# Board of Governors
## Executive Community Advisory Committee
### Meeting Minutes – December 12, 2018

1055 W. 7th Street, Los Angeles, CA 90017

<table>
<thead>
<tr>
<th>ECAC Members</th>
<th>RCAC Members/Public</th>
<th>L.A. Care Board of Governors/Staff</th>
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</thead>
<tbody>
<tr>
<td>Russell Mahler, RCAC 1 Chair</td>
<td>Rut Hernandez, RCAC 1</td>
<td>Hilda Pérez, Member, Board of Governors</td>
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<tr>
<td>Estela Lara, RCAC 2 Chair</td>
<td>Maria Ramos, RCAC 2</td>
<td>Layla Delgado-Gonzalez, Member Advocate, Board of Governors</td>
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<tr>
<td>Cynthia Conteas-Wood, RCAC 3 Chair</td>
<td>Ana Rodriguez, RCAC 2</td>
<td>John Baackes, Chief Executive Officer, L.A. Care Health Plan</td>
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<tr>
<td>Silvia Poz, RCAC 4 Chair **</td>
<td>Rosa Urena, RCAC 3</td>
<td>Jose Avila, Member Retention Unit, Member Services Department</td>
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<tr>
<td>Maria Sanchez, RCAC 5 Chair</td>
<td>Silvia Quezada, RCAC 4</td>
<td>Kristina Chung, Community Outreach Field Specialist, CO&amp;E</td>
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<tr>
<td>Andria McFerson, RCAC 6 Chair</td>
<td>Marco Galindo, RCAC 5</td>
<td>Misty De Lamare, Director, Communications Department</td>
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<tr>
<td>Fátima Vázquez, RCAC 7 Chair</td>
<td>Celia Hernandez, RCAC 6</td>
<td>Idalia De La Torre, Field Specialist Supervisor, CO&amp;E</td>
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<tr>
<td>Ana Romo, RCAC 8 Chair</td>
<td>Guadalupe Perez, RCAC 7</td>
<td>Aura Eakins, Manager, CO&amp;E</td>
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<tr>
<td>Tonya Byrd, RCAC 9 Chair</td>
<td>Dorothy Lowery, RCAC 8</td>
<td>Erika Estrada, Supervisor, Community Relations</td>
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<td>Damares O Hernandez de Cordero, RCAC 10 Chair</td>
<td>Maria Isabel Tamayo, RCAC 8</td>
<td>Felicia Gray, Community Outreach Liaison, CO&amp;E</td>
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<tr>
<td>Elda Sevilla, RCAC 11 Chair</td>
<td>Mario Serafin, RCAC 8</td>
<td>Hilda Herrera, Community Outreach Liaison CO&amp;E</td>
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<tr>
<td>Lluvia Salazar, At-Large Member</td>
<td>Ravy Morrath, RCAC 9</td>
<td>Susan Ma, CCI Field Specialist, Communication and Community Relations</td>
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<td>Deaka McClain, At Large Member</td>
<td>Rosa Pastrana, RCAC 11</td>
<td>Linda Merkens, Manager, Board Services</td>
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<tr>
<td>Demetria Saffore, CCI Area 1 Chair</td>
<td>Nicole Fitzgerald, CCI Area 1</td>
<td>Frank Meza, Community Outreach Field Specialist, CO&amp;E</td>
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<tr>
<td>Wilma Ballew, CCI Area 2 Chair</td>
<td>Mary Jo Fernando, CCI Area 2</td>
<td>Candace Nafissi, Senior Communication Specialist, Communication and Community Relations</td>
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<tr>
<td>Brenda White, CCI Area 3 Chair</td>
<td>Joe Airo, CCI Area 3</td>
<td>Jose Ricardo Rivas, Community Outreach Field Specialist, CO&amp;E</td>
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<tr>
<td>Nesima Istrefi, CCI Area 4 Chair</td>
<td>Jo Ann Cannon, CCI Area 3</td>
<td>Victor Rodriguez, Community Outreach Liaison, CO&amp;E</td>
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</tbody>
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* Excused Absent ** Absent
*** Via teleconference

