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# Q2-2025 San Diego County Community Advisory Committee

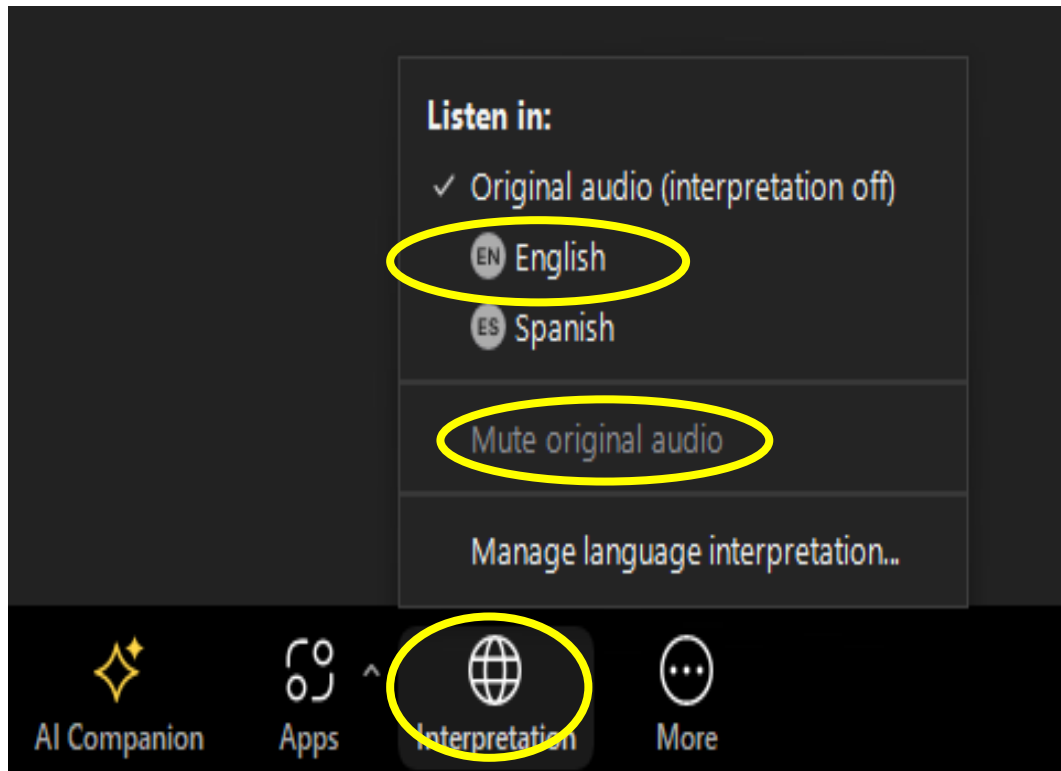
Friday, June 13, 2025



# Select your language | Selecciona tu idioma

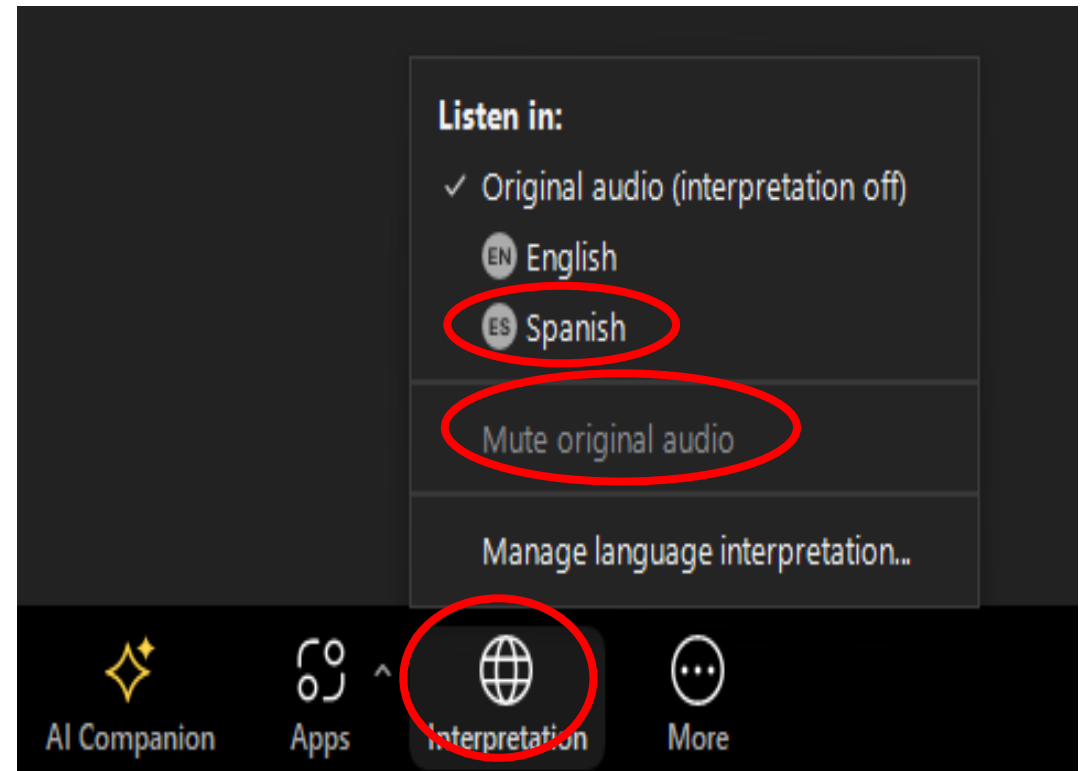
## For English Only

- 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

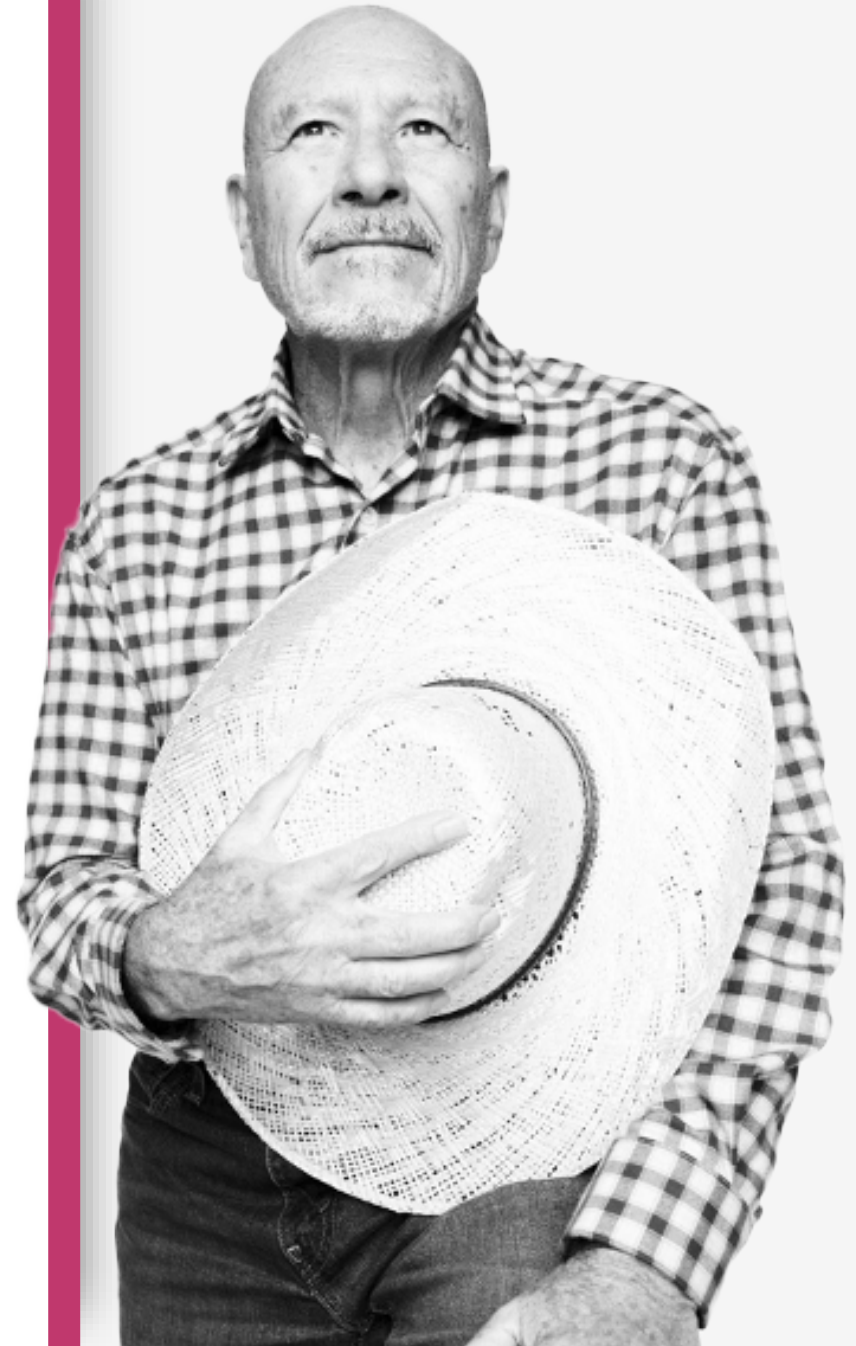
Customer Services 101

New Value-Added Benefits for Moms and Babies

Ombudsman Report

Open Discussion

Closing Remarks

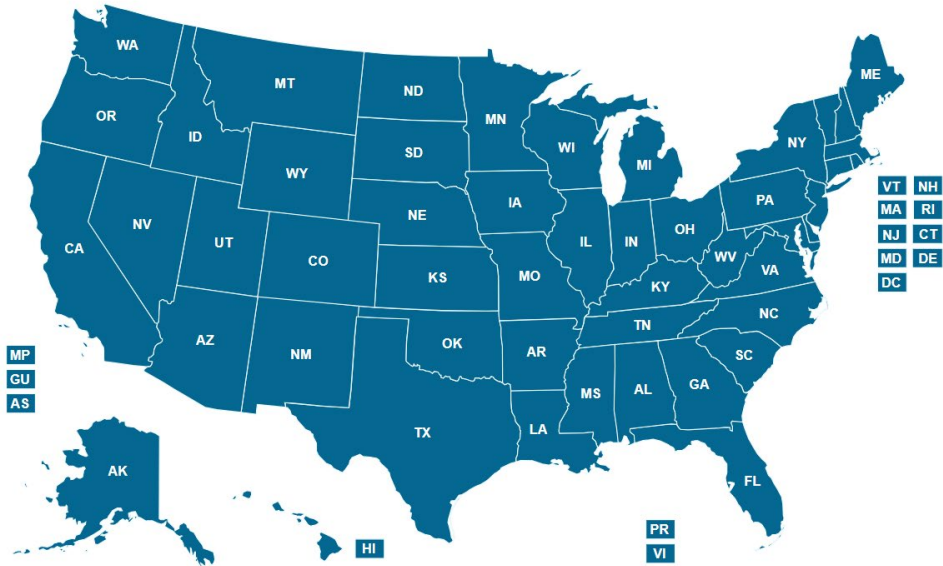




# Blue Shield Promise Health Plan Updates

# Medi-Cal/Medicaid Program Changes

**Medicaid.gov**  
Keeping America Healthy



BLUE SHIELD PROMISE





# Recap of Q1-2025 Meeting





# Recap of Q1-2025

## 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



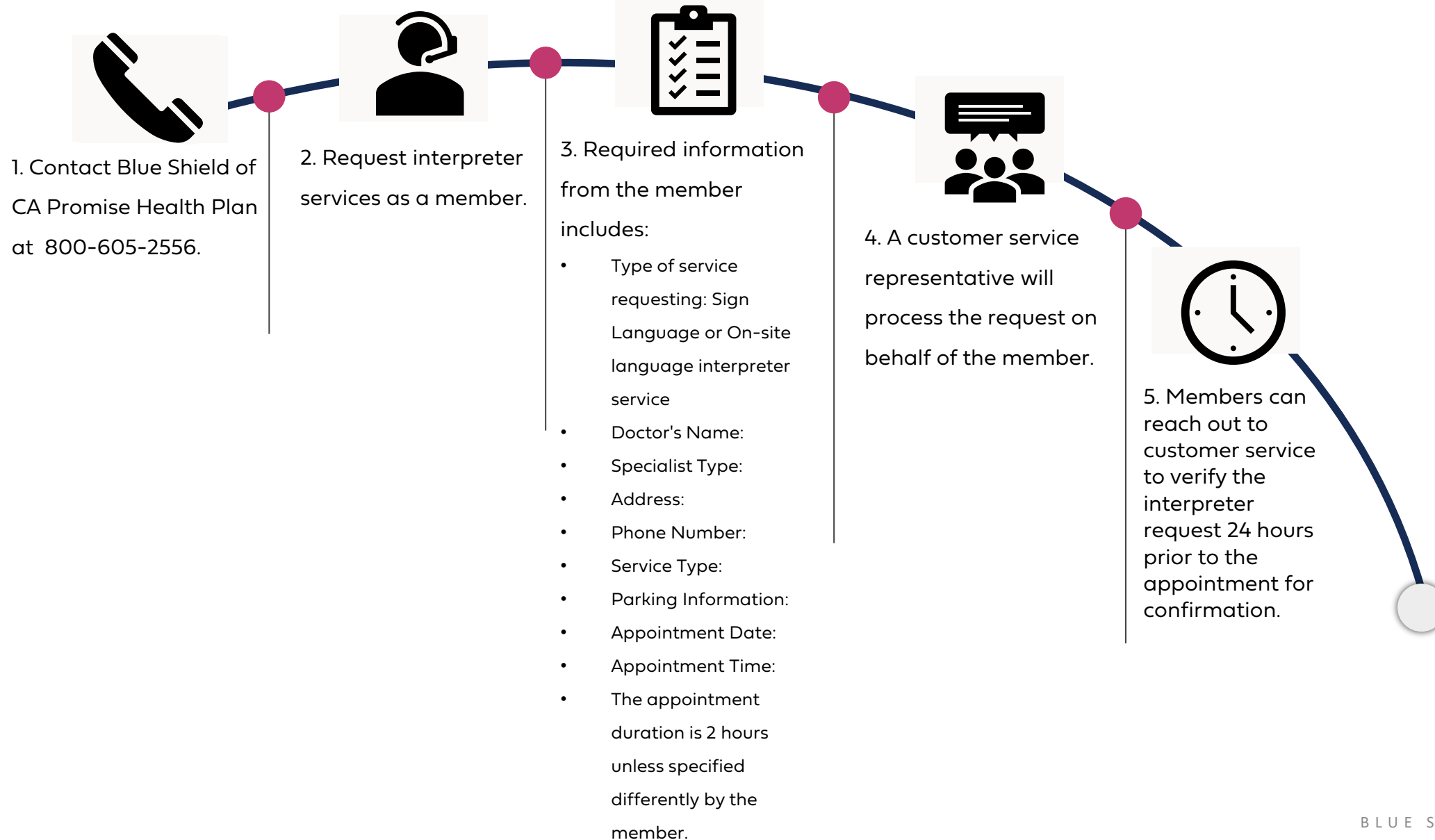
