



Q2-2025 Los Angeles County Community Advisory Committee

Tuesday, June 10, 2025



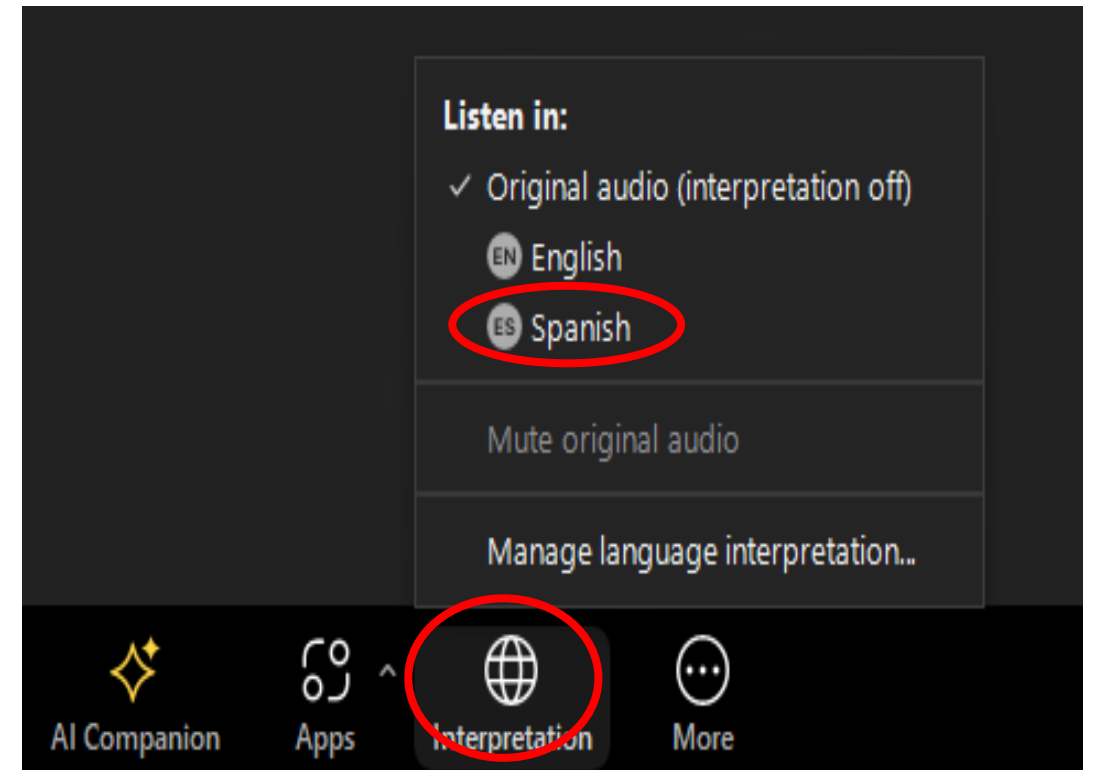
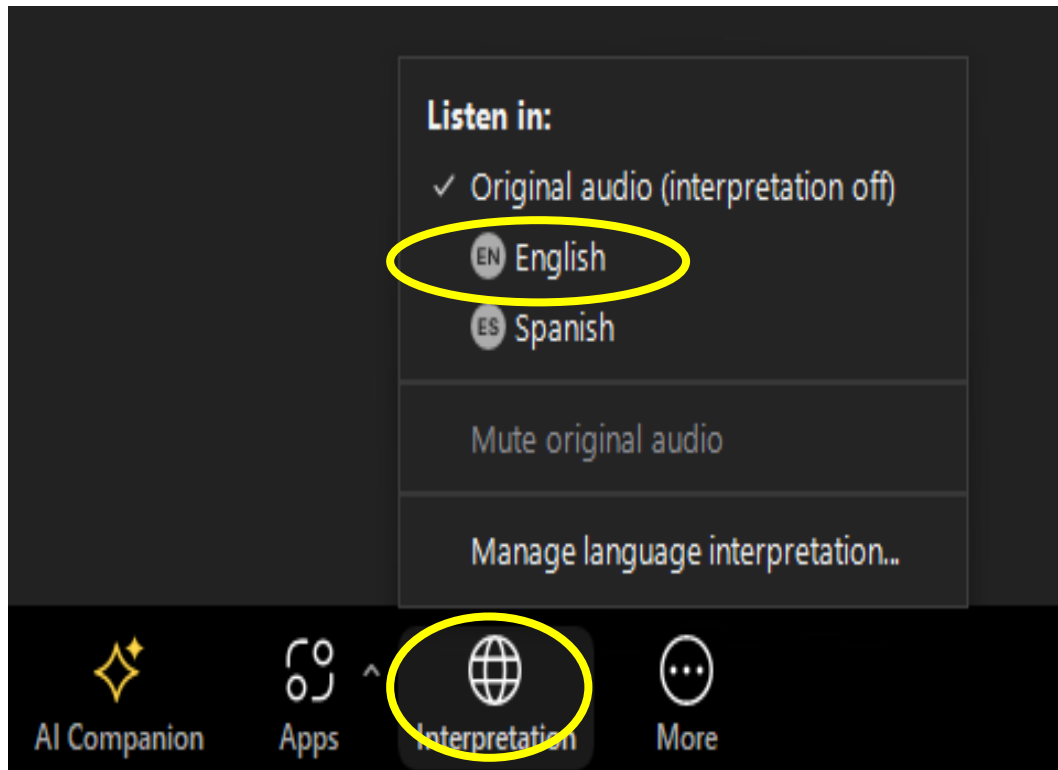
Select your language | Selecciona tu idioma

