

## Los Angeles Member Advisory Council Meeting Minutes

**June 19<sup>th</sup> • 12:30PM-2:30PM**

**WebEx**

### 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>• Rigo Saborio (SBSS)</li> <li>• Margie Harper (NAMI)</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>• Richard Ayoub (Project Angel Food)</li> <li>• Robert Cota (Consumer)</li> <li>• Margaret Iaccino (Consumer)</li> <li>• Connor Hannigan (Neighborhood of Legal Services)</li> <li>• Victoria Cornejo (Consumer)</li> <li>• Elizabeth Carrasco (Consumer)</li> <li>• Gloria Behn (Consumer)</li> <li>• Jackie Dai (Neighborhood of Legal Services)</li> </ul>	<ul style="list-style-type: none"> <li>• Rafael Gonzalez (First 5)</li> </ul>	<ul style="list-style-type: none"> <li>• Kristen Cerf, CEO &amp; President</li> <li>• Dr. Linda Fleischman, Interim Chief Medical Officer</li> <li>• Felix Su, Government Affairs Analyst</li> <li>• Thomas Tran, Sr. Manager Community Resource Center</li> <li>• Kellie Todd Griffin, Sr. Director Community and Provider Engagement</li> <li>• Linda Fleischman, Sr. Manager Lifestyle Medicine</li> <li>• Araceli Garcia, Program Manager for Consumer and Stakeholder Engagement</li> </ul>

Topic	Presenter	Decisions/Action items
<p><b>Welcome and introductions</b></p> <ul style="list-style-type: none"> <li>Issue 300,000 in grants with Blue Sky initiative</li> <li>Launch Healthy Reimage Campaign</li> </ul>	<p>Rigo Saborio, Chair Kristen Cerf</p>	
<p><b>Promise Health Plan Updates</b></p> <p>Dr. Susan Fleischman reported on the following:</p> <ul style="list-style-type: none"> <li>Shared COVID-19 updates. COVID-19 continues to be a hot spot particularly in Los Angeles. There are 75,000 reported cases in Los Angeles and 3,000 deaths.</li> <li>Shared outreach efforts such as calling to remind members of annual exams and immunizations for children have been suspended but looking to relaunch outreach in July. The plan will align with the State of California to move forward with certain age groups. Children 0-2 will be first age group to come in for warranted immunizations.</li> </ul> <p><b>Questions:</b></p> <ul style="list-style-type: none"> <li>BSCPHP is ready to launch outreach efforts but are the members ready to come in? Do you feel safe going in and can you get access to care?</li> <li>Victoria – I know a lot of people getting infected is the Latino community. What are we doing to help decrease the spread of COVID-19? BSCPHP is working with high risk members and doing outreach. Also, all chief medicals are working with the county of public health to make sure that the testing sites are in the right neighborhood. In addition, safety measures are being implemented in the workforce.</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>Margie – I can see the children getting immunization but when it comes to older adults my fear is getting exposed. Many older adults do not want to go to the hospital or clinics because they do not feel safe. Telehealth is a good way to go.</li> <li>Robert – Been getting good care from my doctor via telehealth.</li> <li>Heriberto – Great communication with my doctor via telehealth, positive experience.</li> <li>Elizabeth- My experience is wonderful; telehealth is working great!</li> </ul> <p>Felix reported on the following:</p>	<p>Dr. Susan Fleischman and Felix Su</p>	

<ul style="list-style-type: none"> <li>Reported state budget and program cuts due to the impact of COVID-19. There is less tax revenue from many losing their jobs and becoming unemployed therefore, less funding to support programs. There was a \$2 billion within Medi-Cal. Many proposals were withdrawal that include indefinitely delays in “Cal Aim” Medi-Cal reform initiative, expansion of full-scope Medi-Cal to undocumented seniors, Medi-Cal managed care rates, and reduce Medi-Cal benefits and provider payments. However, the senate and assembly passed their joint counterproposal to Governor’s May revision to restore some cuts and reverse Governor’s “federal trigger”.</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>Margie – Cutbacks are also impacting mental health facilities.</li> </ul>		
<p><b>L.A. Care/Blue Shield Promise Community Resource Centers</b></p> <p>Thomas reported on the following:</p> <ul style="list-style-type: none"> <li>Shared CRC Updates. All centers have been closed since March but remain present in the community through the partnership with Pomona Fairplex and Sowing Seeds. L.A. Care and BSCPHP contributed care packages and meals to approximately 2,000 families per event. In addition, L.A. Care and BSCP CRC has developed a virtual program that provides health classes and nutrition courses to the public via the CRC YouTube page. We have received over 400 subscribers.</li> <li>Launched a CRC E-Newsletter in May and was sent to our members, partners, and providers.</li> </ul> <p><b>Questions:</b></p> <ul style="list-style-type: none"> <li>Greg – is the construction continue during this time for the rest of CRC? Construction is on going but has been delayed. We are looking at 3 additional locations that will be completed sometime in August.</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>Robert- Would like to go visit the Resource Centers once we go back to normal and open. I would also like to suggest that BSCPHP sponsor little leagues to market CRCs and spread awareness.</li> </ul>	<p>Thomas Tran</p>	<ul style="list-style-type: none"> <li>Contact Araceli for newsletter subscription</li> <li>Thomas will forward sponsorship question and revisit CRC visit conversations.</li> </ul>

