

Los Angeles Member Advisory Committee Meeting Minutes

October 27, 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"> • Anwar Zoueihid – Partners in Care Foundation • Connor Hannigan- Neighborhood Legal Services of L.A. County • Member A – Member • Member B – Member • Halina Fardin- Worksite Wellness LA • Jackie Dai- Neighborhood Legal Services of L.A. County • Joann Cannon – Personal Assistance Service Council • Member C – Member • Margie Harper- National Alliance Mental Illness • Richard Ayoub- Project Angel Food • Terrance Henson- Southern California Resource Services for Independent Living 	<ul style="list-style-type: none"> • Member D- Member • Member E – Member • Rigo Saborio- St. Barnabas Senior Center 	<ul style="list-style-type: none"> • Sandra Rose- Sr. Director Community and Provider Engagement • Dr. James Cruz- Chief Medical Officer • Joselito Marquez, Program Manager • Jennifer Miyamoto Echeverria- Director Social Programs & Services • Stephanie Williams- Rogers- Sr. Manager Stakeholder Engagement • Araceli Garcia- Sr. Program Manager

Topic	Presenter	Decisions/Action items
<p>Welcome Anwar Zouhid, Vice-Chair, called the meeting to order at 1:32 pm.</p>	<p>Anwar Zouhid</p>	
<p>Blue Shield Promise Updates <i>Sandra Rose, Sr. Director Community and Provider Engagement reported:</i></p> <p>Sandra shared our most recent "Hear Me" video from our "Who We Stand For" campaign. This video aims to amplify the voices of the unheard while also celebrating the strength, resilience, power, potential, and accomplishments of girls and women everywhere.</p> <p>Sandra asked the committee if they had any questions or comments regarding the video. Overall, the feedback was very positive. Member A said she enjoyed the video and recommends that the video be posted on the YouTube channel to promote Blue Shield Promise health plan services.</p> <p>Thomas Tran, Sr. Manager Community Resource Center, reported: L.A. Care Health Plan and Blue Shield of California Promise Health Plan hosted a long-awaited ribbon-cutting ceremony inaugurating the Community Resource Center in Wilmington, which opened to the public in early July. The new site marks the latest addition to the health plans' jointly operated Community Resource Centers, which aim to keep members and the Community active, healthy, and informed. One of the newest services at the Community Resource Center in Wilmington includes a weekly food pantry where everyone can pick up free groceries. This food pantry is open on Mondays from 2 pm to 4 pm.</p> <p>Carrie Anne Blevins, Sr. Manager Outreach and Engagement, reported: Blue Shield Promise Health Plan sponsored HealthFest LA. By promoting COVID-19 education, vaccinations, and testing for the Latino Community, and succeeded in</p>	<p>Sandra Rose Thomas Tran Carrie Anne Blevins</p>	

<p>administering over 400 COVID-19 tests and 200 vaccines. Co-Sponsored a virtual panel discussion, Narrowing the Health-Wealth Gap for Women in Los Angeles County. The purpose of the panel is to promote Child Care Equity: over 150 registrants and 80 plus attendees. In addition, she shared some of our upcoming events. We are hosting six pieces of training on Adverse Childhood Experiences for community-based organizations. In addition, we have a Community Alliance forum with Valley Care Community Consortium on Food Insecurity Services and Resources. We will host a four-part Community Conversation Series on Maternal Mental Health and Cultural Humility.</p> <p>Sandra reported on the year-to-date membership as of August 2021. Blue Shield Promise Health Plan in Los Angeles County monthly membership growth remains positive at 1,235. This seems to be an emerging trend for the rest of 2021 across California. 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>Highlight Committee Organization: <i>Margie Harper, Director from National Alliance on Mental Illness Los Angeles South Central, gave an overview of its services.</i></p> <p>National Alliance on Mental Illness provides hope and helps improve the lives of all affected by mental illness through education, support, and advocacy throughout Los Angeles County. It also supports and provides resources to affiliates through staff training, materials, funding, and organizational development.</p>	<p>Margie Harper</p>	
<p>Chief Medical Officer Report <i>Dr. James Cruz, Chief Medical Officer Report, reported:</i></p> <p>In all California counties, Medi-Cal enrollees have been vaccinated at substantially lower rates than the overall population. As of October 15, 769.6 all Californians are vaccinated, 57.6% of all Medi-Cal beneficiaries are vaccinated, and 59.9% of all Promise Health Plan members are vaccinated.</p>	<p>Dr. James Cruz</p>	

