

## Los Angeles Member Advisory Committee Meeting Minutes

**August 31, 2021, • 1:30 p.m. – 3:30 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>• Connor Hannigan- Neighborhood Legal Services of LA County</li> <li>• Donna Attwood – Member</li> <li>• Gloria Behn – Member</li> <li>• Halina Fardin- Worksite Wellness LA</li> <li>• Jackie Dai- Neighborhood Legal Services of LA County</li> <li>• Joann Cannon – Personal Assistance Service Council</li> <li>• Margaret Iaccino – Member</li> <li>• Margie Harper- National Alliance Mental Illness</li> <li>• Rigo Saborio- St. Barnabas</li> <li>• Richard Ayoub- Project Angel Food</li> <li>• Terrance Henson- Southern California Resource Services for Independent Living</li> </ul>	<ul style="list-style-type: none"> <li>• Elizabeth Carrasco- Member</li> <li>• Robert M Cota- Member</li> </ul>	<ul style="list-style-type: none"> <li>• Kristen Cerf- President and CEO</li> <li>• Dr. James Cruz- Chief Medical Officer</li> <li>• Johana Lockwood, Pharmacy Medi-Cal Program Manager</li> <li>• Stephanie Williams- Rogers- Sr. Manager Stakeholder Engagement</li> <li>• Araceli Garcia- Sr. Program Manager</li> </ul>

Topic	Presenter	Decisions/Action items
<p><b>Welcome</b> Rigo Saborio, Chair, called the meeting to order at 1:32 pm.</p>	Rigo Saborio	
<p><b>Chief Executive Officer Report</b> <i>Kristen Cerf, President &amp; Chief Executive Officer, reported:</i></p> <p>Blue Shield Promise Health Plan in Los Angeles County monthly membership growth remains positive at 1,950. Starting in June, the growth rate has declined from previous levels across Los Angeles and San Diego markets. This seems to be an emerging trend for the rest of 2021 across California. Drivers for the slow growth are the improved economy and employment and the potential impact of government subsidies incentivizing Covered California enrollment. With the planned resumption of redeterminations in January 2022, we expect to see a membership loss in 2022, which is steepest in the first quarter.</p> <p>There is a wide range of uncertainties around the impact of redetermination resumption and economic recovery in Medi-Cal enrollment.</p> <p>Kristen shared that Blue Shield Promise partnered with Coaching Corps to provide community organizations with resources, training, and volunteer coaches in low-income communities. Partnered with Whittier's Boys and Girls Club to provide weekly family health classes and activities during July. Joined with Bixby Knolls Community Foundation by funding a grant and design an art mural, which will be placed at the future Community Resource Center. Sponsored 17 back-to-school events in Los Angeles to provide thousands of children with school supplies and essential needs.</p>	Kristen Cerf	
<p><b>Highlight Committee Organization:</b></p>	Terrance Henson	

<p><i>Terrance Henson, Outreach Coordinator from Southern California Resource Services Independent Living Center, gave an overview of its services.</i></p> <p>Centers for Independent Living are community-based, cross-disability, non-residential, non-profit organizations designed and operated by people with disabilities. Center for Independent Living Center are unique in that they operate according to a strict philosophy of consumer control, wherein people with all types of disabilities directly govern and staff the organization.</p> <p>Terrance provided an overview of the independent living center services they provide. The benefits include, peer support, individual and system advocacy, independent living skills training and transition community-based living, computer training, seated yoga, employment services, bi-weekly education workshops, money management classes, housing workshops, and benefits workshops.</p>		
<p><b>Chief Medical Officer Report</b></p> <p><i>Dr. James Cruz, Chief Medical Officer Report, reported:</i></p> <p>In Los Angeles County, 104,812 Blue Shield Promise Medi-Cal members are fully vaccinated, and 103,520 are not fully vaccinated yet. In Los Angeles County, 1,654 Blue Shield Promise Duals members are fully vaccinated, and 828 are not fully vaccinated yet.</p> <p>Dr. Cruz posed the question, "What are some ideas we can increase vaccination rates?"</p> <p>Member, A shared young adults don't feel "cool" if they get the Vaccine.</p> <p>Member B shared lack of education regarding the Vaccine is creating hesitancy for people to get vaccinated.</p> <p>Richard Ayoub shared his employees decided to resign from their position instead of being vaccinated.</p>	<p>Dr. James Cruz</p>	

