

Los Angeles Member Advisory Council Meeting Minutes

September 3, 2020 • 1:00pm – 3:00pm

Council Members

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- Anwar Zoueihid (Partners in Care Foundation)
- Rigo Saborio (SBSS)
- Margie Harper (NAMI)
- Donna Attwood (Consumer)
- Halina Fardin (Worksite Wellness LA)
- Hector Ochoa (SCRS-ILC)
- Heriberto Loya (Consumer)
- JoAnn Cannon (PASC)
- Richard Ayoub (Project Angel Food)
- Margaret Iaccino (Consumer)
- Elizabeth Carrasco (Consumer)
- Gloria Behn (Consumer)
- Jackie Dai (Neighborhood of Legal Services)
- Fabiola Montiel (First 5)

Committee Members Absent

- Robert Cota (Consumer)

Blues Shield Promise Health Plan

- Kristen Cerf (Blue Shield Promise Health Plan CEO President)
- Dr. Susan Fleischman (Blue Shield Promise Health Plan CMO)
- Kellie Todd Griffin (Blue Shield Promise Health Plan)
- Stephanie William Rogers (Blue Shield Promise Health)
- Araceli Garcia (Program Manager for Consumer and Stakeholder Engagement)
- Yesica Allala (Supervisor, Growth and Retention)

Topic	Presenter	Decisions/Action items
<p>Welcome and introductions</p> <ul style="list-style-type: none"> • Now more than ever it is critical you tell us what we can do better. • Follow up – all those that requested to be included in our newsletter distribution have been added • Several back to school drives and food distributions in both Los Angeles and San Diego Counties • Engaging in work for social justice and health equity • Had a conversation with Senator Holly J. Mitchell and discussed women in leadership, COVID, and budget. • Community Alliance on Domestic Violence Webinar 	<p>Kristen Cerf and Rigo Saborio</p>	
<p>Promise Health Plan Updates Dr. Fleischman reported on the following:</p> <ul style="list-style-type: none"> • COVID -19 <ul style="list-style-type: none"> ○ The Government has assigned every county in California to a tier based on its test positivity and adjusted case rate for tier assignment to loosen and tighten restrictions on activities. ○ Los Angeles has been placed in the highest risk tier, tier 1. ○ Good news – 4.9% lowest test rate since July 4th (out of all the people that have gotten tested, less than 5% are testing positive) • Flu Vaccine and Immunizations <ul style="list-style-type: none"> ○ People are scared to visit their doctors' offices causing children to fall behind on their vaccines ○ Medi-Cal MCAS Performance is below the average percentile, average performance was below 25% ○ Initiative to increase results: Member outreach for preventive care, Member incentives, and Provider engagement ○ 2019 annual flu vaccine for adult measures: 37.4% ○ Initiative to increase results: flu SWAT team, retail pharmacy flu strategies, working with provider groups to coordinate flu strategy, social media engagement, and member outreach. 	<p>Dr. Susan Fleischman</p>	

- We are also working on drive thru clinics in Monterey Park and East LA that will reach out to members within a 5-mile radius.

Frequently Ask Questions:

- How long will it last? Who should get tested? We do not really know but everyone can help prevent the spread by following the rules: wear a mask, stand 6ft apart and wash your hands.
- Is Blue Shield of CA Promise Health Plan providing free COVID-19 testing? Yes, but people at high risk or people who have come in contact with someone who has it are most encouraged to be tested. Essential workers at risk.
- Should you get tested prior to making a doctors or specialist appointment? No
- Are we providing it for free? Testing is free for Medi-Cal members
- What is the different between COVID-19 and the Flu? They are different viruses but have similar symptoms.
- Can you get both COVID-19 and Flu vaccines? We currently do not have a COVID vaccine, but many companies are performing clinical trials on volunteers. There is a Flu vaccine. As a Promise member it is covered.
- I got a flu shot already, is it too soon? Will it still hold for a while? No, it is not too early or late.
- What are we doing to advertise the Flu shot in our community? Campaign launching, outreach through mailing and resource centers, and communication with providers.

