical Cancer Screening (Pap Test), Chlamydia Screening.</li> </ul> <p><b>Childhood Preventive Care-</b></p> <ul style="list-style-type: none"> <li>Child and Adolescent Well Care Visit, Adolescent Immunizations, Well Child Visits 0-14 months, Well Child Visits 15-30 Months, Lead Screening in Children, Childhood Immunizations.</li> </ul> <p><b>Mental Health-</b></p> <ul style="list-style-type: none"> <li>Follow-Up After Emergency Department Visit for Substance Abuse, Follow-Up after Emergency Department Visit for Mental illness.</li> </ul> <p><b>Maternal Health-</b></p> <ul style="list-style-type: none"> <li>Postpartum Care, Timeliness of Prenatal Care</li> </ul> <p><b>Chronic Condition Management-</b></p> <ul style="list-style-type: none"> <li>Diabetes Hemoglobin A1c Poor Control, Controlling High Blood Pressure</li> </ul> <p>These measures are for Medi-Cal and Call MediConnect members.</p> <p><b>Current Activities we are doing to improve Quality Measures</b></p> <p><b>Member Engagement</b></p> <ul style="list-style-type: none"> <li>- Blue Shield Promise schedules an appointment for member</li> <li>- Have health navigators at provider group (doctor office)</li> <li>- Education regarding preventive screenings and medication management</li> <li>- Mobile Mammograms</li> <li>- Member incentives (selected)</li> <li>- Due Date Plus app for expectant mothers</li> <li>- Remote blood pressure cuffs</li> </ul> <p><b>Comments and Feedback</b></p> <p>Member B asked how would members request a blood pressure monitor?</p>	<p><b>Jackie Dai</b></p>	
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<p>Christine answered the monitors will be provided at selected clinics and providers. We are looking to expand these services.</p> <p>Member B stated the importance of having these monitor available to the right members.</p> <p>Dr. Cruz emphasized the importance to have access to blood pressure monitor and</p> <p><b>Planned Activities to improve Quality Measures</b></p> <p><u>Member Engagement</u></p> <p>Member Mailings</p> <p>In-home visits</p> <p>Reminding members about needed services when members call Customer Care</p> <p>Working with community-based organizations to engage members</p> <p>Community health advocates</p> <p>Community health advocates</p> <p>Community Resource Center Care Gap outreach (LA only)</p> <p>Christine shared a quick recap</p> <p>How can we help our members get the services they need? How can we get members the important screening they need?</p> <p><b>Comments and Feedback</b></p> <p>Member A suggested and wanted to bring it to our attention. She is a fan of YouTube videos, and she thinks it would be good to advertise there about the importance of getting screenings and emphasize on diabetes. Short videos to make members conscious about what they need to take care of. She thinks this would result in a higher response and participation. Another suggestion would be regarding Woman's health expo. She thinks this would be a good idea for us to be at events like this one.</p>		
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<p>Member C would like to piggyback on what member A mentions about the Woman's Health Expo. She mentioned it was a great event and thinks it would be great for us to attend next year.</p> <p>Member D had a suggestion, she recommend that man and women need to be active with their health and not act when its too late. Stay on top of your own health.</p> <p>Member C Commented that when she goes to an appt she is sent to another office for the services. She must go too far for services and wants to know what is going on with the clinics.</p> <p>Dr Cruz posted a question regarding our incentive's programs. If a member has several services that are due in the same year Donna shared that member would react at a faster piece if the member would be rewarded right after the service is received.</p> <p>Member B stated that she thinks our members like to receive the incentives now.</p> <p>Anwar- thinks it would be good to promote on social media.</p> <p><b>Ombudsman: What is trending?</b> Jackie shared the Medi-Medi Case numbers: - March 55 Cases, April 57, and May 35 Tending Issues: - In-Home Supportive Services reduction in hours and/or unmet need. HCC represented in state fair hearing</p> <p>Medi-Cal Updates: Jackie provided an update, Medi-Cal negative actions currently suspended until at least July 15, 2022, and the</p>	<p><b>Jackie Dai</b></p>	
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<p>Connor reminded us that the assets test limit from \$2000 to \$130,000 for a single person of from \$3,000</p> <p><b>Protecting Yourself Against Scams:</b> Connor shared how to protect yourself, if someone calls or texts you from an unknown number, do not pick up the phone or text them back.</p> <p><b>Comments and Feedback</b></p> <p>Member E shared that the plan has changed her doctor every year. She would like a permanent clinic to</p> <p>Member A stated that she really enjoyed this meeting</p> <p><b>1. Open Discussion and Closing Remarks</b></p> <p>Margaret thanked the group, and she thought the feedback was excellent Halina – suggested to update our providers and she thinks they need to be more flexible with scheduling appointments. She thinks it great that we are doing our best to make everything better and she just wanted to thank us. Gloria – felt it was a good meeting, she thanked us for giving her the opportunity to be a part of this.</p> <p>Araceli thanked the group for their participation and their feedback.</p> <p>Dr Cruz thanked everyone for their time contribution, and he looks forward to the next meeting in step.</p> <p>Sandra Rose thanked everyone and closed the meeting</p> <p><b>Next meeting ended at 3:01pm</b></p>		
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