California Governor Newsom issued Executive Order No. N-29-20, which among other provisions amends the Ralph M. Brown Act. Members of the public can hear and observe this meeting via teleconference and videoconference, and can share their comments via voicemail, email, or text.
<table>
<thead>
<tr>
<th>AGENDA ITEM/PRESENTER</th>
<th>MOTIONS / MAJOR DISCUSSIONS</th>
<th>ACTION TAKEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL TO ORDER</td>
<td>Idalia De La Torre, Field Specialist Supervisor, CO&amp;E, read the Zoom Webinar Meeting Tips Sheet that was mailed out to members before the meeting (A copy of the document can be obtained from CO&amp;E.).</td>
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<td>“Once you register through Zoom you will get a meeting invite with link to join the meeting. It is suggested that meeting participants log on 1 hour prior to the start of the ECAC meeting. This will also assist staff in addressing any technology issues that stop the meeting from starting on time. It is important to mute yourself at all times when you are not speaking. This will ensure that you are not disturbing the meeting. To mute yourself scroll to the bottom of your device next to start video and press mute when not speaking and unmute when speaking. When you are called upon to speak, please unmute and state your name before speaking. This will allow the interpreters to announce those who are not able to see who is speaking. Locate the interpretation icon on your device. You must first choose a language, English or Spanish, in order to participate and not hear clearly. Once you have chosen a language you must click on Mute original audio. Roll call will be conducted at the beginning of the meeting to confirm ECAC members in attendance. Roll call will also be used to approve meeting agenda and previous month’s meeting minutes. Your name will be called three times, if you do not answer, staff will continue with the roll call and give you another opportunity at the completion of all names on the roll call list. All committee members using Zoom must use the raise hand icon and wait to be called on by LAC staff. The raise hand icon can be found on the bottom of the participant list. For members using their phone with no access to the hand raising feature, you will be called on by staff after Zoom participants in the main room have asked their questions. After you have asked your question or comment and staff has responded, you then must lower your hand. We discourage using chat during meetings as it may be a violation of the Brown Act if the information posted in the chat box cannot be seen by the public. Do not use the chat function before, during or after the meeting. The meeting will be recorded.”</td>
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<td>Fatima Vazquez, ECAC Chair, called the meeting to order at 10:14 a.m. She welcomed ECAC members. She stated that members who are listening on the interpretation lines will not hear the original audio of the meeting. They will be hearing just the English or Spanish interpretation of the meeting. She stated that the California Governor issued Executive Order N-25-20 and N-29-20, which among other provisions amend the Ralph M. Brown Act. Accordingly, members of the public should now listen to this meeting via teleconference or videoconference using the information listed on the agenda. Members of the Executive Community Advisory Committee or staff may also participate in this meeting via teleconference. The public is encouraged to submit public comments or comments on Agenda items in writing by email to <a href="mailto:COEpubliccomments@lacare.org">COEpubliccomments@lacare.org</a> or by sending a text or voicemail to (213) 545-4649.</td>
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The text, voicemail, or email must indicate if they wish to be identified or remain anonymous, and must also include the name of the item to which the comment relates. If they do not indicate an Agenda item for their comment, their comment(s) will be read for up to 3 minutes at item VI Public Comment on the Agenda. Comments received by voicemail, email, or text by 10:00 a.m. on September 9, 2020 will be provided in writing to the members of the Executive Community Advisory Committee at the meeting. Once the meeting has started, emails and texts for public comments should be submitted before the item is called by the meeting Chair. If they wish to submit public comment on an item, they must submit it at any time prior to the time the Chair starts consideration of the item. The Chair will ask for public comment and will announce the item. The Chair will announce when public comment period is over. Public Comments will be read for up to 3 minutes at the meeting. All votes in a teleconference meeting shall be conducted by roll call. If they are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act please contact the Community Outreach & Engagement staff prior to the meeting for assistance by text (213) 545-4649 or by email to COEpubliccomments@lacare.org.

She advised that if members have any issues obtaining L.A. Care services they can call member services at 888-839-9909.

She announced that it will take time with interpretation in English and Spanish. Committee Members will speak and vote by roll call. Everyone may not be able to speak on every agenda item. Members were asked to submit questions and comments to their Specialist.

