



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

Date/Time:	Wednesday, June 3, 2026 1:30 – 3:00 p.m.
Location:	Hybrid (Virtual and in-person: 3840 Kilroy Airport Way, Long Beach, CA 90806)
Attendance:	Committee Members present: 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. Member J, Blue Shield of California Promise Health Plan 10. Kristine Choulakian, Outreach Specialist, Personal Assistance Councils 11. Halina Fardin, Health Educator, Worksite Wellness LA 12. Connor Hannigan, Staff Attorney, Neighborhood Legal Services of Los Angeles County 13. Anwar Zoueihid, VP of Long-Term Services & Supports, Partners in Care Foundation Committee Members absent: 1. Member E, Blue Shield of California Promise Health Plan 2. Margie Harper, LA South-Central Mental Health Non-Profit 3. Teri Morales, Pathways LA Blue Shield of California Promise Health Plan Representatives present: 1. Nicole AEvans, Director, Medi-Cal Maternal, Infant & Child Health Equity 2. Araceli Garcia, Program Manager, Consultant 3. Rosa Hernandez, Sr. Manager, Health Education and Cultural & Linguistic 4. Christine Nguyen, Director, Clinical Quality 5. Jennifer Nuovo, M.D., Chief Medical Officer 6. Ysobel Smith, Director, Program Management
Agenda	I. Blue Shield of California Promise Updates & Re-cap of Q1-2026 Meeting II. Doula Benefit Covered Services III. Population Health Management

	IV. Preventive Screenings V. Member Flyer: Translation Services Report Back VI. Ombudsman Report VII. Open Discussion/Closing Remarks
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Introductions and Welcome

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

I. Blue Shield of California Promise Updates and Recap of Q1-2026 Meeting

- Araceli Garcia provided a recap of the topics discussed during the Q1-2026 meeting, including:

1. Community Reinvestment Plan

- Blue Shield Promise is carefully reviewing recommendations from the committee, along with input received from other advisory committees and staff. Blue Shield Promise will share the final plan that was submitted in Q3.

2. Member Portal

- The committee's feedback was shared with the product development team and will be considered as part of the member portal enhancement efforts.

3. Healthy Eating Guidelines

- The new federal dietary guidelines were reviewed, which emphasize a balanced diet centered on fruits, vegetables, whole grains, and a variety of health protein foods.

II. Discussion: Doula Benefit Covered Services

- Nicole AEvans presented an overview of the doula benefit and facilitated a discussion to get feedback on how to enhance utilization of the benefit.
- Doula services have been offered since January 2023 for members in Los Angeles and San Diego counties.
- Doulas are non-medical providers who do not perform deliveries but support members throughout the birthing process.
- Doulas provide:

- Emotional and physical support during pregnancy, delivery, and postpartum
- Advocacy and education using evidence-based materials
- Support for breastfeeding decisions and early childhood education
- Covered services include:
 - One initial visit plus up to eight additional visits (no referral is required for the initial visit)
 - Optional extended postpartum visits with provider recommendation
 - Labor and delivery support
- Key benefits include:
 - Improved birth outcomes and reduced C-section rates
 - Lower stress and anxiety during pregnancy and postpartum
 - Increased member empowerment and satisfaction
- The Committee discussed several aspects of the doula benefit, including training and qualification requirements, the availability of doulas in Los Angeles County, the scope of support provided during emergency situations and in-home settings. The Committee requested information regarding the current number of doulas available in Los Angeles, which is estimated to be approximately 70, pending confirmation.
- It was noted that the Committee has a strong interest in increasing awareness and education about the doula benefit. Members recommended continuing outreach efforts through direct mail, Community Resource Centers, community events, and partnerships with community based organizations to expand awareness and utilization of the service.

III. Discussion: Population Health Management

- Ysobel Smith provided an overview of the Population Health Management Program, highlighting its role in supporting members from pregnancy through the first 12 months after childbirth to promote continuity of care and address medical, social, and psychosocial needs.
- Services available through the program include:
 - needs assessments
 - care coordination
 - connections to community resources such as WIC and other maternity-related program
 - transportation assistance
 - pharmacy support
 - doula services

- lactation support and breast pump services
- Additional support is provided for newborns and children through age 3, including developmental screenings and pediatric care coordination.
- Committee members provided several recommendations to increase awareness and engagement, including expanding the distribution of informational flyers at Community Resource Centers, hosting community baby showers, and increasing involvement of fathers and partners to strengthen family support and help address postpartum challenges.

IV. Discussion: Preventive Screenings

- Christine Nguyen facilitated a discussion regarding preventive screenings, with particular focus on colorectal cancer.
 - Colorectal cancer screening is recommended beginning at age 45.
 - Screening options include at-home stool test (annual) and colonoscopy (every 10 years if normal)
- Current outreach efforts include:
 - Mailers and at-home test kits
 - Incentives for completing screenings (\$25)
 - Outreach calls to schedule screenings
- The committee identified several barriers to colorectal cancer screening, including discomfort discussing the topic and limited understanding of available screening options and procedures. Members recommended using clear, culturally appropriate language, providing education on screening terminology and the importance of preventive care, and increasing awareness through Community Resource Centers.
- The committee also noted that colonoscopy provides more comprehensive screening results than stool-based tests and emphasized that direct, straightforward messaging may be most effective in encouraging community engagement and participation in screening programs.

V. Discussion: Member Flyer: Translation Services Report Back

- Rosa Hernandez presented a draft flyer on language services and requested feedback.
- The flyer was developed based on feedback from the Blue Shield Promise advisory committees about the need for more information about language services, including: interpreter services, translation services, and materials in alternative formats.

- The following is feedback from the committee:
 - make the flyer easier to understand
 - add a more engaging headline
 - include information about interpreter scheduling and alternative format options
 - make the distinction between interpreter services (spoken language support) and translation services (written language support) more clear so members can better understand and access the services
- The next steps are:
 - Revise flyer based on feedback
 - Develop a formatted version for future review
 - Translate the flyer into multiple languages and distribute broadly

VI. Discussion: Ombudsman Report

- Connor Hannigan provided an update on Medi-Cal eligibility changes affecting certain immigrant populations.
 - Certain immigrant populations may experience changes to Medi-Cal eligibility, including reduced access to dental benefits for specific groups.
 - Members are encouraged to address eligibility concerns as soon as possible, seek legal assistance or advocacy support if needed, and use available benefits before eligibility changes take effect.

VII. Open Discussion/Closing Remarks

- Araceli Garcia 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