Interpreters:
- Paula Alvira, Interpreter
- Sina New, Interpreter
- Samedy Chhum, Interpreter
- Eduardo Kogan, Interpreter
- Hilda Pérez, Member, Board of Governors
- Layla Delgado-Gonzalez, Member Advocate, Board of Governors
- John Baackes, Chief Executive Officer, L.A. Care Health Plan
- Jose Avila, Member Retention Unit, Member Services Department
- Kristina Chung, Community Outreach Field Specialist, CO&E
- Misty De Lamare, Director, Communications Department
- Idalia De La Torre, Field Specialist Supervisor, CO&E
- Aura Eakins, Manager, CO&E
- Erika Estrada, Supervisor, Community Relations
- Felicia Gray, Community Outreach Liaison, CO&E
- Hilda Herrera, Community Outreach Liaison CO&E
- Susan Ma, CCI Field Specialist, Communication and Community Relations
- Linda Merkens, Manager, Board Services
- Frank Meza, Community Outreach Field Specialist, CO&E
- Candace Nafissi, Senior Communication Specialist, Communication and Community Relations
- Jose Ricardo Rivas, Community Outreach Field Specialist, CO&E
- Victor Rodriguez, Community Outreach Liaison, CO&E
- Manuel Vizcarra, Community Outreach Liaison CO&E
- Martin Vicente, Community Outreach Field Specialist, CO&E
<table>
<thead>
<tr>
<th>AGENDA ITEM/PRESENTER</th>
<th>MOTIONS / MAJOR DISCUSSIONS</th>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td>CALL TO ORDER</td>
<td>Wilma Ballew, <em>ECAC member</em>, called the meeting to order at 10:05 a.m.</td>
<td>Approved. 16 AYES (Ballew, Byrd, Conteas-Wood, Hernandez de Cordero, Istrefi, Lara, McClain, McFerson, Mahler, Romo, Saffore, Salazar, Sanchez, Sevilla, White and Vazquez).</td>
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<tr>
<td>APPROVE MEETING AGENDA</td>
<td>The Agenda for today's meeting was approved as submitted.</td>
<td>Approved. 15 AYES (Ballew, Byrd, Conteas-Wood, Hernandez de Cordero, Istrefi, Lara, McClain, Mahler, Romo, Saffore, Salazar, Sanchez, Sevilla, White and Vazquez).</td>
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<td>APPROVE MEETING MINUTES</td>
<td>Comments on the minutes of November 14, 2018: Deaka McClain, <em>CCI Council Member At-Large</em>, noted that on Page 6, 3rd paragraph where it reads, “She asked if the members will be informed if they qualify.” She did not say that. She instead was asking Francisco Oaxaca, <em>Senior Director, Communications and Community Relations</em>, for a list of medical conditions that would qualify someone to be treated at UCLA. Tanya Byrd, <em>RCAC 9 Chair</em>, noted: • Page 2, under Approve Meeting Minutes, her name is not spelled correctly. Her name is spelled Tonya with an “o” not Tanya with an “a”. • Page 7, second bullet point under ECAC Chair and Vice-Chair Elections section, her name is also spelled incorrectly. Lluvia Salazar, <em>RCAC 11 Chair</em>, noted on Page 11, 11th bullet point, where it reads “She is a volunteer for children with special needs and for La Vida program” is incorrect. It should read “She is a volunteer for The Parent Place and for The Vita program.” Estela Lara, <em>RCAC 2 Chair</em>, noted on Page 2, 3rd bullet point it should reflect that Jose Ricardo Rivas is a “Field Specialist” not “Specialist” The meeting minutes for November 14, 2018 were approved as amended.</td>
<td>1 Abstention (McFerson)</td>
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Executive Community Advisory Committee
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**ECAC MEMBER REPORT**

**APPROVAL OF RCAC/CCI MEMBERSHIP**

Wilma Ballew

Ms. Ballew, *ECAC Member,* presented a motion to approve Maritza Lebron, RCAC 7, Consumer as RCAC member:

Approved unanimously
16 AYES (Ballew, Byrd, Conteas-Wood, Hernandez de Cordero, Istrefi, Lara, McClain, McFerson, Mahler, Romo, Saffore, Salazar, Sanchez, Sevilla, White and Vazquez)

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**BOARD MEMBER REPORT**

Layla Delgado-Gonzalez, *Member Advocate, Board of Governors* reported that the Board of Governors met on December 6.