**APPROVE MEETING AGENDA**

Ms. Vazquez advised the committee that Richard Seidman, *Chief Medical Officer*, will be reporting during agenda item #4A. John Baackes, *Chief Executive Officer*, will be reporting during agenda item #5.

Andria McFerson, *RCAC 6 Chair*, stated that all agenda items should have time allotted for members to be able to discuss what is given to them. She does not agree with the current amount of time they are given to discuss.

The Agenda for today’s meeting was approved as amended.

**APPROVE MEETING MINUTES**

Tonya Byrd, *RCAC 9 Chair*, stated that on page 2, her name is spelled in correctly. It should be spelled “Tonya” not “Tanya.”

Approved by roll call. 10 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, Poz, Refugio, Romo, Salazar, Sanchez, and Vazquez) 1 Abstention (McFerson)
Ms. McFerson asked if the meeting minutes can be mailed, because one might not have internet access. Auleria Eakins, Manager, CO&E, responded that due to COVID-19 restrictions, meeting materials are being sent out via email and text. She asked staff to email the meeting minutes to Ms. McFerson.

The July 8, 2020 meeting minutes were approved with the corrections noted above.

<table>
<thead>
<tr>
<th>STANDING ITEMS</th>
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<tr>
<td><strong>UPDATE FROM CHIEF MEDICAL OFFICER</strong></td>
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<tr>
<td>Richard Seidman, MD, MPH</td>
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<tr>
<td>Dr. Seidman gave the following update:</td>
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| He stated that L.A. County has reported 250,000 COVID-19 cases. The number of new cases reported, 500, is relatively low. This is possibly due to low number of tests conducted over the weekend. We will have to wait and see what the numbers will be during the rest of the week. He noted that there were many people at the beach and there were many large gatherings. We will know the impact this will have on cases in two weeks. L.A. County is reporting over 6000 COVID-19 cases, with 25 deaths in the last 24 hours, statewide, 35% percent of cases are in LA County, with close to 50% of deaths in the State for the last couple of weeks. That has now gone down to 44%. The number of new infections and deaths has come down over the last couple of weeks, since additional shutdowns imposed just before the July 4 holiday. Hospitalizations are down over 20 percent and deaths are down by over 30 percent. Test positive rates went down from 9-10 percent to below 5 percent; there has been good progress on controlling transmission of the virus. LA County is currently rated at Tier 1, which is the most restrictive tier in California’s rating system. To loosen restrictions, the case rate must come down below 700 cases per day for 2-3 weeks. In tier 1, indoor personal is limited to 25% indoor capacity. Some in-school services will be available for students with special needs and COVID testing will be provided. L.A. Care’s call center is conducting outreach for members and the L.A. Care Community link has provided 40,000 searches and referrals in the last 3 months to assist members. Additional outreach activities are planned for the 18-24 age group, young adults and essential workers, which currently has the highest new cases. He noted member services has targeted outreach to high-risk members 65 and older with chronic conditions to remind and encourage members to receive preventive care services and immunizations. There is concern about a reduction in routine childhood immunizations. L.A. Care encourages members to get routine screening exams for breast cancer and colon cancer. Care management teams, nurses, and community health workers are providing case management for highest risk members and patients with diabetes, heart disease, asthma, and pulmonary disease.

Russell Mahler, RCAC 2 Chair, asked Dr. Seidman asked if he will inform ECAC within the coming months how things progress and will he be able to let them know what the numbers will be at the meetings in October and November. Dr. Seidman responded that he is happy to keep them informed as possible and he welcomes invitations to attend ECAC. He will |

Mahler, McClain, Romo, Sanchez, Salazar and Vazquez) 1 Abstention (McFerson)
attend ECAC as necessary to report on the pandemic. He hopes in future he can report on a safe vaccine for COVID. Vaccine trials are going on now in L.A. County, at UCLA, Harbor UCLA, and LA County+USC medical centers. If members would like to learn about the trials they can follow up with CO&E staff to get more information.