<p><b>Ombudsman Report</b></p> <p>Jackie reported the following:</p> <ul style="list-style-type: none"> <li>Reported the numbers have been lower since the spread of COVID-19. In Q2 there were 46 CCI cases and no reported BSC cases. Some trending issues reported are increases in medical debt and medical denials and appeals. Jackie shared updates on testing, treatment, and medical redetermination. If received redetermination notice the county must keep the Medi-Cal account active during the pandemic regardless if application was submitted. She also discussed immigration statues and public charge during COVID-19. There was higher Medi-Cal disenrollment in Q1.</li> <li>Deadline for Medicare advantage enrollment plan ends July 1sts</li> <li>For free legal resources contact the Health Consumer Center</li> <li>Neighborhood Legal Services of Los Angeles County Health Consumer Center contact information: ☐ Phone: 1-800-896-3202 Monday - Friday 9am-5pm (closed 2-4 PM on Wednesdays) Email: <a href="mailto:hccreferral@nlsla.org">hccreferral@nlsla.org</a> <a href="https://www.nlsla.org/covid-19-legal-changes/">https://www.nlsla.org/covid-19-legal-changes/</a></li> </ul>	<p>Jackie Dai and Connor Hannigan</p>	
<p><b>New Business</b></p> <p>Linda reported on the following:</p> <ul style="list-style-type: none"> <li>Shared new requirement of All Plan Letter (APL) 19-011 Population Needs Assessment (PNA). Goal is to improve health outcomes for members by identifying health disparities in groups of people.</li> </ul> <p><b>Questions:</b></p> <ul style="list-style-type: none"> <li>What do you think are important health concerns or issues for people living in your area? What can we do to support these issues?</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>Victoria –Need more health condition advertisements outside of health industries.</li> <li>Robert – Create a follow-up program to remind senior members the importance of a follow-up and motivate them to attend their follow-ups checks.</li> <li>Elizabeth – a believe a good way to reach out to the members is by offering mental health classes and workshops.</li> </ul>	<p>Linda Fleischman</p>	

<ul style="list-style-type: none"> <li>• Donna – lack assistance with scam phone calls issues, do not have access to information to discourage scam phone calls.</li> <li>• Greg - For marketing activities, please consider texting information about programs in addition to, or instead of direct mail.</li> </ul>		
<p><b>Highlight CBO</b> Hector reported on the following:</p> <ul style="list-style-type: none"> <li>• Provided a quick overview of the SCRS – Independent Living Services. Gave a quick background of the organization, the population they service, the services their centers provide, and their current work in the community.</li> <li>• Serves all people with disabilities</li> <li>• 28 centers in California and 6 in Los Angeles County</li> <li>• Provide the following services: information &amp; Referral, peer support, individual &amp; system advocacy, independent living skills training, and transition (community-based living/youth)</li> <li>• Gave out 1400 care packages</li> </ul>	Hector Ochoa	
<p><b>Closing Remarks and Adjournment</b> Next meeting: Thursday, September 12<sup>th</sup>, 2020 Time: 12:30pm-2:30pm</p> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• Greg – BSC is so lucky to have active and involved members.</li> <li>• Margaret – I had the virus and the doctor knew but did not inform their staff.</li> <li>• Margie – Enjoyed the meeting.</li> </ul> <p><b>Questions:</b></p> <ul style="list-style-type: none"> <li>• Richard Ayoub – Will there be a second round of grants? We are not getting state or federal funding.</li> </ul>		<ul style="list-style-type: none"> <li>• Araceli will follow up with Margaret on COVID-19 case.</li> <li>• Araceli will follow up with Richards questions.</li> </ul>