

**MINUTES OF MEETING
OF
BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN- Member Advisory Committee**

Via In-person meeting
March 14th, 2019

A quorum being present, a meeting of the Blue Shield of California Promise Health Plan Member Advisory Committee was called to order by the Chairperson, Maria Calleros, on day of Thursday, March 14th, 2019.

Committee Members present:

Anwar Zoueihid, PICF
Donna Attwood, Consumer
Halina Fardin, Worksite Wellness LA
Hector Ochoa, SCRS-ILC
Heriberto Loya, Consumer
Inge Robles, Consumer
Margaret Iaccino, Consumer
Rafael Gonzales, First 5
Richard Ayoub, Project Angel Food
Rigo Saborio, SBSS
Robert Cota, Consumer

Committee Members absent:

N/A

Management present:

Dr. Greg Buchert, President/CEO Blue Shield of California Promise Health Plan
Dr. Chris Esguerra, Senior Medical Office, Blue Shield of California Promise Health Plan

Committee guests:

Maria Calleros, AVP Medi-Cal Contract Management
Araceli Garcia, Program Manager for Consumer and Stakeholder Engagement
David Kane, Neighborhood Legal Services of L.A County

I. INTRODUCTIONS

Maria Calleros and Dr. Greg Buchert opened the meeting and facilitated introductions.

II. CEO and CMO Management Update

Greg Buchert provided an update on the name change, health plan organization integration, systems migration and Cal Medi-Connect demonstration program. Dr. Buchert gathered feedback on experiences related to the plan name change to Blue Shield of California Promise Health Plan on January 1st, 2019. Committee members reported a positive experience with information received prior to and during the period leading to the name change. Committee members expressed there is perception for Blue Shield of California and now that Promise is associated with Blue Shield, it will take time how the community views Promise. Chris Esguerra shared on health homes Medi-Cal benefit and MSSP service integration.

- Committee recommend we deliver more provider and pharmacy training to make sure all front staff office is aware of name change.

III. Ombudsman Report

David Kane discussed the role of the ombudsman and the new Medi-Cal income limits to be effective April 1st, 2019.

IV. Old Business

Maria Calleros shared with committee we will always report back any updates discussed during previous meeting under old business.

- Committee is interested in attending classes, seminars hosted by Ombudsman to learn more about their services available to the community.

V. New Business

Maria Calleros discussed with committee expectations on roles, responsibilities participation and engagement with the quarterly Member Advisory Committee meetings.

- Committee members recommended we include a representative for caregivers of people experiencing dementia as well as a community-based organization represented of mental illness. Caregivers play a crucial role and help set the needs and services we provide as a plan.

Maria Calleros shared with committee we are accepting nominations for chair and co-chair to help facilitate MAC meetings. Committee was informed during next meeting the chair and co-chair will be announce upon committee agreement. Agenda setting and prioritization was discussed and shared the 2019 goals focused on quality, member experience and access.

- Committee requested more data in order to help them prioritize and select topics.
- Committee recommended we meet prior next quarterly meeting to further discuss topics identified for 2019.

Committee come to an agreement, to focus on few topics to help us stay on track and provide outcomes on each meeting.

- Committee asked what challenges we are facing internally and how can community-based organizations work with us to improve on the challenges.
- Committee suggested we provide member orientation to make them aware of services provided under their plan.
- Committee recommended we increase awareness and participation among membership in Health Education courses.
- Committee suggested we focus on digital experience as one of the 2019 topics.

VI. Open Forum/ Discussion

- Debra Cherry recommended we add a sit on the committee that represent people with dementia, Alzheimer's or a family caregiver.

VII. Adjournment

Maria Calleros announced that the next MAC meeting is Thursday, June 13th, at 12:30pm. Hearing no further business, Maria Calleros adjourned the meeting at 2:34 p.m.

Secretary

Date