<p>Dr. Cruz shared we will partner with community-based organizations to find out what the hesitation is, who are the ones that don't get vaccinated, and what can we do as a health plan to educate those who are uncertain about the Vaccine.</p> <p>Dr. Cruz also shared effective September 1, 2021, participating Medi-Cal managed care plans may be eligible in the Medi-Cal COVID-19 Vaccination Incentive Program. The incentive program is needed because, as of July 25, 2021, only 46.6% of Medi-Cal beneficiaries ages 12 years and older have received at least one dose COVID-19 Vaccine compared with 71.5% of all Californians ages 12 years and older. This incentive program covers all Medi-Cal members who are not fully vaccinated against COVID-19. It also includes members who received the first dose of a multi-dose vaccine before September 1, 2021, but not the second. Promise Health Plan's goal is to develop a vaccination response plan and develop workstream areas by topic.</p> <p>Member B shared he hopes with the new incentive, more people will get vaccinated.</p> <p>Member C shared that the incentive plan is a great idea, but education is also needed to understand the Vaccine.</p>		
<p><b>Medi-Cal Pharmacy Benefit Becoming "Medi-Cal Rx."</b> <i>Joselito Marquez, Program Manager, reported:</i></p> <p>Medi-Cal Rx is scheduled to start on January 1, 2022. This change is for eligible members for Medi-Cal only; members enrolled in Cal MediConnect will continue to receive pharmacy benefits from their Cal MediConnect Plan. Blue Shield Promise Health Plan will continue to provide medical help. Members will need to present their benefits identification Card at the pharmacy to get their medications. Members will need to file pharmacy-related appeals and grievances with Medi-Cal Rx. All prescriptions must be filled at a pharmacy that is in the Medi-Cal Rx Pharmacy network. All current prescriptions will be honored for 180 days. Members are highly encouraged to talk to their doctor to get a new prior authorization if needed. Member B shared that she will share information with friends who have Medi-Cal so they know what to do in case they get impacted and cannot get their medications.</p>	<p>Joselito Marquez</p>	

<p><b>Ombudsman: What is trending?</b>  <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 are spousal improvement eligibility. Spousal improvement rules are federal Medi-Cal regulations intended to prevent non-applicant spouses from becoming poverty-stricken for their application spouse to qualify for long-term care Medi-Cal. Questions continue with In-Home Supportive Services (IHSS). Hours are decreasing due to insufficient phone assessments—issues with Non-Emergency Medi-Cal transportations. Drivers are not showing up, and multiple delays.</p> <p>Medi-Cal negative actions suspended until October 31, 2021. Prohibits premium increases, Share of Cost increases, negative Medi-Cal changes due to turning 65 until end of "public health emergency." Federal Government has advised this should last through the end of 2021, but we must wait and see. In addition, the Medi-Cal asset test does not apply to people who qualify for Medi-Cal due to income, known as MAGI Medi-Cal. For people over 65 or living with a disability, the asset test is \$2000 for a single person, \$3000 for a couple.</p>	<p>Jackie Dai and Connor Hannigan</p>	
<p><b>Open Discussion</b>          Member C shared that she felt proud to see on television that Blue Shield Promise Health Plan was out in the community, giving away backpacks. She is proud to be part of an amazing plan.          Member B shared she felt the meeting went and she is thankful for the Zoom training provided by Southern California Resource Services Independent Living Center.</p>		
<p><b>Closing Remarks and Adjournment</b>          Rigo adjourned at 3:30 pm.</p>	<p>Rigo Saborio</p>	