

# Board of Governors

## Executive Community Advisory Committee

### Meeting Minutes – December 9, 2020

1055 W. 7<sup>th</sup> Street, Los Angeles, CA 90017



**L.A. Care**  
HEALTH PLAN

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Senior Staff
<p>Russell Mahler, <i>RCAC 1 Chair</i> ***            Estela Lara, <i>RCAC 2 Chair</i> ***            Cynthia Contreas-Wood, <i>RCAC 3 Chair, ECAC Vice-Chair</i> ***            Silvia Poz, <i>RCAC 4 Chair</i> ***            Maria Sanchez, <i>RCAC 5 Chair</i> ***            Andria McFerson, <i>RCAC 6 Chair</i> ***            Fátima Vázquez, <i>RCAC 7 Chair, ECAC Chair</i> ***            Ana Romo, <i>RCAC 8 Chair</i> ***            Tonya Byrd, <i>RCAC 9 Chair</i> ***            Damares O Hernández de Cordero, <i>RCAC 10 Chair</i> ***            Maria Angel Refugio, <i>RCAC 11 Chair</i> ***            Lluvia Salazar, <i>At-Large Member</i> ***            Deaka McClain, <i>At Large Member</i> ***</p>	<p>Eduardo Kogan, <i>Interpreter</i> ***            Ruth Nuno, <i>Interpreter</i> ***            Elizabeth Brambila, <i>Interpreter</i> ***            Isaac Ibarlucea, <i>Interpreter</i> ***            Lillian Thompson, <i>Interpreter</i> ***            Marina Armas, <i>Interpreter</i> ***</p>	<p>Hilda Pérez, <i>Member, Board of Governors</i> ***            Layla Delgado, <i>Advocate, Board of Governors</i> ***            John Baackes, <i>Chief Executive Office, L.A. Care</i> ***            Richard Seidman, MD, MPH, <i>Chief Medical Officer, L.A. Care</i> ***            Kristina Chung, <i>Community Outreach Field Specialist, CO&amp;E</i> ***            Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i> ***            Auleria Eakins, <i>Manager, CO&amp;E</i> ***            Joseph Gonzales, <i>Unified Communication Mobility Engineer I, IT Operations &amp; Infrastructure</i> ***            LisaMarie Golden, <i>Director Customer Solution Center, Appeals &amp; Grievances</i> ***            Hilda Herrera, <i>Community Outreach Liaison CO&amp;E</i> ***            Dania Jacobo-Pena, <i>Department Assistant, CO&amp;E</i> ***            Frank Meza, <i>Community Outreach Field Specialist, CO&amp;E</i> ***            Nicole Moussa, <i>Manager, Technical Information, Pharmacy &amp; Formulary</i> ***            Candace Nafissi, <i>Communications and Community Relations Specialist III, Communications Department</i> ***            Jose Ricardo Rivas, <i>Community Outreach Field Specialist, CO&amp;E</i> ***            Victor Rodriguez, <i>Board Specialist, Board Services</i> ***            Farid Seyed, <i>Lead Unified Communication Mobility Engineer, IT Operations &amp; Infrastructure</i> ***            Prity Thanki, <i>Local Government Advisor, Government Affairs</i> ***            Angelica Vazquez, <i>Business Analyst I, Appeals and Grievances</i> ***            Martin Vicente, <i>Community Outreach Field Specialist, CO&amp;E</i> ***            Manuel Vizcarra, <i>Community Representative, Community Resource Centers</i> ***</p>
<p>* <i>Excused Absent</i>    ** <i>Absent</i>            *** <i>Via teleconference</i></p>		

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p><b>CALL TO ORDER</b></p>	<p>Fatima Vazquez, ECAC Chair, called the meeting to order at 10:00 a.m. She read out the instructions on today’s meeting agenda.</p> <p>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 as follows:</p> <p><u>Teleconference Call –In information/Site</u>  Call-in number: 1-415-655-0002 Participants Access Code: 146 215 9152 (English)  Call-in number: 1-415-655-0002 Participants Access Code: 146 754 9694 (Spanish)</p> <p>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 (323) 541-7900. The text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates. If you do not indicate an Agenda item for your comment, your comment(s) will be read for up to 3 minutes at item VII Public Comment on the Agenda.</p> <p>Comments received by voicemail, email, or text by 10:00 a.m. on December 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 you wish to submit public comment on an item, you 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.</p> <p>If you 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 &amp; Engagement staff prior to the meeting for assistance by text (323) 541-7900 or by email to <a href="mailto:COEpubliccomments@lacare.org">COEpubliccomments@lacare.org</a>.</p>	

<p><b>APPROVE MEETING AGENDA</b></p>	<p>Andria McFerson, <i>RCAC 6 Chair</i>, stated that the agenda is not condensed enough. It does not provide a fair opportunity to the people that it affects to relate to the presentations. She stated that the presentations must be condensed and spread out over multiple meetings to give the chairs enough time to speak on every agenda item. She recommended that the public also be allowed to participate in the meetings. She asked the chair that condensing the agenda should be considered for future ECAC meetings.</p> <p><b>The Agenda for today’s meeting was approved.</b></p>	<p><b>Approved by roll call.</b>  <b>12 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, Poz, Refugio, Romo, Salazar, Sanchez, and Vazquez)</b></p> <p><b>1 Abstention</b>  <b>McFerson</b></p>
<p><b>APPROVE MEETING MINUTES</b></p>	<p>Hilda Perez, <i>Member Representative, Board of Governors</i>, stated that on page 5 her comment should be amended with the following text:  “...stated that once people get the COVID-19 vaccine they may still not be able to go back to normal. She noted that there are households with multiple families with multiple members living in small apartments that can’t isolate themselves in case they test positive for COVID-19...”</p> <p>Estela Lara, <i>RCAC 2 Chair</i>, stated that her name should be noted down as approving the agenda and the meeting minutes.</p> <p>Ms. McFerson stated that she will abstain, because she did not receive the paper copy she requested.</p> <p>Lluvia Salazar, <i>At-Large Member</i>, stated that everything they say should be written down and there are many comments missing from the meeting minutes.</p> <p><b>The November 11, 2020 meeting minutes were approved with the changes noted above.</b></p>	<p><b>Approved by roll call.</b>  <b>12 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, Poz, Refugio, Romo, Salazar, Sanchez, and Vazquez)</b></p> <p><b>1 Abstention</b>  <b>McFerson</b></p>
<p><b>STANDING ITEMS</b></p>		
<p><b>UPDATE FROM CHIEF EXECUTIVE OFFICER</b></p> <p>John Baackes</p>	<p>John Baackes, <i>Chief Executive Officer</i>, gave the following updates:</p> <p>He noted that there has been a surge in COVID-19 infections in the county and the state. He stated that Richard Seidman, <i>MD, MPH, Chief Medical Officer</i>, will speak about the subject in greater detail later in the meeting. He advised that right now is not the time to stop following safety precautions. He will continue to reinforce the message of masking, social distancing, hand sanitation and getting the flu vaccine so that people avoid transmission of the virus. L.A. Care held its 9<sup>th</sup> flu clinic this past Saturday in the Inglewood area. Over</p>	