For English Only

- Click on the interpretation icon and select English

Solo para-Español

- Haz clic en el icono de interpretacion, selecciona Espanol y silencia el audio original.



Agenda

Blue Shield Promise Health Plan Updates

Recap of Q1-2025

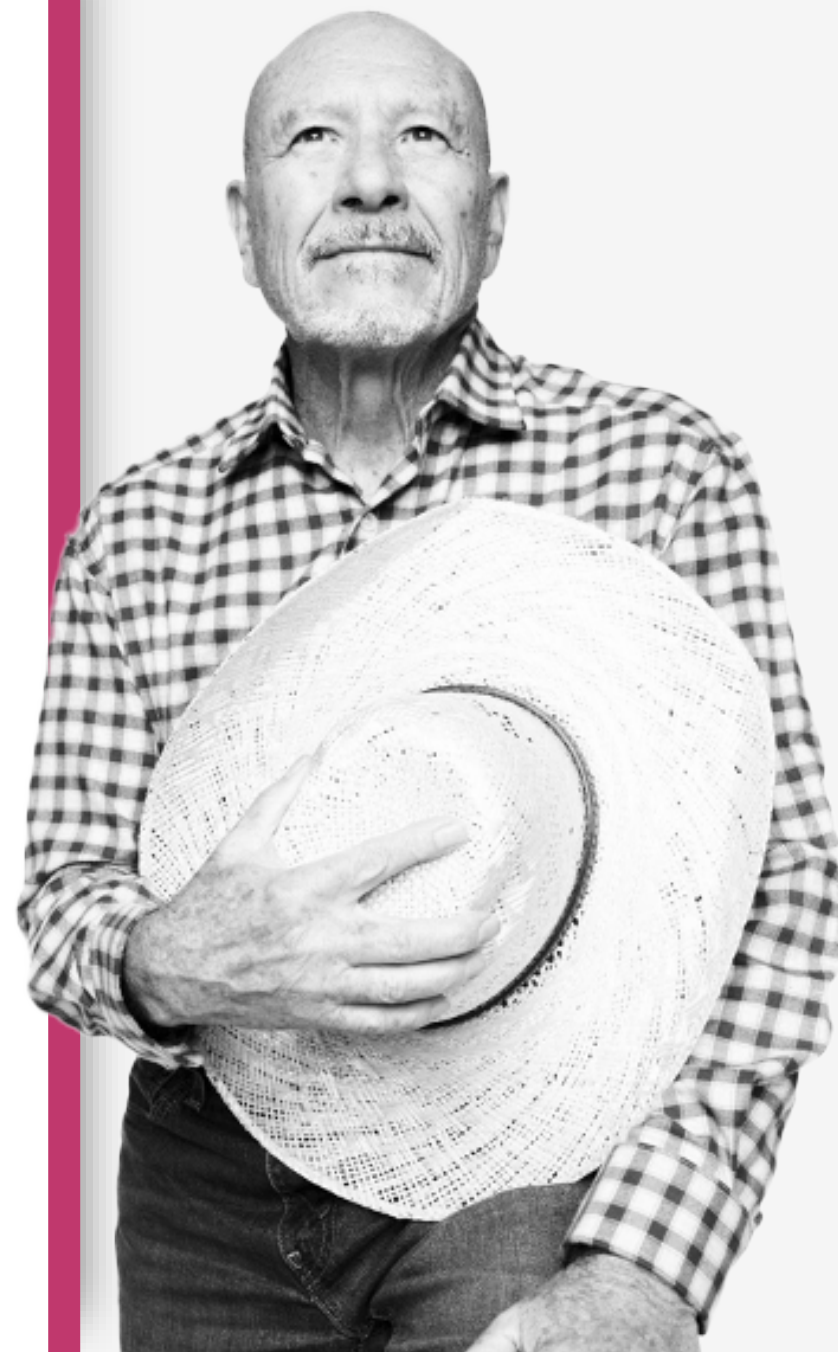
Customer Services 101

New Value-Added Benefits for Moms and Babies

Ombudsman Report

Open Discussion

Closing Remarks





Blue Shield Promise Health Plan Updates



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Recap of Q1-2025 Meeting

Recap of Q1-2025

Southern California Wildfires

- We discussed the wildfire impacts to members, providers, employees and the community.
- We reviewed the different types of assistance available to members.
- We shared highlights of our emergency response, which included outreaching to members who in evacuation areas and extending hours of operation for the Member Services call center and the Community Resource Centers.

Know Your Rights

- Jack Dailey, Director of Policy and Training at the Legal Aid Society of San Diego and long-time member of the San Diego Community Advisory Committee provided general information about immigration rights.
- His presentation covered:
 - Constitutional rights
 - Individual rights at home, work, in a car, in a public setting or at a health clinic/provider office
 - Know Your Rights resources
- It was clearly stated, the information provided was not be construed as legal advice.



Customer Services 101

We support our members with various services.

1. Language Interpretation Services
2. Transport for healthcare appointments and medication pick-up
3. Changes to Primary Care Provider
4. Requesting New Identification Cards
5. Online and Mobile access options for account management



Today we are focusing on Interpretation Services.

