



# Imperial County Q3 Community Advisory Committee Meeting

September 26, 2024 Minutes

## ATTENDEES

|                                                                                                                      |                                                              |                                                                                 |                                                          |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------|
| Isabel Andrade: Imperial Valley Food Bank - Outreach Manager                                                         | Peggy Price - InnerCare                                      | Joab Gonzalez: San Diego Regional Center - Program Manager                      | Matthew Smith: Imperial Co BHS/Adult Svs                 |
| Mersedes Martinez: El Centro Regional Medical Center - Director of Education, Quality, Research, & Population Health | Dahlia Sandoval: UCSD Moores Cancer Center - Health Educator | Adrienne Padilla: Pioneers Memorial Healthcare District - Registered Nurse      | Adriana Ramirez: Imperial County Public Health - Manager |
| Janette Angulo: Imperial County Public Health, Director                                                              | Mario Jimenez: Volunteers of America - Care Manager          | Dr. Bushra Ahmad: Imperial County Behavioral Health Services - Medical Director | Michelle Cardenas: Volunteers of America - Care Manager  |
| Dr. Carlos Ramirez: DCRC LLC, Health Administration Consultant                                                       | Connie Villegas: Volunteers of America                       | Ivan Alcala: Pioneers Memorial Healthcare District                              | Yazareth Chavez: Pioneers Memorial Healthcare District   |
| Shivani Patel: Pioneers Memorial Healthcare District                                                                 | Medi-Cal Member CHPIV-1                                      | Medi-Cal Member CHPIV-2                                                         | Medi-Cal Member CHPIV-3                                  |
| Medi-Cal Member CHPIV-4                                                                                              | Medi-Cal Member CHPIV-5                                      | Medi-Cal Member CHPIV-6                                                         | Medi-Cal Member CHPIV-7                                  |
| Medi-Cal Member CHPIV-8                                                                                              | Medi-Cal Member CHPIV-9                                      | Medi-Cal Member CHPIV-10                                                        | Medi-Cal Member CHPIV-11                                 |
| Medi-Cal Member CHPIV-12                                                                                             | Medi-Cal Member CHPIV-13                                     | Medi-Cal Member CHPIV-14                                                        | Medi-Cal Member CHPIV-15                                 |
| Medi-Cal Member CHPIV-16                                                                                             | Medi-Cal Member CHPIV-17                                     | Medi-Cal Member CHPIV-18                                                        | Medi-Cal Member CHPIV-19                                 |
| Medi-Cal Member CHPIV-20                                                                                             | Medi-Cal Member CHPIV-21                                     | Medi-Cal Member CHPIV-22                                                        | Medi-Cal Member CHPIV-23                                 |
| Medi-Cal Member CHPIV-24                                                                                             | Medi-Cal Member CHPIV-25                                     | Medi-Cal Member CHPIV-26                                                        | Medi-Cal Member CHPIV-27                                 |
| Medi-Cal Member CHPIV-28                                                                                             | Medi-Cal Member CHPIV-29                                     | Medi-Cal Member CHPIV-30                                                        | Medi-Cal Member CHPIV-31                                 |
| Medi-Cal Member CHPIV-32                                                                                             | Medi-Cal Member CHPIV-33                                     | Medi-Cal Member CHPIV-34                                                        | Medi-Cal Member CHPIV-35                                 |
| Medi-Cal Member CHPIV-36                                                                                             | Medi-Cal Member CHPIV-37                                     | Medi-Cal Member CHPIV-38                                                        | Medi-Cal Member CHPIV-39                                 |
| Medi-Cal Member CHPIV-40                                                                                             | Medi-Cal Member CHPIV-41                                     | Medi-Cal Member CHPIV-42                                                        | Medi-Cal Member CHPIV-43                                 |

## CHPIV ATTENDEES

Michelle Stephanie Ortiz-Trujillo, Dr. Gordon Arakawa, Ariday Rosales, Julia Hutchins, and Jadira Alcaraz

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Dr. Kathleen Lang, Sharon Rushing, Allison Seal, Armine Kelechian, Tarjani Padmani, Melynna Chavez, Margarita Ramirez, and Nadia Mincey

