



Amador, Calaveras, Inyo, Mono, Tuolumne Q4 Community Advisory Committee Meeting

December 9, 2024 Minutes

ATTENDEES

Emily Janoff: Mono County LHJ - Epidemiologist
Ingrid Villeda: Alzheimer's Association, Northern California & Northern Nevada Chapter - Program and Community Engagement Specialist
Nina Machado: First 5 Amador/CAPC - Executive Director
Wendy Alt: Calaveras County - Mental Health Director, and Deputy Director of Clinical Services
Medi-Cal Member 7

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Annesha Land, Tianna Arbulu, Eliana Argueta, Lorena Espinoza, Sarika Kasaraneni, Anabel Jayme, and Lutisha Knott

The purpose of the Community Advisory Committees is to empower members to bring their voices to the table to ensure Health Net is actively driving interventions and solutions to build more equitable care. The CAC advocates for Health Net 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. • Committee members and Health Net staff introduced themselves. 	N/A	N/A
Continuity and Coordination of Medical Care: NCQA Accreditation Standard (Q13) Year 1 Report Highlights	<p>Anabel Jayme (Program Manager II, Quality Improvement) provided an overview of the NCQA (National Committee for Quality Assurance) report and its importance for Health Net. She walked through the 4 measures for measurement year 2023: prenatal and postpartum care, eye exam for patients with diabetes, use of opioids at high dosage, and plan all-cause readmissions, and shared the performance metrics and improvements made. Lastly, she shared barriers and opportunities for improvement that include social determinants of health, lack of cultural appropriate postpartum care, and scheduling practices.</p> <p>Committee member expressed concern about the lack of pain management referrals and the need for alternative services like chiropractic or acupuncture. Health Net shared information about the Tuolumne County Opioid Task Force and the collaboration with Health Net. The committee discussed the importance of having a clear system for pain management referrals and</p>	<p>Clarify if the prenatal and postpartum care measure is specific to the mother or includes the baby.</p> <p>Investigate if members are referred to pain management specialists and how that fits into the Transitional Care Services Program.</p>	N/A

	the potential benefits of involving local task forces.		
2023 Health Education Work Plan Year-End Evaluation and 2024 Work Plan Highlights	Anabel Jayme (Program Manager II, Quality Improvement) reviewed the 2023 work plan with 15 initiatives and 51 measurable objectives, with 39 met, 11 suspended, and 1 cancelled. She shared highlights of successful initiatives, including securing a diabetes prevention program, reaching over 1,000 participants in breast and cervical cancer screening classes, tobacco cessation program, and behavioral health services. Next, she addressed barriers and shared next steps, including the use of QR codes for program promotion and addressing low enrollment in the obesity prevention program. Lastly, Anabel outlined the 2024 highlights, including continuing the onboarding process for the diabetes prevention program and promoting mental health resources.	Health Net to verify with the marketing team on whether external organizations can post Health Net's health education resources.	
Language Assistance Program & findhelp	Lorena Espinosa (Senior Health Equity Specialist) provided an overview of the Health Equity department and its core areas. She reviewed the Language Assistance Program, including translation and interpreter services, health literacy, cultural competency, health equity and social needs, and compliance. She shared the types of language assistance services offered, including interpretation, translation, oral translation, alternate formats, and plain language communication. Lastly, she explained the grievance process for members who are not satisfied with the language services provided and encourages feedback to improve the program.	N/A	N/A
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <p>A committee member shared their concerns about the grievance process and the lack of follow up. Health Net will follow up with the member offline to learn more about the situation.</p> <p>Meeting was adjourned at 1:30pm.</p>	Health Net to follow up with Members who requested additional support.	PMCAC

NEXT MEETING

Date: Thursday – March 13, 2025

Time: 12pm – 2pm

Location / Dial-in #: https://centene.zoom.us/meeting/register/6OKlvGEWQxul6jtSGCI_sA

Dial:

+1 669 444 9171 US

+1 646 931 3860 US

Meeting ID: 973 2945 5123

DRAFT

