

## Los Angeles Member Advisory Council Meeting Minutes

**December 14, 2020 • 1:30pm – 3:30pm**

### 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>• Rigo Saborio (SBSS)</li> <li>• Margie Harper (NAMI)</li> <li>• Donna Attwood (Consumer)</li> <li>• Halina Fardin (Worksite Wellness LA)</li> <li>• JoAnn Cannon (PASC)</li> <li>• Richard Ayoub (Project Angel Food)</li> <li>• Margaret Iaccino (Consumer)</li> <li>• Elizabeth Carrasco (Consumer)</li> <li>• Gloria Behn (Consumer)</li> <li>• Jackie Dai (Neighborhood of Legal Services)</li> </ul>	<ul style="list-style-type: none"> <li>• Hector Ochoa (SCRS-ILC)</li> <li>• Heriberto Loya (Consumer)</li> </ul>	<ul style="list-style-type: none"> <li>• Kristen Cerf (Blue Shield Promise Health Plan CEO President)</li> <li>• Dr. Susan Fleischman</li> <li>• Kellie Todd Griffin</li> <li>• Stephanie William Rogers</li> <li>• Araceli Garcia</li> </ul>

Topic	Presenter	Decisions/Action items
<p><b>Welcome and introductions</b></p> <ul style="list-style-type: none"> <li>• Shared gratitude and 2020 reflection</li> <li>• Provided summary of the online Community Conversation on Addressing Food Insecurity in partnership with National Health Foundation</li> <li>• Our Social Service team has been selected to participate in the California Health Care Homeless Learning Community Initiative               <ul style="list-style-type: none"> <li>○ Innovative approaches to improve health services for homeless populations</li> </ul> </li> <li>• Donated 1000+ toys to Los Angeles County Parks and Recreation</li> </ul>	<p>Kristen Cerf</p>	
<p><b>Promise Health Plan Updates</b></p> <p>Dr. Fleischman reported on the following:</p> <ul style="list-style-type: none"> <li>• <b>COVID -19</b> <ul style="list-style-type: none"> <li>○ Number of positive tests, hospitalization, people in ICU beds, and deaths rates are high</li> <li>○ Los Angeles county placed regional stay-at-home order for 3 weeks</li> <li>○ State restrictions are based on ICU bed capacity</li> <li>○ Based on the number of people who have tested positive we can predict how many ICU beds needed in a few weeks</li> <li>○ Testing is going well, and free appointments are available</li> <li>○ Local labs have 2 days turnaround</li> <li>○ Major pharmacies are having trouble with their turnaround times</li> <li>○ Vaccine today is the first day in the US people are getting the vaccine</li> <li>○ Health care personnel and long-term care residents will receive the vaccine first</li> <li>○ Essential workers, first responders, education, agriculture, transportation will receive it second</li> <li>○ High risk individuals and 65+General public will receive it third and then the general public</li> <li>○ There is one vaccine available. The second one will be available within a month</li> <li>○ Predication – spring or early summer to get vaccinated</li> <li>○ Continue to take preventative care</li> </ul> </li> <li>• <b>Telehealth</b></li> </ul>	<p>Dr. Susan Fleischman and Johana Lockwood</p>	