2,500 flu shots have been administered at the events. The reason for the events is to help prevent the flu and prevent an influx of hospitalizations and competition for hospital resources with COVID-19 patients. He urged everyone to continue following safety guidelines. He noted that Inglewood Community Resource Center (CRC) parking is small so it was held at the Weingart YMCA in Los Angeles. L.A. Care received cooperation from pharmacies and pharmacy interns to make sure the program went well. Ms. Perez and Eduardo Kogan, *Spanish Language Interpreter*, volunteered at the event. He applauded them for their efforts.

The Metro CRC had a community-focused opening on December 4. L.A. Care held another walk up and drive-thru food pantry. All 400 food boxes were distributed to 400 families within 43 minutes. Many people in line did not receive food. He recognized that it will be a common theme while a COVID-19 vaccine is being developed and people get back to work. L.A. Care is looking to hold more flu vaccine clinics. This sets L.A. Care apart from other health plans serving Medi-Cal beneficiaries. He stated that L.A. Care is able to do more thanks to RCAC members, Health Promoters and the interpreter's participation at the events.

L.A. Care's enrollment has increased to its highest levels due to the pandemic. He noted that as more people become eligible for Medi-Cal more people will select L.A. Care as their health plan. L.A. Care is now serving 1,153,000 Medi-Cal beneficiaries in L.A. County, roughly 21% of the county population. It's the highest enrollment L.A. Care has ever had. Another statistic that stands out is L.A. Care's enrollment increase compared to Health Net. L.A. Care has added 182,000 members and Health Net has added 82,000 members. This helps prove that L.A. Care's brand that stands for quality and good service. He encouraged ECAC members to spread the word about the assistance and services available to low income people.

L.A. Care is looking forward to the change in administration in Washington. He feels President-Elect Joe Biden and his appointees will benefit L.A. Care. He noted that the appointment of Xavier Becerra as the head of Health of Human Services will positively impact L.A. Care's future. He was a congressman for 24 years and represented parts of downtown Los Angeles and the Korea Town area. We will have someone at the top in the administration that knows Los Angeles and L.A. Care. L.A. Care is focusing on the state of the State in economy. We still do not have the Medi-Cal rates for next year, but are confident that we will be able to manage.

He reminded everyone that re-determination process has been in suspense since March. He does see it being enforced for the foreseeable future. L.A. Care will do as much communication as possible to ensure members are up to date. He advised that everyone stay alert.

PUBLIC COMMENT

*Elizabeth Cooper, RCAC 2 Member:*

*Good morning Madam Chairman, Members of ECAC, Board of Governors Consumer Member, and the Chief Executive Officer Mr. John Baackes. I'm Elizabeth Cooper, RCAC 2 Member and on behalf of Johnathan Cooper, L.A. Care member. I would like to make a public comment on the two aforementioned names for your consideration to address it to the ECAC Members, Chairperson, Board of Governors Consumer Member, and Mr. John Baackes, regarding Executive order N2520 and N2920 on this urgency matter. We would like ECAC to consider to have a conference for all the RCAC members on the Covid-19 and how it affects the members and all the people they are representing and their families. Since the CO&E department had previous conferences that helped members, it would be helpful if L.A. Care can use the CO&E budget to have a ZOOM or Telephonic option for the members to participate on Cultural and Sensitive matters since the Virus has impacted the communities of color in a very big way. To the RCAC Chairs and to the CO&E department under Auleria Eakins, input will be vital. It is my hope and prayer to do outreach and provide input to connect with the staff and the RCAC Chairs to support this effort. Your comments and considerations of my comments on behalf of myself and Johnathan Cooper and hopefully so many other RCAC Members will be considered by the decision makers. Thank you and have a safe Holiday and God bless each and every one of you.*

Mr. Baackes responded that L.A. Care will take Ms. Cooper's suggestion under advisement and try to figure out a way to add value to member's preparedness for COVID-19.

Ms. Perez thanked Mr. Baackes for being at the flu clinic this past Saturday. Seeing the CEO present and getting the vaccine means a lot to people who believe in myths and realities about the flu vaccine in their communities. She thanked the staff responsible for social media posts. She noted that L.A. Care's social media pages are promoting the Covered California open enrollment period. Ms. Perez advised members that L.A. Care is having a town hall meeting today in regards to Covered California. She asked that ECAC members spread the word so that people that need assistance can join the town hall meeting. Mr. Baackes stated that Communications staff has been working on its social

