Board of Governors

Executive Community Advisory Committee

Meeting Minutes – July 14, 2021

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

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Senior Staff
Russell Mahler, *RCAC 1 Chair *****	Pablo De La Puente, *Interpreter ****	Hilda Pérez, *Member, Board of Governors ****
Estela Lara, *RCAC 2 Chair ****	Isaac Ibarlucea, *Interpreter ****	Layla Gonzalez, *Advocate, Board of Governors ****
Cynthia Conteas-Wood, *RCAC 3 Chair, ECAC Vice-Chair ****	Eduardo Kogan, *Interpreter ****	John Baackes, *Chief Executive Office, L.A. Care ****
Silvia Poz, *RCAC 4 Chair ****	Alex Mendez, *Interpreter ****	Richard Seidman, *M.D, Chief Medical Officer, L.A. Care ****
Maria Sanchez, *RCAC 5 Chair ****	Ruth Nuno, *Interpreter ****	James Kyle, *MD, M.Div., Director of Quality, L.A. Care ****
Andria McFerson, *RCAC 6 Chair ****	Stephanie Webb, *Interpreter ****	Kristina Chung, *Community Outreach Field Specialist, CO&E****
Fátima Vázquez, *RCAC 7 Chair, ECAC Chair ****		Cherie Compartore, *Senior Director, Government Affairs ****
Ana Romo, *RCAC 8 Chair ****		Idalia De La Torre, *Field Specialist Supervisor, CO&E ****
Tonya Byrd, *RCAC 9 Chair ****		Auleria Eakins, *Manager, CO&E ****
Damares O Hernández de Cordero, *RCAC 10 Chair ****		Joseph Gonzales, *Unified Communication Mobility Engineer I, IT Operations & Infrastructure****
Maria Angel Refugio, *RCAC 11 Chair ****		Hilda Herrera, *Community Outreach Field Specialist, CO&E ****
Lluvia Salazar, *At-Large Member ****		A.J. Lopez, *Director, Provider Contract and Relationship Management, Provider Network Management*
Deaka McClain, *At Large Member ****		Rachel Martinez, *R.N., Quality Management Nurse Specialist II, Quality Improvement Department*
		Frank Meza, *Community Outreach Field Specialist, CO&E ****
		Nicole Moussa, *Manager, Technical Information, Pharmacy & Formulary ****
** Excused Absent ** Absent*		Cindy Pozos, *Community Outreach Liaison CO&E ****
**** Via teleconference*		Jose Ricardo Rivas, *Community Outreach Field Specialist, CO&E ****
***** Via teleconference (with technical issues)*		Abraham Rivera, *Transportation Experience Manager, Provider Network Management*
		Victor Rodriquez, *Board Specialist, Board Services ****
		Prity Thanki, *Local Government Advisor, Government Affairs ****
		Victoria Truong, *Provider Network Account Manager III, Provider Network Management*
		Martin Vicente, *Community Outreach Field Specialist, CO&E ****

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Fatima Vazquez, *ECAC Chair*, called the meeting to order at 10:00 a.m. She read the instructions on today's meeting agenda. 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: Teleconference Call –In information/Site Call-in number: 1-415-655-0002 Participants Access Code: 146 893 5651 (English) Call-in number: 1-415-655-0002 Participants Access Code: 146 639 7721 (Spanish) 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 COEpubliccomments@lacare.org or by sending a text or voicemail to (213) 605-4197. 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 IX Public Comment on the Agenda. Comments received by voicemail, email or text by 10:00 a.m. on July 14, 2021 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 prior to the time the Chair announces public comments for each agenda item. The Chair will announce public comments after the agenda item has been presented and before ECAC has the opportunity to discuss the agenda item. 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 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 & Engagement staff prior to the meeting for assistance by text (213) 605-4197 or by email to COEpubliccomments@lacare.org.	

