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***Board of Governors, Member Representatives***

***Layla Gonzalez-Delgado***

***L.A. Care, Member Advocate***

***Hilda Perez***

***L.A. Care, Member Representative***

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**Regional Community Advisory Committee - Region 10**

**Monseñor Oscar Romero Clínica**

# **2032 Marengo Street**

# **Los Angeles, CA 90033**

# **Thursday, April 20, 2017**

**1:00pm - 3:30pm**

**Goals for Today’s Meeting**

1. Learn about L.A. Care business from the Executive Community Advisory Committee (ECAC) and the Community Outreach & Engagement Department (CO&E)
2. Provide an opportunity to identify community issues affecting members in the region
3. Connect with Health Navigators to address individual member issue
4. Update member on HIPPA, PHI and CO&E Toll Free line
5. Update on 2017 work plan

**Meeting Agenda**

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| **Time** | **Agenda Item** | **Agenda Lead** | **Goal/Result** |
| 1:00 p.m.-1:05 p.m. | **I. Welcome & Introductions** (5 min)  **A.** Review of Agenda | Leticia Navarro, *Chair* | **G**et to know each other and review the goals for the meeting and agenda items, familiarize with L.A. Care’s Mission and RCAC and CO&E three pillars |
| 1:05 p.m.-2:10 p.m. | **II. Business** (65 min)   1. Approval of Agenda & Summary 2. ECAC Report (Chair)    * ECAC Report/ BOG (RCAC members) February and April 3. CO&E Report 4. Information on HIPPA and PHI 5. CO&E Toll Free 6. “Revision to Consumer Advisory Committee Member Operating Rules “ | Leticia Navarro  Sandra Acosta, *RCAC 10 member (ECAC)*  Sarai Angeles, (ECAC)  Marlene Paz*, RCAC 10 member (BOG)*  Martin Vicente, *Field Specialist* | **R**eceived update for the ECAC meeting and from CO&E.  **R**CAC members who attended ECAC/BOG will have an opportunity to report on their experience at the ECAC/BOG meeting for February and April.  **A** presentation about HIPPA (Health Insurance Portability and Accountability Act) and PHI (Private Health Information).  **A** brief introduction to the CO&E toll free line.  **R**evisions to the Consumer Advisory Committee Member Operating Rules was mailed and will be reviewed at the RCAC for member feedback. |
| 2:10 p.m.-2:30 p.m. | **III. Regional Issues** (20 min)   1. Global Member Issues | Group | **A**n opportunity to identify issues affecting L.A. Care Members about pharmacies, appointments, referrals and general experiences when getting health care services. |
| 2:30 p.m.-2:40 p.m. | **IV. Get Up & Move** (10 min) | Group | **A**n opportunity to stretch and move |
| 2:40 p.m.-2:50 p.m. | **V. Community Affairs** (10 min)   1. Health Topic “Stress Management” | Felicia Gray | **A**n opportunity to learn about a specific health topic |
| 2:50 p.m.-3:10 p.m. | **VI. RCAC Community Work-Plan**  (20 min)   1. Work plan - “Increasing Access to Dental Health” | Group | **A**n update on status of current work plan.  **R**eview committee training dates. |
| 3:10 p.m.-3:15 p.m. | **VII. Future Agenda Items** (5 min) | Group | **D**ecide agenda items that may be added to a future meeting |
| 3:15 p.m.  3:20 p.m. | **VIII. Meeting Evaluation** (5 min) | Martin Vicente | **T**ime to review meeting evaluation/Clarification Completion |
| 3:20 p.m.-3:30 p.m. | **IX. Public Comments** (10 min) | Group | **E**ach public member is given 2 minutes to share a comment with the RCAC |
| 3:30 p.m. | **X. Adjournment**   1. **Next Meeting Date:**   June 15, 2017  1:00 p.m. to 3:30 p.m. | Chair | **L**earn when the next RCAC meeting will take place |

**\*\*\*\*\* PLEASE BE ON TIME \*\*\*\*\***

**Note: Members, your absence will be considered unexcused if you do not call**

**Felicia Gray at (213) 694-1250, Ext. 4163 to inform him that you will not be attending the meeting**

**Community Outreach & Engagement Toll Free Line 1-(888) 522-2732**