

**Southern California, Medi-Cal Community Advisory Committee**  
**Thursday December 5<sup>th</sup>, 2024**  
**10:30-12:00 PM**  
**Meeting Minutes**

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<b>Community Advisory Committee Members Present (names not shared for privacy)</b>
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Kaiser Permanente Medi-Cal Members: 20
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Parent Advocate of Kaiser Permanente Medi-Cal Member: 1
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A representative from CBO Name: 0
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<b>Public Attendees</b>	<b>Organization, if applicable</b>
Krzel Manansala-Tan	Health UCSD Education

<b>Kaiser Permanente Meeting Participants &amp; Guest Speakers</b>
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<b>Name</b>	<b>Role</b>
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

<b>Kaiser Permanente Staff Guests</b>
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<b>Name</b>	<b>Role</b>
Debbie Dyer	Clinical Practice Consultant, Medi-Cal Care Delivery & Operations
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
Lunerosa Peralta	Date Reporting and Analytics Consultant, National Medicaid and State Programs

Meeting Agenda				
Topic	Facilitator	Discussion	Action Items	
Welcome & Agenda Review	Melinda Yanonis	<p>The Community Advisory Committee (CAC) Coordinator shared the following items with CAC members:</p> <ul style="list-style-type: none"> <li>• The Community Meeting Norms and Values were established based on input from the Q2 2024 meeting</li> <li>• Reminder of the public meeting forum, and the privacy of any personal information shared cannot be guaranteed</li> <li>• Agenda topics were reviewed</li> </ul>	None	
Meeting Tips & Guidelines	Marco Diaz	<p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop shared.</p> <p>Marco presented and introduced to three options for participating in the meeting:</p> <ul style="list-style-type: none"> <li>• Raise a hand to speak</li> <li>• Use the chat</li> <li>• Write comments using the Microsoft form link</li> </ul>	None	
Follow-up Topics from Q3 “Prior Meeting Recap”	Melinda Yanonis	<p><b>Input Topic Summary:</b> 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><b>Accessing Health Information in Your Community:</b> The members input from Q3 CAC meeting will inform the following:</p> <ol style="list-style-type: none"> <li>1. How to reach Medi-Cal members through trusted health sources for our upcoming 2025 social media outreach campaign for Enhanced Care Management.</li> <li>2. Improvements to existing Medi-Cal materials and content (e.g., KP.org website, member flyers) as well as new content development for member-facing materials. Key takeaways from CAC feedback include providing information on participant eligibility, program expectations and sharing stories from other members.</li> </ol> <p><b>Food &amp; Nutritional Support:</b> The members input from Q3 CAC meeting will inform the following:</p> <ol style="list-style-type: none"> <li>1. To help select future vendors for food and nutrition programs</li> </ol>	None	

		<p>2. Future reference for food and nutrition programs and services</p> <p><b>Partnership with Counties to Develop County Findings</b> The members' feedback from the Q3 CAC meeting will:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Bring County Findings for input to a 2025 CAC meeting.</li> </ol> <p><b>Individual Questions from Q3 2024 Meeting</b> 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"> <li>• Care for additional family members</li> <li>• CAC member would like to know more about coverages across SoCal and Hawaii</li> <li>• COVID19 vaccines for non-KP members</li> <li>• Additional connectivity support</li> </ul> <p><b>Action Taken:</b> 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 &amp; Advice phone number, Medi-Cal Member Services phone number and links to kp.org, Medi-Cal County offices and the Kaiser Permanente Medi-Cal member handbook/Evidence of Coverage.</p> <p>The Q3 2024 CAC meeting minutes are on kp.org and links have been emailed to CAC members.</p>	
Community Health Worker	Alice Ly Jason Cruz Velasco	<p><b>Input Topic Summary:</b> The purpose of topic is to get insights on how to build the Community Health Workers (CHW) program to best meet Medi-Cal member needs. The presenter explained the CHW role, 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 the cultural considerations.</p> <p><b>Detail:</b></p> <p><b>Q1.</b> How would you like a Community Health Worker to support you? <b>Q2.</b> What types of questions or concerns have you had after meeting with your doctor about your health needs?</p>	<p>- Melinda to email CAC members the CHW Phone number to check if they qualify for the program</p> <p>CHW Southern California</p>

