

Los Angeles Member Advisory Committee Meeting Minutes

June 16, 2021 • 10:00 a.m. – 12:00 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 • Connor Hannigan- Neighborhood Legal Services of LA County • Donna Attwood – Member • Gloria Behn – Member • Halina Fardin- Worksite Wellness LA • Jackie Dai- Neighborhood Legal Services of LA County • Joann Cannon – Personal Assistance Service Council • Margaret Iaccino – Member • Margie Harper- National Alliance Mental Illness 	<ul style="list-style-type: none"> • Rigo Saborio- St. Barnabas • Hector Ochoa- Southern California Resource Services for Independent Living • Elizabeth Carrasco- Member • Robert M Cota- Member • Richard Ayoub- Project Angel Food 	<ul style="list-style-type: none"> • Kristen Cerf- President and CEO • Dr. James Cruz- Interim Chief Medical Officer • Thomas Tran- Sr. Manager Community Resource Center • Paul Montanchez- Health Educator Lifestyle Medicine • Maria Foley- Sr. Engagement Marketing Specialist • Julianne Holloway- Sr. Program Manager Duals Account Management • Troy Jenkins- Program Manager Medical Care Programs • Stephanie Williams- Rogers- Sr. Manager Stakeholder Engagement • Araceli Garcia- Sr. Program Manager

Topic	Presenter	Decisions/Action items
<p>Welcome Anwar Zoueihid, Vice-Chair, called the meeting to order at 10:02 am.</p>	Anwar Zoueihid	
<p>Chief Executive Officer Report <i>Kristen Cerf, President & Chief Executive Officer, reported:</i></p> <p>Kristen shared optimism and appreciation for the process made on the fight against COVID-19 and the State of CA re-opening.</p> <p>Blue Shield Promise Health Plan in Los Angeles County monthly membership growth remains positive at 2,395, aligned with the previous outlook. Low disenrollment due to the suspension of redetermination continues to be the main driver for growth. April and year-to-date growth are better than plan by 3k and 30k respectively. The variance is because Plan had assumed Public Health Emergency would end, and redetermination would resume in January 2021.</p> <p>Felix Su, Government Affairs Analyst, shared that the state now has a projected \$75.7 billion surplus. Combined with over \$25 billion in federal relief, this supports a \$100 billion California Comeback Plan. In addition, the budget preserves Medi-Cal coverage for seniors and people with disabilities with incomes up to 138 percent of the federal poverty level; maintains current Medi-Cal estate recovery rules; and preserves current dental and other critical Medi-Cal benefits.</p> <p>The May Revision includes one-time funding of \$9.3 million General Fund to continue providing medically tailored meals in the period between the conclusion of the existing pilot program in 2021 and when medically tailored meals become available as an option for In-Lieu of Service (ILOS) under the California Advancing and Innovating Medi-Cal (CalAIM) framework.</p> <p>Kristen shared that Blue Shield Promise was a co-sponsor with Los Angeles County Department of Mental Health's WE RISE 2021 initiative. We launched South Los Angeles</p>	Kristen Cerf	

<p>Trauma Informed Resiliency Training with more than 300 attendees. Sponsored SPIRIT Family Center's Dia De Los Niños Drive-Thru and Virtual Event and provided food distributions and family fun kits for more than 300 families. Sponsored Pathways Los Angeles 4th Annual Family Drive-Thru Event with necessities and activity kits for children for more than 200 families.</p> <p>Kristen introduced Dr. James Cruz, our new Interim Chief Medical Officer for Blue Shield of California Promise Health Plan. Dr. Fleischman is now Interim Chief Medical Officer for Blue Shield of California.</p>		
<p>Chief Medical Officer Report <i>Dr. James Cruz, Interim Chief Medical Officer Report, reported:</i></p> <p>In Los Angeles County, 18% of Blue Shield Promise members are fully vaccinated, and 70% are not fully vaccinated yet.</p> <p>Los Angeles COVID Member Outreach Initiates. COVID-19 Vaccination outreach efforts were made in partnership with LA Care Health Plan through the Community Resource Center partnership, and Martin Luther King Jr. Community Health</p> <ul style="list-style-type: none"> • Outreach was conducted to over 4,000 members • Prioritized family pods and assisted members and their families in scheduling close to 400 vaccine appointments • Approximately 30% of the members experienced vaccine hesitancy and opted to wait <p>Dr. Cruz posed the question, "What barriers still exist that keep people from getting vaccinated?"</p> <p>Member, Donna Attwood, shared due to religious beliefs; some do not feel comfortable taking the vaccine. Additional information regarding vaccine safety needs to be provided to those that suffer from allergic reactions.</p>	<p>Dr. James Cruz</p>	
<p>Community Resource Center <i>Thomas Tran, Sr. Manager Community Resource Center, reported:</i></p>	<p>Thomas Tran</p>	