<ul style="list-style-type: none"> <li>o Nationally Beacon seeing providers delivering services via telehealth and some face-to-face</li> <li>o Number of unique utilizers have scientifically increase in the use of telehealth for mental health services</li> <li>o <u>Key learnings:</u> <ul style="list-style-type: none"> <li>▪ Telehealth now accounts for almost <b>80%</b> of mental health visits.</li> <li>▪ While previously not in the top five, Generalized Anxiety Disorder is now the most common diagnosis</li> <li>▪ Easier for parents and for people who work to access care</li> <li>▪ Clients feel more comfortable being expressive</li> <li>▪ Can easily work with clients that are sick or those with mobility issues</li> <li>▪ Fewer no shows, adherence to treatment improved significantly</li> </ul> </li> <li>o Challenges: <ul style="list-style-type: none"> <li>▪ Difficult to engage younger children</li> <li>▪ Difficulty being open and honest during session with other family members around</li> <li>▪ Technology is challenging for some clients</li> <li>▪ Challenges if member has special needs (i.e. hard of hearing, need interpreter) or have very acute symptomology</li> </ul> </li> <li>• <b>Pharmacy Carveout</b> <ul style="list-style-type: none"> <li>o Governor Gavin Newsom signed an executive order requiring the Department of Health Care Services (DHCS) to transition pharmacy services from managed care plans to a new state-run pharmacy benefit program called "<b>Medi-Cal Rx</b>". COVID-19</li> <li>o Order has been delayed scheduled to go live <u>April 1</u></li> <li>o You may have received a letter which said Medi-Cal Rx would go live January1st. Please disregard this notice.</li> <li>o DHCS will send a notice letting you know Medi-Cal Rx has been delayed</li> <li>o BSC Promise will send a letter before the end of the month</li> <li>o For now, BSC Promise will continue to administer your pharmacy benefits without any interruptions</li> <li>o BSC Promise has been working closing with the state to ensure benefits continue</li> <li>o You will receive a new ID card in the mail in preparation for the change</li> </ul> </li> </ul>		
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<p><b>Questions:</b></p> <ul style="list-style-type: none"> <li>• There saying the vaccine is 95% effective. Do they mean effective in creating antibodies once you have it you will not get it again? – Richard             <ul style="list-style-type: none"> <li>○ There was a control group to test those that took it and those that did not to compare which of those who took it got the virus. – Dr. Fleischman</li> </ul> </li> <li>• How long does it last?             <ul style="list-style-type: none"> <li>○ We still do not know how often the vaccine will need to be taken. – Dr. Fleischman</li> </ul> </li> <li>• I have special medicine, does my pharmacy need the ID card? – Member             <ul style="list-style-type: none"> <li>○ Most pharmacy that are part of our network are also contracted with state. If you are part CMC this does not apply to those members. – Johana</li> </ul> </li> <li>• Will those who are not on CMC but have a Medicare card and a Medi-Cal card still be getting the ID? – Member             <ul style="list-style-type: none"> <li>○ You will receive an updated ID, due to other internal changes not because of the Medi-Cal RX . – Johana</li> </ul> </li> <li>• The state will now be responsible on deciding what prescriptions are covered, what pharmacies are within network. – Johana</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• I am exciting that the vaccine is out. – Member</li> </ul>		
<p><b>What is trending?</b></p> <p>Connor reported on the following:</p> <ul style="list-style-type: none"> <li>• CCI Ombudsman Report: Q4             <ul style="list-style-type: none"> <li>○ Oct. – 48 cases</li> <li>○ Nov. – 37 cases</li> <li>○ Dec. (1<sup>st</sup>-8<sup>th</sup>) – 20 cases</li> </ul> </li> <li>• Trending Issues:             <ul style="list-style-type: none"> <li>○ Braille access for beneficiary from Medi-Cal, Medicare, and Health Plan.</li> <li>○ Erroneous Denials for Special Enrollment Period when Part C beneficiaries are attempting to enroll in Cal MediConnect</li> <li>○ Notices of Action indicating Medi-Cal termination despite Governor’s moratorium</li> <li>○ In Home Supportive Services (IHSS) requests for assistance to increase hours</li> </ul> </li> </ul>	<p>Connor Hannigan and Jackie Dai</p>	

<ul style="list-style-type: none"> <li>• Medi-Cal renewals and negative actions are suspended until the end of the “public health emergency”             <ul style="list-style-type: none"> <li>○ Currently scheduled to extend until the end of January 2021</li> <li>○ People should not be seeing increase in share of cost</li> </ul> </li> <li>• Non-MAGI (Modified Adjust Gross Income) Medi-Cal (Aged &amp; Disabled) income limit has move to 138% of the Federal Poverty level as of 12/1/2020</li> <li>• More seniors and people with disabilities with slightly higher incomes are now eligible for Medi-Cal</li> <li>• If a person has a disability or over the age 65 they will qualify as non-Magi Medi-Cal</li> <li>• Three ways to contact us             <ul style="list-style-type: none"> <li>○ Phone: 1-800-896-3202</li> <li>○ Email: <a href="mailto:hccreferral@nsls.org">hccreferral@nsls.org</a></li> <li>○ Online intake application: <a href="https://nsls.legalserver.org/modules/matter/extern_intake.php?pid=157&amp;h=bcaf65&amp;">https://nsls.legalserver.org/modules/matter/extern_intake.php?pid=157&amp;h=bcaf65&amp;</a></li> </ul> </li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• For people who have both Medicare and Medi-Cal, you can deduct the Medicare Part B premiums from your countable income. – Jackie</li> <li>• Aged, Blind, and Disabled Federal Poverty Level Expansion information from DHCS: <a href="https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/ABD-FPL-Expansion.aspx">https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/ABD-FPL-Expansion.aspx</a> - Connor</li> </ul>		
<p><b>L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Center</b></p> <p>Thomas reported the following:</p> <ul style="list-style-type: none"> <li>• CRCs reopened to the public in October (5 sites)             <ul style="list-style-type: none"> <li>○ East LA, Lynwood, Palmdale, Metro LA, and Pomona</li> </ul> </li> <li>• Only the CRC in Pomona was open during March – September</li> <li>• CRC is accessible by appointment only</li> <li>• Hours of operation:             <ul style="list-style-type: none"> <li>○ Monday, Wednesday, Friday from 9am to 5pm</li> </ul> </li> <li>• Safety measures:             <ul style="list-style-type: none"> <li>○ Heat check, regulations, personal protective equipment (PPE), desk space, signage, deep and round the clock cleaning</li> </ul> </li> </ul>	Thomas Tran	