APPROVE MEETING AGENDA	Chairperson Vazquez asked any members having issues obtaining health care services to please reach out to L.A. Care Health Plan Member Services at 888-839-9909. Andria McFerson, *RCAC 6 Chair,* stated that she is frustrated because she has not been able to reach any staff from the CO&E department to place an item on the agenda this month. She noted that Idalia De La Torre, *Field Specialist Supervisor, CO&E*, was on vacation and this may have hindered communication. She stated that she would like to speak about her credible proposal to obtain data from L.A. Care to help address disparities in the colored community, all genders, disabled members, and members that belong to the LGBTQ community. She emailed the proper staff to do so and never received a response. She asked if she has the right to place things on the agenda. Auleria Eakins, *Manager, CO&E*, responded that ECAC members can place items on the agenda during the suggested agenda items portion of today's meeting agenda. Member McFerson stated that she has done so before and it inadvertently gets left out. She also suggested that more time be given to each agenda item for members can speak. **The Agenda for today's meeting was approved, as submitted.**	**Approved by roll call. 13 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, Mahler, McFerson, Refugio, Romo, Salazar, Sanchez, and Vazquez)** **1 Nay McFerson** *(Silvia Poz, RCAC 4 Chair, was not able to cast a vote due to technical difficulties.)*
APPROVE MEETING MINUTES	**The June 9, 2021 meeting minutes were approved with the corrections mentioned above.**	**Approved by roll call. 11 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, Refugio, Romo, Poz, Salazar, Sanchez, and Vazquez)** **1 Abstention McFerson**
STANDING ITEMS		
UPDATE FROM CHIEF MEDICAL OFFICER Richard Seidman, *MD, MPH*	Richard Seidman, *MD, MPH, Chief Medical Officer*, gave the following report: He stated that there has been a lot of good news and updates with regard to the COVID 19 pandemic, but the world has started a backward trend. There are 1000 cases a day now. If you or friends and family are not yet vaccinated, get the information you need to make a decision, to push towards getting yourselves vaccinated. There are over 1,000 vaccine providers countywide in the ongoing effort to make vaccines more readily available.	

	L.A. Care is working to encourage members to get vaccinated. The rates are highest along with seniors, but are still below the countywide rate. Most people who are not vaccinated may be in danger of getting seriously ill or dying. Christina Ghaly, MD, Director for the Los Angeles County Department of Health Services, stated that relationships matter, and everyone should have access to the information and can share it with community members. One of the things that works is to listen . People have real reasons why they won't get vaccinated, so try to answer their questions. He spoke about the Digital COVID-19 Vaccine Record (DCVR) (staff displayed the website on screen: myvaccinerecord.cdph.ca.gov). Vaccine cards will always be the best way to prove that one is vaccinated. It's a simple process, you can create an account with their information. Some people have matched the data base and others are having issues matching their information. PUBLIC COMMENT **Public Comment submitted by Jonathan Cooper, *RCAC 2 Member*, via phone call on July 13:** *Good morning ECAC Chair members, Mr. Baackes, Dr. Seidman and staff. After reviewing and also seeing the news on the CDC guidelines, warnings and side effects. Should there be any concerns for a person that has received the Johnson & Johnson vaccine? Is a follow up necessary?* *I would like to acknowledge that Kedren Community Health Clinic is doing a great job with providing the vaccines.* Dr. Seidman responded that Johnson & Johnson vaccine was in the news again for another adverse reaction, rare cases of serious blood cloths and deaths. It was taken off of the market for couple of weeks and then activated again. There are side effects from all vaccines, but more serious reactions are coming from the Johnson & Johnson vaccine. There are very few cases. It was placed back on the market, but it comes with a new warning. Member McFerson stated that statistically the colored community is less likely to get vaccinated. There are reasons why, such as being medically discriminated against when they go see the doctor. She recently had a similar experience. She went to see her doctor and she let them know everything that was going on with her. She was still having female problems. There was no blood work done. It was affecting her epilepsy and seizures as well. She made her own appointment with OB/GYN and they found a tumor. Sometimes bad experiences like that can discourage people. In the African American community, they may feel reluctant to get the vaccine for many reasons. She noted that the Board spoke about how it would be better for people to reach out to others of the same race to help encourage each other. Supervisor Holly Mitchel spoke about how it would be best to have	