Hilda Perez, Member Representative, Board of Governors, noted that Dr. Seidman mentioned preventive care and cancer screenings. She is afraid of people not getting these services, because of the Stay at Home Order. She asked what he recommends to members who need to obtain these services. Dr. Seidman responded that it was never recommended not to go to the doctor. He noted that everyone was fearful at the beginning of the pandemic. They recommend that people that are able, just stay home. That was the guidance. Protective equipment is now more readily available and allows staff at medical offices to practice safety. Now that things are settling down, it is recommended to get the preventive care that was postponed. He noted that many services can also be provided via telehealth. For some conditions and some people, a face-to-face visit is the best alternative. Telehealth has been adopted throughout the country, and is available for L.A. Care members. Most medical practices provide 50-75% of care on the telephone or through video call services. He pointed out that Teledoc was contracted by L.A. Care to provide care services to members by telephone or video call when a member cannot reach their primary care doctor or specialist. He recommended that everyone get the necessary vaccines. He encouraged everyone to get the flu shot.

Estela Lara, RCAC 2 Chair, thanked Dr. Seidman for his update. She noted that her area is currently suffering from poor air quality and asked what he recommends for members who are near wildfires. The L.A. basin is covered with visible smoke. Dr. Seidman responded that the L.A. County health officer has put out an alert due to the record breaking heat and poor air quality. The recommendation is to stay indoors as much as possible, although some people might not have a choice. People with chronic lung disease should remain indoors. He noted that the county has opened cooling stations due to the heat. It is important to limit outside exercise, its best to wait until the air quality gets better.

Ms. McFerson stated that Medi-Medi participants should also be updated about Telehealth. She thinks it is important that members know about these services and other services like transportation. She stressed that the website is very detrimental. Many people may need these services and they need to be made aware that they are available. She suggested making phone calls to those members. Dr. Seidman thanked Ms. McFerson for her suggestion. He noted that at the beginning of the pandemic L.A. Care did reach out to high risk members. Others were contacted through disparity outreach efforts. He agreed that not everyone has access to the internet and the L.A. Care website. L.A. Care plans to reopen its Family
Resource Centers and will have Telehealth services available at each location by appointment.

Lluvia Salazar, RCAC 11 Chair, stated that she went to her clinic and she noticed that not everyone was wearing masks. She then scheduled a Telehealth visit to be safe, but her appointment was cancelled. She was advised that she needed to visit an emergency room. She did not agree with them and did not feel safe visiting an emergency room. Dr. Seidman responded that every household is different and every business is different. He noted that everyone at the clinic should be wearing masks. He recommended that she call member services to get assistance. She may file a grievance. He noted that Teledoc is available for urgent visits, or when her doctor is not available to render services.

Ms. Perez and Layla Gonzalez, Member Advocate, Board of Governors, provided a report (A copy of the written report can be obtained from CO&E).

Ms. Gonzalez thanked everyone that joined the meeting today.

- The Board of Governors held its annual Board retreat on September 3.
- John Baackes, CEO, introduced two guest speakers: Howard Dean, MD, Former Governor of Vermont & Senior Advisor, Dentons, and Nadine Burke Harris, MD, California’s first Surgeon General.
  - Dr. Dean spoke about the importance of the upcoming presidential election and its impact on the country and healthcare.
  - Dr. Burke Harris was appointed by Governor Newsom as California’s first Surgeon General in 2019. She presented information about toxic stress and Adverse Childhood Events (ACE), and their impact on health status and health outcomes. In California, according to the California Department of Public Health data, 62% of Californians have experienced at least one and 16% have experienced four or more ACE. Among the Medi-Cal population, it is even higher, with almost 70% with at least one, and 23% with four or more ACEs. In less than two years as California’s Surgeon General, she has elevated the significance of addressing toxic stress and ACE, has proposed a training program for assessing ACE, and the Governor has approved payment to providers through government sponsored health plans for ACE screening, making this important diagnostic tool available to everyone.
- Mr. Baackes presented L.A. Care’s Strategic Vision and L.A. Care’s programs to address current and future challenges, with a focus on equity. James Kyle, MD, MDiv, Medical Director, Quality, Quality Improvement, reported on activities of the Equity Council Steering Committee. Richard Seidman, MD, MPH, Chief Medical Officer, reported on L.A. Care’s work on increasing diversity among providers. Mr. Baackes discussed objectives for LA Care:
Implement our equity agenda internally and externally
Marshal resources throughout L.A. Care to work towards eliminating disparities
Support our members, providers, and staff as the COVID-19 pandemic evolves
Continue to grow and support our Direct Network
Increase our community presence by continuing our Community Resource Center expansion throughout Los Angeles County
Advocate for protection and strengthening of Medicaid and the ACA
Integrate social safety net services into individual care plans

The retreat was followed by a regular business meeting of the Board of Governors.