- The Board of Governors has two new members: George Greene representing Hospital Association of Southern California and Courtney Powers representing the Community Clinic Association of Los Angeles County.

- The Board of Governors approved the new RCAC/CCI members and ratified the elected At-Large Members:
  - Dawoud Moore from RCAC 1
  - Blanca Nelly Folger from RCAC 5
  - Johnny Chua from RCAC 11
  - Alma Whitehurst from CCI Council Area 4
  - Lluvia Salazar, RCAC At-Large Member from RCAC 11
  - Deaka McClain, CCI Council At-Large Member from CCI Council Area 4

- The Board of Governors also approved new members for the Children’s Health Consultant Advisory Committee: Tara Fickle, Representing Maternal and Child Health Advocate (Parents or Consumer) and Rebecca Dudovitz, MD in an undesignated seat.

- The Board of Governors approved the following six motions:
  - BOG 100, Designated two charities to receive funds from donated stipends from Board Members.
    - Insure the Uninsured is a nonprofit organization that offers analysis on issues that affect health and health policy in the state in order to expand health care access.
    - Project Angel Food prepares and delivers healthy meals to feed people impacted by serious illness, bringing comfort and hope every day.
  - FIN 100 - A contract of $8.2 million with SAP America to provide cloud services for the next four years, replacing the current system that is outdated. This will
serve L.A. Care in billing, claims, financial reporting, contracts, budget forecasting and resource planning.

- FIN 101 – A contract for $11.1 million with Scout Exchange to provide contingent workers for the next three years.
- FIN 102 - A contract with Health Dialog to add approximately $3.5 million to an existing contract for the next 18 months. Health Dialog is the company that administers the Nurse Advice Line services for L.A. Care members.
- FIN 103 - Approval of approximately $14.5 million for staff augmentation to the following companies: Cognizant, FlexTech HCL, Infosys, Solugenix Corp., Cumberland Consulting, INsight Global and Synaptix. These companies deal with information technology, data and digital information.
- FIN 100 - Authorization to disburse funds of up to $7 Million for the Individual Annual Incentive Program based on completion of targets that reflect L.A. Care goals.

- John Baackes, Chief Executive Officer, gave a report that included the sponsorship list for November 2018, the grand opening of the Lynwood Family Resource Center, recruitment of nurses at a Nurse Job Fair and the three-year contract with UCLA for advanced and specialized care at two UCLA Medical Centers and for primary care at UCLA Medical Group.

- Richard Seidman, MD, MPH, Chief Medical Officer, gave an oral report and provided a written report that discussed current and ongoing activities. The following are examples of activities to address various subjects including areas lacking in the Healthcare Effectiveness Data Information Set (HEDIS) scores
  - Breast Cancer screening calls.
  - Educational materials on controlling blood pressure.
  - Calls to members with Asthma for prescription refills.
  - Vaccine education.
  - Care Management Program with Lunicera a prescription service provider to assist members that have Rheumatoid Arthritis, Multiple Sclerosis and Atopic Dermatitis.
  - Hepatitis C management.
  - Reminder calls for CMC members to get their refills.
  - Dr. Seidman also reminded members that we are in the midst of flu season and encouraged everyone to get their flu shot. Ms. Hilda Perez, Member Representative asked that we have more Flu Shot Clinics at the FRC's.

- Mr. Oaxaca explained to the Board that due to outcry and requests of members for more time and input, the Community Outreach and Engagement (CO&E) department will schedule separate sessions with CCI Council members before the next Executive Committee meeting, and will provide an update to that Committee.
• Ms. Delgado stated that there were many public comments, and three were forwarded to the Appeals and Grievances Department. Mr. Baackes stated that he would report to the Board of Governors at a future date on those three items.

• There was a presentation by Alex Gallegos, Senior Director of Sales and Marketing and John Cota, Director of Creative and Marketing Operations, about this year’s L.A. Care Covered marketing campaign. Hilda Perez, Member, Board of Governors, asked Community Outreach and Engagement staff to also have the presentation presented to the ECAC meeting.

Ms. Perez reported that the presentation goes over everything that Sales and Marketing is doing to promote L.A. Care Covered, including television and radio commercials, and using social media to target certain populations.