	interaction so that people can have more trust. It may sound discriminatory, but it's real information. Yes, it's easier to trust people to trust people of your own race. There are RCAC members that can help by spreading out information. There are community-based organizations that can also help. She asked Dr. Seidman why hasn't this been done yet. Dr. Seidman thanked her for her comments. He agreed that what she said is real and countywide data shows that the African American community is the least fully vaccinated among races in L.A. County. L.A. Care is trying to increase the number of vaccinated people from within the communities that are not getting vaccinated The longer the people wait to get vaccinated the longer the risk of infection. Member McFerson asked if there can be more participation from the ECAC and RCAC members. Dr. Seidman stated that Dr. Eakins will speak on the topic later on in the meeting. Lara Estela, *RCAC 2 Chair*, thanked Dr. Seidman for his report. She asked about the vaccination cards. Now many people are showing their cards and taking pictures of them. She noted that she was hesitant at first. She then got her vaccinations and the rest of her family. Relationships do matter. She congratulated him on being acknowledged in the L.A. Care Newsletter. Hilda Perez, *Member Representative, Board of Governors*, stated that there is misinformation in the community about whether masks are needed or not. She asked if people should wear a mask if they fully vaccinated. She stated that he noted in his report that there are still many people that are not vaccinated. Dr. Seidman responded that rules and recommendations are confusing. The rules at L.A. Care are different than CDC rules. L.A. Care's policy states that indoors everyone should wear a mask. This will prevent infection among vaccinated. He reminded everyone that not everyone is at equal risk. Lluvia Salazar, *Member At-Large*, thanked Ms. Perez for her questions. She noted that some people that have gotten infected with COVID-19, have gotten vaccinated, and were not wearing masks anymore. People use that as an excuse. She accidentally walked into a grocery store without a mask and everyone was staring at her. Dr. Seidman responded that L.A. County Department of Public Health (DPH) recommends masks when indoors, but officials have allowed individual business to set their own rules. Repeat infection of COVID-19 is relatively low and uncommon for vaccinated people. If you have had COVID-19 or has gotten vaccinated their risk of infection is low. Dr. Eakins stated that some believe that COVID-19 is not real and rely on a self-diagnosis. She noted that two of her family members are now hospitalized. Whether people have private insurance or Medi-Cal, she recommends that they get vaccinated.	
UPDATE FROM CHIEF EXECUTIVE OFFICER	John Baackes, *Chief Executive Officer*, reported *(A copy of the written report can be obtained from CO&E)*:	

John Baackes	Since ECAC last met, the U.S. Supreme Court upheld the Affordable Care Act as constitutional with a 7 to 2 vote. Nineteen State Attorneys General were challenging the constitutionality of the elimination of the tax. For many people the potential of losing health coverage is gone. The threat to the 700,000 Covered California members for increased health care coverage premiums is also gone. He noted that a great number of premiums have dropped to $1. L.A. Care has lobbied congress to expand the Affordable Care Act. The State of California seems to be awash with money, but it will not impact L.A. Care. There are changes to health care benefits coming on January 1, 2022. He thanked members who came to discuss the new menu of options for the In Lieu of Services program. The biggest thing coming out of the new state budget is that Medi-Cal coverage will be expanding to undocumented immigrants ages 26 and over. There will be no out of pocket costs for these benefits. He stated that he will invite Phinny Ahn, *Executive Director, Medi-Cal, Executive Directors Administration,* to brief the committee on the eligibility redeterminations. Many will have eligibility redetermined automatically, because the state has access to their information. He hopes that RCAC members share this information with their community. Ms. Ahn will also report on the Medi-Cal prescription drug program. Changes to the prescription drug program are still on hold and L.A. Care continues to oppose the changes, because it will put a burden on the members. PUBLIC COMMENT **Public Comment submitted by Elizabeth Cooper, RCAC 2 Member by phone call on July 13 at 1:11pm:** *Good Morning Mr. Baackes I would like to address the issues regarding the CA drought, potential fire disasters and the executive order from Governor Newsom. Governor Newsom has announced and is asking that all residents reduce the use of water. This is affecting all California residents and will also have health consequences. This cries out for your attention and L.A. Care's attention. What is L.A. Care doing? Will you be encouraging the communities and have them share their ideas? I recommend that Auleria's department CO&E reach out to the RCAC members w/ creative ways they can help reduce the use of water. Members can also have the opportunity to share and come up with creative ideas.* Mr. Baackes responded that when there is a fire in our services area, the DPH reaches out to L.A. Care, with a set protocol for dealing with wildfires. He will ask health education team to look into this. He thanked Ms. Cooper for her idea.	

