



Imperial County Q2 Community Advisory Committee Meeting

June 6, 2024 Minutes

ATTENDEES

Adriana Ramirez: Imperial County Public Health	Katherine Chen: Roots Food Group	Mercedes Martinez: El Centro Regional Medical Center	Kayla Valis: Roots Food Group
Isabel Andrade: Imperial Valley Food Bank	Paul Monarrez: Serene Health	Dr. Bushra Ahmad: Imperial County Behavioral Health Services	Dahlia Sandoval: UCSD Moores Cancer Center
Esmey Fregoso: Pioneers Memorial Healthcare District	Israel Samaniego: Pioneers Memorial Healthcare District	Victor Torres: Imperial County Behavioral Health (Adult Services Division)	Adrienne Padilla: Pioneers Memorial Healthcare District
Medi-Cal Member 1	Medi-Cal Member 2	Medi-Cal Member 3	Medi-Cal Member 4
Medi-Cal Member 5	Medi-Cal Member 6	Medi-Cal Member 7	Medi-Cal Member 8
Medi-Cal Member 9	Medi-Cal Member 10	Medi-Cal Member 11	Medi-Cal Member 12
Medi-Cal Member 13	Mario Jimenez: Volunteers of America	Medi-Cal Member 14	Medi-Cal Member 15
Medi-Cal Member 16	Joab Gonzalez: San Diego Regional Center		

CHPIV ATTENDEES

Michelle Stephanie Ortiz-Trujillo, Dr. Gordon Arakawa, and Ariday Rosales

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Dr. Kathleen Lang, Ana Paine, Sarika Kasaraneni, Armine Kelechian, and Manjula Miyashiro

The purpose of the Community Advisory Committees is to empower members to bring their voices to the table to ensure CHPIV is actively driving interventions and solutions to build more equitable care. The CAC advocates for CHPIV members by ensuring that Health Net is responsive to their diverse health care needs.

AGENDA ITEM	DISCUSSION	NEXT STEPS / ACTION	OWNER
Call to order, Introductions, & Agenda Overview	<ul style="list-style-type: none"> Call to order at 12:03pm. Members, CHPIV staff, and HN staff introduced themselves. 	N/A	N/A
QIHEC Update	Dr. Gordon Arakawa (Chief Medical Officer & Chief Health Equity Officer, CHPIV) presented information on the call center, upcoming changes, and population health management programs available to members.	N/A	N/A
Enhanced Care Management (ECM)	Mario Jimenez (ECM Care Manager, Volunteers of America) gave the committee an overview of Enhanced Care Management, enrollment, and ways ECM helps members.	N/A	N/A

	<ul style="list-style-type: none"> • Committee members appreciated the overview and details from the ECM provider. There were no additional questions of follow ups. 		
Health Education Material Field Testing: Flu-vention Email	<p>Armine Kelechian (Senior Health Equity Specialist, Health Net) field tested a flu prevention email campaign directed to members Committee members were given the opportunity to provide feedback on the email language and format.</p> <ul style="list-style-type: none"> • The majority of committee members recommended this email for distribution and understood the messaging. Some feedback included adding more visuals to the messaging and the use of more color. 		
Access and Availability	<p>Manjula Miyashiro (Provider Network Management Operations Director, Health Net) shared health plan expectations when it comes to Medi-Cal members receiving timely access to care, telephone wait times, distances/timing when travelling to appointments, and Imperial county's compliance data.</p> <ul style="list-style-type: none"> • Committee members expressed the need for more providers in Imperial County 	<p>The Plan will review to determine if there are any gaps in access. The Plan will follow-up with insights on how we are working to enhance the provider network.</p>	
CAC Recommendations - Update	<p>Sydney Turner (Public Policy Director, Health Net) gave the committee an update on recommendations given to the CAC by its members.</p> <ul style="list-style-type: none"> • The Member Rights One Pager is in progress and pending final edits. • Last quarter, committee members requested for a call back feature when calling the Plan's call center instead of waiting on the line. Health Net will be implementing this system in 2026. • Members are requesting for a resource that will assist members in identifying LGBTQ+ providers. There are a couple policies out that would require health plans to identify providers for LGBTQ+ members and expand cultural competency training to include information and evidence-based cultural competency training pertinent to the treatment of individuals who identify as queer, questioning, asexual, or gender diverse, and the processes specific to those seeking gender-affirming care services. 	<p>Committee was informed they could review the recommendations in the slide deck sent through email.</p>	

Community Sharing/Open Forum/Closing	Committee members were invited to share items for Community Sharing. Members requested support on issues they were experiencing. <ul style="list-style-type: none">• Meeting was adjourned at 1:30pm.		
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NEXT MEETING

Date: Thursday - September 26, 2024

Time: 12pm – 1:30pm

Location / Dial-in #:

Join in-person at the Community Health Plan of Imperial Valley office:
512 W. Aten Rd.
Imperial, CA 92251

or

Join via Zoom at

<https://centene.zoom.us/j/91705326485?pwd=hJ1sEECaA0saDSJGjsNZ0IXo0slub.1>

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID: 917 0532 6485**