- A copy of motions approved by the Board can be obtained from CO&E staff. The Board approved L.A. Care’s Capital and Operating Budget for 2020-2021 fiscal year.

At the business meeting, Mr. Baackes reported the following:
- California passed a budget in June for the 2020-2021 fiscal year that went into effect July 1. That budget assumes there will be additional federal aid for Medi-Cal. If federal aid is not appropriated, California will revise the budget and we can expect further cuts to Medi-Cal and other programs.
- Covered California, the ACA health insurance exchange, has announced record low premium rates for 2021. Compared to other plans across the state, L.A. Care had the largest rate decrease from the previous year

- Richard Seidman, MD, MPH, Chief Medical Officer, reported:
  - COVID-19 cases worldwide, nationally and locally. The highest rates of new infection are in Texas and Oklahoma. The highest rate of new infections in CA is in the Central Valley.
  - L.A. Care has completed outreach by telephone to more than 250,000 members at higher risk for COVID-19, including outreach targeted to African Americans, Latinx, and Alaskan/Hawaiian/Native Americans/Pacific Islanders

Ms. Perez offered her condolences to anyone who lost a loved one or is suffering due to the pandemic. She thanked L.A. Care staff for their hard work in getting input from members in regard to the pandemic, addressing health disparities and social injustice. She noted that L.A. Care will hold a second health disparity summit on September 10. She noted that James Kyle, MD, MDiv, Medical Director for Quality, will be reporting on the topic later in today’s meeting. She also thanked L.A. Care for focusing on opening up the FRCs so they can provide services to members and the community.
Ms. Lara stated that in the San Fernando Valley RCAC 2 area, two food pantry events were held at the Pacoima FRC and a third event is scheduled for September 25. She encouraged members to attend. She thanked everyone who participated and assisted during the events.

COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT

Francisco Oaxaca, *Chief of Communications and Community Relations*, gave the following update *(A copy of his report can be obtained from CO&E)*:

**Department Update**

L.A. Care’s Operations department has recently been reorganized. As a result, the Provider Communications department is now under the Communications and Community Relations department. This is an opportunity to ensure that all the communications we engage in are aligned and coordinated. We are very happy to welcome the new department.

He announced that he was promoted to Chief of Communications and Community Relations. In this new role, he will focus on expansion of the resource center partnership with Blue Shield Promise Health Plan and its strategic direction while continuing oversight of the other business units, now including Provider Communications. In addition, he will assume responsibility for the continued development and expansion of the enterprise Ideation Accelerator, which is promoting innovation across the organization and encouraging employees to be creative and innovative. This means that he will be stepping away from direct involvement with the ECAC and RCACs, and turning those responsibilities over to the Manager of the CO&E department, Auleria Eakins. He will no longer be attending ECAC meetings and Auleria will represent the department in the future.

**Statement of Principles on Social Justice**

- In early June, 2020, L.A. Care staff drafted a Statement of Principles on Social Justice and Systemic Racism in response to the systemic racism that black, indigenous and other people of color experience.
- The final Statement, which includes feedback from L.A. Care employees and CAC members, was adopted by the L.A. Care Board of Governors on July 30, 2020.
- The Communications Department kicked off efforts to disseminate the Statement to stakeholders on August 3; stakeholders included L.A. Care staff, members, providers, elected officials, and trade associations.
- As of August, initial outreach efforts resulted in over 2,000 tracked impressions.
- A news item about the statement will be included in the Be Well and Live Well member newsletters that will be mailed to 887,000 L.A. Care members on September 20.

**FRC/CRC Update**

- CRCs have had a successful Back to School event season. A total of seven Back to School events were hosted, distributing nearly 9,000 backpacks across our CRC
network. Events were well received by the community and in most cases all supplies were exhausted within 90 minutes of event start time.