	Member McFerson stated that she previously made a comment during Dr. Seidman's report about how the African American community was reluctant to receive help due to many reasons. There are many reasons why they would not want to get the vaccine. She noted that Supervisor Holly Mitchell held an event and L.A. Care was not present. She stated that L.A. Care needs to become more available at events being held for African American so it can hand out necessary information. With that being said with the Health Promoters there is only one black person sharing information. There are two African Americans, but they may not be available to distribute information. She will continue to fight for equality in the Health Promoters program. She said, "We do have better communication when it's a person to person race thing. It is more effective. We need to support each other with that, I do appreciate the fact that you are doing a good job." She said that she really appreciates the food card that she requested. She asked for an empathy training update. She stated that the expansion of Medi-Cal to undocumented immigrants 26 and over is a great idea. She asked for an update on the $25 million to Brilliant Corners and how it's related to the homeless issues that are going on. She stated that she needs equal treatment in the Health promoters program. *(Part of Mr. Baackes' response was disrupted by technical difficulties.)* Mr. Baackes responded that Medi-Cal will be expanded to undocumented immigrants and it will not come with a cost. It will be provided equally. He stated that L.A. Care will try to attend very event. If L.A. Care is invited it will show up. He stated that the empathy training is being done. Every employee will have to complete the training by September. Staff at the Executive level will participate in a two-day training . He agreed with Member McFerson about the need for equality and inclusion. He noted that L.A. Care has added two new providers to address these disparities: Planned Parenthood and Caremore were added to the L.A. Care network. L.A. Care will soon announce the next group of L.A. Care scholars. Member McFerson asked "What about more equality in the Health Promoters Program." Mr. Baackes responded that L.A. Care is reviewing the program. Ms. Perez thanked Mr. Baackes and Dr. Seidman for the L.A. Care events such as food pantries. She knows that there were many limitations during the pandemic. The RCAC and ECAC members have made important contributions. Member Lara shared information about an organization that was providing funds so that people can obtain an affordable computer to cope with technology to keep meeting. CO&E also shared this information. She understands that members can be stubborn, but appreciates that L.A. Care listens to the members. Mr. Baackes responded that he would not call RCAC members stubborn, they are a passionate group of people that are persistent. He announced that back to school events start this weekend in Pacoima and will continue into August. One of the concerns that has not been spoken about at ECAC is the trauma that children are experiencing, because of the pandemic. There is a great effort being made by the California Surgeon	

	General to diagnose adverse childhood events and there are funds available to pay providers to do those evaluations. He suggested that this be discussed at a later meeting.	
UPDATE FROM L.A. CARE'S EQUITY STEERING COMMITTEE James Kyle, MD, MDiv	*This agenda item was not discussed.*	
COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT UPDATE Auleria Eakins, Ed.D.	Auleria Eakins, *Ed.D., Manager,* gave the following Communications and Community Relations update *(a copy of the report can be obtained from CO&E):* **Member input on the 2021-2022 budget programing** She personally thanked ECAC members Maria Angel Refugio, RCAC 10 Member, Member McFerson, Tonya Byrd, *RCAC 9 Chair*, Chairperson Vasquez, Ana Romo, *RCAC 8 Chair*, Member Lara and Deaka McClain, *Member At-Large*, who provided very meaningful input to the RCAC/ECAC programing for the 2021-2022 Fiscal Year. CO&E was able to take their input and categorize it into several themes which included but were not limited to Americans with Disabilities Act and Disability Sensitivity training, Technology Training, Diversity, Equity and Systematic Racism and chronic illness and vulnerable populations. **ADA request for close Captioning** CO&E Staff has met with L.A. Care's Cultural & Linguistics (C&L) department to begin discussions and create a work group to respond to member's request for closed captioning services. She is happy to report that we will be conducting a trial run with an external company that specializes in closed captioning. A report will be given after the meeting next week. **Diversity, Equity and Health** CO&E will host a day of dialogue for advisory members at the end of August. Your Field Specialist and Liaison will be reaching out to share more information over the next couple of weeks about the event and registration. **Los Angeles Covid-19 Vaccine Ambassador Program** Many members have asked what you can do to help your community. The County of Los Angeles Department of Public Health is looking for community members like yourselves to share information about vaccine hesitancy with other community members. To become a COVID-19 Community Ambassador, residents view a 30-minute training video, which provides helpful insights on COVID-19 prevention and infection control. Once the training	

