Regional Community Advisory Committee (RCAC)
Region 4 (Hollywood, Wilshire, Central L.A., Glendale) Committee Summary
Hope Street Family Center
1600 South Hope Street, Room 305
Los Angeles, CA 90015
Tuesday, March 21, 2017
9:00 a.m. – 11:30 a.m.

MEMBERS

Ana Santiago Alonso	(P)	Rachel Rose Luckey	(P)	**GUESTS/PUBLIC**	**STAFF/MANAGEMENT**
Araceli Aragon	(P)	Irma Martínez	(P)	Eduardo Kogan, *Interpreter*	Kristina Chung, *Field Specialist*
American Cancer Society, ***Community Partner***	(U)	Theodora Parlanti	(P)	Shelly Hash, *Interpreter*	Victor Rodriguez, *Liaison*
Elizabeth Bonilla	(E)	Silvia Poz, ***At-Large Member***	(P)	Alfonso Noriega, *Public*	Christian Vega, *Health Navigator*
María Casarrubias	(P)	Silvia Quezada	(P)	Hugo Flores, *Public*	Idalia Chitica, *Field Specialist Supervisor*
Ana Colin	(P)	Esther Rivas	(P)	Layla Gonzalez-Delgado, *Board member*	
Herceys Catalina Donis	(P)	Hercilia Salvatierra, ***Vice-Chair***	(P)	Sonia J. Claudio, *Public*	
Mirna Gonzalez	(P)	Ricardo Sanchez	(P)		
Gizelle James	(P)	Michael R. Shelton, ***Chair***	(P)		

Attendance: Members (16), Community Partners (0), Providers (0), Public (6), Staff (4)
(P) present, (E) excused absence, (U) unexcused absence, (R) Removed

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	**WELCOME & INTRODUCTIONS** Hercilia Salvatierra, *Chairperson*	• Michael Shelton, *Chair*, called the meeting to order. Everyone introduced themselves. • Hercilia Salvatierra, *Vice-Chair,* reviewed the Ground Rules. o We treat each other with respect o Only one member talks at a time o We don't have side discussions o We do not personally attack each other o We speak up when something is wrong or not working: we confront issues directly o Raise your hand and wait to be called on o Put cell phones on vibrate • Kristina Chung, *Field Specialist,* reviewed the meeting's agenda and folders.
II.	**BUSINESS** Approval of Agenda & Meeting Summary **ECAC Report** Michael Shelton, *Chairperson*	Approval of Agenda & Meeting Summary • The agenda was approved as presented. • The January 17, 2017 meeting summary was reviewed and approved. Members received a copy of the ECAC report. Michael Shelton gave a report on the following. Communications & Community Relations Update • Francisco Oaxaca, *Senior Director of Communications and Community Relations*, gave an update on L.A. Care's Community Health Investment Fund (CHIF). o The Community Health Investment Fund will be awarding a total of $1,500,000 for a maximum of $25,000 per organization under the Robert E. Tranquada Safety Net Infrastructure Initiative for L.A. Care's network of community-based safety net clinics. • This Fund has three categories for application, one of which is to improve clinic operations and includes the purchase and installation of exam equipment such as adjustable exam tables, wheelchair accessible weight scales, and assistive listening devices. • The application deadline is Thursday, April 6, 2017 at 3:00 p.m. Global Member Issues • RCAC 2 - Ana Rodriguez, *RCAC 2 Chair*, reported that the Center for Economic Survival gave a presentation on tenants' rights at the December 2016 RCAC 2 meeting.

- The presentation covered the following: Rent Control, Evictions, Affordable Housing and the Ellis Act. The information was very useful and RCAC 2 recommends that it be given at all RCAC/CCI meetings.
- Members were asked to speak with their Field Specialist if they are interested in having the presentation at their RCAC/CCI meetings.