- Services available
  - Customer Care
  - Care Planning
  - **Telehealth suit:** Secured, high-speed Wi-Fi connection with monitor, microphone, and video camera in private consultation room for telehealth visits
    - For member
  - **Telehealth access point:** No-cost high-speed Wi-Fi connection for telehealth access using visitor's own mobile device
    - For all
  - Community Resource Linkage
  - Enrollment Assistance
  - Virtual Classes
  - **Drive-Thru/Walk-up Programming:** Food pantry, flu shots events

Questions:

- How useful is for the community members to have telehealth access at the CRC?
  - Having the opportunity to go somewhere where access to internet and connection is not a barrier is a plus. – Rigo
- The Problem is I do not know how to use these devices. There is no one around or willing to teach me. Someone needs to walk me through using the device. – Member
- We have staff on site to assist with connecting to Teladoc. Challenge might be someone comes in and needs assistance with a platform our staff is not familiar with. Some providers have their own build-in systems. In those instances, the staff will require training. – Thomas
- When will there be a center open in Long Beach? – Member
  - We did identify a location in Long Beach, and we are in the leasing process – Thomas
- In what ways can Committee Members help get the word out to the community that the Community Resource Centers are reopened and offer services such as telehealth access and enrollment assistance? – Thomas
  - Hi Thomas, not a committee member but social media campaigns, media outlets? – Jackie
  - Mailings to members? – Jackie
- Is there transportation available? – June

<ul style="list-style-type: none"> <li>o Currently, we do not have transportation at the CRC. Part of the model was to get transportation embedded. Looking at different ways to get people to the resource center when they opened. - Kellie</li> </ul>		
<p><b>Transportation</b></p> <p>Guillermo reported on the following:</p> <ul style="list-style-type: none"> <li>• 12/15/2020 -1/1/2021 BSC is moving with a single enterprise vendor vs three</li> <li>• Obtain a better contract and provide better services to the members</li> <li>• New SOW with higher standards and performance guarantees</li> <li>• Centralized governance and oversight model</li> <li>• Improved customer journey             <ul style="list-style-type: none"> <li>o less member touchpoints transfers</li> <li>o BSC can create, view, and modify reservation directly in vendor system</li> </ul> </li> <li>• Streamline process and escalation points</li> </ul>	Guillermo Rodriguez	
<p><b>Emergency Preparedness for People with Disabilities</b></p> <p>Joycelyn reported on the following:</p> <ul style="list-style-type: none"> <li>• We want to make sure all our members are included when it comes to services and programs</li> <li>• Partnered with The World Institute on Disabilities</li> <li>• <b>Goal/outcome:</b></li> <li>• Protect the health, safety, and independence of people with disabilities impacted by natural, health and human-caused disasters.</li> <li>• Save lives and decrease devastating expensive among people with disabilities</li> <li>• Embed the guide in health plan policies, procedures, systems, software, training, etc.</li> <li>• Grant allows the Plan to choose where we want/need to strengthen in emergency preparedness.             <ul style="list-style-type: none"> <li>o Things we are doing now                 <ul style="list-style-type: none"> <li>▪ Gathering contact information, home visits to check for safety, checking on members, coordinating care and services, sending out member material and communications</li> </ul> </li> <li>o Where we want to be                 <ul style="list-style-type: none"> <li>▪ Recognize including assessment and planning specifically in disaster preparedness</li> </ul> </li> </ul> </li> </ul>	Joycelyn Smart-Sanchez	