	is complete, residents receive a Certificate of Completion along with a free branded community ambassador face covering, a pin, and a COVID-19 Directory Card for commonly used phone numbers in English or Spanish. The program includes additional video training modules, virtual town halls with Public Health experts, and updates on relevant topics such as the COVID-19 vaccine, variants, and guidance for staying safe and keeping communities safe. To date, nearly 3,000 residents are COVID-19 Community Ambassadors. This program is available to all Los Angeles County residents and there is no age restriction for participation. The COVID-19 Community Ambassador Program does not formally train or deputize residents to take personal action in instances of non-compliance. To learn more and become a COVID-19 Community Ambassador, visit: http://publichealth.lacounty.gov/CommunityAmbassadorProgram/. I will also ensure that your FS have the information for those interested **Tech Justice** As we continue to address tech justice we want to remind members to reach out to Human IT to get assistance with Wi-Fi, computers and computer literacy training. CO&E is also offering another opportunity to share with you through TRAC Phone. The services are for those who qualify based on income and or eligibility through other state programs and assist members with acquiring cell phones and data access. CO&E are working with C&L to translate all the information and your Field Specialist and Liaison will be sharing with you by email and text messaging as soon as the information become available. I share this information because we want to encourage you to take advantage of the many resources and programs that are available to you. **Community Resource Happenings** Back to School Event on Saturday, August 14. The Community Resource Center in Inglewood is giving away free backpacks and school supplies at its Back to School event at Los Angeles Southwest College on August 14 from 9am -12pm. **Partner Food Pantry** The Community Resource Center in Inglewood has partnered with South LA Café to host a food pantry event for those in need. July 7th & 14th from 3pm - 4pm RCAC 8 Wilmington CRC is now open The Community Resource Center in Pomona is hosting a food pantry every Friday from 2PM- 4P **Back to School**	

	Drive-Thru & Walk-Up Event on Saturday, August 7. Join us for our back to school backpack giveaway on Saturday, August 7, 2021 from 9AM-12PM at Palomares Park 499 E Arrow Hwy, Pomona, CA 91. This concludes my report for July are there any questions. **Public Comment submitted by Elizabeth Cooper, RCAC 2 Member by phone call on July 13 at 1:25 pm:** *Dr. Eakins this is Elizabeth Cooper please take note of the concerns I've addressed to Mr. Baackes regarding the CO&E department doing outreach to all RCAC members.* Ms. Perez noted that Dr. Eakins mentioned sending out a link to access the Ambassador Program and she mentioned HumanIT was available to assist members with any issues they are having with their computers or Wi-Fi. She asked if the Field Specialist and Liaisons can send this information out to members. Dr. Eakins responded that she has the Ambassador Program in English and Spanish, but not in Khmer. L.A. Care doesn't own the TRAC Phone information, but once the information is translated it will be distributed by staff. Ms. Lara thanked Ms. Eakins for all the information that she shared. At a Church in Pacoima, there will be an event for the RCAC 2 area. She would like everyone to spread the word about the back to school events. She asked Dr. Eakins if staff can distribute the calendars that were distributed in the past. Dr. Eakins responded that it has been included in the budget and they will be given out to ECAC members. Member McFerson stated that she definitely gets limited on time when she speaks. She noted that her mission as a representative is to serve and fight for their communities. She said that when Dr. Eakins talked about the vaccination training there might be an age restriction as far as disabilities. Seniors and disabled people may not have access to the information due to their ability to use technology and also due to being low income or physical inabilities. She noted that they need to figure out a way to get this information out. She tries to get things out to the community, but is shunned sometimes. She doesn't know if it's because she is African American or something else. She suggested giving a survey to members openly asking them if they are receiving proper care. Dr. Eakins responded that the Ambassador Program is not an L.A. Care program. It is a DPH program. In regards to the survey, she will ask Dr. Kyle if that data is captured through the Consumer Assessment of Healthcare Providers and Systems survey. *(Dr. Kyle lost connection due to technical difficulties.)* **Public Comment submitted by Elizabeth Cooper, RCAC 2 Member by phone call on July 13 at 1:27 pm:**	