In-person

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

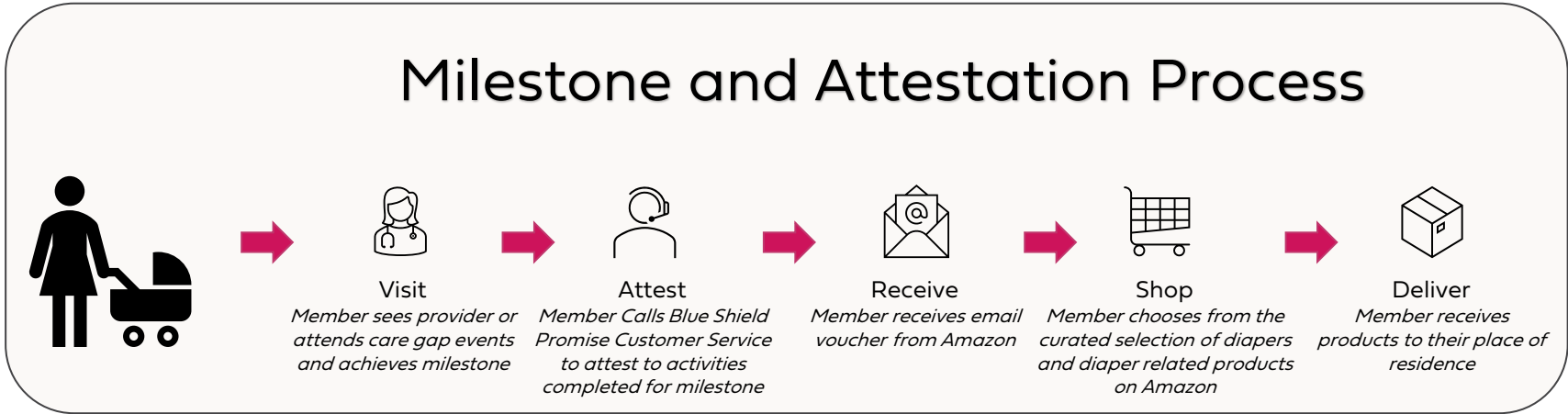
## Birth

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



# 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



## **CONSUMER CENTER FOR HEALTH EDUCATION AND ADVOCACY**

A Program of the Legal Aid Society of San Diego

CONSUMER CENTER  
FOR HEALTH EDUCATION  
AND ADVOCACY

A project of the  
Legal Aid Society of San Diego

Presented by Jack Dailey  
Health Consumer Alliance Coordinator/Director of Policy and Training

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**BLUE SHIELD PROMISE – COMMUNITY ADVISORY COMMITTEE UPDATE**





# The Consumer Center or “CCHEA”

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- The Consumer Center for Health Education & Advocacy is the health law team of Legal Aid Society of San Diego. We offer **free** legal services. Toll-Free: 1-877-734-3258