*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"> <li>• Call to order at 12:03pm.</li> <li>• Members, CHPIV staff, and HN staff introduced themselves.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | N/A                 | N/A   |
| Enhanced Care Management (ECM)/ Community Supports (CS) | Dr. Gordon Arakawa (Chief Medical Officer & Chief Health Equity Officer, CHPIV) shared an overview of Enhanced Care Management (ECM) and Community Supports (CS) available to CHPIV Medi-Cal Members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | N/A                 | N/A   |
| Population Health Campaigns                             | <p>Tarjani Padmani (Manager of Clinical Pharmacy Services, Health Net) reviewed the outreach campaigns focused on helping Members achieve the highest level of health. Providers and Members were asked for their feedback to help inform the Population Health Campaigns.</p> <ul style="list-style-type: none"> <li>• Providers said common barriers to following up with patients include lack of engagement, changing placement or contact information, and parents' busy schedule.</li> <li>• To ensure patients have timely follow-up appts. scheduled, providers support with scheduling, assist with transportation, notify clinic of appt, maintain continuous outreach, and ensure patients understand their responsibility in their care.</li> <li>• Common hesitations/misconceptions patients have about immunizations, vaccinations, and medications include side effects, the association that vaccines mean you have an illness, vaccinations cause more harm, and they have bad ingredients.</li> <li>• When asked what support providers need from the Health Plan or community, they mentioned they need timely ways to share/update information, warm-handoffs and as much support when transitioning a Member (behavioral health) and allowing providers to obtain information.</li> </ul> |                     |       |

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|                                                                                                                     | <ul style="list-style-type: none"> <li>• Members shared that they prefer email and text communications.</li> <li>• Getting a prompt appointment is a big barrier to getting the care they need.</li> <li>• Need providers in the region because many Members are travelling to other counties to get specialty care.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |     |
| Diversity, Equity, and Inclusion (DEI) Training Program                                                             | <p>Sharon Rushing (Senior Health Equity Specialist) reviewed CHPIV's DEI trainings for providers and staff as required by DHCS. Committee provided feedback on the 4 trainings - Advancing Health Equity: Understanding Drivers and Increasing Accountability, Language Assistance Program/Services and Health Literacy, Cross-Cultural Communication and Competent Care for Diverse Populations, and Transgender, Gender Diverse Inclusive and Affirming Care.</p> <ul style="list-style-type: none"> <li>• The committee shared there is stigma when it comes to substance use disorders.</li> </ul> <p>When committee was asked if they have any other suggestions or recommended trainings, committee members suggested trainings on health treatment for individuals on hormone therapy and gender identity. When committee was asked what health-related social needs should be addressed, they mentioned mental health for all ages.</p> | N/A | N/A |
| SB 1019 / APL 24-XXX: Non-Specialty Mental Health Services: Member Outreach, Education, and Experience Requirements | <p>Sydney Turner (Director of Public Policy, Health Net) reviewed Senate Bill 1019, a new requirement that addresses the historic underutilization of Non-Specialty Mental Health Services (NSMHS) by ensuring Members and PCPs are aware of all covered NSMHS. CHPIV requested the committee's feedback on the development and implementation of an annual outreach and education plan for Members and PCPs about covered NSMHS.</p> <ul style="list-style-type: none"> <li>• Committee expressed the need for a centralized system for accessing mental health services.</li> <li>• Discussion of the cultural stigma surrounding mental health, especially among first-generation Mexican-Americans.</li> <li>• Suggestion to offer Spanish lessons to providers.</li> </ul>                                                                                                                                                                 | N/A |     |

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|                                                | <ul style="list-style-type: none"> <li>• Need in-person engagement for older adults.</li> <li>• Develop a "pre-mental health" program for youth in schools to start education on importance of mental health earlier.</li> <li>• Suggested language to use: "Mental Health isn't mental illness."</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |  |
| Population Needs Assessment & Local SMART goal | <p>Sydney Turner shared information on the new Population Needs Assessment, which is a collaboration with other plans and local health department to identify the priority needs of the community. Nadia Mincey (Manager of County Programs &amp; MOU Compliance, Health Net) shared Imperial's SMART goal with the committee and requested feedback – From January 2024-December 2025, CHPIV will collaborate with the Imperial Local Health Department in targeting and outreaching to XXXX members (with children 0-18 years of age) to promote the importance of well care visits for medical and dental. Efforts will start by helping members with referrals to Medi-Cal providers. Our goal will focus on preventative care such as immunizations, physicals, oral health assessments and fluoride treatment.</p> <p>Committee Feedback</p> <ul style="list-style-type: none"> <li>• Outreach efforts to inform about different plan benefits were noted as helpful.</li> <li>• Emphasized the need for better awareness of vaccine schedules and documentation requirements for patients. Vaccine Passport was mentioned as an option.</li> </ul> | N/A |  |
| Community Sharing/Open Forum/Closing           | <p>Committee members were invited to share items for Community Sharing. Members requested support on issues they were experiencing.</p> <ul style="list-style-type: none"> <li>• Meeting was adjourned at 2:05pm.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |  |

**NEXT MEETING**

**Date:** Friday – December 13, 2024

**Time:** 12pm – 2:00pm

**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/93278242561?pwd=9r7esGLDU4zbdPTaCbXGOF3K96rzvj.1&from=addon>

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID:** 932 7824 2561;  
**Passcode:** 016080

DRAFT