	As an L.A. Care RCAC member I appreciate the role of L.A. Care. I am concerned of member participation. Due to the pandemic the RCAC's have not been able to meet. I recommend that the RCAC chairs and Field Specialist contact all RCAC members and inquire if they have any issues that they would like for them to be brought forward and added to the ECAC agenda. Hope this issue is addressed. Member Lara stated that some members are scared of getting vaccinated, because of the fear of getting sick. They are afraid of dying from the vaccine. They know people that have been vaccinated, but are still afraid of getting sick or dying.	
UPDATE ON CALL THE CAR Victoria Truong Abraham Rivera	Victoria Truong*, Provider Network Account Manager III, Provider Network Management* and Abraham Rivera, *Transportation Experience Manager, Provider Network Management,* gave an update on Call the Car *(A copy of the presentation can be obtained from CO&E).* Non Medical Transport (NMT) is covered when services are for routine medical or other eligible non-medical appointments. There are two types of NMT levels of service: • Ambulatory Curb-to-Curb: Member can walk and does not need assistance. • Ambulatory Door-Through-Door: Member can walk with use of a walker, cane, or crutches, and does require assistance. - Transportation Types: Taxi, Rideshare, Sedan, Ambulatory Curb to Curb, Ambulatory Door to Door NEMT is covered when a member requires medically necessary Medicare and/or Medi-Cal services, life sustaining treatment, and when the member's medical/physical condition does not allow travel by public or private conveyance. • Transportation Types: Wheelchair van, gurney van, Basic Life Support (BLS), Advanced Life Support (ALS), Specialty Care Transport (SCT), Air Ambulance How to schedule Transportation • All NEMT services will require a Physician Certification Statement (PCS) form to be submitted by your Provider before transportation is arranged. • In efforts to avoid unnecessary delays for discharges and transfers, the Provider can submit the PCS form within 24 hours after transportation has been rendered. • No PCS form is required for NMT trips. • To schedule a NMT or NEMT services, please call: • Customer Solutions Center: (888) 839-9909 • Cal MediConnect Members: • Customer Solutions Center: (888) 522-1298	

	• If you are experiencing transportation issues, please contact the Customer Solutions Center for assistance.
	
	Who can prescribe NEMT?
	• Physicians
	• Physician Assistants
	• Nurse Practitioners
	• Certified Nurse Midwives
	• Physical Therapists
	• Speech Therapists
	• Occupational Therapists
	• Mental health or substance use disorder providers
	
	Utilization Management (U.M.) Review
	• Reviews Prior Authorization Request
	• Approval duration for 30 days, six months, or one year
	• Notifies Member, Provider, Transportation Broker/Manager
	
	COVID-19 Response
	• Call the Car (CTC) implemented CDC's guidelines for safety and spread prevention for drivers and members.
	  • Personal Protective Equipment (PPE)
	• Updated Phone Prompts
	  • CTC's phone prompts have been updated to screen Members for COVID-19 symptoms.
	• Once Members have been screened on the phone, those who identified symptoms or stated that they're COVID-19 positive will be transported via BLS level of service. Members will be case monitored for two weeks.
	• Free COVID-19 Testing: https://lhi.care/covidtesting
	  • In response to COVID-19, LA Care and CTC developed a preferred list of OptumServe walk-in testing locations for members needing transportation to the testing facilities.
	• Transportation to COVID-19 Vaccination Sites
	  • CTC is providing NMT and NEMT transportation to walk-in COVID-19 vaccination sites only.
	  • As standard protocol for NEMT, the PCS form will still need to be submitted for prior authorization before transportation services can be arranged.
	
	Camera Inside CTC Branded Vehicles	

- The cameras inside the CTC branded vehicles have facial recognition where it will alert dispatch if the driver is:
  - Distracted
  - Sleepy
  - Cameras are intended to hold drivers accountable for the safety of the Members being driven.

CTC Go Applications

- CTC has launched a mobile application for iOS and Android in which provides Members with the ability to:
  - Schedule a ride (new feature!)
  - View trip history
  - View the name of their transportation vendor
  - Make a cancellation
  - Rate their ride
- Additional features currently in development:
  - Finger print ID
  - Push Notifications for:
    - Day before Upcoming Trip reminder
    - Day after Rate your Ride reminder

Public Comment submitted by Elizabeth Wayne via email on July 14 at 12:34 pm:
Do we need to get the Physician Certification Statement (PCS), regardless of service? Do we need the to go to the Pharmacy or Providers?

Member McClain stated that she does have some concerns and thinks the issues she has had may happen to her members. When she calls and asks for a van she is told she needs to be in wheelchair to get transportation in a van. If people have wheelchair or canes they may need a ramp to get in the van.

AJ Lopez, *Director, Provider Contracts and Relationship Management, Provider Network Management,* advised Member McClain to file a grievance so it is addressed and solved.
(Mr. Lopez experienced technical difficulties and was not able to respond.)
Ms. Truong suggested that she file a grievance so that it is documented and she can get a resolution. She would like to connect with Member McClain so that her issue is resolved. Member McClain asked this not only be resolved for her, but all members experiencing these issues.