Comments:

- Had an appointment with a specialist and was told I would not be seen until I got tested for COVID-19 first.
- Drive-thru implying they must have a car? It is already hard for people with disabilities getting COVID tested with predominantly drive-thru locations
- Many members said that did not take the flu shot and many are scared to take it because they feel they will get sicker.

<p>Special Projects</p> <p>Yesica reported on the following:</p> <ul style="list-style-type: none"> • Member benefits/orientation <ul style="list-style-type: none"> ○ Provide a short and simple resource that will be useful to the member ○ Proposing one-page resource sheet that is easy to read, front and back translation, and resource phone numbers easily found. ○ To include: member services phone number, how to steps, Nurse Advice Line, Teladoc, transportation services, behavioral health services, dental services, vision, health educator, diabetes prevention programs, disease management nurse <p>Questions:</p> <ul style="list-style-type: none"> • What would you like included in this cheat sheet? • Does the health plan only have music playing during a wait time or does it have informational narratives? <p>Comments:</p> <ul style="list-style-type: none"> • A better approach to keep new callers and members on the phone is changing the elevator music to an informational narrative such as listing the benefits of becoming a member while being placed on hold. • Members do not remember all the benefits the plan offers, perhaps send constant reminders. • Highlight resources that may be available in the community to our members. Utilizing additional CBOs and Partners that address social determinants of health. • One of the glitches I keep seeing rise, everything is being communicated electronically. I am not a fan. I would prefer to receive printed material quarterly. • I would like to receive updates on the CRC in Long Beach. <ul style="list-style-type: none"> ○ We are still working on identify a location for the CRC in long beach. • If you are calling transportation the wait time is 20-30 minutes long. • Perhaps grievance process(es) for member resources. 	<p>Yesica Allala</p>	<ul style="list-style-type: none"> • Find out if we have an informational narrative about the Flu during wait time? • Kristen will follow up on the wait time length for transportation
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What is trending?

Jackie reported the following:

- Q3 (July & August) CCI Cases at NLSLA: 85
- Q2 (April – June) increased to 87 probably due to outreach
- **Trending Issues:**
 - Medi-Cal Share of Cost (SOC) removal and medical debt due to SOC
 - SOC creating barrier to In-Home Supportive Services (IHSS)
 - Negative annual Medi-Cal redeterminations occurring in violation of the Governor's moratorium
- COVID-19 Testing and screening is free of charge
- **New coverage**
 - Medi-Cal and most managed care plans: (Call your health plan for benefits information)
 - Prescription drug refill limits lifted (100-day supply for most medications), Mail order prescription delivery, Out-of-network care and Telehealth
 - Presumptive Eligibility Program:
 - Covers testing and treatment for free, starting the day you apply
 - Available for people regardless of immigration status, resources, income, or other health insurance
 - Enrollment through local hospital or clinic; call (877) 409-9052 to find a provider
 - After 60 days, the program will end at the end of the month.
- If you had Medi-Cal in March 2020, you could keep it through September 30, 2020.
- Your Medi-Cal eligibility cannot be stopped, or benefits cannot be reduced.
 - Medi-Cal should only end before October if the beneficiary moves, dies, or requests to cancel it.
- Medi-Cal Monthly Premium
 - If your household is affected by COVID-19, you can call to request that your premiums be waived for the month you are calling. Please document when you called and who you spoke with.