	<p>media platform and thanked them for their assistance. He stated that he gets his flu shot every year.</p> <p>Ms. Lara thanked Mr. Baackes for all his updates. She stated that she is grateful for taking time to speak to ECAC members. She stated that Xavier Becerra was her congressman when she lived in Los Angeles and will definitely reach out to his office to congratulate him and remind that L.A. Care is an important health plan. She noted that he is very open to feedback. She will also be speaking to him about budget allocations that L.A. Care receives more funding.</p> <p>Russel Mahler, <i>RCAC 1 Member</i>, stated that he agrees with Ms. Cooper about the need for RCAC members need for involvement. He is fearful that RCAC members aren't getting all the information they need. He would like for them to be a part of the COVID-19 discussions. Mr. Baackes stated L.A. Care will be taking Ms. Copper's suggestion under advisement and figure out a methodology. L.A. Care has had town hall meetings that have hosted about 1,000 people. He asked Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>, to take down member suggestions.</p> <p>Ms. McFerson thanked Mr. Baackes for attending ECAC and providing this information. She wished him a happy holiday. She stated that she really enjoyed volunteering at the L.A. Care events this past Friday and Saturday. She thinks it is very beneficial to people who have been affected by the coronavirus. She stated she appreciates that he is looking at hosting more flu vaccine and food distribution events. She stated that the Health Promoters would like more opportunities to volunteer at the events. This will allow L.A. Care staff to take time off. Mr. Baackes responded that it's going to be a long haul before enough people are vaccinated and it's safe to resume going back to normal pre-COVID. He stated that it is apparent that after Friday's event that there will be a need to continue to hold food drives and flu clinics. L.A. Care will look at ways to continue to hold events and create volunteer opportunities. Mr. Baackes stated that with the help of the staff, Health Promoters, and interpreters L.A. Care can have more events. Ms. McFerson asked Ms. Baackes if presentations and communication can be made more understandable and simplified. Mr. Baackes responded that it's a good observation and will take this into consideration for the future.</p>	
<p><b>BOARD MEMBER REPORT</b></p>	<p>Hilda Perez, <i>Member Advocate, Board of Governors</i>, and Layla Gonzalez, presented the Board Member Report (<i>A copy of the report can be obtained from CO&amp;E</i>).</p> <ul style="list-style-type: none"> <li>• We send our condolences to anyone that has lost a loved one to COVID-19. I also urge everyone, including providers to please wear gloves and masks.</li> <li>• The Board of Governors met on December 3.</li> <li>• A list of approved motions can be obtained from CO&amp;E.</li> </ul>	

- Mr. Baackes gave the Chief Executive Officer updates shared earlier in this meeting.
- Chad Roswick – *Sr. Director II, Enterprise Shared Services* and Michael Devine – *Director, Special Investigations Unit (SIU)* provided information about L.A. Care’s SIU and Payment Integrity. The SIU is responsible for the detection, investigation, and prevention of healthcare fraud and abuse. Payment Integrity staff ensure claim transactions are paid correctly by the responsible party, for eligible members, per the contract, not in error or duplicate, and free of waste. These departments help protect members, providers and L.A. Care from fraud, waste and abuse.
- Dr. James Kyles gave an update on the Equity Council Steering Committee. He reported that the committee has been meeting weekly since July after the announcement of the committee.
  - Activities include:
    - Ongoing learning on subject of equity and social justice
    - Engage in implicit bias tests, book and article reviews
    - Authored a number of statements that impact equity i.e. USPS and Executive Order on Diversity and Inclusion trainings
    - Establish a partnership with L.A. County Commission of Human Relations
    - Empower L.A. Care’s internal Councils (Member, Network & Vendor, and L.A. Care Team) to set and prioritize goals and metrics to measure their change efforts
- Richard Seidman, *MD, MPH, Chief Medical Officer*, presented the CMO report that will be shared with the committee after this report.
- There were two events Friday and Saturday which underscore the added value L.A. Care provides to its members. On Friday, L.A. Care hosted another walk up and drive thru food pantry at the newest Community Resource Center in Metro L.A at the corner of Pico and Western in Koreatown. This was done in conjunction with One Love Ministry who L.A. Care has partnered with in more than two dozen food pantry events that LA Care has sponsored since the beginning of the pandemic.

Ms. Gonzalez stated that the people that attend the California Long Term Care Education Center, Home Care Providers that are being funded by L.A. Care, thanked L.A. Care for helping get equipped with the skills necessary to care for seniors and people with disabilities.

Ms. Perez stated that she thanks Ms. Cooper’s suggestions for holding RCAC member meetings. She hopes that the meetings can be interactive and are not only one-way communication.

Ms. Perez reported the following:

- At Friday’s event, which coincided with the community celebration of the opening of the Metro Community Resource Center, 400 boxes of food were distributed in 43

minutes. Sadly, people were still waiting in line when food ran out. That has been the story at every food pantry event LA Care has hosted or sponsored. Carol Thornton, Blue Shield Promise *Director of Communications*, and Mabel Ponce, *Senior Manager, CRC, FRC HQ Administrator*, and Mr. Baackes were at this event. On Saturday, L.A. Care hosted another flu vaccine event. This was the work of the Inglewood FRC. Due to the size of the parking area at the Inglewood FRC, the event was held at the Weingart YMCA at the corner of Century and Vermont in Inglewood, not far from FRC. Mr. Baackes was there and got a flu shot. Ms. Ponce was there and was explaining the cooperation between disparate entities that helped organize the event. It was the 9<sup>th</sup> flu vaccine event. Cross-functionally, CRCs have been working together with many departments to provide over 2,400 vaccines to the community. In addition to L.A. Care's efforts, L.A. Care's Pharmacy department led by Yana Paulson, *Chief Pharmacy Officer*, with the aid of Alex Kang, *Director, Clinical Pharmacy*, and Hanna Sung, *Manager, Ambulatory Care Advanced Practice Pharmacy, Pharmacy & Formulary*, with full support from Dr. Seidman, has managed the participation of contracted pharmacies (the partnership has been outstanding).