Member Lara is happy about the branding on the vehicles. This makes it much easier to identify.

	Member McFerson asked if Call the Car is a separate entity from L.A. Care. Ms. Truong responded that Call the Car is contracted with L.A. Care to provide transportation.	
	OLD BUSINESS	
CONTROLLING BLOOD PRESSURE PRESENTATION Rachel Martinez, *RN BSN*	Rachel Martinez, *RN BSN, Quality Management Nurse Specialist, Quality Improvement Department,* gave a presentation about Controlling Blood Pressure *(A copy of the presentation can be obtained from CO&E.)* What is High Blood Pressure? • Blood pressure is the force of blood against the walls of your arteries as the blood moves through the body to all your organs. • High blood pressure means the pressure in your arteries is higher than normal. This adds pressure to your heart. • Many people with high blood pressure "feel fine", because they have no symptoms. • High blood pressure can lead to health problems like heart disease, heart attack, and stroke. What do my numbers mean? • Blood pressure readings have two numbers: ❖ Systolic, and ❖ Diastolic • Systolic is the pressure in your arteries while your heart is contracting ❖ Systolic is the top number • Diastolic is the pressure in your arteries between contractions, relaxed ❖ Diastolic is the bottom number The dangers of high blood pressure • Stroke - blood vessels in the brain can burst or become blocked by a blood clot. This can damage the brain. • Loss of vision - Blood vessels in the eyes can become thick, narrow, or torn. • Heart Failure - A bigger heart cannot beat well, so the body may not get the blood it needs. • Heart Attack - Arteries that are blocked can damage the heart. • Kidney disease/failure - Damaged arteries going to the kidneys can limit the kidneys' ability to filter blood. • Sexual dysfunction - Erectile dysfunction in men or lower libido in women. Tips to lower your blood pressure • Follow a healthy eating plan • Get regular physical activity	

- Eat less salt in food
- Reach a healthy weight
- Limit alcohol drinking
- Small steps can lead to big changes to lower your blood pressure.
- Keep track of your blood pressure to measure the success of your steps.

Medications can lower high blood pressure

- Diuretics (furosemide, hydrochlorothiazide) help control blood pressure by removing extra salt and water from the body
- ACE inhibitors (benazepril), Angiotensin II receptor blockers (valsartan), and Calcium channel blockers (amlodipine) lower blood pressure by relaxing and opening up narrowed blood vessels
- Beta blockers (atenolol) lower blood pressure by lowering the heart rate and the heart's output of blood

Tips to help with a normal blood pressure reading

- Don't smoke, exercise, or drink caffeinated drinks or alcohol within 30 minutes of taking your blood pressure.
- Rest in a chair for 5 minutes with arms and feet comfortable without talking before taking a blood pressure reading.
- Make sure you are relaxed.
- Use the restroom before you take your blood pressure.

Measure Blood Pressure

- Rest calmly for few minutes
- Sit without talking
- Sit in chair with back support
- Keep legs uncrossed and feet flat on floor
- Rest your arm on table
- The cuff should be a heart level
- The cuff should not cover no more than a thin sleeve

Public Comment submitted by Elizabeth Cooper via email on July 13 at 1:29 pm:
Many people of color are affected by High Blood Pressure. Could you go over some of the risk factors? Also, are there any alternatives for high blood pressure other than medication?

Member Lara thanked Ms. Martinez for her presentation. The tips she shared about measuring blood pressure are new to her. She noted that she may have had an elevated