- Our team is comprised of knowledgeable consumer health advocates and experienced health care attorneys.
- We help educate consumers about and navigate health systems.
- We advocate for consumers to obtain/maintain needed coverage and access needed services.
- We serve as the Dept. of Managed Health Care Consumer Outreach and Assistance (COAP) partners, Covered California Consumer Assistance Program, and DHCS Medicare Medi-Cal Ombudsman Program

# Updates for Members

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## **Medi-Cal Eligibility Notes –**

State and federal budget proposals could result in significant changes, including \$2,000 asset test for older adults and persons with disabilities, work requirements for adults 19-64, freezing enrollment for immigrants, etc.

- **How best should members be informed of changes to Medi-Cal?** (e.g. letters, virtual town halls/forums, short video explanations (e.g. YouTube), Flyers?)

## **Medi-Cal Plan Service Notes**

- DHCS has issued [guidance](#) to Medi-Cal plans regarding Community Advisory Committees.

# Contact information:

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## **The Consumer Center for Health Education & Advocacy (San Diego)**

Toll-Free: 1-877-734-3258

## **Health Consumer Alliance (Statewide)**

Toll-Free: 1-888-804-3536

### **Key Managers:**

Jack Dailey, HCA Coordinator/Director of Policy and Training- 619-471-2606 or [JackD@lassd.org](mailto:JackD@lassd.org)

Alexander Perez, Managing Attorney– 619-471-2791, [AlexanderP@lassd.org](mailto:AlexanderP@lassd.org).

Christina Hambleton, Supervising Attorney of BH Unit- 619-471-2717 or [christinah@lassd.org](mailto:christinah@lassd.org)

Websites – [www.lassd.org](http://www.lassd.org) and [www.HealthConsumer.org](http://www.HealthConsumer.org)



# 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	<a href="mailto:Araceli.Garcia@blueshieldca.com">Araceli.Garcia@blueshieldca.com</a>
Blue Shield Promise Questions	Sandra Rose	Senior Director, Community Programs	<a href="mailto:Sandra.Rose@blueshieldca.com">Sandra.Rose@blueshieldca.com</a>
Blue Shield Promise Questions	Jennifer Schirmer	Vice President, Medi-Cal Growth and Community Engagement	<a href="mailto:Jennifer.Schirmer@blueshieldca.com">Jennifer.Schirmer@blueshieldca.com</a>



Thank you



Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association