Interpreter Services Offered



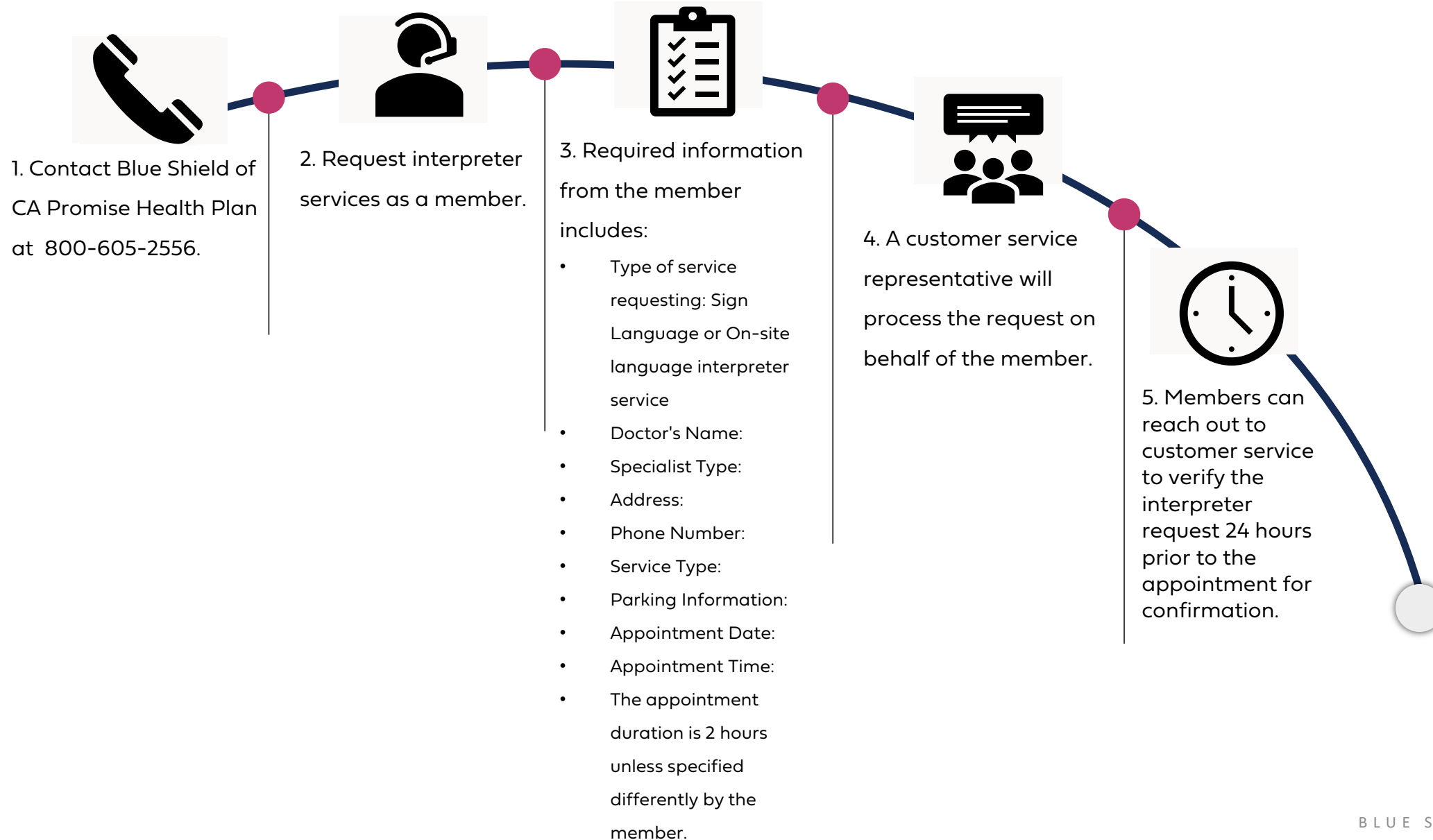
In-person

By
Phone

American
Sign
Language
(ASL)



Member Experience



Request for Interpreter Services



- We ask that requests be submitted 5-7 business days in advance
- If a member specifies a particular interpreter, we inform the caller that the request will be processed, though the assignment of interpreters may vary depending on availability.
- The caller is welcome to follow up on the assignment up until the day of the appointment.
- Should the caller be dissatisfied, a grievance option is available.

Call Expectations Mock Call



Initiating Language Translation for Documents

1

Call: Provide your telephone number and details about the document.

2

Request: Specify the type of translation (e.g., Braille, Large Print, Data CD, Audio CD).

3

Mail or Fax: Send the document to:

Blue Shield of California
Promise Health Plan
Attn: Customer Care
3840 Kilroy Airport Way,
Long Beach, CA 90806

Fax: 323-889-5416

Important Notes - Include a note identifying the subject as Written Translation Document. Once received, the document will be reviewed, and you will be contacted.

Discussion

1

What has been your experience with our interpreter & translation services, whether you or your family members have used them?

2

What challenges have you faced when using our interpreter & translations services, and how can we address them to better serve you?

3

How can we better promote our interpreter services to ensure more members are aware of and use them?





New Value-Added Benefits for Moms and Babies

Value Added Benefit

What is a value-added benefit?

- Value-added benefits are additional services outside of the Medi-Cal benefit package

Why provide a value-added benefit?

- Value-added benefits are offered to help improve members' quality of life, health outcomes and address social drivers of health.

Examples of value-added benefits we currently offer:

- Teladoc (Virtual Care Doctor)
- Wellvolution (Wellness App)
- Community Resource Centers
- GEDWorks
- And coming soon, based on your recommendations – new benefits for moms and babies

Today we want your feedback on...

