

## San Diego Member Advisory Committee Meeting Minutes

March 7, 2022 • 1:30pm – 3:00pm

### Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"><li>• Filipa Rios – Interfaith Community Services</li><li>• Gary Martin – Member</li><li>• Jack Dailey – Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego, Inc.</li><li>• Jacqueline D. Gutierrez – Member</li><li>• Katrina Gutierrez – Member</li><li>• Nancy Vera – Access to Independence</li><li>• Nancy Sasaki – United Way of San Diego County</li><li>• Ruth Relyea – Member</li><li>• Steve Carroll – LGBT Center</li><li>• Aidee Roman – 211</li></ul>	<ul style="list-style-type: none"><li>• Cathryn Nacario – National Alliance Mental Illness</li><li>• Jessica Romero – Southern Caregiver Resource Center</li></ul>	<ul style="list-style-type: none"><li>• Dr. James Cruz - Interim Chief Medical Officer</li><li>• Araceli Garcia - Sr. Program Manager</li><li>• Sean O'Brien - Program Director</li><li>• Joselito Marquez - Program Manager</li><li>• Carmen Katsarov - Sr Manager Social Services</li></ul>

Topic	Presenter	Decisions/Action items
<p><b>Welcome</b> Araceli Garcia, Sr. Program manager, called the meeting to order at 1:30pm.</p>	Araceli Garcia	
<p><b>Purpose and Recap of 2021</b> Araceli Garcia, Sr. Program Manager, reported:</p> <p>In 2021 thanks to the Member Advisory Committee and member’s feedback Blue Shield Promise Health Plan was able to create the Medi-Cal resource flyer and magnet.</p> <p>Member Ruth, shared her thoughts and stated that she is pleased with her magnet: has essential information, always accessible on the fridge, good size and easy to read phone numbers and is excited to see what comes of these meetings during 2022.</p> <p>Araceli continued providing information on Blue Shield Promise Health Plan Medi-Cal COVID-19 Vaccination Incentive Program offered in 2021. Participating members received a \$50 gift card as an incentive that started in November and Blue Shield Promise collaborated with different organizations.</p> <p>Blue Shield Promise Health Plan won the Health Equity Award. It is the second year in a row, provided by Department of Health Care Services (DHCS).</p>	Araceli Garcia	
<p><b>Ombudsman: What is trending?</b> Jack Dailey, Health Consumer Alliance Coordinator/Director of Policy and Training, reported:</p> <p>The Consumer Center (CCHEA) has knowledgeable consumer health advocates and experienced health care attorneys that educate consumers about and navigate health systems. CCHEA advocates for consumers to obtain/maintain needed coverage and access needed services.</p>	Jack Dailey	

<p>Jack posted the question, “Any members have had any barriers accessing their medications?”</p> <p>Members in attendance stated they have not had any issues accessing their medications.</p> <p>Member Gary, asked “If the payments for his 250 Program are going to start again since the Public Health Emergency is ending?”</p> <p>Jack replied and confirmed that “his payments for the 250 Program will start this year again.</p> <p>Jack continued sharing information about Health for All Medi-Cal expansion, which will cover all adults regardless of their immigration status. And, Medi-Cal assets limits will increase effective July 2022, assets limits will increase from \$2,000 to \$130,000. And, in 2024 assets will be eliminated for all Medi-Cal beneficiaries/applicants.</p>		
<p><b>COVID-19</b> Dr. James Cruz, Chief Medical Officer, reported:</p> <p>Since August 29, the number of unvaccinated Blue Shield Promise Health Plan Medi-Cal members who received at least one dose increased by 11,256 members (10.6%) in San Diego County.</p> <p>Member Gary, stated “I’m confused on current mask mandates, what’s Dr. Cruz advice on a second booster?”</p> <p>Dr. Cruz response, “mask mandates can be confusing the important thing to keep in mind is to always be careful, getting vaccinated or your boosters and follow public health guidelines. Regarding a second booster, the best option is to always talk to your provider.”</p>	<p>Dr. James Cruz</p>	

<p><b>Medi-Cal Rx</b>          Joselito Marquez, Program Manager, reported:</p> <p>On January 1, 2022, California’s Department of Health Care Services (DHCS) transitioned pharmacy services from managed care plans to a new state-run program called Medi-Cal Rx. Medi-Cal only members are impacted by this change. Some of the challenges are long wait times with Medi-Cal Rx call center, denials for coverage at pharmacies and delays with approvals for prior authorizations of treatment. At Blue Shield Promise we are providing pharmacies with more education on processing and billing, increasing emergency fill supply from 72-hour to 14-day, and are training call center and prior authorizations staff.</p>	<p>Joselito Marquez</p>	
<p><b>California Advancing and Innovating Medi-Cal (CalAIM)</b>          Carmen Katsarov, Sr. Manager Social Services, reported:</p> <p>CalAIM it’s a multi-year initiative that was launched January 1, 2022, it is a term to describe the plan provide services for Medi-Cal members in new and better ways. The main goal is to have Medi-Cal members get the right care at the right time.</p> <p>Blue Shield Promise has 21 contracted Enhanced Care Management (ECM) Providers in Los Angeles County and 15 in San Diego County that have been trained, assignment of new members identified as eligible in February 2022, successfully transitioned 4,071 members from Whole Person Care and Health Homes Programs. A letter was mailed to Medi-Cal members about their new benefit.</p> <p>And, Blue Shield Promise has 17 contracted Community Support Providers in Los Angeles County and 18 in San Diego County. We have flexibility with providers for data collection methods due to variation with system technology. Grandfathering of Whole Person Care/Health Homes Program members who received Housing support services prior to 1/1/22.</p>	<p>Carmen Katsarov</p>	
<p><b>Open Discussion</b>          Araceli Garcia, Sr Program Manager</p>	<p>Araceli Garcia</p>	

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<p>Araceli posted the question "Anyone has any last questions or comments?"</p> <p>Member Katrina asked Dr. Cruz "are COVID home test accurate?"</p> <p>Dr. Cruz replied "COVID home test are accurate, and it's always a good idea to have them available at home."</p>		
<p><b>Closing Remarks and Adjournment</b></p> <p>Araceli adjourned the meeting at 3:30pm.</p>	<p>Araceli Garcia</p>	