	blood pressure because she rushed to the doctor. She liked how relaxed she was during her presentation. Layla Gonzalez, *Member Advocate, Board of Services*, thanked Ms. Martinez for mentioning sexual health as part of the presentation. It is considered taboo and people don't really talk about it. She asked about women that take birth control pills and women going through menopause sometimes have elevated blood pressure. She asked Ms. Martinez if she has any suggestions. Ms. Martinez responded that women should work on doing exercises and increasing vegetables in their diet to help decrease their blood pressure. *(Cynthia Conteas-Wood, RCAC 3 Chair, left the meeting.)*	
NEW BUSINESS		
ECAC ad-hoc committee – Black History Month	Idalia De La Torre*, Field Specialist, CO&E,* lead a discussion to form an ad hoc committee for Black History Month in 2022. Tonya Byrd, *RCAC 9 Chair,* thanked L.A. Care for having an event. As an African American she learned much about maternal health. The stories that were shared about individuals about they were treated. She was in shock. She would like to know more about health disparities and how they are treated in the African American communities. **Public Comment submitted by Elizabeth Cooper, RCAC 2 Member, via text on July 13 at 1:40 pm:** *As an Afro American I would like to recommend that we take into consideration input from all Afro Americans with in the RCAC's and also anyone that should be interested in this topic. We also need to recognize all other cultures.* The following members were selected for the ad hoc committee: Tanya Byrd, *RCAC 9 Chair* Damares Cordero Hernandez, *RCAC 11 Chair* Andria McFerson, *RCAC 6 Chair* Deaka MClain, Member At-Large	**Approved by roll call. 10 AYES (Byrd, Hernandez de Cordero, Lara, McClain, McFerson, Poz, Refugio, Romo, Sanchez, and Vazquez)**
FUTURE AGENDA ITEMS		
	Public Comment submitted by Jonathan Cooper via phone on July 13 at 1:42 pm: *My name is Jonathan Cooper I would like to request for At Large member Deaka McClain to be placed on the ECAC Agenda and provide and update on seniors and people with disabilities SPD issues.* *How can I contact you if needed in regards to any SPD issues? Do you prefer I contact you Deaka or the Field Specialist?*	

	Member McClain would like to create an ad hoc committee for disability awareness month in 2022. July is ADA anniversary month and October is disability awareness month. Ms. McFerson would like to add empathy training updates. She would like to know how successful the training is with staff and if it can be given to ECAC and RCAC members. She would like to follow up on the ad hoc for Black History month next month. She also suggested having a virtual training for members. She would like to see it on the agenda next month. She stated that she also spoke about the surveys, because it is affecting the community, high blood pressure and cancer. Things the community is being affected by. Dr. Eakins suggested that staff go back and review all requests so the committee is successful .	
PUBLIC COMMENTS		
PUBLIC COMMENT	**Public Comment submitted by Carolyn Rogers via text on July 8 at 11:34 am:** *7- 14-21 ECAC public comment Carolyn Rogers Navarro, members are your grievances accurately documented? I note from minutes that Mr. Mapp is "looking into" my HIPAA complaint regarding an LA Care "doctor publicly discussing my daughter minimizing my grievances but you don't talk to me face about it, all through my daughters illness you would not talk to my face and "resolved " my complaints in spite of my disagreement with your "findings " with no input from me, you did not properly document my grievances, then you claim to be so highly rated as an agency, if you documented every grievance properly , would you still be highly rated ?! I saved 100s of messages I sent that were each grievances and appeals and was ignored while my daughter still could've been helped. Do you really think I give a <expletive> about "your emphasizing" with me when I think you should be criminally investigated for violating my autistic daughters privacy and rights?! I think you people deserve to be horsewhipped for your abuses against consumers that continue as I type in 2021 all while having county people on your board, how convenient! I mention this because I believe civil rights are being violated. Mr. Baackes, regarding your responses to me, I have no respect for what you have to say, I constantly communicate with and read about unhappy enrollees, they are unhappy because you keep adding enrollees while neglecting existing ones! No one expects fancy care, I never expected it, but they shouldn't get third world care either! Are you actually "outperforming "competitors, or do you look better because they are doing the right thing handling grievances properly and you are not? One of the "doctors" who was forced on my autistic daughter went onto kill another special needs*	

	patient and another patient, I reported that to the DOJ, if patients tell you a doctor is an <expletive>, you need to actually investigate it instead of just siding with the <expletive> doctor because they're a "doctor ", you stupid idiots! Just sayin what enrollees are afraid to say to you because I'm not an enrollees but they need someone to confront you who you can't retaliate against! I take using filthy language and treating people fairly over being lying hippocrits like LA "Cares" leadership! **Public Comment submitted by Elizabeth Cooper via phone email on July 13 at 1:45 pm:** *Fellow RCAC members earlier this month of July we celebrated our freedom. I hope we truly understand the meaning of the declaration of independence and constitution of the United States of America. Also, our voting rights act. Let's continue doing our civil duty!* *I would like to compliment Andria McFerson for bringing up the issue of diversity for all the members. Some of the issues we've discussed I appreciate hearing like member issues, Dr. Seidman and Mr. Baackes. I do hope you take these public comments seriously just like the comments at the table. I thank Andria for her diligence and comments in the ECAC.*	
ADJOURNMENT	The meeting was adjourned at 1:32 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 9/8/21