

Northern California, Medi-Cal Community Advisory Committee
Tuesday December 3rd, 2024
10:30-12:00 PM
Meeting Minutes

Community Advisory Committee Members Present (names not shared for privacy)	
Kaiser Permanente Medi-Cal Members: 16	
Parent Advocate of Kaiser Permanente Medi-Cal Member: 1	
Representative from Huckleberry Youth: 1	
Representative from Aliados Health: 1	
Representative from Health Education Council: 1	

Public Attendees	Organization, if applicable
Kathrine Shea	Department of Health Care Services

Kaiser Permanente Meeting Participants & Guest Speakers	
Name	Role
Alice Ly	Implementation Consultant
Marco Diaz	Community Advisory Committee Administrator
Melinda Yanonis	Southern California Community Advisory Committee Coordinator
Lori Kabangu	Northern California Community Advisory Committee Coordinator
Shahzad Dhanani	Regional Director, Medi-Cal Care Delivery & Operations

Kaiser Permanente Staff Guests	
Name	Role
Debbie Dyer	Clinical Practice Consultant, Medi-Cal Care Delivery & Operations
Jean Nudelman	Senior Director, Community Health
Joseph De Los Santos	California Health Equity Strategy Lead, National Medicaid and State Programs
Jason Cruz Velasco	Graduate Student Intern, Medi-Cal Care Delivery & Operations
Kyle Bechert	Senior Manager, Medi-Cal Care Delivery & Operations
Kent Jolly, MD	The Permanente Medical Group
Lunerosa Peralta	Date Reporting and Analytics Consultant, National Medicaid and State Programs

Meeting Agenda			
Topic	Facilitator	Discussion	Action Items
Welcome & Agenda Review	Lori Kabangu	<p>The Community Advisory Committee (CAC) Coordinator shared the following items with CAC members:</p> <ul style="list-style-type: none"> The Community Meeting Norms and Values, previously established based on input from the Q2 2024 meeting. Reminder of the public meeting forum, and the privacy of any personal information shared cannot be guaranteed. Agenda topics were reviewed, and guest speakers introduced. 	None
Meeting Tips & Guidelines	Marco Diaz	<p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop were shared.</p> <p>Marco presented and introduced to three options for participating in the meeting:</p> <ul style="list-style-type: none"> Raise a hand to speak Use the chat Write comments using the Microsoft form link. 	None
Prior Meeting Recap	Lori Kabangu	<p>Input Topic Summary: Follow-up topics from Q3 were reviewed including Accessing Health Information in Your Community, Food and Nutrition Support Services, and Partnership with Counties to develop County Findings. Each section included a summary of the questions asked, the feedback provided by the CAC and how the feedback provided by the CAC is being used. Other individual questions from CAC members at the Q3 meeting and follow-up status were also summarized.</p> <p>Accessing Health Information in Your Community: The members input from Q3 CAC meeting will inform the following:</p> <ol style="list-style-type: none"> How to reach Medi-Cal members through trusted health sources for our upcoming 2025 social media outreach campaign for Enhanced Care Management. Improvements to existing Medi-Cal materials and content (e.g., KP.org website, member flyers) as well as new content 	<ul style="list-style-type: none"> - Lori to follow up with member regarding her daughter's Medi-Cal coverage, Social Security and recent communications and questions about this process. - Lori to follow up with member about medical bills for eye doctor services while son was in Southern California. - Lori to follow-up with member about experience of being auto assigned to two other managed care plans by mistake.

		<p>development for member-facing materials. Key takeaways from CAC feedback include providing information on participant eligibility, program expectations and sharing stories from other members.</p> <p>Food & Nutritional Support: The members input from Q3 CAC meeting will inform the following:</p> <ol style="list-style-type: none"> 1. To help select future vendors for food and nutrition programs. 2. Future reference for food and nutrition programs and services. <p>Partnership with Counties to Develop County Findings The members' feedback from the Q3 CAC meeting will:</p> <ol style="list-style-type: none"> 1. Show which counties are focused on key health topics the CAC raised, including, but not limited to food/food insecurity, firearms/injury prevention, and substance abuse such as fentanyl. 2. Bring County Findings for input to a 2025 CAC meeting. <p>Individual Questions from Q3 2024 Meeting At the September Q3 2024 CAC meeting individuals asked questions verbally, through the chat and in the form document on these topics:</p> <ul style="list-style-type: none"> • County Public Health Newsletters • Mental Health Phone Numbers • Link to minutes • Parental access online • Dental options • Diabetes Testing Supplies/Pharmacy feedback • Wellness information • Additional information about Enhanced Care Management • Feedback shared about "email your doctor" changes <p>Action Taken: The KP CAC team followed up on questions not answered during the meeting with individuals. Key resources for Medi-Cal members were also provided as part of follow-up information including the Appointment & Advice phone number, Medi-Cal Member Services phone number and</p>	
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		<p>links to kp.org, Medi-Cal County offices and the Kaiser Permanente Medi-Cal member handbook/Evidence of Coverage.</p> <p>Work is in progress to address the feedback provided about “email your doctor” changes.</p> <p>The Q3 2024 CAC meeting minutes are on kp.org and links have been emailed to CAC members.</p>	
Community Health Workers	Alice Ly Jason Cruz Velasco	<p>Input Topic Summary: Alice explained the purpose of this topic is to get insights on how to build the Community Health Workers (CHW) program to best meet Medi-Cal member needs. The CHW role was explained, how to access a CHW and who a CHW can help, including examples. The presenter asked questions for input from the CAC about how individuals would like a CHW to support them, questions they have after meeting with their doctor, how to make it comfortable working with a CHW, how CHW can support parents and other ideas about CHWs. The presenter also addressed questions about cultural considerations, language, and if CHW can read messages between Medi-Cal member and care team.</p> <p>Detail: Q1. How would you like a Community Health Worker to support you?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Helpful to have CHW provide information about medical facilities and what services are at each facility. Also helpful to get local resources like food and transportation. This would be helpful when you move to new area and don’t know what resources are available in new area. • Support nutrition for weight loss strategies • Food support that is culturally appropriate and help with diabetes • Support for communities that use alternative medicines and herbs • Liaison to get general updates and information • Provide support in the language a Medi-Cal member speaks 	<ul style="list-style-type: none"> – Lori to send information about CHW to CAC members after the meeting. – Lori to follow-up to member for question about alternatives to pharmaceutical prescriptions – Lori to follow-up with member about medical surgery question to connect to right resources.