- One last key element was the workforce development support provided to pharmacy school students, and like yesterday, each of the flu vaccine events allowed pharmacy school students to develop their skills further in support of our communities. Over the course of this season's flu clinics, in total, there were 53 pharmacy students volunteer from USC's School of Pharmacy. We were able to garner the help of USC through our partnership with the California Right Meds Collaborative pharmacy program, a value-based payment program that engages community pharmacists and connects high-risk L.A. Care patients with clinical pharmacy services. All of our pharmacy vendors this year are participants in this program. The flu clinics were a great way to get everyone, including students, involved and serving our community. Among other topics and interviews with radio and TV stations, L.A. Care has also launched live interviews with health care professionals from the LA County Department of Health Services in English and Spanish on its social media platforms, discussing myths and facts, questions and answers about the flu vaccine.
- At the 2020 Southern California State of Reform Virtual Health Policy Conference, Mr. Baackes and Dr. Kyle participated on panels that address health equity and disparities. Joining Baackes for the afternoon keynote were Kristen Cerf, *President and CEO of Blue Shield of California Promise Health Plan*, and Elaine Batchlor, *MD, MPH, CEO of Martin Luther King, Jr. Community Hospital*. Joining Dr. Kyle for the morning panel were California Assemblyman Rob Bonta, *Member of the Assembly Health Committee*, and Deborah Prothrow-Stith, *Dean of the College of Medicine, Charles R. Drew University of Medicine and Science*. This virtual conference pulled together practitioners, thought leaders, and policy makers – each working to improve our health care system in their

	<p>own way. The event also featured thought leaders from across the state, which means it was a uniquely California conversation.</p> <p>Ms. McFerson stated that Ms. Perez provided very detrimental information. She thanked Ms. Perez for taking the time to speak to ECAC. She asked Ms. Perez if she can provide more information about BOG Motion 103.1220 and how it impacts members. She would like to know how the motion is relevant to ECAC member. Ms. Perez responded that she will followed up with a proper response. Ms. Perez asked Ms. De La Torre if members can get a list of Board approved motions through their Field Specialist. Ms. Idalia responded that the information can be obtained from their Field Specialist. Ms. McFerson would like to know who can explain how Board approved motions are relevant to ECAC so that they can make proper decisions. Auleria Eakins, <i>Senior Manager, CO&amp;E</i>, responded that she will work with Board Services to respond to her question.</p>	
<p><b>UPDATE FROM CHIEF MEDICAL OFFICER</b></p> <p>Richard Seidman, MD, MPH</p>	<p>Richard Seidman, MD, MPH, <i>Chief Medical Officer</i>, gave the following COVID-19 update:</p> <p>On global level there are now over 65 million cases and over 1.5 million deaths. In the past several weeks we have added 4 million cases each week. The increase in cases in L.A. County has lagged compared to the rest of the U.S. and the world. The Americas are contributing half of all new cases on a weekly bases and about one third of all deaths. The five countries with the highest number of cases are the U.S., Brazil, India, Russia, and Italy. In the U.S. there are now over 15 million cases, 220,000 cases in the past day. It is an increase in the rate of cases. We are starting to see the case increase due to the holiday break. We are approaching 300,000 deaths nationwide and hospitalizations are also increasing. In L.A. County we are at 660,000 cases. In the summer we were at 1000 new cases in a day. In the last several days there has been a steep increase in cases and hospitalizations. The Governor of California and Health Officer, imposed curfews and more restrictive Stay at Home Orders. For the next three weeks all private and public gatherings are not permitted. Many businesses were shut down, including outdoor dining. ICU capacity and hospital beds will run out as hospitalizations increase. The Stay at Home order is hard for everyone including L.A. Care members. L.A. Care will do everything it can including flu clinics and food drives to help the community at large. We have placed many programs in place since the beginning of the pandemic to help members. The Care Management department created a new program to follow up with members that were hospitalized due to COVID-19 to make sure they don't have any medical complications and or social needs that are not being met. Currently there are 45,000 L.A. Care members diagnosed and over 1,700 deaths.</p> <p>The Pfizer COVID-19 vaccine has been approved in the United Kingdom. The FDA intends to hold a meeting tomorrow to vote on the emergency authorization of the COVID-19 vaccine. Moderna, Inc. has also applied for FDA approval. A meeting will be</p>	

held on December 17. Los Angeles does anticipate the distribution of 80,000 doses to the first tier recipients. We expect 2-3 shipments before the end of the year followed by more shipments in January 2021. Health Care workers such as doctors and first responders. He stated that Home Care workers are also high on the list. As more vaccines become available people in lower tiers will have the opportunity to get the vaccine. There are still more questions than answers as to who gets the vaccine and when. He will provide more information as it becomes available. He is hopeful that by this time next year the pandemic will be in our rear view mirror.

Ms. Gonzalez thanked Dr. Seidman for attending ECAC and quelling fears about the COVID-19 vaccine. She thinks that it will be encouraging for people to see someone getting the COVID-19 vaccine and hearing positive testimonies. She stated that it might help quell people's fears. Dr. Seidman thanked Ms. Gonzalez for her suggestions. He noted that former Presidents Obama and Clinton will be getting the COVID-19 vaccine on camera to help encourage the public. Mr. Baackes leads the list of influencers getting the flu vaccine. There are celebrities and physicians will be advocating for the COVID-19 vaccine. Bottom line we need black and brown physicians to help influence their own communities. At the end of the day people are more influenced when it is someone that looks like them in their community. He thanked members for being positive influencers in their communities.

Ms. McFerson thanked Dr. Seidman for his report and asked if the information can be broken down into simpler terms so that more people can understand. She stated that she and her grandmother have trouble understanding all the terms. She stated that people don't want to get the COVID-19 vaccine due to the major concerns of the overall treatment in the health care field. She stated that some patients are being misdiagnosed, underdiagnosed, and over diagnosed. She feels that there should be an ad hoc so that members can discuss ways that they can positively influence the public to get the COVID-19 vaccine. Dr. Seidman thanked Ms. McFerson for her suggestion and stated that L.A. Care will do its best.

Ms. Perez thanked Dr. Seidman for coming to ECAC and keeping members informed and for attending the flu clinics. She noted that there are many people with questions about the COVID-19 vaccine in her community. She asked Dr. Seidman if there will be a question and answer session in regards to the COVID-19 for RCAC members. He stated that L.A. Care will attempt to provide as much communication about the vaccine as possible.