1

The current design of the
newborn supplies and
diaper program

2

How best to reach
expecting or new parents

3

Other ideas to support
the birthing population



Our Goal

Create a program to support expecting/new parents and newborns with their mental and physical health

Prenatal

Engage on the importance of preventative care

Birth

Deliver a newborn supply kit with essentials for mom & baby

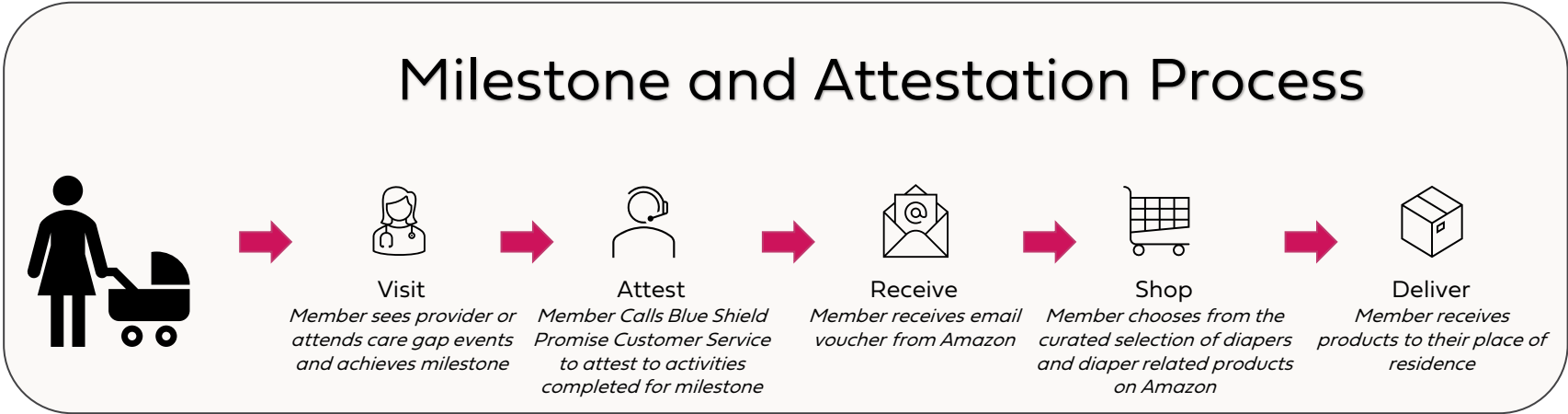
0-12 Months

Provide an Amazon voucher for diapers and supplies for care milestones

Program Design | How it works



Milestone and Attestation Process



Program Design | Additional Details

What we will provide

Newborn Supply Kit

- Newborn Diapers
- Nasal aspirator
- Nursing Pads & Cream
- Thermometer
- Postpartum pads
- Other resources

Electronic vouchers to a customized Amazon catalog of baby products

- Diapers
- Diaper rash cream
- Diaper wipes
- Other items

How we plan to engage and inform



Discussion

What feedback do you have on program?

How can we best reach expecting and new parents?

What other programs or services do you think could help support the birthing population?



Ombudsman Report



Neighborhood Legal Services
of Los Angeles County

Blue Shield Promise Advisory Committee Meeting

Connor Hannigan, Staff Attorney

June 10, 2025

www.nlsla.org

CCI Ombudsman Report: Q2

Trending Issues:

- Improper Medicare status showing up on Medi-Cal cases for people who are undocumented. DHCS has a proactive fix for Parts A and B, however we still need to contact for Part D removal.
- Non-Emergency Medical transport delays.
- Disputing improper Medi-Cal Dental billing
- Skilled Nursing Facility Improper Discharge and Billing Disputes

Dental Medi-Cal Benefit

Covered Benefits: Medi-Cal Dental covers a variety of dental services for Medi-Cal, such as:

- Diagnostic and preventive dental hygiene (e.g. examinations & teeth cleanings -once per year, x-rays);
- Emergency services for pain control;
- Tooth extractions;
- Fillings;
- Root canal treatments (anterior/posterior);
- Crowns (prefabricated/laboratory); *some porcelain crowns not covered so be sure to check in advance.*
- Scaling and root planing;
- Periodontal maintenance;
- Complete and partial dentures; and
- Orthodontics for children who qualify.

Dental Medi-Cal Managed Care Plan Transition

Beginning July 2025 there will be changes to the Los Angeles Dental Managed Care (DMC) plan.

