

## San Diego Member Advisory Council Meeting Minutes

August 30, 2021, • 1:30pm – 3:30pm

### Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"><li>• Member A</li><li>• Kari Logan-YMCA</li><li>• Jack Dailey – Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego</li><li>• Jessica Romero- Southern Caregiver Resource Center</li><li>• Nancy Vera – Access to Independence</li><li>• Member B</li><li>• Steve Carroll- LGBT Center</li></ul>	<ul style="list-style-type: none"><li>• Member C</li><li>• Tanissha Harrell- 211</li><li>• Cathryn Nacario- National Alliance Mental Illness</li><li>• Erin Murphy- Interfaith Community Services</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> Araceli Garcia, Sr. Program Manager, called the meeting to order at 1:30 pm.</p>	<p>Araceli Garcia</p>	
<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 San Diego County monthly membership growth remains positive at 1,942. Due to a higher choice rate and brand presence, Blue Shield Promise's growth has been more robust in San Diego relative to other plans. 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. There is a wide range of uncertainties around the impact of redetermination resumption and economic recovery in Medi-Cal enrollment.</p> <p>Blue Shield Promise and Coaching Corps partnered to host a Community Alliance Forum for community organizations, providing information and guidance on resources, training, and volunteer coaching opportunities in low-income communities.</p> <p>We also hosted a Community Alliance Forum on Black, Indigenous, People of Color (BIPOC) Mental Health and Why It Matters to All of Us. The online panel discussion featured community mental-health leaders and a youth participant who zeroed in on critical mental health issues impacting BIPOC and other youth. School educators, cognitive and behavioral clinicians, social workers, therapists, community housing and transportation managers, youth program advocates, and parents attended the event.</p>	<p>Kristen Cerf</p>	

<p>In preparation for the return to in-person classes, we sponsored 19 back-to-school events in San Diego this fall to provide thousands of children with school supplies and essential needs. We also supported the Filipino American Friendship Festival on July 31, 2021.</p>		
<p><b>Chief Medical Officer Report</b>  <i>Dr. James Cruz, Chief Medical Officer Report, reported:</i></p> <p>In San Diego County, 43,477 Blue Shield Promise Medi-Cal members are fully vaccinated, and 3,695 are not fully vaccinated yet. In San Diego County, 1,632 Blue Shield Promise Duals members are fully vaccinated, and 616 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 providing more education could increase vaccination rates.</p> <p>Member B shared her family does not want to take the Vaccine due to their religion.</p> <p>Dr. Cruz shared we will be partnered 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 the plan to educate those who are uncertain about the Vaccine.</p> <p>Dr. Cruz also shared about the Medi-Cal COVID-19 Vaccination Incentive Program. 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, 46.6% of Medi-Cal beneficiaries ages 12 years and older compared with 71.5% of all Californians ages 12 years and older have received at least one dose COVID-19 Vaccine. This incentive program</p>	<p>Dr. James Cruz</p>	

<p>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 this is a great idea, and hopefully, more people do get vaccinated.</p> <p>Member A shared some possible stores members interested in receiving gift cards for the incentive Medi-Cal program. For example, grocery stores, gas stations, and prepaid visa cards to pay home bills.</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 medications will be honored for 180 days. Members are highly encouraged to talk to their doctor to get a new prior authorization if needed.</p> <p>Member B asked for the pharmacy link to identify if her pharmacy was on the list. The link was shared with the member.</p>	<p>Joselito Marquez</p>	
<p><b>Highlight Committee Organization:</b> <i>Jessica Romero, Community Educator from Southern Caregiver Resource Center, gave an overview of its services.</i></p>	<p>Jessica Romero</p>	

<p>The state of California has 11 Caregiver Resource Centers (CRCs), including Southern Caregiver Resource Center. California was the first state in the nation to establish a statewide network of support organizations for caregivers; every resident has access to a Caregiver Resource Center in their area. They offer free support services for family caregivers.</p>		
<p><b>Ombudsman</b> Jack Dailey, Health Consumer Alliance Coordinator, reported:</p> <p>The Consumer Center began offering services in 1999. The team is comprised of knowledgeable consumer health advocates and experienced health care attorneys. They help educate consumers to obtain/maintain needed coverage and access needed services.</p> <p>Jack shared Cal MediConnect Specific Updates. Department of Health Care Services issued an email reminder to all Cal MediConnect plans regarding benefits coordination, citing Long-Term Care and behavioral health care examples.</p> <p>Medi-Cal asset limit elimination on or after July 1, 2022, the Medi-Cal asset limit will increase to \$130k, and on or after January 1, 2024, be eliminated. Moratorium on negative Medi-Cal actions continues in 90-day intervals, likely to last through 2021. COVID-19 Vaccination uptake rate among Medi-Cal beneficiaries is nearly 39% less than the general public. Department of Health Care Services gave \$300 million to Managed Care Plans to enhance vaccination effort.</p>	<p>Jack Dailey</p>	
<p><b>Closing Remarks and Adjournment</b> Kristen adjourned the meeting at 3:30 pm.</p>	<p>Kristen Cerf</p>	