Dr. Seidman recommended that everyone search "New York Times Vaccine Tracker" online or click on the following link:  
<https://www.nytimes.com/interactive/2020/science/coronavirus-vaccine-tracker.html>  
so they can keep track of vaccine approval. *(He displayed how the vaccines work on his screen.)*

	<p>Ms. Salazar thanked Dr. Seidman for explaining how the vaccine works. She stated that people believe they will be infected with the virus if they get the vaccine. Dr. Seidman responded that he understands there are many different myths and concerns about vaccines. He noted that there are some vaccines that do make people feel sick and cause mild cases of the flu. He reminded ECAC about the video that L.A. Care created about myths about the flu vaccine.</p> <p>Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, stated that Ms. Gonzalez made a good suggestion. She agrees that hearing positive feedback about the vaccine will encourage people to be receptive of the vaccine. She noted that people in England have begun to receive the COVID-19 vaccine.</p>	
<p><b>GOVERNMENT AFFAIRS UPDATE</b></p>	<p><b>PUBLIC COMMENT</b>  <i>Rachael Rose Luckey, RCAC 4 Vice-Chair:</i>  <i>having public comment at the beginning of an agenda item is ridiculous. How in the world am I supposed to know what comments or questions to make until I have heard a report? I propose that ECAC open public comment at the end of each report. In this way, community members can actually take part in the conversation instead of being relegated to giving public comment on a report they have not even heard yet.</i></p> <p>Prity Thanki, <i>Local Government Advisor II, Government Affairs</i>, provided the Government Affairs Report (<i>A copy of the written report can be obtained from CO&amp;E.</i>).</p> <p><u>Medi-Cal Update</u>  Two important changes are taking place in Medi-Cal this month:</p> <ul style="list-style-type: none"> <li>• Medi-Cal income eligibility limit is increasing to 138% of the federal poverty level. This means that the income eligibility limit will increase to \$1,468 for one person and \$1,983 for a couple, and will increase each year in April. The current limit is \$1,294 for one person and \$1,747 for a couple. People who are currently receiving Medi-Cal with a share of cost may now be eligible for free Medi-Cal.</li> <li>• California will stop flipping Medi-Cal recipients between free and share of cost Medi-Cal based on who is paying the Medicare Part B premium. This problem has existed for some time and can cause significant disruptions, including disenrollment from managed care and unaffordable health care costs during the months when a recipient is on share of cost Medi-Cal. The new rule will allow DPSS to deduct the same amount as the Part B premium regardless of whether the recipient is currently paying it or the state is paying it as a benefit of free Medi-Cal.</li> </ul>	

Individuals who are applying for the first time must still pay the premium themselves for the state to subtract the payment as an income disregard. However, once a person is eligible for Medi-Cal, the person will continue to be eligible for free Medi-Cal.

These changes are expected to benefit tens of thousands of California residents and about 11,000 people in Los Angeles County, so it may take some time to re-determine eligibility based on these rules. All changes should be retroactive to December 1, 2020 if the person is found eligible. For more information about these changes please contact your local DPSS office or visit <https://dpss.lacounty.gov/en/health.html>.

#### Deferred Action on Childhood Arrivals (DACA) IS RESTORED

In November, a federal judge invalidated restrictions on the DACA program that protected over 640,000 young undocumented immigrants from being deported. There are about 200,000 DACA recipients in California. In July, the Secretary of Homeland Security Chad Wolf issued a memo saying that new DACA applications wouldn't be accepted and that renewals would be limited to one year, not two. The restrictions came after the Supreme Court blocked the Trump Administration from ending the program. The federal judge argued that Wolf was unlawfully appointed as acting secretary because he didn't follow the rules of succession. For that reason, Wolf's memo is invalid. While the Department of Homeland Security denounced the ruling and said they will explore other options to review DACA, the decision is considered a victory by immigration rights advocates and DACA recipients. This is a temporary win and L.A. Care Health Plan remains hopeful that all the DACA restrictions will be rejected by President Elect Biden when he assumes office in January. Government Affairs will continue to monitor and engage on this issue and provide updates.

#### CALFresh Benefit Update

Recently, the California Court of Appeal ruled that the Department of Social Services must replace CalFresh benefits ("food stamps" or "SNAP") when they are electronically stolen from recipients. The Court of Appeal decision reverses a trial court ruling that said the state is not responsible for replacing stolen benefits. This ruling is an important step for Californians who rely on CalFresh benefits to prevent hunger. The point of food assistance is to make sure people can eat. With California and the country both experiencing record levels of hunger, it's vitally important for government to safeguard necessary food assistance for eligible recipients. For more information on CalFresh, please visit <https://dpss.lacounty.gov/en/food/calfresh.html>.

#### L.A. County Board of Supervisors Update

State Senator Holly Mitchell will be the next Second District supervisor on the Los Angeles County Board of Supervisors. With her victory, the L.A. County Board of Supervisors, will be an all-female board for the first time in history. Holly Mitchell came to politics in 2010

