



P R O M I S E

MEETING OF BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN
LOS ANGELES COMMUNITY ADVISORY COMMITTEE (CAC)

Date/Time:	Wednesday, March 11, 2026 1:30 – 3:00 p.m.
Location:	Hybrid (Virtual and in-person: 3840 Kilroy Airport Way, Long Beach, CA 90806)
Attendance:	<p>Committee Members present:</p> <ol style="list-style-type: none"> 1. Member A, Blue Shield of California Promise Health Plan 2. Member B, Blue Shield of California Promise Health Plan 3. Member C, Blue Shield of California Promise Health Plan 4. Member D, Blue Shield of California Promise Health Plan 5. Member F, Blue Shield of California Promise Health Plan 6. Member G, Blue Shield of California Promise Health Plan 7. Member H, Blue Shield of California Promise Health Plan 8. Member I, Blue Shield of California Promise Health Plan 9. Halina Fardin, Health Educator, Worksite Wellness LA 10. Margie Harper, LA South-Central Mental Health Non-Profit 11. Teri Morales, Pathways LA 12. Anwar Zoueihid, VP of Long-Term Services & Supports, Partners in Care Foundation <p>Committee Members absent:</p> <ol style="list-style-type: none"> 1. Member E, Blue Shield of California Promise Health Plan 2. Kristine Choulakian, Outreach Specialist, Personal Assistance Councils 3. Connor Hannigan, Staff Attorney, Neighborhood Legal Services of Los Angeles County <p>Blue Shield of California Promise Health Plan Representatives present:</p> <ol style="list-style-type: none"> 1. Araceli Garcia, Program Manager, Consultant 2. Jennifer Nuovo, M.D., Chief Medical Officer 3. Valerie Martinez, Chief Health Equity Officer 4. Sandra Rose, Senior Director, Community Programs 5. Mary Zwerneman, Senior Manager, Product Management
Agenda	<ol style="list-style-type: none"> I. Chief Medical Officer Updates II. Re-cap of Q4-2025 Meeting and Updates on APL 24-016 Advancing Health Equity Training III. Member Portal IV. Community Reinvestment Plan V. Open Discussion/Closing Remarks

Introductions and Welcome

- Araceli Garcia began the meeting with rollcall and went over the meeting logistics.
- Sandra Rose welcomed the committee and reviewed the agenda.

I. Chief Medical Officer Updates

- Dr. Jennifer Nuovo provided updates on:
 1. The new Dietary Guidelines for Americans (DGA) that are jointly developed by the U.S. Department of Health and Human Services and the U.S. Department of Agriculture.
 2. The measles outbreaks being reported in multiple states, including California.
 3. The change in recommendation for Hepatitis B vaccination for some infants.
- The committee asked how the updated guidance will affect the MyPlate model, prompting an action item to create an updated MyPlate-style graphic that reflects the new dietary guidelines, including increased protein.

II. Recap of Q4-2025 Meeting and Updates on APL 24-016 Advancing Health Equity Training

- Sandra Rose reviewed the Q4-2025 meeting topic, which addressed Medi-Cal program changes impacting eligibility and coverage.
- Valerie Martinez provided an update on the Advancing Health Equity Training, highlighting how community feedback was incorporated into the 2026 training.

III. Discussion: Member Portal

- Mary Zwerneman provided an overview and live demonstration of the Blue Shield Promise member portal and led a discussion on opportunities to improve the portal's features and adoption.
 - The Member Portal (web and mobile app) is designed to give members self-service access to find doctors, view claims, access plan benefits, and more.
 - Committee members reported mixed experiences. Some members commented that there is limited awareness of the member portal and digital literacy barriers, especially among older adults and Spanish-speaking

members, so many Members prefer in-person support or calling customer service.

- Sandra Rose reminded the committee about the Blue Shield Promise Community Resource Centers and that on-site staff can support members.

IV. Discussion: Community Reinvestment Plan

- Sandra Rose provided an overview of the Community Reinvestment Plan requirements from the Department of Health Care Services (DHCS) and facilitated a discussion to gather committee input on investment ideas and strategy.
 - DHCS requires Medi-Cal managed care plans to demonstrate a commitment to the communities they serve by contributing a minimum percentage of annual net income toward community reinvestment activities.
 - Additional investments are required for plans that do not meet quality outcome metrics.
 - The first Community Reinvestment Plan is due September 1, 2026.
 - Community reinvestment activities must be aligned with county-identified needs informed by the:
 - Community Health Assessment (CHA)
 - Community Health Improvement Plan (CHIP)
 - Behavioral Health Transformation Community Planning Process
 - Behavioral Health Integrated Plan
 - Medi-Cal managed care plans must get input about community reinvestment activities from the County Public Health Director, County Behavioral Health Director, and the Community Advisory Committee.
 - Activities may not be used to fund Medi-Cal covered services, Blue Shield Promise member-only programs, member incentives, or administrative activities.
 - Community reinvestment activities must fall within one of five categories:
 - Neighborhoods and Built Environment: Investments that create neighborhoods and environments that promote health, well-being, and safety.
 - Health Care Workforce: Investments that build the next generation of health care workers and address workforce shortages.

- Well-Being for Priority Populations: Investments addressing needs identified through CHA/CHIP and/or focused on foster youth, justice-involved individuals, children, and families.
 - Local Communities: Investments in education, employment and training programs, poverty reduction, and initiatives addressing social isolation.
 - Improved Health: Investments targeting upstream root causes of poor health, including structural racism, discrimination, neighborhood conditions, intergenerational.
- Key priority areas identified by the Los Angeles County Public Health and Behavioral Health Departments include:
 - Housing and food programs
 - Well-being for priority populations
 - Health care workforce
- Committee members shared their ideas for investments:
 - Early intervention and youth development
 - Support for foster youth transitioning to adulthood
 - Life skills training (e.g., job applications, employment readiness, GED-to-work transitions)

V. Discussion: Open Discussion/Closing and Adjournment

- Sandra Rose concluded the meeting by thanking the committee for their time and feedback and reminding the group to review the materials in the appendix.
 - Appendix A: Standing Reports
 - Membership & Interpreter Services
 - Appendix B: Key Contacts
 - Blue Shield Promise Contacts
 - Appendix C:
 - Dietary Guidelines and Vaccine Resources