- CRCs have also continued to host a number of food pantry events in collaboration with local community based organizations. To date CRCs have hosted 32 events and have an additional six events scheduled. CRCs have proudly served 5588 families.

- Another important announcement is that community resource centers will begin to reopen to the public this fall. L.A. Care and Blue Shield Promise are implementing new procedures to ensure staff and visitor safety including contactless temperature screenings, routine facility sanitation and implementation of social distancing guidelines. Lynwood, Pacoima and Pomona CRCs will open to the public on September 14, 2020. East L.A., Inglewood, East L.A. and Palmdale CRCs will open on October 1, 2020. Boyle Heights will open at a later time as we are waiting for our partners at The Wellness Center to provide guidance on the reopening plan. Hours will initially be limited to Mondays, Wednesdays and Fridays from 9:00AM to 1:00PM. Services will be available by appointment only and will be limited to member services support, enrollment services and telehealth access for members. Free public Wi-Fi will be available at certain sites for anyone to connect with their provider via video chat.

- Group classes will not be available until L.A. County reaches stage 4 on the Roadmap to Recovery. L.A. Care and Blue Shield Promise remain committed to building Healthy, Active and Informed communities and will continue to load new virtual content to the on demand You Tube channel on a weekly basis.

- CRC Virtual Programming was launched in April when our community resource center sites were closed

| Palmdale | S 12 | 9:30 am-11:00 am | AV Dream Center | Eastside Union School District Community Center, 45006 N. 30th St. East Lancaster CA 93535 |

Sponsorship/Event Update
<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Time</th>
<th>Event Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inglewood</td>
<td>September 12</td>
<td>9:00 am - 12:00 pm</td>
<td>WEINGART YMCA WELLNESS &amp; AQUATIC CENTER</td>
<td>9900 South Vermont Avenue, Los Angeles, CA 90044</td>
</tr>
<tr>
<td>Pomona</td>
<td>September 19</td>
<td>9:00 am - 12:00 pm</td>
<td>God's Pantry</td>
<td>696 W. Holt Ave, Pomona, CA 91768</td>
</tr>
<tr>
<td>Palmdale</td>
<td>September 24</td>
<td>1:00 pm - 4:00 pm</td>
<td>SOUTH ANTELOPE VALLEY EMERGENCY SERVICES (SAVES)</td>
<td>1001 E. Ave Q-12, Palmdale, CA 93550</td>
</tr>
<tr>
<td>Pacoima</td>
<td>Fri- Sep 25</td>
<td>9:00 am - 11:00 am</td>
<td>MEND</td>
<td>10641 N. San Fernando Rd., Pacoima, CA 91331</td>
</tr>
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**Upcoming Presentations**

- October 2020 = “Breast Cancer Screening” Quality Improvement Department
- November 2020 = “Asthma Awareness” Quality Improvement Department
- November 2020 = Appeals and Grievances Update
- December 2020 = “Childhood Immunizations” Quality Improvement Department

Ms. Vazquez noted that RCAC 7 does not have an FRC/CRC in their area. The closest is in RCAC 6 geographic area. She stated that they were able to participate at a back to school event at the Lynwood FRC. She stated that people with disabilities should be taken into consideration. She noted that many people that walked to the event were not able to receive services after 10:00 a.m.

Deaka McClain, Member At-Large, congratulated Mr. Oaxaca on his promotion. She noted that many discussions have taken place at ECAC with regard to people with disabilities. She stated that she has helped Mr. Oaxaca become a more fruitful leader and she has become a better leader as well. Mr. Oaxaca thanked Ms. McClain and all RCAC members for their assistance.

**UPDATE FROM CHIEF EXECUTIVE OFFICER**

John Baackes, Chief Executive Officer, gave the following update:

**Budget Deficit**

At the Board Retreat held on September 3, the Board of Governors adopted a deficit budget for the fiscal year beginning October 1. He has been in managed care for many years and very seldom did he have to submit a deficit budget. It is an unprecedented time.