	<p>after leading a large L.A. child and family care organization, and she is known among her peers in the Legislature as an astute anti-poverty policymaker. She is a mother of an adult son and had her big break in the Senate five years ago when she stood up to argue that the budget failed to appropriately serve poor Californians. L.A. Care has worked very closely with Senator Holly Mitchell in the past and many of our RCAC members have had the pleasure of speaking to her as part of L.A. Care’s local office and Sacramento Advocacy visits.</p>	
<p><b>UPDATE FROM APPEALS &amp; GRIEVANCES DEPARTMENT</b></p> <p>Angelica Vargas</p>	<p>Angelica Vargas, <i>Business Analyst I, CSC Appeals &amp; Grievance</i>, presented information about Appeals and Grievance Department (<i>A copy of the presentation can be obtained from CO&amp;E.</i>).</p> <p>L.A. Care members have the right to file an Appeal and/or Grievance when dissatisfied with services, care and/or coverage. Appeals &amp; Grievances are investigated by LA Care. Appeals and Grievances are important, because members have the opportunity to share their experience, they enable us to learn about Member perceptions of L.A. Care, and we find opportunities to improve services for members.</p> <p>Members can file an Appeal or Grievance in the following ways:</p> <ul style="list-style-type: none"> <li>• Write, visit or call L.A. Care at: L.A. Care Health Plan Customer Solution Center 1055 West 7th Street Los Angeles, CA 90017, (888) 839-9909, (213) 438-5748 (fax)</li> <li>• L.A. Care can help you fill out the grievance form over the phone or in person.</li> <li>• You can file an appeal via your online portal</li> </ul> <p>A Member, a treating provider acting on the Member’s behalf, or a Member’s authorized representative. If members chose to have an authorized representative act on their behalf, you will need to submit an Authorization Representative Document/ Appointment of Representative.</p> <p><b>Medi-Cal</b></p> <p>Quantitative Analysis</p> <ul style="list-style-type: none"> <li>• 4% increase in grievance volume from Quarter (Q)1 to Q2</li> <li>• 30% of Medi-Cal grievances related to Access to Care issues <ul style="list-style-type: none"> <li>• 27% - Access to Providers</li> <li>• 9% - Delay in Authorization</li> <li>• 6% - Delay in Pick up time</li> </ul> </li> </ul> <p><i>Approximately 42% of all Access to Care issues are resolved at the time of the call</i></p> <p><i>Qualitative Analysis</i></p> <p>The two primary reasons for Delay in Authorization were:</p> <ul style="list-style-type: none"> <li>• Primary Care Physician</li> <li>• L.A Care Health Plan</li> </ul> <p><i>Grievances related to Delay in Authorization decreased by 56% from Q1 to Q2.</i></p>	

### **Cal-MediConnect**

#### Quantitative Analysis

- 21% increase in grievance volume from Q1 to Q2
- 89% increase in grievance rate/1000 from Q1 to Q2
- 269% increase in Pharmacy Access to Care related grievances during Q2
  - 58% resolved at the time of the call

*Approximately 37% of all Access to Care issues are resolved at the time of the call*

#### Qualitative Analysis

The two primary reasons for Pharmacy Access to Care issues are:

- Unable to fill Rx or inadequate supply
- Access to Pharmacy and/or medication

A preliminary review of the grievances resolved at the time of the call have identified CVS Pharmacies as a possible trend. Members are reporting CVS pharmacy does not have medication on hand and/or or allegedly advising the member the medication is not covered and to pay out of pocket.

### **L.A. Care Covered**

#### Quantitative Analysis

- 25% increase in grievance volume during Q2
- 17% increase in grievance rate/1000 during Q2
- 48% increase in grievances related to Billing and Financial matters
  - 37% - Billing disputes discrepancies
    - 38% resolved at the time of the call
  - 24% - Premium related grievances

*Approximately 30% of all issues are resolved at the time of the call.*

#### Qualitative Analysis

The two primary reasons for Billing and Financial issues are:

- Billing discrepancies or disputes
- Premium disputes

A preliminary review of grievances related to Billing and Financial matters identified 38% of the issues were resolved at the time of the call through the following actions:

- Member Education to advise the notice they received is not a bill but a notice to advise the member the provider has billed the Health Plan or to request the member's health plan information
- Provider education regarding the member's benefit plan and Claim address with a request to cease all notices to the member

	<p><b>Next Steps</b></p> <ul style="list-style-type: none"> <li>• Participate in the Member Experience workgroup to drive improvement across key measures to decrease pharmacy appeals and grievances</li> <li>• Enhance grievance resolution categories to support data analytics. Currently, an option to document the resolution is “Completed”. Further analysis of the outcomes associate with this resolution will need to be vetted in the development of new resolution code structure</li> <li>• Enhance appeal categories to support reason for overturn</li> <li>• Complete assessment of opportunities to educate members regarding their responsibilities to ensure appropriate benefit card is provided to servicing provider</li> </ul> <p>Ms. Gonzalez thanked Ms. Vargas for her presentation and providing this data to the committee. She stated that she is grateful for the transparency. She noticed that L.A. Care is putting much effort in making improvements. She hopes in the future these issues are resolved to the member’s satisfaction. Ms. Vargas thanked Ms. Gonzalez for her comments.</p> <p>Ms. Perez thanked Ms. Vargas for her presentation and stated that she does not feel that the presentation is not community friendly. She suggested giving examples, adding a comic, or something that can help members relate to it. Ms. Vargas responded that she will connect Ms. Perez offline to get some suggestions.</p> <p>Ms. McFerson thanked Ms. Vargas for her presentation, but suggested that it was not broken down in laymen terms. She would like the information simplified for people who have disabilities. She asked the information be easier to understand. She noted that the presentation was very important, but her grandmother will not be able to understand. Ms. Vargas thanked Ms. Andria for her suggestions. She advised she can work with her or Ms. Perez to make the presentation more meaningful.</p>	
<p><b>COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT</b></p> <p>Auleria Eakins, EdD</p>	<p>Auleria Eakins, EdD, Manager, CO&amp;E, gave the following Communications and Community Relations Update (<i>a copy of the written report can be obtained from CO&amp;E</i>):</p> <p><u>CRC Events</u></p> <p>CRCs are finalizing dates for holiday member and community appreciation events. The Centers will be organizing activities following COVID-19 guidelines to share a \$25 gift card to Ralphs/Food 4 Less. Please follow L.A. Care’s Facebook or contact your local center for additional information.</p> <p>Please follow CRC and events on L.A. Care’s Facebook, Instagram L.A. Care can be found on Facebook, Instagram and Twitter @lacarehealth.</p> <p><a href="https://www.facebook.com/LACareHealth/">https://www.facebook.com/LACareHealth/</a></p> <p><a href="https://twitter.com/LACareHealth">https://twitter.com/LACareHealth</a></p>	

<https://www.instagram.com/lacarehealth/>

#### LA vs Hate - United Against Hate week

L.A. Care has joined the LA vs Hate coalition for its inaugural United Against Hate Week (UHAW) Campaign. LA vs Hate is run by L.A. County Human Relations Commission, uses art to get its message out. LA vs Hate was started to help people understand hate acts (which are not always crimes), and to lead a push for people to report hate acts to 2-1-1. The UAHW campaign is November 30 – December 6. Mr. Baackes will be one of the speakers in a kick off press conference on November 30, 2020 at 1 pm.