Connor Hannigan
and Jackie Dai

<ul style="list-style-type: none"> • Medi-Cal State Fair Hearings: due to COVID-19, you have 210 days after the date of your notice to appeal if you disagree with the notice of action and request a state fair hearing. • California COVID-19 eviction protection <ul style="list-style-type: none"> ○ Temporary hold on the 75% of rent whether renters must pay it back or not. Bill AB3088 ○ https://www.latimes.com/california/story/2020-08-31/california-renters-covid-19-eviction-protections-bill-gavin-newsom-legislature 		
<p>New Business</p> <p>Kellie reported on the following:</p> <ul style="list-style-type: none"> • Member retention strategy (keeping our members and helping our members navigate through Medi-Cal) • Have two separate models for each county • Members can enroll into Medi-Cal either by selecting the plan or are auto-assigned to a plan <ul style="list-style-type: none"> ○ Los Angeles <ul style="list-style-type: none"> ▪ Average about 30k members per month ▪ Choice: 7% ▪ Auto assigned: 10% ▪ Family link/prior affiliation: 7% • Goal: Ensure members have what they need, when they need it as they onboard to Blues Shield Medi-Cal • Strategies: <ul style="list-style-type: none"> ○ Retain new and existing members ○ Align and strengthen membership data ○ Understand and enhance end-to-end member experience ○ Partner with priority providers ○ Create consistent market presence ○ Maximize and create regulatory opportunities ○ Tell our story (earned media) • Tactics <ul style="list-style-type: none"> ○ Create cross-functional workgroups to drive the work ○ Maximize current efforts <p>Questions:</p>	Kellie Todd Griffin	<ul style="list-style-type: none"> • If there is anything else members want to share regarding the member retention strategy notify Araceli.

<ul style="list-style-type: none"> • Want to find out what our members and CBOs are experiencing and how we can make it better? • What drives you to Promise and what can we learn from your journey? 		
<p>Transportation</p> <p>Veronica and Troy reported on the following:</p> <ul style="list-style-type: none"> • Transportation Volume & Grievances <ul style="list-style-type: none"> ○ Trips decreased from Jan – June: 54,415 – 37,016 ○ Grievances decreased from (Jan – June): 70-27 • Interventions to improve transportation <ul style="list-style-type: none"> ○ We are going to create an enterprise solution instead of having BSC and BSCPHP as separate programs. We will do this by interviewing and getting feedback from the members to make sure it fits the requirement of our members and reduces the number of no-shows and wait time. • This will ensure consistency between rides • COVID-19 safety measures <ul style="list-style-type: none"> ○ Installed a plexiglass barrier between the driver and member in all their vehicles ○ Drivers must wear mask ○ Each driver has less rides assigned to them per day so that they thoroughly clean entire vehicle between each member <p>Questions:</p> <ul style="list-style-type: none"> • How are they cleaning the vehicle? • What is the backup plan when there is a missed appointment or late appointment? <ul style="list-style-type: none"> ○ Cleaning with disinfectant spray and wiping everything down. <p>Comments:</p> <ul style="list-style-type: none"> • Almost every time I call transportation, I am on hold for 20-30 minutes before anyone answers. I listen to music. Every once in a while, I call and someone answers in 5 minutes, but normally it is a very long wait. • I have had a great experience with transportation. My doctor schedules the transportation for his patients. The staff usually try to schedule when there are less bookings to make the transportation a more personal and welcoming experience. 	<p>Veronica Vargas, and Troy Jenkins</p>	

<ul style="list-style-type: none"> • Recommend notifying the caller their placement in line and hiring more people in the transportation department to add more phone lines to decrease the wait time. 		
<p>Highlight Committee Organization</p> <p>Fabiola reported on the following:</p> <ul style="list-style-type: none"> • First 5 LA is a public agency created by voters in 1998, funded by a tax on cigarettes. • Focused on children and families prenatal to age 5 • Mission – First 5 LA, in partnership with others, strengthens, families, communities, and systems of services and supports so all children in L.A. County enter kindergarten ready to succeed in school and life. • Strategic Priorities and Systems Change Approaches <ul style="list-style-type: none"> ○ Strengthen public & community systems ○ Advance & build on community experience ○ Expand influence & impact with data ○ Optimize our effectiveness 	Fabiola Montiel	<ul style="list-style-type: none"> • If folks have questions regarding First 5 send them to Araceli.
<p>Closing Remarks and Adjournment</p> <p>Next meeting: Thursday, December 3rd</p> <p>Time: 1:00 p.m. – 3:00 p.m.</p> <p>Comments:</p> <ul style="list-style-type: none"> • Governor Newsom Housing is Key campaign provides great resources for tenants and landlords regarding rent. • Suggest screening the third-party vendors for Call the Car. • Recommend workshops and workgroups to help with transportation enterprise solution. • Should have a number where members can call to share their transportation experience, concerns/complains. 	Rigo Saborio	<ul style="list-style-type: none"> • Araceli will send Troy's information to Donna