<p>As of October 15, in Los Angeles County, 131,930 Blue Shield Promise Medi-Cal members are fully vaccinated, and 97,103 are not fully vaccinated yet. In Los Angeles County, 1,887 Blue Shield Promise Duals members are fully vaccinated, and 834 are not fully vaccinated yet.</p> <p>Dr. Cruz shared the Medi-Cal COVID vaccination incentive plan progress as of October 18. Member incentive \$50 gift card distribution to begin in November. Text messaging campaign starting in November, and outreach teams began calls on November 13. In the Community, we work on agreements with community-based organizations to engage community health workers to outreach to members. Collaborate with Boys and Girls Club for vaccination events and explore additional opportunities. We organized and are driving a weekly call with health plans to collaborate on our COVID vaccination strategies. We are collaborating with the various health plans on vaccine clinic days at particular provider groups. We have also partnered with a provider group on extending their COVID vaccine clinic hours. We are working with our provider groups and communicating that we can help fund their COVID initiatives through grants and help with resources needed to increase vaccination rates (e.g., clinic days, member outreach, working with CBOs).</p> <p>Terrance Hansen shared they are open to sharing educational materials about COVID-19 with its members.</p> <p>Member, A asked she would like to meet with Promise leaders offline to provide more ideas about ways Promise can increase vaccination rates.</p>		
<p>Medi-Cal Pharmacy Benefit Becoming "Medi-Cal Rx." <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. Some of the</p>	<p>Joselito Marquez</p>	

<p>communication efforts to help stay informed are that members will receive 60 and 30-day letters about the change. Digital flyer to provide carve out information and answers to frequently asked questions. Notice to providers and pharmacies about training offered by the State Department by the State Department of Health Care Services. Provider education at Blue Shield of California hosted forums. Notice to providers and pharmacies about training offered by the State Department of Health Care Services and provider manual updated to include Medi-Cal Rx information. If members have questions about their medications or other pharmacy services, they can Blue Shield Promise at 800-541-5555.</p>		
<p>California Advancing and Innovating Medi-Cal (CalAIM) <i>Jennifer Miyamoto Echeverria, LCSW Director of Social Programs, reported:</i> California Advancing and Innovating Medi-Cal is a term California uses to describe the plan to work with health plans to offer new and better ways to provide services for our Medi-Cal members. Health Plans are working together with the State, County, and Community Providers over the next couple of years. The main goal of CalAIM is for members to get the proper care at the right time. Set up a new process, so members have less difficulty receiving the service and care they need. Enhanced Care Management is designed to help eligible members with their whole health needs. The member's care team provides high quality, high touch care coordination and improves member access to providers, services, and supports. People can qualify for Enhanced Care Management based on one or more of the eligibility criteria. For adults and youth, they have to be experiencing homelessness, frequent emergency room. For adults, if they have severe mental illness or substance use disorder, transitioning from incarceration, are at-risk for institutionalization and eligible for Long Term Care and nursing facility residents transitioning to the Community. In addition, for youth, if they have a severe emotional disturbance, they are enrolled in California Children's services, involved in, or have a history of involvement in child welfare and transitioning from incarceration. Jennifer also shared more about Community Support. The managed health plan can offer additional services to members that are different from your Medi-Cal benefits. Some of these services are home-delivered meals, personal care, and recuperative care. Members</p>	<p>Jennifer Miyamoto Echeverria</p>	

<p>can be referred for Community Supports including, community providers, members' doctors, and members can also call Blue Shield Promise directly to be connected to a social service team. Jennifer also shared that Los Angeles County will start by providing 9 of the 14 community supports services.</p> <p>Connor asked the Ombudsman if the regional centers are included in the update about CalAIM?</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>One of the trending issues the Ombudsman shared is that Medi-Medi cases numbers went up to 10% from last quarter. Other trending items include medical debt, dental billing problems, durable medical equipment appeals, nursing home billing issues, and non-emergency Medi-Cal transportation delays/no-shows.</p> <p>Med-Cal negative actions were suspended until the end of October and hopefully extended by 10/27/2021. It prohibits premium increases, the share of cost increase, negative Medi-Cal changes due to turning 65 until the end of "public health emergency." The federal government has advised this should last through the end of 2021—more details to come.</p> <p>The emergency Medi-Cal allows beneficiaries to access care and services necessary to treat an emergency medical condition directly. Some of the criteria are that they must be:</p> <ul style="list-style-type: none"> • California residents • Nonimmigrants legally admitted to the USA for a limited period • Lawful temporary/permanent residents are not eligible for Medi-Cal or lack documents from immigration naturalization services and federal court serving as satisfactory immigration status. 	<p>Jackie Dai and Connor Hannigan</p>	

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Open Discussion N/A	Anwar	
Closing Remarks and Adjournment Anwar adjourned at 3:30 pm.		