#### Health Promoters Update

The Health Promoters Program supported all of the Resource Center Flu Shot Clinic events in October and November. Health Promoters plan to participating in the remaining event scheduled for Friday, December 4<sup>th</sup> at the Metro CRC Community Grand Opening/Food Drive. The Health Promoters continue to connect the L.A. County community to vital resources including food banks and financial assistance on a weekly basis. At the moment there are no logged public-facing sponsored events to report for December or January, so nothing is included on sponsored events.

#### Communications Update

L.A. Care hosted a Facebook Live interview with L.A. County Department of Health Services, answering frequently asked questions about flu vaccinations, and how to stay safe to avoid a flu and COVID-19 “twindemic,” so as to not overburden our hospitals. The Q&A was broadcast on December 1. Spanish and American Sign Language (ASL) was broadcast at 12:00 p.m., and English and ASL at 1:00 p.m. She asked that everyone please tune to L.A. Care’s Facebook Page for these Live broadcasts. Early in November RCAC members were sent the L.A. Care CEO statement on legal challenges to the Public Charge rule. L.A. Care continues to monitor the progress of these legal challenges and will keep RCAC members updated on developments.

Ms. Eakins stated that staff is working really hard to address member concerns regarding Black History Month and ethnic celebrations. She is working on ways to celebrate African Americans contribution to health. Staff will request input as needed.

Ms. De La Torre advised members that staff is working on training for January 2021 to review how to properly place motions, communicate and work together in virtual meetings. CO&E has asked Tanisia Johnson, *Supervisor, Health Promoters Program*, to attend ECAC meeting to provide an update on the Health Promoters program during the first quarter of the year.

In response to Ms. Eakins report BOG member Perez thanked CO&E for all of their efforts and for providing resources and connecting with members. She encouraged RCAC

	<p>members to reach out to their Field Specialist so they can request information and express their concerns. She agrees with Ms. Cooper’s request that there be an interactive meeting between members and L.A. Care staff to address COVID-19. This will allow more questions to be answered during one meeting.</p> <p>At the last Board meeting, she requested that James Kyle, MD, M.Div., Medical Director, Quality, Diversity, Equity and Inclusion, Quality Improvement, provide an update to ECAC on the Equity Council Steering Committee. She stated that members would still like to be involved.</p> <p>Ms. Perez request that any information shared on social media platforms be shared with all members, because not everyone has a social media profile or has internet access.</p>	
<b>NEW BUSINESS</b>		
	<p><b>PUBLIC COMMENT</b></p> <p><i>Fresia Paz, RCAC 10 Vice-Chair:</i></p> <p><i>Happy Holidays to Everyone, my name is Fresia Paz, RCAC 10 Vice-Chair. Thank you LA Care for sending a face mask that has room for a filter to all of the RCAC members. My sister and I received ours on Saturday December 05 2020. I am happy that my comments on May 07 2020 at the BOG and on June 24 2020 at a RCAC 10 teleconference meeting was considered. I am aware that the Family Resource Center in East Los Angeles is opened 3 times a week. I hope that this center can participate in a food distribution for the community in the future. Maybe it can also help the RCAC members in getting a care package supply to them also previously suggested.</i></p> <p><i>A Care Package could be:</i></p> <ul style="list-style-type: none"> <li>• <i>a face mask</i></li> <li>• <i>gloves</i></li> <li>• <i>cloth groceries bags - 2 count</i></li> <li>• <i>hand sanitizer small to large bottle</i></li> <li>• <i>notebook and pen, pencil to write down information</i></li> <li>• <i>la care book bag</i></li> <li>• <i>current phone numbers and address to access help, if someone does not have access to a computer</i></li> <li>• <i>a calendar of future events from LA Care, if someone does not have access to computer</i></li> </ul> <p><i>more other things can be added to add the RCAC members during this time, etc.</i></p> <p><i>Thank you for your time and Be safe and Well</i></p>	

Ms. Vazquez asked Ms. McFerson to present her motion.

***I Andria McFerson, RCAC 6 member and Chair, would like to make a motion and recommendation to ECAC for L.A. Care to consider providing a care package that contains 5 face masks, 5 sets of gloves, and 1 bottle of hand sanitizer at all the Community Resource Centers (CRCs) that would be available to the public. For L.A. Care members who cannot attend the CRCs, L.A. Care can consider mailing the same care package to all L.A. Care members.***

Mr. Mahler stated that he agrees with Ms. McFerson. He thinks it is a good idea to send this care package to all ECAC members and the rest of the community. He suggested that the elderly be taken into consideration.

Ms. McFerson stated that she would like to discuss BOG Motion 103.1220. She would like to know if Toney Health Care Consulting can make a phone call to all members advising about the care package. The package can be mailed to members who can't go in to a CRC.

Ms. Contreas-Wood asked for clarification. She would like to know if the package would be made available to the CRC or L.A. Care members.

Ms. McFerson responded that the package would be for all L.A. Care members and can be picked up at a CRC similar to L.A. Care food drives.

Ms. Contreas-Wood asked if people who can't pick their care package at a CRC can have one mailed to them arbitrarily. She would like to know if they will be tracked using a list or will there be some way to flag them.

Ms. McFerson responded that having a registration like at other L.A. Care events so that members can provide their information is a possibility. She noted that CRCs can gather member information and distribute the packages.

Ms. Contreas-Wood stated that she would like to know what the cost would be per member with shipping and the total cost of the project. She thinks it would be interesting to know the numbers would be.

Ms. McFerson responded that there are different companies and community-based organizations that are providing these items to the public.

Deaka McClain, *At-Large Member*, asked Ms. McFerson to look into the financing of this project. Ms. McClain noted that Mr. Baackes stated that L.A. Care will operating on a deficit budget. She stated that CRCs may not be able to distribute over 2 million packages to members.