		<ul style="list-style-type: none"> • Help Medi-Cal members navigate the booklet of Medi-Cal information when looking for new location or new doctor • Provide personal support like counseling • Share changes to any of the Medi-Cal programs, would like notification of what change is being made and what to do, including calendar/timing. Also, would like information by county, of new services, when they become available. <p>Questions to presenters included the following:</p> <ul style="list-style-type: none"> • Are CHW workers Kaiser Permanente volunteers? Response - CHWs are hired and trained through community-based partners. CHW are trained every year to support your needs in terms of getting healthier and staying healthy. CHW are non-clinical, so they're healthcare professionals who do not provide clinical services. Specifically, they're here to serve as a bridge between the healthcare received at the doctor's office and how you practice your healthcare once you get home. • How do you get a hold of a Community Health Worker? Response – Medi-Cal members can call a hotline and see if they qualify or be referred by your doctor/care team. • Are CHW culturally related to communities? Response – Yes, CHWs are part of the communities that they're serving. A CHW can be part of your local neighborhood, familiar with local resources, part of your cultural or ethnic background, speak same language or have similar life experiences to you. • Would like an email with this information Response – CAC team will follow-up with email about CHWs. <p>Comments about CHWs</p> <ul style="list-style-type: none"> • A member shared that CHW's are a helpful service. As a family navigator for children with special needs and families, they really need additional support to navigate these systems. <p>Q2. What types of questions or concerns have you had after meeting with your doctor about your health needs?</p>	
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Announcements	Lori Kabangu	<p>Lori provided updates on changes to CAC in 2025 and appreciation for CAC members in 2024.</p> <ul style="list-style-type: none"> The current Northern California CAC will expand in 2025 and become five separate CACs. The five new CACs will include: <ul style="list-style-type: none"> North Bay – counties of Marin, Napa, Sonoma, Solano Sacramento Region – counties of Sacramento, Placer, Sutter, El Dorado, Amador, Yolo, Yuba San Francisco Bay Area – counties San Francisco, San Mateo, Santa Clara, Santa Cruz East Bay – counties of Contra Costa, Alameda Central Valley - counties of Fresno, Kings, Madera, Mariposa, Tulare, San Joaquin, Stanislaus Current CAC members will be moved to CAC based on county. 2025 CAC meetings will be in March, June, September, and December in 2025. Specific dates will be shared in 2025. Thank you to CAC members for representing 484,000 Medi-Cal members statewide in Northern California in the CAC. CAC team email address and phone number contact information were provided to members. 	<ul style="list-style-type: none"> Lori to send additional information about 2025 CACs and meeting dates to CAC members. Lori to send form document link to members for additional feedback/comments on today's topics or other items. Form will close 12/9.
After meeting/ Open Forum & Questions Asked During CAC Meeting	Lori Kabangu	<p>Lori asked CAC members for feedback on 2024 CAC, future agenda items and other question or comments. Specific questions asked were:</p> <ul style="list-style-type: none"> What parts of our CAC meetings have meant the most to you? How can we make our meetings better? 	<ul style="list-style-type: none"> Lori to send appointment advice, member services, Medi-Cal County Offices, and Med-Cal Member Handbook/ Evidence of Coverage resources to CAC members.

		<ul style="list-style-type: none"> • What topics do you recommend for CAC meetings for next year? • Other questions/comments? <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Feedback on 2024 CACs <ul style="list-style-type: none"> • Appreciate this forum to hear the voices of members. • A member shared they are grateful for being part of the CAC meeting. • In meetings information everything is shared in a way so everyone can understand. • Future agenda items requested <ul style="list-style-type: none"> • A member noted that having multiple Kaiser Permanente phone apps is confusing and would like this to be future agenda item. • A member requested agenda topic of updates on Kaiser Permanente expansions and financial status. • A member requested agenda topic of overview of contracting and services outside of Kaiser Permanente. • Other questions and comments shared: <ul style="list-style-type: none"> • Experience shared of calling the dedicated Medi-Cal Member Services and representative was not trained in Medi-Cal, just regular member services. Representative was not aware of dedicated Medi-Cal member services phone number. • A member asked about discounted gym membership previously shared in previous meeting. Response – this information was shared in error and discounted gym member is not currently available. • Question was asked about Microsoft form document – what is it for and how is it used? Response provided – this is another way to provide feedback on the topics in our meeting. It is a document that will be open until 12/9 for members to provide feedback and other comments on the agenda items or other topics. 	<ul style="list-style-type: none"> - Lori will incorporate the requested agenda items into 2025 CAC agenda planning. - Feedback on dedicated Medi-Cal member services experience to be shared with internal partners. - Lori will also review Microsoft form submissions, which will close on 12/9, and will complete follow-up on questions/feedback raised through the form submissions.
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