Last October 1, L.A. Care projected about $156 million as operating margin. The operating
margin goes into reserves that L.A. Care can use on a rainy day. The COVID-19 pandemic and the resulting recession will impact this budget. L.A. Care expected to begin the next fiscal year with $156 million in reserves. Instead, through May, there was $97 million. Claims for COVID services are coming in. The State is also taking back 1.5 percent from July 2019 to this December due to reduced income tax revenue. L.A Care will end the year with a deficit estimated at $106 million. L.A. Care has maintained reserves, known as tangible net equity, above the minimum $180 million required by the state. We will end this fiscal year with over $900 million in reserves. That is where the money will come from to continue services for L.A. Care members. The next fiscal year will see more negative impact on budgets due to COVID-19. We expect the state will impose another rate cut of 1.5%, equaling $169 million. L.A. Care will have lost $275 million over two years on about $16 billion in revenue. The numbers are staggering, but L.A. Care is losing 2% overall. L.A. Care can continue to pay claims and continue to do good work. He wants all members to know that even though L.A. Care is losing money in the current years, it is fundamentally sound financially and has a strong balance sheet.

Medi-Cal Redetermination
Redetermination of eligibility for medical coverage has been suspended since March 2020 and will continue to be suspended until March 2021. About 60% of beneficiaries are automatically enrolled into Medi-Cal. L.A. Care will send information about the redetermination process to all members. He suggested that members follow up with L.A. County Department of Public Social Services (DPSS) to ensure members are automatically reenrolled.

Prescription Drugs
The State of California has determined that prescription drugs will be taken out of the benefit package that L.A. Care administers for members. Instead of using the L.A. Care ID card, members will receive a separate ID card for prescription drug coverage. They will also be taking out the revenue and a new bureaucracy will be created to handle all prescription benefits statewide. This a big change and the burden will be on L.A. Care to get the word out to members. The way members get their prescription will be the same. If a member is on a drug that is not on their formulary, L.A. Care can help members get it for another year.

Ms. Perez thanked Mr. Baackes for his updates. She makes comments to meet objectives and to reach as many members as possible. She also thanked Mr. Oaxaca for making the Health Promoters a link between the members and the community resource link.

Ms. Gonzalez thanked Mr. Baackes for taking the time to speak to ECAC. She asked if he will let members know what the new prescription card will look like so members don’t throw it away unknowingly. She asked if the prescription carve out will apply to all lines of business. Mr. Baackes responded that the prescription carve out will only effect Medi-Cal.
L.A. Care will begin the process of informing members in October and will include a reminder to members that they will begin receiving new cards for prescriptions.

Ms. Vazquez noted that she has been a member of L.A. Care for years now and is very happy with the notices she has received and the services she has received at her doctor’s office. She has had issues confirming if her Medi-Cal redetermination has been processed and is happy that L.A. Care continues to keep ECAC informed. Mr. Baackes thanked her for her feedback on redetermination. He noted that L.A. Care is in constant communication with DPSS, because that is where Medi-Cal applications are handled. He suggests that she speak to the appropriate staff and get help.

Ms. McFerson asked how members can be part of the democratic process to help L.A. Care make life saving decisions. She stated she feels like they are only being spoken to. She asked that he instruct staff to let ECAC file motions or vote on a taskforce for the advisory summit that Dr. Kyle was speaking about. Mr. Baackes responded that he will work with Mr. Oaxaca to see what can be done to include members.

**NEW BUSINESS**

**L.A. CARE’S EQUITY COUNCIL STEERING COMMITTEE**

James Kyle, MD, MDiv, Medical Director for Quality, reported on L.A. Care’s Equity Council Steering Committee.

He stated that he is the Chair of the Equity Council Steering Committee that consists of 8-9 people from L.A. Care. Three separate councils focus on members, providers and staff. This was a concern that has been a part of the fabric of L.A. Care since the murder of George Floyd. It is unusual for health plan to focus on equity in the community. One in five residents in L.A. County are covered by L.A. Care. L.A. Care has a stake in protecting two million members. The committees focus on how L.A. Care can promote health equity and justice across a broad spectrum. L.A. Care supports providing a voice to our stakeholders internally. Tomorrow at 10 a.m. L.A. Care will hold a second COVID-19 Health Disparity Leadership Summit. It is accessible by WebEx, and Staff can provide the link. He thanked Ms. Perez for her support for the event. The committees began to meet in July on a weekly basis. A sub group is working on a matrix so L.A. Care can track progress and effectiveness. L.A. Care is working to be more accessible and more just. Next week he will meet with the L.A. County Human Relations Commission to discuss a partnership with them to make things better in the community. Blue Shield Promise is co-sponsoring the event tomorrow. L.A. Care is working on getting members more involved so they can provide input and be included.