<p>Thomas Tran gave an overview of LA Care and Blue Shield Promise Community Resource Centers. Five sites reopened, and two more openings in the Summer. Unfortunately, all Community Resource Centers limit how many people can go into the center due to the Pandemic. Currently, no in-person programming, only online services available. Gradual reopening efforts are in place. More details to come when it opens to the public without any restrictions.</p>		
<p>Population Needs Assessment <i>Paul Montanchez, Health Educator Lifestyle Medicine, reported:</i> The importance of the Population Needs Assessment. The goals are based on the Health Plan and Department of Health Care Service data. The goals are as follow:</p> <ol style="list-style-type: none"> 1. Increase the number of members who get an annual flu shot. 2. Increase the number of members who report that their doctor always communicates well. 3. Increase the number of members who receive prenatal care in the first three months of pregnancy. <p>The Flu vaccine survey results were reported from data collected from Los Angeles and San Diego County Member Advisory Committee members.</p>	Paul Montanchez	
<p>Member Communication <i>Maria Foley, Sr. Engagement Marketing Specialist, reported:</i> Maria shared with the committee members that the “quick guide” and “magnet” created per committee feedback is currently in review with regulators for approval. All new and current Blue Shield Promise Health Plan members will receive a quick guide and magnet in their new member welcome kit.</p>	Maria Foley	
<p>Cal MediConnect Transition <i>Julianne Holloway, Sr. Program Manager, Duals Account Management, reported:</i> Under California Advancing and Innovating Medi-Cal Initiative (CalAIM), the Department of Health Care Services aims to increase access to integrated care for dual-eligible Medicare and Medi-Cal beneficiaries. The Cal Mediconnect program will</p>	Julianne Holloway	

<p>end on December 31, 2022, and members will transition to a Dual Eligible Special Needs Plan (D-SNPs).</p> <p>Blue Shield Promise is working closely with the Department of Health Care Services and the Center for Medicare & Medicaid Services to ensure timely and appropriate communication to our Cal MediConnect membership about this upcoming change.</p> <p>Blue Shield Promise members will continue to receive their benefits as they did before. For now, no new changes are occurring.</p>		
<p>Highlight Committee Organization:</p> <p><i>Halina Fardin, the Outreach Specialist from Worksite Wellness Los Angeles, gave an overview of its services.</i></p> <p>Worksite wellness Los Angeles is A 501(c)(3)-designated nonprofit organization founded in 1996 out of a need to bring preventive health education and access to healthcare resources to a predominantly Spanish-speaking population of low-income, uninsured workers in Los Angeles county. Their mission is to Improve the Health Status of Low Income, Medically Underserved Families at Workplaces Throughout Los Angeles County.</p> <p>Worksite Wellness, Los Angeles Insurance Enrollment, and Retention program assist with entry into and retention of health programs including Medi-Cal and My Health LA. They also provide outreach and enrollment assistance via several strategies, including work at community-based health centers to help patients apply for Covered California during its open enrollment periods.</p>	Halina Fardin	
<p>Transportation</p> <p><i>Troy Jenkins, Program Manager, Medical Care Programs, reported:</i></p> <p>Discussed efforts to consolidate transportation services into one program to better coordinate and serve member needs. Blue Shield Promise Health Plan will enhance questions to ensure each ride's right type of vehicle is assigned. A new process ensures gate codes are captured and included on ride orders to avoid member pickup delays. They are reducing phone call wait times. In quarter four, launch a mobile application. They are currently providing transportation to COVID-19 vaccine appointments.</p>	Troy Jenkins	Troy Jenkins to follow up with Gloria and Margaret on transportation experience.

<p>Members who require a wheelchair, a gurney, or an ambulance for their transportation must have their doctor or the medical facility they are visiting complete and submit the following forms before a member booking their ride or series of rides:</p> <ul style="list-style-type: none"> • Physician Certification Statement form (PCS) • Treatment Authorization Request (TAR) <p>Member, Gloria Behn, shared that she is no longer interested in using Blue Shield Promise Health Plan transportation due to her experience.</p> <p>Member, Margaret Iaccino, shared that she is having issues with transportation picking her up and had missed multiple appointments.</p>		
<p>Ombudsman: What is trending? <i>Jackie Dai, Supervising Attorney and Connor Hannigan, Staff Attorney, with Neighborhood Legal Services of Los Angeles County, reported the following:</i></p> <p>Trending issues continue with In-Home Supportive Services (IHSS). Hours are decreasing due to insufficient phone assessments. Denials of durable medical equipment due to coverage requests. Issues with Non-Emergency Medi-Cal transportations. Drivers are not showing up, and multiple delays.</p> <p>Medi-Cal's negative actions were suspended until July 21, 2021, which prohibits premium increases, Share of Cost increases, and negative Medi-Cal changes due to turning 65 until the end of the public health emergency. In addition, Covered California's open enrollment has been extended to May 15, 2021.</p>	<p>Jackie Dai and Connor Hannigan</p>	
<p>Closing Remarks and Adjournment Anwar adjourned at noon.</p>	<p>Anwar Zoueihid</p>	