	<p>Ms. McFerson responded that there are millions of dollars that are allotted to different organizations. She stated that people who don't have L.A. Care will also need these items.</p> <p>Lluvia Salazar, <i>At-Large Member</i>, asked if the packages can be distributed in the same way the food is distributed at food drives. She stated that it would be on a first come first serve basis and there would have to be a limited supply, because the number they are speaking of is a very high number. She noted that not everyone will be able to get a package and noted the need for accommodations for seniors and people with disabilities.</p> <p>Tanya Byrd, <i>RCAC 9 Chair</i>, stated that she lives in Long Beach and the closest CRC to her is Lynwood. She noted that there are members as well as RCAC members that can't attend events at CRCs. She agrees with Ms. McFerson on the need to mail these items to people who can't make it to a CRC.</p> <p>Ms. Eakins asked if the suggested that the motion be left as is the. She stated that as written, the motion is inclusive of seniors and people with disabilities.</p> <p>Ms. McFerson asked Mr. Mahler if there is anything else he would like to add to the motion. Mr. Mahler responded that he does not anything to add, but he does believe it is important to include seniors and people with disabilities into the motion.</p> <p>Ms. McClain responded that it has been mentioned that L.A. Care staff is working from home and have not been able to mail agendas or minutes. She thinks they may have to think of something else.</p> <p>Ms. De La Torre asked Ms. Vazquez if she would like to move forward with the vote or table until the next meeting.</p> <p>Ms. McClain stated that it should be table for the next meeting.</p> <p>Ms. McFerson responded that everything was discussed.</p> <p>Ms. McClain stated that the motion needs to modified. She does not feel mailing these packages is possible.</p> <p>Ms. Salazar stated that it should be on a first come and first serve basis. She thinks that mailing the packages will take too long.</p> <p><i>(Ms. Contreas-Wood left the meeting.)</i></p>	<p><b>Approved by roll call. 8 AYES (Byrd, Lara, Mahler, McClain, McFerson, Refugio, Salazar, Sanchez)</b></p> <p><b>1 Abstention Vazquez</b></p>
<b>FUTURE AGENDA ITEMS</b>		
	<p>Ms. McFerson stated that she would like the committee to discuss what will be done to celebrate Black History month. She suggested forming an ad hoc to discuss arrangements for February 2021. She would also like to form an ad hoc to discuss ways to incentivize</p>	

	L.A. Care members getting the COVID-19 vaccine. She noted that Dr. Seidman spoke about that and the need to get members involved.	
<b>PUBLIC COMMENT</b>	<p><i><u>Elizabeth Cooper, RCAC 2 Member:</u></i>  <i>My name is Elizabeth Cooper, RCAC 2 Member, first I would like to say to all the members who have friends and relatives in the state of Georgia, pray for Georgians, for the Truth and Rhetoric Candidates so that the great State of Georgia's votes will impact decisions made in the Senate.</i></p> <p><i>Also because this is necessary to speak on Governor Newsom our Chief Executive Officer will maybe make an appointment to fill the spot of senator Harrys who will be the vice president, it is important for members to keep legislative issues keep aware that our health care is dependable on who is appointed.</i></p> <p><i>I hope our members will inquire and look at the candidates and look at some of the appointments and give your comments to Governor Newsom about some of the appointments hopefully the person is diverse, the person is diverse, and keep your eyes on the price, members, is not just about la care what happens to la care and how their decisions health care are made.</i></p> <p><i><u>Rachael Rose Luckey, RCAC 4 Vice-Chair:</u></i>  <i>My name is Rachael Rose Luckey, Vice Chair of RCAC 4. In May of 2020, the City of Los Angeles's Department of Neighborhood Empowerment issued what they called the Virtual Governance Protocols for holding meetings on-line with Zoom for the city's 99 Neighborhood Councils.</i></p> <p><i>These protocols are in depth and comprehensive right down to what settings should be used in setting up Zoom calls. Almost all of the 99 Neighborhood Councils have been holding meetings for months now. Even for RCAC folks who do not have access to the internet, they can dial in on their phones.</i></p> <p><i>In September I sent members of CO&amp;E staff a copy of these protocols which can be used as a detailed template by LA Care for holding RCAC meetings.</i></p> <p><i>LA Care now has in its hands <b>ALL</b> they need to set up Zoom meetings that are Brown Act compliant as well as language justice compliant. If the city of Los Angeles can do it for 99 Neighborhood Councils, LA Care can get this set up for 11 RCACs.</i></p>	

*This is not rocket surgery folks. I gave you all the template, all you have to do is use it!!!*

*Rachel Rose Luckey, RCAC 4 Chair:*

*My name is Rachael Rose Luckey, Vice Chair of RCAC 4, per Robert's Rules of Order, the Chair has the authority take agenda items out of order at their discretion. If the chair would like to take public comment after reports starting right now, she has that ability.*

*Either way, I would like to see a motion on next month's ECAC agenda for placing public comment after reports on future agendas.*

*Rachael Rose Luckey, RCAC 4 Chair:*

*My name is Rachael Rose Luckey, Vice Chair of RCAC 4*

*This is absolutely beyond acceptable that I email in public comments ahead of an item being called but staff does not seem to be getting them until after the item is called and public comment is closed. This system is not working! It is a failure.*

*Enact the City of Los Angeles' Virtual Governance Protocols for Neighborhood Councils so these kinds of things do not happen in the future.*

*What you won't hear in the words being read that are not in my own voice, the utter frustration that you would hear if I were able to actually speak directly in my own voice. The Virtual protocols allow for this to happen.*

*Again, this is utterly unacceptable!*

*Manny Vizcarra, Pomona CRC*

*Good afternoon I would like to share on behalf of the Community Resource Centers and Family Resource Centers that we are open for limited services and are ready to help community members with any resources or member service inquires. We are also offering programming online via YouTube so that all of you can stay active at home.*

*Specifically, the Pomona CRC now has a food pantry on site where members can pick up boxes of food as needed by making an appointment.*

	<i>Thank you for your time and I miss seeing you all.</i>	
<b>ADJOURNMENT</b>	The meeting was adjourned at 1:04 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*  
 Date 1/13/2021