Ms. Perez noted that members have expressed their desire to participate. She thanked Dr. Kyle for making the summit accessible to members and giving them the opportunity to provide input. She asked if it is possible for members to be members of the committee.
Dr. Kyle responded that adding a member to the committee is not his decision, but a member equity advisory group will be made up of members. Mr. Oaxaca’s team is currently working on this. Staff will be meeting regularly with the committee.

Ms. Lara stated that she thinks this is a great idea. She noted that L.A. Care has 2.2 million members and they will be able to provide valuable input.

Ms. McFerson she is happy that L.A. Care is listening. She asked how members like her can participate on the committee. She is willing to give her input to better the program. She was not able to attend yesterday’s meeting, but will be joining tomorrow’s meeting. She asked if there will be a chance to provide public comment. She will help whenever possible. She would like to join the task force. Dr. Kyle responded that he is unsure of the process to select members to be part of the taskforce. He is currently looking to form a committee of members that will focus on equity. Information will be shared with RCAC members.

### Preventive Health Guidelines to Stay Healthy

Rachel Martinez, RN, *Quality Management Nurse Specialist, Quality Improvement Department,* gave a presentation on Preventive Health Guidelines to Stay Healthy *(a copy of the presentation can be obtained from CO&IE).*

**Keeping your family healthy**

- Get the right health services at the right time
- Health services look for problems early, when they may be easier to treat
- Providers can give advice on what to expect at different stages of life
- Members and their families may need health services more or less often
- A healthy lifestyle helps prevent health problems
- See your provider for well visits each year
- Take your medicine as asked by your provider
- Do not take medicines that are expired
- Follow up with your provider if you have been in the hospital
- Eat well balanced meals
- Keep a healthy weight
- Exercise and move the body more
- Quit smoking (your provider can help)
- Stay in touch and spend time with family and friends

**Vaccines**

- Vaccines (shots) help keep families safe from serious diseases
- Get the right shots at the right time
- Shots are quick and can avoid years of illness
- Stay up to date with all shots
- If a child misses a shot, contact their provider
- The provider can tell members what each shot does

(Ms. Martinez demonstrated to the committee how to use the community link platform and how to create an account.)

Mr. Mahler asked if the presentation can be provided to all members and can members reach out to her if they have questions. Ms. Martinez responded that she will ask CO&E to make the presentation available. She noted that members can visit the website for more information about resources. Members can also speak to a nurse if necessary.

Ms. Gonzalez thanked Ms. Martinez for her presentation. She asked if the member portal is available to all members. Ms. Martinez responded that it is available to members of all lines of business.

Ms. Perez asked Ms. Martinez how L.A. Care is making members aware of this information. Ms. Martinez responded that L.A. Care uses newsletters, presentations and social media is also used to reach out to members.

PUBLIC COMMENT

Public Comment submitted by Elizabeth Cooper, RCAC 2 Member

Good morning my name is Elizabeth Cooper, I would like to welcome all ECAC members and staff to the meeting.

The issue that I would like to be considered is the issue of cultural sensitivity when a member calls and has to address an issue with Member Services or with L.A. Care because it affects so many members, especially the disabled population.

I would like to make a comment to the ECAC or Board Member who represents this population, please take notice of some of their concerns when they are making inquiries. I know we are all in a very stressful time, especially the disabled population who may not be on this call or visible to L.A. Care to address issues that impact them and their communities. Thank you.

ADJOURNMENT

The meeting was adjourned at 1:00 p.m.

RESPECTFULLY SUBMITTED BY:
Victor Rodriguez, Board Specialist II, Board Services
Malou Balones, Board Specialist III, Board Services
Linda Merkens, Senior Manager, Board Services

APPROVED BY
Fatima Vasquez (due to public health orders the document will be signed when it is possible)
Fatima Vasquez, ECAC Chair