

## San Diego Member Advisory Committee Meeting Minutes

June 24<sup>th</sup> • 12:30AM-2:30AM

### Council Members

Committee Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"><li>• Antonio Garcia – Member</li><li>• Erin Murphy – Interfaith Community Services</li><li>• Jack Dailey – Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego</li><li>• Ruth Relyea – Member</li><li>• Steve Carroll – LGBT Center</li><li>• Gary Martin – Member</li><li>• Ruth Relyea- Member</li><li>• Cathryn Nacario- NAMI</li><li>• Jessica Romero- SRC</li><li>• Tanissha Harrell- 211</li></ul>		<ul style="list-style-type: none"><li>• Kristen Cerf, CEO President</li><li>• Kellie Todd Griffin, Sr. Director, Community and Provider Engagement</li><li>• Stephanie William Rogers, Sr. Manager Stakeholder Engagement</li><li>• James Cruz, Interim Chief Medical Officer</li><li>• Felix Su, Government Affairs Analyst</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>	<p>Kristen Cerf</p>	
<p><b>Ombudsman Report</b></p> <p>Consumer Center for Health Education and Advocacy</p> <ul style="list-style-type: none"> <li>• Legal aid help Cal MediConnect consumers navigate through resources, educate &amp; empower consumers, provide legal counsel and advice, advocate and negotiate with county and state agencies and assist consumer file grievances.</li> <li>• Legal services at Legal Aid Society of San Diego (LASSD) assist with the following:                             <ul style="list-style-type: none"> <li>○ Health</li> <li>○ Mental Health Patient Rights Advocacy</li> <li>○ Government Benefits</li> <li>○ Consumer Protection</li> <li>○ Housing</li> <li>○ Family – contested custody issues for custodial parents, visitation issues, etc.</li> <li>○ Immigration</li> <li>○ Federal tax disputes</li> <li>○ Pro bono</li> </ul> </li> <li>• He provided an overview of Preliminary Medicare COVID-19 data.</li> <li>• Discussed COVID-19 operations and policy issues, offices are 100% remote however operations continue.</li> </ul>	<p>Jack Dailey</p>	

<p><b>Promise Health Plan Updates</b></p> <p><b>COVID-19</b></p> <ul style="list-style-type: none"> <li>• In spite of State efforts and the opening of various public venues, COVID-19 is still a serious issue.</li> <li>• There has been a 2.8% increase of cases in SD county</li> </ul> <p><u>Questions asked to committee members:</u></p> <ul style="list-style-type: none"> <li>• Are you experiencing issues accessing care?</li> <li>• Have you used telemedicine?</li> <li>• Do you feel safe to go in-person to see your doctors?</li> <li>• How do you feel about the alternative hours doctor offices are implementing to avoid COVID -19 contamination?</li> </ul> <p><u>Comments:</u></p> <ul style="list-style-type: none"> <li>• Member – No issues accessing care with San Diego Family Health. In the process of using telemedicine with physical therapy. Yes, I feel safe with in-person appointments since provider and clinics are screening everybody and have implemented safety procedures. I have not experienced any change in the office hours with my health group.</li> </ul> <p><b>State Budget Updates</b></p> <ul style="list-style-type: none"> <li>• Over 5 million Californians have applied for unemployment assistant.</li> <li>• State faces lower tax revenue, deficits over \$50 billion (over 1/3<sup>rd</sup> total spending).</li> <li>• State must cut spending and/or increase taxes to balance the budget</li> <li>• California will ensure nobody will lose their Medi-Cal benefits during COVID-19</li> <li>• Governor &amp; Legislature reached agreement to balance the budget             <ul style="list-style-type: none"> <li>◦ Expected to sign by the end of June</li> </ul> </li> <li>• BSCPHP has been preparing for the 1.5% retroactive cut for 7/1/19-12/31/20</li> </ul>	<p>Dr. James Cruz and Felix Su</p>	
--	--	--

<p><b>Stakeholder Engagement Update</b></p> <ul style="list-style-type: none"> <li>• In response to COVID-19, Blue Shield Promise partnered with San Diego County supervisor Fletcher to invest \$50,000 in the Community Impact Fund.</li> <li>• Partnered with CBOs in San Diego to assist with food distributions.</li> <li>• Held food distribution in Spring Valley in partnership with MAAC and served 550 families.</li> <li>• Hosting food distribution in Ocean side, serving about 250 families and Chula Vista, serving 570 families.</li> <li>• Donated \$100,000 to support food insecurities</li> </ul> <p><u>Questions:</u></p> <p>Member – Where can I get information regarding the food distribution events?</p>	<p>Stephanie Williams Rogers</p>	<ul style="list-style-type: none"> <li>• Stephanie will share the Food Distributions events with Araceli to share with the committee.</li> </ul>
<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>• Population Needs Assessment (PNA) requires Medi-Cal Plans to implement a PNA.</li> <li>• PNA will help us identify health differences (disparities) among groups of people.</li> </ul> <p><u>Questions:</u></p> <ul style="list-style-type: none"> <li>• What do you think are important health concerns or issues for people living in your area?</li> <li>• What can we do to support these issues?</li> <li>• In the past we have offered in-person classes, and we hope to offer in person classes again in the future. In addition to in-person classes, we will be offering virtual classes. What is your interest in virtual classes?</li> <li>• Ruth – Do you already have a program that caters to people who are not tech-savvy.</li> </ul> <p><u>Comments:</u></p> <ul style="list-style-type: none"> <li>• Member– We lack nutritional, health, and exercise classes in El Cajon. Grocery stores are not as close. It takes me 45 minutes to walk to groceries stores. Prefer in-person classes but virtual classes would be wonderful if I can attend and view them through my smart phone.</li> <li>• Community Based Organization – A health concern we are paying closer attention to and screening is substance abuse. There has been an increase in alcohol consumption since the stay-at-home order. Also,</li> </ul>	<p>Linda Fleischman</p>	

Blue Shield of California Promise Health Plan is an independent Licensee of the Blue Shield Association

<p>people with chronic pain issues have become less active. Need more information to help folks manage chronic pain symptoms and become more active during this time.</p> <ul style="list-style-type: none"> <li>• Member – I prefer in-person conversation but with the current situation virtual is best.</li> <li>• Member– BSCPHP might need to consider creating courses that will teach people how to use virtual technology, smartphones, and download apps.</li> <li>• BSCPHP Staff – Our social service team is available to help connect members to resources.</li> </ul>		
<p><b>Highlight Community Based Organization</b> The San Diego LGBT Community Center</p> <ul style="list-style-type: none"> <li>• Provides services overview and impact of COVID-19</li> <li>• One of the largest and most vibrant LGBT community centers in the nation.</li> <li>• Offer services to youth, adults, and seniors.</li> <li>• Supports and provide services for the LGBTQ and HIV community</li> <li>• Grateful to receive support through Blue Sky Initiative</li> </ul>	Stephen Carroll	
<p><b>Open Comments</b> N/A</p>		
<p><b>Closing Remarks and Adjournment</b> Next Meeting: September 23, 2020 Time: 12:30pm – 2:30pm</p>	Kellie Todd Griffin	