		<p><b>Q3.</b> What types of questions or concerns have you had after meeting with your doctor about your health needs?</p> <p><b>Q4.</b> What would make you feel comfortable working with a Community Health Worker?</p> <p><b>Q5.</b> What would you like a Community Health Worker to do to support you as a parent / guardian?</p> <p><b>Q6.</b> What else should we know as we think about improving the Community Health Worker role and program?</p> <p>Comments or concerns from CAC members:</p> <ol style="list-style-type: none"> <li>1. The specific training of Community Health Workers, especially regarding autistic disabilities and navigating Medicare and Medi-Cal.</li> <li>2. She highlighted the importance of advocacy and emotional support for parents and guardians of children with disabilities and suggested the need for visual plans plus creative solutions for non-verbal patients specifically autistic members.</li> <li>3. Emphasized the need for HIPAA compliance and support options during hospital stays for special needs members.</li> <li>4. Who are the partners and how do they introduce themselves when a CHW is reaching out on the initial introduction to a Medi-Cal member?</li> <li>5. Lastly, raised concerns about how Members will be informed about potential changes to Medi-Cal coverage and policies.</li> </ol> <ul style="list-style-type: none"> <li>• A member shared his personal recovery experience and challenges with cervical surgery and ongoing physical therapy. He expressed concerns about navigating the healthcare system and the potential need for assistance if his condition worsens but appreciated the idea of Community Health Workers helping him with healthcare navigation and support during doctor's appointments.</li> <li>• Member would like for a Community Health Worker to be a liaison between disability insurance and paperwork and how to apply for a CHW.</li> <li>• Member raised questions or concerns about whether Community Health Workers would be able to support patient needs or align with doctors' decisions, using the example of wanting to get her tubes tied.</li> <li>• Member raised questions or concerns about: <ol style="list-style-type: none"> <li>1. The importance of continuous support from healthcare workers, even after meeting weight health goals to maintain health progress</li> <li>2. He would like to hear an update on the eligibility of Kaiser patients for new weightless/diabetes/high cholesterol drugs like Ozempic.</li> </ol> </li> <li>• Member would like to know how to inquire about getting a CHW.</li> </ul>	<p>1-866-551-9619 (TTY 711)</p> <ul style="list-style-type: none"> <li>- Melinda email the "Resource List" for CAC members for a quick reference guide example: Member Services, Transportation, KP.org, etc.</li> <li>- CAC members would like to know how a CHW communicates when reaching out for the first time</li> </ul>
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Announcements	Melinda Yanonis	<p>Melinda provided updates on:</p> <ul style="list-style-type: none"> <li>• The current Southern CA CAC will expand in 2025 and become four individual CACs: <ul style="list-style-type: none"> <li>○ Central Valley South – Kern, Ventura</li> <li>○ Greater Los Angeles – Los Angeles</li> <li>○ Inland Desert – San Bernardino, Riverside, Imperial</li> <li>○ South SoCal – Orange, San Diego</li> </ul> </li> <li>• Upcoming meetings in March, June, September, and December in 2025</li> <li>• Shared gratitude to CAC members and the importance of the CAC role in representing 635,000 Medi-Cal members statewide in Southern California</li> <li>• Provided CAC team email address and phone number contact information to members</li> </ul>	- Melinda to communicate with CAC members on new CAC assignment for 2025 and upcoming dates.
After meeting/ Open Forum & Questions Asked During CAC Meeting	Melinda Yanonis	<p>Melinda asked CAC members</p> <ul style="list-style-type: none"> <li>• What parts of our CAC meetings have meant the most to you?</li> <li>• How can we make our meetings better?</li> <li>• What topics do you recommend for CAC meetings for next year?</li> <li>• CAC members were asked to participate if they had any other questions or concerns.</li> </ul> <p>Melinda gave Resources to Medi-Cal members</p> <ul style="list-style-type: none"> <li>• Southern California Appointment and Advise Center 1-833-574-2273</li> <li>• Member Service Medi-Cal line 1-855-839-7613</li> <li>• QR codes to KP.org in English and Spanish, Medi-Cal County Offices, and Med-Cal Member Handbook/ Evidence of Coverage</li> </ul>	- Melinda to inquire about Mental Health workshops

		<p>Open Forum Comments:</p> <ul style="list-style-type: none"><li>• Member shared an experience with medication delivery issues after moving to Tehachapi from Southern California and the lack of communication from the Kaiser Permanente Pharmacy Clinic.</li><li>• Member is concerned about the new healthcare policies that may be coming down in the next year and how would they be informed through Kaiser or Medi-Cal, if there are any changes to policy with the new administration in January 2025.</li><li>• Member is curious if getting appointments is as difficult for non-Medi-Cal people.</li><li>• Member Inquired about workshops for mental health, particularly for her daughter.</li></ul>	
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