

## Los Angeles Member Advisory Committee Meeting Minutes

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

### Guest

- Alexandria Forester (Neighborhood of Legal Services)

Topic	Presenter	Decisions/Action items
<p><b>Welcome and introductions</b></p> <ul style="list-style-type: none"> <li>Rigo Saborio was introduced as the Chair of the Los Angeles Member Advisory Committee meeting.</li> <li>Anwar Zouhid was introduced as the Vice-Chair.</li> </ul>	<p>Maria Calleros Rigo Saborio- Chair</p>	
<p><b>Old Business</b></p> <ul style="list-style-type: none"> <li>Provided update on the Community Art Therapy Mural.</li> <li>Provided update on the CalFresh Expansion.</li> </ul>	<p>Araceli Garcia</p>	
<p><b>Report from the Chief Executive Officer and Chief Medical Officer</b></p> <ul style="list-style-type: none"> <li>Dr. Buchert reported on the following: <ul style="list-style-type: none"> <li>Greg Buchert provided an update on the Medi-Cal membership has decrease by 1% which is good sign that represent a good economy and people are getting jobs. Provided an update on the Public Charge Policy under longstanding federal policy, the Federal Government can deny an individual entry into the United States. In addition, gave an update on the partnership with L.A Care Health Plan collaborating to jointly introduce new safe, fun and inclusive Community Resource Centers across Los Angeles county.</li> </ul> </li> <li>Dr. Dansky reported on the following: <ul style="list-style-type: none"> <li>Shared about the specific services that the resource centers will be providing. First resource center will be in Pomona Resource Centers will be varied by region. The centers are not clinics. The resource centers will provide health advocates, fitness and health education classes, preventive health, trainings and screenings and many more services.</li> <li>Member identification cards have been re-designed and will be available starting 2020.</li> </ul> </li> </ul>	<p>Dr. Greg Buchert Dr. Tanya Dansky</p>	<ul style="list-style-type: none"> <li>How can RCs help with accessing programs and services to sustain quality of life for people over the age of 21? How can BSC and LA Care play a role in making these sorts of services available to adults with disabilities?</li> </ul>

<p><b>Ombudsman Report</b></p> <ul style="list-style-type: none"> <li>Alexandria Forester reported on the following: <ul style="list-style-type: none"> <li>Discussed on the CalFresh benefit program where beneficiaries receive money for food based on their income. Before June of 2019 people who receive SSI were not eligible for SSI benefits. Starting June 1<sup>st</sup>, 2019, they are now eligible. Another update provided was about the public charge, the new rule could be stopped, does not start until October 15<sup>th</sup> and does not apply to immigrants.</li> </ul> </li> </ul>	<p>Alexandria Forester</p>	
<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>Simon discussed on the communication transformation is changing the way we interact with our consumers. Communication can be confusing, annoying, and inconsistent with the needs and preferences. Also waste a lot of money that should be used to better serve our members. It was presented of where we are headed with communication transformation. Modern, efficient, and consistent communications that are easy to understand and delight customers. This will result in timely, helpful, and relevant communications that ensure to get most of the health and benefits. Committee was asked if they could change one thing about how we communicate to them, what would it be? As we undergo our communication transformation effort, what would they like to see us continue? Some of the feedback received was accessibility- ensuring that we account for people's individuals needs when it comes to disabilities, (i.e. braille, font size, audio recordings, captioning). Keep the communications simple, clear and easy to understand "less is more". Revamp communications to read more like a newspaper headline format, so that readers can browse through key topics quickly, and choose where they want to dive deeper. The specific example given was the website, but it carries across to all communications also allows readers to focus on what really matters to them. Provide multiple channel options, there is no blanket solution that works for everyone. Some examples discussed were: Video, In-person (care navigators, health advocates), text messages, website, app, and call center.</li> <li>One member expressed her appreciation of the 2019-member benefits overview format. It is very easy to read, with just the right amount of information.</li> </ul>	<p>Laura DeLaney Simon Huber</p>	

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<ul style="list-style-type: none"> <li>• Member expressed creating videos that talk about the benefits and how to access services which can help them refresh as many times they want.</li> <li>• Rosa Hernandez discussed and asked for input about the member newsletter. The newsletter goes out twice a year, there are certain things we need to share with our members; breast feed, availability of health education services and language access services.</li> </ul>		
<p><b>Comments</b></p>	<p>Maria Calleros</p>	
<p><b>Closing Remarks and Adjournment</b></p> <ul style="list-style-type: none"> <li>• The meeting adjourned at 2:35 p.m. The next MAC is scheduled for December 5<sup>th</sup>, 2019</li> </ul>	<p>Rigo Saborio, SBSS Chair</p>	