Ms. Lara stated that aside from the RCAC 2 members listed on the Board of Governors report, Virginia Martinez, Maricruz Alvarez and Ana Rodriguez were also present at the Board of Governors meeting. Ms. Perez noted that Elizabeth Cooper, member of RCAC 2 and CCI Council Area 2, was also present.

Ms. Perez stated that Dr. Seidman will be invited to provide an update in regards to the UCLA contract so Ms. McClain’s concerns can be addressed. She also spoke about the proposed CCI Councils restructure. She advised there was an Executive Committee meeting and all CCI Council members were invited. She reported that Mr. Oaxaca spoke to the Committee and that the session was informational, and the restructure will continue. She advised members that L.A. Care is aware that communication with CCI Council members is key for all of the committee members that will be impacted. She will visit all of the RCAC and CCI Councils so that all members are informed of the proposed restructure and that Community Advisory Committee members have their questions answered.

Ms. McClain stated she was confused about the relocation of Consumer Advisory Committee members that will be affected by the CCI Council restructure. She wanted to know if they will be assigned to a RCAC based on zip code or by city.

Andria McFerson, RCAC 6 Chair, stated she has a map that she was given labeled “L.A. County service planning areas” for which she would like clarification. She stated that the map has eight districts. Ms. Delgado-Gonzalez clarified that the map to which Ms. McFerson is referring displays service planning areas and it is used by the county to distribute services. She replied to Ms. McClain that Consumer Advisory Committee members affected by the restructure will be relocated based on zip code.
Ana Romo, *RCAC 8 Chair*, stated she wanted to clarify that there are 11 Regional Community Advisory Committees in Los Angeles and that they were waiting on Mr. Oaxaca to provide a map of all 11 regions.

Ms. Ballew stated that instead of going back and forth they should wait until the proper department reaches out to them, to provide more information, possibly at the next Executive Community Advisory Committee meeting.

Cynthia Conteas-Wood, *RCAC 3 Chair*, asked Ms. Delgado-Gonzalez to provide the talking points that were not included in the ECAC meeting materials.

**GLOBAL MEMBER ISSUES**

Russel Mahler, *RCAC 2 Chair*, asked about the investigation into the community clinics in the Antelope Valley. Idalia De La Torre, *Field Specialist Supervisor, CO&E*, stated there are no current updates, and she would follow up at a later time.

Ms. Perez stated that a RCAC 4 member attended the Board of Governors meeting and spoke about the L.A. Care paper provider directory not being updated, and the information is out of date and that a specialist is not listed. She would like to have a discussion about it, because some of the providers’ phone numbers are also not accurate.

Brenda White, *CCI Council Area 3*, stated her committee members are concerned about how they will be split up into RCACs, because they have different zip codes. Ms. De La Torre replied there is no answer to those concerns at the moment, and it will be addressed at a later time.

Demetria Saffore, *CCI Council Area 1 Chair*, asked what is L.A. Care doing to actively resolve Global Member issues. She has spoken to providers and patients in her area and the issues continue to persist in regard to access to medication and specialists. She stated that they continue to have discussions on the same issues and the problems persist. Ms. Perez stated she does not feel that L.A. Care is doing enough. She continuously hears the same concerns from other committee members in that area.

Ms. McClain, *CCI Council Area 4 Chair*, asked that Demetria Saffore specify exactly what type of requests are not being fulfilled.

Nesima Istrefi, *CCI Council Area 4*, stated she is having the same issues. Some of her prescriptions are denied at the pharmacy. Ms. Delgado-Gonzalez recommended that she speak to the Health Navigator. Ms. Istrefi stated that this is also happening to others in her community.

Ms. McFerson asked that there be a structure to properly address or respond to global member issues. If there is a global member issue brought to the committee there should be a comment on that issue at a following meeting whether or not it has been resolved.
### OLD BUSINESS

**ECAC CHAIR AND VICE-CHAIR ELECTIONS**

Idalia De La Torre

Ms. De La Torre reviewed the process for the election. She stated letters were sent to all ECAC members with the names of members who are eligible to run for ECAC Chair and Vice-Chair. Nominations could have been made through mail, in person, phone call, or fax.