- RCAC 1 - Adela Guadarrama, *RCAC 1 Chair*, asked for an update on the motion presented by RCAC 1 regarding the long wait times at the following three clinics in the Antelope Valley - Antelope Valley Community Clinic, High Desert Community Clinic and South Valley Clinic.
  - Mr. Oaxaca reported that the clinics were put on a performance plan and a corrective action plan to improve wait times for appointments and to increase hours of availability. The clinics have added staff and are having more training for staff to improve performance.
  - L.A. Care evaluates the clinics every three months to see if there are improvements.
  - Mr. Oaxaca asked members to continue sharing information about specific issues with wait time at the clinics. He also reminded members to contact the Member Services Department so LA. Care can see if the problem continues.

Advanced Care Plannin; Overview

- Kim Beverly, *Behavioral Health Specialist* from the Medical Management Department, reviewed the Advance Care Planning presentation that was presented at the RCAC/CCI meetings last year.
- The next step will be to plan and schedule presentations on palliative care at all RCAC/CCI meetings and discuss other topics for consideration.

Consumer Advisory A; ;lication, Eli ibility, Provisional Membership and Accountability – Advisory Committee member feedback and next ste; s.

- Francisco Oaxaca provided some clarification requested by RCAC/CCI members about the provisional membership that included the following:
  - Provisional Membership will not be implemented until the new fiscal year in October 2017.
  - Members felt 6 months is too short of a period but they were informed that the requirements indicate to attend a new Member Orientation which have set dates and attend only one Board of Governors or ECAC meeting not both. The 6 months will be more than enough time to do this and will address concerns from ECAC/RCAC/CCI Councils about the level of commitment of new incoming members.

		Approval of Revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan • The motion was not approved by ECAC as they would like the operating rules redlined to mark the changes that are being made. The motion has been moved to the April 2017 ECAC meeting. Consumer Advisory Committee Conference - *"Accessing Care in a Time of Change"* • The *"Accessing Care in a Time of Change"* conference will take place on Friday, March 24, 2017, from 8:30 a.m. to 3:00 p.m. at the Cathedral of Our Lady in Downtown LA. Report from RCAC Members • Herceys Donis attended the February 2017 ECAC meeting. She reported that L.A. Care's membership is growing. L.A. Care is monitoring the Affordable Care Act (ACA) and will provide updates to staff and members. • Gizelle James attended the March 2017 ECAC meeting and reported on the vision coverage bill. o On February 17, 2017, Assemblymember Cooley (D- Rancho Cordova) introduced AB 109 which intends to restore the adult vision benefit and provide one pair of eyeglasses every two years to those over 21 years of age. o Currently under the Medi-Cal program, all Medi-Cal members are eligible for a routine eye exam which checks the health of the eyes and tests for an eyeglass prescription. o While an eye exam is covered, eyeglasses are not covered for those over 21 years of age. o Only Medi-Cal beneficiaries under 21 years old and residents of a nursing home receive coverage for eyeglasses (frames and lenses). o Gizelle shared that some churches offer assistance in getting glasses such as Catholic Charities. RCAC Members – ECAC Meeting • Silvia Poz will attend the April 12, 2017 meeting. Hercilia Salvatierra is the back up. • Esther Rivas will attend the May 10, 2017 meeting. Ana Santiago Alonso is the back up. RCAC Members – Board of Governors (BOG) Meeting • Silvia Quezada will attend the April 6, 2017 meeting. María Casarrubias will be the back up. • Theodora Parlanti will attend the May 5, 2017 meeting. Herceys Donis will be the back up. Members were reminded that if they volunteer to attend the ECAC or the BOG meetings, they will be responsible for reporting back to the RCAC.

	CO&E Report
	Kristina Chung, *Community Outreach Field Specialist*
		Letter from John Baackes
		• Kristina Chung spoke about the letter from John Baackes, *Chief Executive Offer (CEO)*, of L.A. Care Health Plan.
		• The letter was mailed out to all advisory members and includes updates on the Affordable Care Act (ACA).
		
		Fraud Alert – Office of Inspector General (OIG)
		• The Office of Inspector General (OIG) recently shared that their hotline telephone number is being used as part of a telephone scam that target people throughout the country.
		• L.A. Care verifies members' information monthly through the OIG system.
		• The scammers pretend to be OIG employees and ask people for their personal information which can be used to steal money from an individual's bank account or commit other fraud.
		• This fraud alert may or may not affect L.A. Care members but members were reminded not to give away their personal information over the phone.
		
