

Los Angeles Member Advisory Committee Meeting Minutes

June 13th, 2019 • 12:30 p.m. to 2:30 p.m.

Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> • Anwar Zoueihid (Partners in Care Foundation) • Donna Attwood (Consumer) • Halina Fardin (Worksite Wellness LA) • Hector Ochoa (SCRS-ILC) • Heriberto Loya (Consumer) • JoAnn Cannon (PASC) • Margie Harper (NAMI) • Rafael Gonzalez (First 5) • Richard Ayoub (Project Angel Food) • Rigo Saborio (SBSS) • Robert Cota (Consumer) 	<ul style="list-style-type: none"> • Margaret Iaccino (Consumer) • Elizabeth Carrasco (Consumer) 	<ul style="list-style-type: none"> • Dr. Greg Buchert (Blue Shield Promise Health Plan CEO President) • Dr. Tanya Dansky (Blue Shield Promise Health Plan CMO) • Maria Calleros (Blue Shield Promise Health Plan AVP, Medi-Cal) • Kellie Todd Griffin (Blue Shield Promise Health Plan Outreach & Events) • Araceli Garcia (Program Manager for Consumer and Stakeholder Engagement)

Guest

- Eric Schattl (Neighborhood of Legal Services)
- Alexandria Forester (Neighborhood of Legal Services)
- Gloria Behn (Consumer)
- Nancy Olivares (Children's Partnership)
- Margarita Bermudez (Alzheimer's LA)

Topic	Presenter	Decisions/Action items
<p>Welcome and introductions</p>	<p>Maria Calleros Dr. Greg Buchert</p>	
<p>Report from the Chief Executive Officer and Chief Medical Officer</p> <ul style="list-style-type: none"> • Dr. Buchert reported on the following: <ul style="list-style-type: none"> ◦ Greg Buchert provided an update on the Medi-Cal managed care models throughout California and new opportunities for growth. Dr. Buchert introduced Director of outreach and events Kellie Todd Griffin. • Kellie reported on the following: <ul style="list-style-type: none"> ◦ Reported on the project with Boys and Girls Club art activities. In the wake of the going community violence that youth in South Los Angeles has been exposed to, particularly the Nipsey Hussle killing BSPHP wanted to bring together community partners to create an art therapy program. This collaborative effort will bring in a community artist to work with the youth to create a mural that focuses on who they are, their aspirations, hopes and dreams. BSPHP will serve as the convener and facilitator to keep the project on track. • Dr. Dansky reported on the following: <ul style="list-style-type: none"> ◦ Shared a new program that has gone into effect October 2018. Healthify, is an online tool that helps staff connect our members with community resources to address social determinants of health. Staff members can log referrals, track progress and follow-up with members to ensure their needs are addressed. 	<p>Dr. Greg Buchert Dr. Tanya Dansky Kellie Todd Griffin</p>	<ul style="list-style-type: none"> • Council members asked if it would be possible to video chronicle the art activities with the Boy and Girls Club and share some clips during the next MAC meeting. • National Alliance of Mental Illness would like to be involved and send volunteers to participate in the community art activities. • Partners in Care Foundation would like to see/hear additional thoughts on expanding the community art initiative to other areas of LA and to senior citizens. • Community-based organizations would like to know if they are included as a service in the Healthify tool and if all the partners that are within the Healthify system are notified that the health plan may refer members to them.
<p>Ombudsman Report</p> <ul style="list-style-type: none"> • Erick Schattl and Alexandria Forester reported on the following: <ul style="list-style-type: none"> ◦ Discussed on the dental credit cards. Before you sign up for a dental credit card, the dentist is required to tell consumer whether the services are covered under their dental insurance. All terms and conditions should in the consumer primary language. 	<p>Erick Schattl Alexandria Forester</p>	<ul style="list-style-type: none"> • Consumer would like a list of all the expanded Denti-Cal services. • NSLA will be presenting additional information on the CalFresh expansion to SSI on the next Q3 MAC.

<p>Old Business</p> <ul style="list-style-type: none"> Reached out to Personal Assistance Services Council to represent the Caregiver seat, JoAnne has accepted to join committee. Member Advisory Committee elected member experience as a committee priority topic, which will include discussion on the BSCPHP new member onboarding process. Member Experience and member onboarding to be discussed as planned agenda item in future MAC meeting. Subcommittee meeting was scheduled to further discuss priority topics in more detail. Subcommittee met in person and via conference call on May 30th to discuss an agree on prioritization of MAC topics for 2019. Nominations of Chair and Co-Chair to be selected by the end of Q2 meeting and be announce next meeting. 	<p>Araceli Garcia</p>	<ul style="list-style-type: none"> Announce Chair and Co-Chair in Q3.
<p>New Business</p> <ul style="list-style-type: none"> Dr. Danksy discussed on the health plan priority, quality and access to care. BSCPHP is looking to improve member engagement in accessing quality and timely care through member and provider incentive programs. She shared about the NovuHealth incentive program. Purpose of the program is to improve the quality of care for our members by incentivizing them to complete preventive screenings and maintain our Medi-Cal HEDIS performance rantings. This program will reward Medi-Cal members in both San Diego and Los Angeles county who complete certain screenings or activities for which they are eligible for in 2019. Committee was asked which stores would they like to use for the gift card? Committee recommended CVS, Rite Aid, Dollar Tree. Other options consisted on having the opportunity to invest the money into children future or add to retirement or savings account. Instead of Gift Card some consumers suggested we create a t-shirt for consumers "thank you for being an active member". Committee was asked if \$10-\$25 is the right amount for gift card? Committee agreed with amount. Committee was asked what type of communications they prefer if mail or phone calls? Committee recommended information about incentives to be included in welcome packets, renewal packet, in hard copies/marketing tools for Community outreach. 	<p>Dr. Danksy</p>	<ul style="list-style-type: none"> Dr. Danksy to confirm whether the gift cards provided via the incentive program have an expiration date.

<ul style="list-style-type: none"> • Dr. Dansky also presented on how BSCPHP like to increase the number of new Medi-Cal members get an initial health assessment within 120 days of enrollment with their Medi-Cal health plan. • An initial health assessment is the initial office visit of the member with their primary care and includes; comprehensive history, preventative services, comprehensive physical and mental health status exam, diagnosis and plan of care, including follow up and a staying healthy assessment. • Committee was asked what are possible ways we can encourage new members to go in for a visit within 120 days of joining health plan? Committee recommended create postcards with more information about the importance of IHA. Include material in other mandated materials and possibly create a flyer that is easy to understand why members should visit their primary care physician as soon as possible. 		
<p>Comments</p> <ul style="list-style-type: none"> • St. Barnabas would like to see informational pieces in the community on how to prevent things like the dental credit card issue from growing. • Consumer would like to see more information/communication on the transportation benefit offered by BSCPHP and see more health diagnoses covered under the incentive program. 	Maria Calleros	
<p>Closing Remarks and Adjournment</p> <ul style="list-style-type: none"> • The meeting adjourned at 2:30 p.m. The next MAC is scheduled for September 5th, 2019 	Maria Calleros	