**ECAC Chair Elections**

- Staff received four nominations for the ECAC Chair position: Nesima Istrefi, Ana Romo, Elda Sevilla, and Fatima Vazquez.
- The 16 ECAC members present can vote.
- The nominee must receive nine votes to be elected as Chair.
- Candidates will have one minute to introduce themselves and state why they are running.

Statements from Chair nominees:

- Nesima Istrefi, *CCI Area 4 Chair* stated that she is very short and is a very loud person and she will do her best to represent people.
- Ana Romo, *RCAC 8 Chair*, said that she knows that the ECAC Chair position is very difficult. She loves challenges and she has the conviction, energy, and enthusiasm necessary for the role. If she is supported and given the opportunity, she will serve as a bridge for the members represented by ECAC. Their voice will be her voice.
- Elda Sevilla, *RCAC 11 Chair*, said she has the experience and if she wins she will be very respectful and will be listening to all their voices and representing them at all levels. She always puts all of her effort, love, and passion into everything she does. Always respecting everyone’s voices and concerns and working as a team for the good of every member that is represented.

Ms. McClain stated that the committee must decide whether they will make a motion regarding the issues raised in the Antelope Valley. She asked Ms. Saffore if she needed time to go back to her CCI Council to create a motion and then present it to ECAC once it has been approved. Ms. Saffore responded that she would like time to talk to the CCI Council Area 1 members.

Candace Nafissi, *Senior Communications and Community Relations Specialist, Communications*, stated that after the meeting there is a group that will meet to discuss global member concerns. A report will be presented to the committee. She advised that all concerns are tracked.
Fatima Vazquez, RCAC 7 Chair, stated that life is full of challenges and since L.A. Care was founded in 1997 she has been meeting those challenges working as a team. It’s a compromise to work as a team to better the lives of the members: seniors, children, adolescents and disabled people. She likes to take action, learn, and most importantly always to see the positive in everything. We keep learning every day and make the decision to wake up every morning with enthusiasm to meet life’s challenges.

Ms. De La Torre asked about questions for the ECAC members running for Chair. There were no questions.

Result of first round of Voting:
- Nesima Istrefi - 0 votes
- Ana Romo – 7 votes
- Elda Sevilla – 6 votes
- Fatima Vazquez – 2 votes
- 1 abstention

No candidate received the necessary votes for election. Nesima Istrefi removed her name from the ballot.

Result of second round of Voting:
- Ana Romo – 9 votes
- Elda Sevilla – 6 votes
- Fatima Vazquez – 1 votes

Ana Romo received 9 votes and was elected as Chair.

ECAC Vice-Chair Elections
- A candidate must receive at least nine votes to be elected Vice Chair.
- Staff received six nominations for the Vice-Chair position: Cynthia Conteas-Wood, Nesima Istrefi, Deaka McClain, Andria McFerson, Elda Sevilla, and Wilma Ballew.
- Wilma Ballew, CCI Council Area 2 Chair, removed her name from the ballot.
- Due to a shortage of time the candidates for chair who spoke previously will not provide statements again.

Statements from Vice-Chair nominees:
- Cynthia Conteas-Wood, RCAC 3 Chair, said the important thing about being the Vice-Chair is to be there to support the ECAC Chair. She said she is a vessel who is there to represent all RCAC members. She also said she has her own opinions, but that is not what they will be seeing from her. She will support the Chair and help bring facts to the committee.
• Deaka McClain, *CCI Council Area 4 Chair*, stated she will take great pleasure and honor in being the ECAC Vice-Chair. She will work to bring a positive atmosphere to the meeting. She stated she has heard that people do not like to come to the ECAC meetings, because they think their voices will not be heard. As Vice-Chair she will assist and help empower the ECAC Chair in a positive matter.

• Andria McFerson, *RCAC 6 Chair*, removed her name from the ballot.

Result of first round of Voting:
- Cynthia Conteas-Wood – 3 votes
- Nesima Istrefi – 2 votes
- Deaka McClain – 4 votes
- Elda Sevilla – 7 votes

No candidate received the necessary votes for election. Cynthia Conteas-Wood, Chair, removed her name from the ballot.