		Community Outreach & Engagement (CO&E) - Toll Free Line
		• Members received information about CO&E's toll free line (1-888-522-2732).
		• This free line is available to RCAC/CCI members and the public.
		• Staff is available 9:00 am – 5:00 pm Monday through Friday. Calls after 5:00pm will be transferred to the answering machine.
		• The toll free line should be used for the following:
		  o Information about events, programs and meeting schedules
		  o Questions about transportation, stipends, mileage and childcare reimbursements
		  o To speak to a staff from CO&E, CCI Councils and Health Promoters Program
		• The toll free line should not be used for the following reasons:
		  o Medical Emergencies (dial 911)
		  o To speak to your doctor
		  o Medical issues (call L.A. Care's Member Services at (1-888-839-9909)
		• Toll free line fliers were passed out and members were encouraged to help promote the line.
		
		Consumer Advisory Committee Conference - *"Accessing Care in a Time of Change"*
		• The conference will take place on Friday, March 24, 2017 at the Cathedral of Los Angeles in Downtown Los Angeles from 8:00 a.m. to 2:30 p.m.
		• Members were asked to rsvp for the conference and to request transportation if they need it.
		• All eligible members will receive a stipend for their attendance.

		RCAC Member Contact List • RCAC members were asked to update their contact information and include their email address so that materials could also be emailed to them.
III.	**REGIONAL ISSUES** **Member Issues** *Group*	• Members discussed the issue of long wait times to get approval for medication. • Members shared that they are not receiving the medication that is prescribed by their doctor in a timely manner. • When a grievance is filed, the follow up takes a long time and it may take months for the member to receive their medication. • As a follow up, the Appeals & Grievance Dept. will be contacted to give a presentation at a RCAC 4 meeting.
IV.	**GET UP AND MOVE**	Members took a 10 minute break.
V.	**COMMUNITY AFFAIRS**	Health Topic – National Nutrition Month • March is National Nutrition Month. A handout on Fat Guidelines was passed out.
VI.	**RCAC/COMMUNITY WORK-Plan** Kristina Chung, *Field Specialist*	**2017 RCAC Work Project** • For this year's community work project, the RCACs will focus on *"increasing access to dental care".* • Funding is available for non-profits and providers to provide dental education and/or dental services. • Applications are due by 3pm April 26, 2017. • The following members volunteered to be part of the review committee: 1. Silvia Poz 2. Gizelle James 3. Ana Colin 4. Theodora Parlanti 5. Elizabeth Bonilla • The training for the review committee is tentatively scheduled for Monday, April 3, 2017 at L.A. Care's office. This training date might be pushed back to the first week of May, depending on how many applications L.A. Care receives. Members will be notified as soon as the date becomes confirmed.
VII.	**FUTURE AGENDA ITEMS**	• Kristina Chung, *Field Specialist,* shared the presentation schedule for future RCAC meetings. • May 2017: Transgender 101 (Behavioral Health Department) • July 2017: General Needs Assessment (Culture & Linguistics Department) • September 2017 – Autism (Behavioral Health Department)

		• Nutrition, acupuncture, and alternative medicine were brought forth as future agenda items.
VIII.	**MEETING EVALUATIONS**	Members were reminded to complete and return the evaluation forms found in the meeting packets.
IX.	**PUBLIC COMMENTS**	• There will be a "*Save the Affordable Care Act*" rally on Thursday, March 23, 2017 in Downtown LA. For more information, call Miguel Paredes at (323) 447-2591 or mparedes@wellchild.org. Flyers were passed out to members. • Comprehensive Community Health Centers offers prenatal and dental services at no or low cost. For more information, call (213) 484-8786.
X.	**ADJOURNMENT** Michael Shelton, *Chair*	**The next RCAC 4 meeting will be on Tuesday, May 16, 2017 from 9:00 AM - 11:30 AM at Hope Street Family Center located at 1600 S. Hope Street, Room 305, Los Angeles, CA 90015.**

Respectfully Submitted by:

Kristina Chung, *Community Outreach Field Specialist*

Approved by:

Michael Shelton, *RCAC 4 Chair*