- Option to enroll in Health Net of California, Liberty Dental Plan of California, California Dental Network (new), or dental Fee-For-Service (FFS).
- Members enrolled in Access Dental Plan can enroll into one of the available DMC plans.
- If the member does not decide between a Medi-Cal DMC plan or Medi-Cal Dental FFS plan by June 20, they will be placed in FFS July 1

Notices were sent out beginning April 2025.



Appendix A: Standing Reports

Standing Reports-Membership & Interpreter Services

Membership

Region	Membership
Los Angeles	384,111
San Diego	191,318
Total	575,429

Refresh Date = 6/1/2025

Interpreter Services

Requested Languages – Q1 2025			
#	Language	Total	Percent of Calls
1	Spanish	14,981	70%
2	Mandarin	1,078	5%
3	Russian	956	4%
4	Vietnamese	601	3%
5	Arabic	586	3%
6	Tagalog	420	2%
7	Armenian	587	3%
8	Korean	395	2%
9	Cantonese	262	1%
10	Farsi	377	2%
11	Haitian Creole	829	4%
12	Dari	288	1%
	Total	21,360	100%



Appendix B: Key Contacts

Blue Shield Promise Contacts

Topic Area	Name	Title	E-mail
Community Advisory Committee	Araceli Garcia	Program Manager, Consultant, Community Programs	Araceli.Garcia@blueshieldca.com
Blue Shield Promise Questions	Sandra Rose	Senior Director, Community Programs	Sandra.Rose@blueshieldca.com
Blue Shield Promise Questions	Jennifer Schirmer	Vice President, Medi-Cal Growth and Community Engagement	Jennifer.Schirmer@blueshieldca.com



Appendix C: CRC Back to School Events

CRC Back to School Events – June

Date	Day	CRC/Venue Name	Venue Address	Indoor/ Outdoor	Event Type	Start Time	End Time
June 4, 2025	Wednesday	Long Beach CRC	5599 Atlantic Avenue Long Beach, CA 90805	Indoor/ Outdoor	Small	5:00 PM	7:30 PM
June 6, 2025	Friday	El Monte CRC	3570 Santa Anita Ave. El Monte, CA 91731	Indoor	Small	2:00 PM	8:00 PM
June 6, 2025	Friday	Norwalk CRC	11721 Rosecrans Ave., Norwalk, CA 90650	Indoor	Small	2:00 PM	7:00 PM
June 7, 2025	Saturday	El Monte CRC	3570 Santa Anita Ave. El Monte, CA 91731	Indoor	Small	9:00 AM	5:00 PM
June 20, 2025	Friday	Norwalk CRC	11721 Rosecrans Ave., Norwalk, CA 90650	Outdoor	Traditional	4:00 PM	7:00 PM
June 25, 2025	Wednesday	Long Beach CRC	5599 Atlantic Avenue Long Beach, CA 90805	Indoor/ Outdoor	Small	1:00 PM	4:00 PM
June 26, 2025	Thursday	Wilmington Waterfront Park	W C St, Wilmington, CA 90744	Outdoor	Small	9:00 AM	5:00 PM
June 27, 2025	Friday	Wilmington Waterfront Park	W C St, Wilmington, CA 90744	Outdoor	Small	9:00 AM	5:00 PM