Result of second round of Voting:
- Nesima Istrefi – 2 votes
- Deaka McClain – 5 votes
- Elda Sevilla – 9 votes

Elda Sevilla, *RCAC 11 Chair*, received 9 votes and was elected as the Vice Chair.

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**2018 ADVISORY COMMITTEE OUTCOMES**

**Martin Vicente**

Martin Vicente, *Field Specialist, Community Outreach and Engagement*, presented the results and outcomes of the 2017-18 RCAC work plan partnerships and outreach efforts.

2017-18 Work plan partnerships
- L.A. Care’s Community Advisory Committees (CACs) focused on improving women’s health, a health priority identified by L.A. Care’s Health Services Department, informed by the organization’s Healthcare Effectiveness Data and Information Set (HEDIS) scores. HEDIS is a quality measurement tool used by health plans across the country.
- L.A. Care offered a funding opportunity for not-for-profit entities to help L.A. Care members with:
  - Increase access to women’s health services for vulnerable and low-income residents.
  - Raise awareness of community services and resources focused on women’s health.
  - Engage multiple sectors (healthcare, economic, transportation, faith-based, etc.) to strengthen community collaboration efforts focused on women’s health.
- L.A. Care partnered with:
  - Bartz Altadonna Community Health Center for RCAC 1
- Valley Community Consortium (VCC) for RCAC 2
- Personal Assistance Services Council (PASC) for RCAC 3
- Comprehensive Community Health Center (CCHC) for RCAC 4
- Venice Family Clinic for RCAC 5
- UMMA Community Clinic for RCAC 6
- Generaciones en Accion for RCAC 7
- Robert F. Kennedy Institute for RCAC 8
- YMCA of Long Beach for RCAC 9
- Comprehensive Community Health Center Inc. For RCAC 10
- United Against Poverty and Disease (UAPAD) for RCAC 11

- L.A. Care invested a total of $55,000 on work plan partnerships.
- Total attendance per event:
  - RCAC 1 – 45
  - RCAC 2 – 1,600
  - RCAC 3 – 3,100
  - RCAC 4 – 1,200
  - RCAC 5 – 601
  - RCAC 6 – 15,000
  - RCAC 7 – 300
  - RCAC 8 – 484
  - RCAC 9 – 28
  - RCAC 10 – 25
  - RCAC 11 – 652
- Services provided at events:
  - Resources – reading materials
  - Telephonic outreach for diabetes
  - Preventive care health services
  - Health fairs
  - Mental health forums and workshop
- RCAC 8 accepted on behalf of L.A. Care a Certificate of Congressional Recognition from Congresswoman Nanette Diaz Barragan.

2018 Outreach efforts:
- To help address other issues identified by HEDIS, the CO&E department partnered with L.A. Care’s Health Education department and RCAC members received basic training on the following topics:
  - Diabetes
  - Heart Health
  - Cervical Cancer Screening
• Members learned about risk factors, prevention, and overview of the diseases.
• RCAC HEDIS outreach results:
  o RCAC 3 – 70
  o RCAC 11 – 102
  o RCAC 6 – 168
  o RCAC 8 – 187
  o RCAC 4 – 374
  o RCAC 10 – 450
  o RCAC 5 – 421
  o RCAC 1 – 499
  o RCAC 7 – 529
  o RCAC 9 – 593
  o RCAC 2 – 902

Ms. Perez thanked Mr. Vicente for his presentation. She stated he should receive recognition for the good work that he has done. She added that part of being a RCAC member is participating in the work plan partnerships. She asked if there is a presentation available with the results for the CCI Councils at today’s meeting or the next meeting. Mr. Vicente responded that he does not report on behalf of the CCI Councils.

Ms. Perez thanked Mr. Vicente and the CO&E team for providing different agencies as options to the RCACs for the work plan partnerships.

Erika Estrada, Supervisor, Community Relations, Communications replied to Ms. Perez that a report on the outcomes of the partnerships was given to the CCI Council members at their meetings. Ms. Perez asked that a report be provided to ECAC. Ms. Estrada advised she will coordinate with the CO&E team.

Ms. McClain, stated that she would like ECAC to see what the CCI Councils did at their partnerships. She said it is necessary to show ECAC, because the CCI Councils are also a part of the ECAC.