- Know about disaster geography and be able to make decisions based on where the members live
- Identify people with disabilities
- Share emergency disaster related information and alert members in real time
- Have systems and processes that can manage the information collected

**Questions:**

- How can BSC Promise improve how they support members during an emergency, natural, heath or human-made disaster?
- What are some barriers you experience that may prevent you from being adequately prepared to stay safe in an emergency?
- I would ask you to look at the website and look at other materials you are getting. What are some barriers or gaps in terms of emergency preparedness content that would be helpful to you? What is good that works for you and what is missing? – June
  - We talked about this before. Everybody does not get the same information and not everyone has access to internet or a computer. I have often said before, can the member receive information by being part of this Medi-Cal group. Ask what the best way is to receive information during membership enrollment – Member

**Comments:**

- I am not aware of a lot of things going on. I never receive a newsletter or anything. I feel there is a lack of communication. I get the newsletter from LA Care but not from BSC. – Member
- Suggest asking members that have been identified as disabled if they need to be contacted in case of an emergency especially if they are living alone when registering through HMO. - Member
  - We are proactively identifying members. – Jocelyn
- I brought this up in the premeeting meeting. There is a Community Emergency Response Team (CERT) program that educate and assist with emergency preparedness regardless if you are disable or live alone. Will BSC Promise collect this type of information? – Donna
  - We receive monthly information that provides resources and great information in case of an emergency. – Member
  - I do not receive anything. – Member
- CERT will be great information to send to the members. – Member



<ul style="list-style-type: none"> <li>• Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. – Carrie Anne</li> <li>• Get a newsletter similar to what LA Care does, to talk about what BSC Promise has available. – JoAnn</li> </ul>		
<p><b>Highlight Committee Organization: Partners in Care Foundation</b></p> <p>Anwar presenting on the following:</p> <ul style="list-style-type: none"> <li>• 25-year-old nonprofit</li> <li>• Focus is addressing social determinants across settings and population</li> <li>• Serve about 4000 members</li> <li>• Currently have 200 staff members working remote</li> <li>• Challenge - keeping all members informed about the many resources available to them</li> <li>• Partners working with DHCS and CDA to revise and optimize current programs to address the pandemic</li> <li>• New Services In Response             <ul style="list-style-type: none"> <li>○ Telehealth Services for all our direct service programs</li> <li>○ Added Chronic Care Management</li> <li>○ Addressing the waitlist</li> <li>○ Special Needs Funds</li> <li>○ Benefit Check-up Services</li> <li>○ Addressed digital divide (CDA/Google, Private Funders, Verizon Wireless)</li> <li>○ Addressed social isolation since the onset of COVID and the Safer at Home restrictions</li> <li>○ Implemented friendly calls program</li> <li>○ Called clients 2-4 times per week to check up on them with COVID questions</li> <li>○ Food delivery services</li> <li>○ PPE deliveries</li> <li>○ Addressed SNF and Hospital placement to expedite discharges back to community setting</li> <li>○ Domestic violence</li> </ul> </li> </ul>	<p>Anwar Zoueihid</p>	

<ul style="list-style-type: none"> <li>o Homeless Services</li> <li>• Partners in Care Foundation will continue Care Coordinating with CBO's to address COVID pandemic related mental health challenges and be available for members and CBO's</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• Biggest obstacle is learning how to use the devices. – Member</li> <li>• We have been teaching our clients how to use the app and device. We also educate their family health care givers. – Anwar</li> </ul>		
<p><b>Comment</b></p> <ul style="list-style-type: none"> <li>• I received a postcard from Optum with a map on it that showed all the PCPs in my area. I called and learned they were insurance sells people and they were going to provide me with all kinds of information of competing HMOs. I was shock and offended. This seemed manipulative and unethical. They are taking BSC Promise member list and sending postcards out to members. I think they are trying to lure the members to enrolling in other HMOs to get commission. As a member, I would like to advise the committee of what is going on. – Member</li> <li>• Did the material mention BSCPHP or BSC? Dr. Fleischman</li> <li>• Wishing everyone a safe and happy holiday! – Member</li> <li>• Meeting was very informative. I'm thankful for being a part of this committee. It has been a pleasure serving on this board. – Member</li> <li>• Thank BSC for sending me a gift. My neighbor was more excited about the holiday card– Member</li> </ul>	Rigo Saborio	
<p><b>Closing Remarks and Adjournment</b></p>	Rigo Saborio	