CRC Back to School Events – July

Date	Day	CRC/Venue Name	Venue Address	Indoor/ Outdoor	Event Type	Start Time	End Time
July 12, 2025	Saturday	Pomona CRC	696 W. Holt Ave. Pomona, CA 91768	Outdoor	Traditional	9:00 AM	1:00 PM
July 12, 2025	Saturday	Wilmington CRC	911 North Avalon Blvd. Wilmington, CA 90277	Indoor	Small	9:00 AM	1:00 PM
July 14, 2025	Monday	El Monte CRC	3570 Santa Anita, El Monte, CA 91731	Indoor	Small	2:00 PM	7:00 PM
July 16, 2025	Wednesday	Wilmington CRC	911 North Avalon Blvd. Wilmington, CA 90277	Indoor	Small	1:00 PM	5:00 PM
July 19, 2025	Saturday	Lincoln Heights CRC	2430 N. Broadway, Los Angeles, 90031	Indoor/ Outdoor	Traditional	10:00 AM	2:00 PM
July 21, 2025	Monday	El Monte CRC	3570 Santa Anita, El Monte, CA 91731	Indoor	Small	2:00 PM	7:00 PM
July 21, 2025	Monday	Metro LA CRC	1233 S Western Ave Los Angeles, CA 90006	Indoor	Small	10:00 AM	3:00 PM
July 21, 2025	Monday	Wilmington CRC	911 North Avalon Blvd. Wilmington, CA 90277	Indoor	Small	9:00am	4:00pm
July 22, 2025	Tuesday	Inglewood CRC	2864 W. Imperial Hwy Inglewood, CA 90303	Indoor	Small	12:30pm	5:00pm
July 22, 2025	Tuesday	Metro LA CRC	1233 S Western Ave Los Angeles, CA 90006	Indoor	Small	10:00 AM	3:00 PM
July 23, 2025	Wednesday	Metro LA CRC	1233 S Western Ave Los Angeles, CA 90006	Indoor	Small	10:00 AM	3:00 PM
July 24, 2025	Thursday	Inglewood CRC	2864 W. Imperial Hwy Inglewood, CA 90303	Indoor	Small	1:00pm	6:00pm
July 24, 2025	Thursday	Metro LA CRC	1233 S Western Ave Los Angeles, CA 90006	Indoor	Small	10:00 AM	3:00 PM
July 25, 2025	Friday	East LA CRC	4801 Whittier Blvd. Los Angeles, CA 90022	Outdoor	Traditional	10:00 AM	2:00 PM
July 25, 2025	Friday	Metro LA CRC	1233 S Western Ave Los Angeles, CA 90006	Indoor	Small	10:00 AM	3:00 PM
July 26, 2025	Saturday	Inglewood CRC	2864 W. Imperial Hwy Inglewood, CA 90303	Outdoor	Traditional	10:00 AM	2:00 PM
July 26, 2025	Saturday	Panorama City CRC	7868 Van Nuys Blvd., Panorama City, CA 91402	Outdoor	Traditional	10:00 AM	2:00 PM
July 30, 2025	Wednesday	Palmdale CRC	2072 E. Palmdale Blvd. Palmdale, CA 93550	Indoor	Small	10:00 AM	6:00 PM
July 31, 2025	Thursday	Palmdale CRC	2072 E. Palmdale Blvd. Palmdale, CA 93550	Indoor	Small	10:00 AM	6:00 PM
July 31, 2025	Thursday	Wilmington CRC	911 North Avalon Blvd. Wilmington, CA 90277	Indoor	Small	1:00 PM	4:00 PM

CRC Back to School Events – August

Date	Day	CRC/Venue Name	Venue Address	Indoor/ Outdoor	Event Type	Start Time	End Time
August 1, 2025	Friday	Palmdale CRC	2072 E. Palmdale Blvd. Palmdale, CA 93550	Indoor	Small	10:00 AM	6:00 PM
August 2, 2025	Saturday	El Monte CRC	3570 Santa Anita, El Monte, CA 91731	Indoor /Outdoor	Small	9:00 AM	1:00 PM
August 2, 2025	Saturday	Lynwood CRC	3200 E Imperial Hwy, Lynwood, CA 90262	Outdoor	Traditional	10:00 AM	2:00 PM
August 2, 2025	Saturday	South LA CRC	5710 Crenshaw Blvd., Los Angeles, CA 90043	Outdoor	Traditional	10:00 AM	2:00 PM
August 4, 2025	Monday	El Monte CRC	3570 Santa Anita, El Monte, CA 91731	Indoor/ Outdoor	Traditional	9:00 AM	1:00 PM
August 9, 2025	Saturday	Virginia Avenue Park	2200 Virginia Ave, Santa Monica, CA 90404	Outdoor	Traditional	10:00 AM	2:00 PM
August 13, 2025	Wednesday	Long Beach CRC	5599 Atlantic Avenue Long Beach, CA 90805	Indoor/ Outdoor	Small	1:00 PM	4:00 PM
August 14, 2025	Thursday	El Monte Farmers Market	10808 Main St El Monte, CA 91731	Outdoor	Tabling Only	4:30 PM	7:30 PM



Thank you



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