Ms. Lara pointed out that RCAC 2 had the highest number of attendance per event. She said that she saw many pictures of RCAC 7 in the presentation, but she would like to see at least one picture of every RCAC event. Mr. Vicente replied that he will consider it for the next presentation, and he will ask staff to take pictures of their events so he can include them.

Ms. McFerson thanked Mr. Vicente for his presentation and pointed out that he has been here longer than any other staff member. She also pointed out that his presentation was put into layman’s terms so that everyone can understand, and she said his presentation was great.
Ms. Romo reiterated Ms. Perez’s request that a report for the CCI Councils work plan partnership be presented to ECAC.

Ms. Istrefi, asked if the certificate presented in Wilmington was because of their work for CCI Council Area 4. Mr. Vicente replied that it was presented to RCAC 8 by Nanette Diaz Barragan’s office.

Auleria Eakins, Manager, Community Outreach and Engagement, informed the ECAC members that in the spring there is an educational conference and in the fall there is an advocacy conference.

The next conference will be unique, because CO&E will be celebrating the anniversary of the RCACs. The evaluations for the past conferences were reviewed and in response to member requests, ECAC members will provide input on the planning of the conference. She asked if there are any ECAC members that would like to participate in a small committee to assist staff with the planning of the 2019 Spring Conference.

Ms. De La Torre stated that staff would like ECAC to create a small ad-hoc committee to provide input on the planning of the spring conference to be held on March 22, 2018 at St. Anne’s Cathedral. This committee will meet at least two times before the conference in March. Staff would like to give the opportunity to ECAC members who have not participated in past ad hoc committees.

Ms. Byrd asked Ms. De La Torre to define what an ad-hoc committee is. Ms. De La Torre responded that it is a committee created by the existing committee to meet as needed to discuss a particular business purpose. This ad-hoc committee will be meeting only to plan the conference.

Ad-Hoc Conference Planning Committee volunteers:

- Russel Mahler
- Deaka McClain (She will represent people with disabilities in the planning.)
- Estela Lara
- Damares O. H. de Cordero
- Tonya Byrd
- Alternatives:
  - Fatima Vazquez
  - Andria McFerson

The volunteers will be contacted at the beginning of next year in regards to meeting dates and times.
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<th>NEW BUSINESS</th>
<th>Ms. Romo presented the following motion to the committee:</th>
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<td>RCAC MOTION TO ECAC</td>
<td><strong>RCAC 8 would like L.A. Care to further research policies for testing and diagnosis of complex cases versus therapy with prescription medicines. This is believed to prevent under-treatment of members.</strong></td>
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<td>Ms. Conteas-Wood, stated she does not understand the concept of the motion and would like clarification. Ms. De La Torre responded that the motion requests that doctors provide better testing before prescribing medication.</td>
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<td>Ms. McClain, wanted to know if this motion is in response <strong>RCAC 8 member Dorothy Lowery’s public comments.</strong> She wanted to make sure she is being heard and this is what she was talking about. Ms. De La Torre responded affirmatively.</td>
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<td>Dorothy Lowery, <strong>RCAC 8 member,</strong> stated there is more to the motion than was stated by Ms. Romo. Ms. Romo replied that she gave a summary of what was discussed at RCAC 8. Ms. Lowery said when patients visit their doctors office they are given a visual exam and are given antibiotics. They are not given a blood test or urine test. Patients can have viruses and other illnesses that can’t be cured or treated with antibiotics. She said her doctors get upset, because she will not take the medication that is prescribed. She would like doctors to find the cause of her illness before she is given medication.</td>
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<td>Ms. Conteas-Wood recommended that she change her doctor and call member services to report it.</td>
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<td>Ms. Saffore presented the following motion to the committee:</td>
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<td><strong>CCI Area 1 would like L.A. Care to investigate all Antelope Valley Urgent Care facilities for turning people away early. This issue affects the health of the community due to patients being turned away with sickness.</strong></td>
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<td>Ms. McClain asked Ms. Saffore what she meant when she said they are being turned away. Ms. Saffore replied patients are sent to the emergency room for treatment during the facility’s business hours.</td>
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| CCI COUNCIL MOTION TO ECAC        | Approved. 15 AYES (Ballew, Byrd, Conteas-Wood, Hernandez de Cordero, Istrefi, McClain, McFerson, Mahler, Romo, Saffore, Salazar, Sanchez, Sevilla, White and Vazquez). |
Mr. Baackes provided an update on Provider Network Models. He stated when L.A. Care started 21 years ago, L.A. Care had a contract with the Department of Health Care Services and with seven other health plans. Medi-Cal members could choose among these seven health plans. Currently there are only three health plans contracted with L.A. Care: Anthem Blue Cross, Care 1st, and Kaiser. Those health plans, in turn, contract with Independent Practice Associations or medical groups. The medical groups then have contracts with the doctors that see our members. There are 58 delegated entities with which L.A. Care contracts to provide health services to its members. Kaiser does not work under this model, because they have their own hospitals and doctors are Kaiser employees. The current model is very complex, making it difficult to identify who is responsible for what at a particular point in a member’s care.

A Direct Network model bypasses the delegated entities and allows L.A. Care to contract directly with doctors. Direct contracting began in the Antelope Valley, and there are currently 500 doctors directly contracted throughout the county. The Direct Network model will provide more clarity about who is responsible and who is accountable for each service to L.A. Care members.

Under the Plan Partner Model, L.A. Care is responsible for Delegation Oversight, Compliance, Enrollment Services, Customer Service, Grievances & Appeals, and Quality Improvement.

Plan Partners are responsible for Pharmacy Claims, Hospital Claims, Non Par Claims, Physician Claims, Encounter Submission, Care Management, Utilization Management, and Credentialing.

In the IPA Model, L.A. Care is responsible for Delegation Oversight, Compliance, Enrollment Services, Customer Service, Grievances & Appeals, Quality Improvement, Pharmacy Claims, Hospital Claims, and Non Par Claims.

IPA is responsible for Physician Claims, Encounter Submission, Care Management, Utilization Management, and Credentialing.

In a Direct Network Model, L.A. Care is responsible for Compliance, Enrollment Services, Customer Service, Grievances & Appeals, Quality Improvement, Pharmacy Claims, Hospital Claims, Non Par Claims, Physician Claims, Encounter Submission, Care Management, Utilization Management, and Credentialing.

It is more expensive administratively to run the Plan Partner Model and IPA Model. The Direct Network Model has the least administrative expense.

Ms. McFerson stated that doctors should be held more accountable for what they are doing.
Ms. Istrefi asked that there be more doctors closer to members.

Ms. Saffore asked how much is paid to L.A. Care by Medi-Cal for each member. Mr. Baackes replied the amount paid depends on what aid category the member is in. Healthy adults, children, seniors and persons with disabilities, and expansion populations (people who gained coverage under the Affordable Care Act) are all different aid categories.

Ms. Byrd asked for a copy of Mr. Baackes presentation. Mr. Baackes will make the presentation available to CO&E staff.

Mary Jo Fernandez, **CCI Council Area 2 Member**, asked if there is transportation available for her visits to Kaiser. Mr. Baackes replied that transportation is a benefit. He said L.A. Care currently contracts with Logisticare, and is currently looking into contracting with a new vendor that can provide transportation for L.A. Care members.

### FUTURE AGENDA ITEMS

Ms. Saffore stated she would like to have a section on the agenda for Seniors and People with Disabilities (SPD) members to discuss medical issues such as access to care.

Ms. McFerson asked that there be a postponement to the selection of advisory committee members who will represent the Cal MediConnect (CMC) members. She would like ECAC to have the opportunity to vote for those representatives. The Board of Governors approved funding for the Executive Committee for five years to designate support for initiative purposes, and she would like to know where the money went and who was a part of the process.

Ms. Vazquez stated that she would like to know how the funds for the new fiscal year will be distributed to the RCACs and its members. Ms. De La Torre replied that this will be discussed at future RCAC meetings.

Ms. Perez asked that there be a section on the agenda to discuss the reassignment of CCI Council members into the RCACs.

### PUBLIC COMMENTS

Dove Pinkney, **RCAC 6 Member**, asked if the comments made by John Baackes applied to all the lines of business. Misty De Lamare, **Director of Communications**, replied it applies only to the Medi-Cal line of business.

### ADJOURNMENT

The meeting adjourned at 1:16 pm.