**Meeting Minutes – January 12, 2022**

**ECAC Members** | **RCAC Members/Public** | **L.A. Care Board of Governors/Senior Staff**
--- | --- | ---
Russell Mahler, RCAC 1 Chair *** | Nathalie Coupet, Interpreter | Hilda Pérez, Member, Board of Governors ***
Estela Lara, RCAC 2 Chair *** | Pablo De La Puente, Interpreter *** | Layla Gonzalez, Advocate, Board of Governors ***
Cynthia Conteas-Wood, RCAC 3 Chair, ECAC Vice-Chair *** | Isaac Ibarlucea, Interpreter *** | Richard Seidman, M.D, Chief Medical Officer, L.A. Care ***
Silvia Poz, RCAC 4 Chair *** | Eduardo Kogan, Interpreter *** | Alex Li, M.D. Deputy Chief Medical Officer, Health Services ***
Maria Sanchez, RCAC 5 Chair *** | Alex Mendez, Interpreter *** | Miriam Admasu, Department Assistant, CO&E ***
Andria McFerson, RCAC 6 Chair *** | Ruth Nuno, Interpreter *** | Phinney Ahn, Executive Director, Medi-Cal ***
Fátima Vázquez, RCAC 7 Chair, ECAC Chair *** | **PUBLIC** | Malou Balones, Board Specialist, Board Services ***
Ana Romo, RCAC 8 Chair *** | Ismael Maldonado, RCAC 2, Public *** | Misty De Lamare, Director, Communications ***
Tonya Byrd, RCAC 9 Chair *** | Shekelia Harvey, RCAC 3, Public *** | Idalia De La Torre, Field Specialist Supervisor, CO&E ***
Damares O Hernández de Cordero, RCAC 10 Chair *** | Daniel Kwong, RCAC 3, Public *** | Vilma Díaz, Senior Manager, Provider Contract and Management, Provider Network Operations ***
Maria Angel Refugio, RCAC 11 Chair *** | Rachel Rose Luckey, RCAC 4, Public *** | Auleria Eakins, Manager, CO&E ***
Lluvia Salazar, At-Large Member *** | Richard Hernandez, RCAC 9, Public *** | Joseph Gonzales, Unified Communication Mobility Engineer I, IT Operations & Infrastructure***
Deaka McClain, At Large Member *** | Gladis Alvarez, RCAC 11, Public *** | Andy Han, Clinical Pharmacist I Medicare, Pharmacy & Formulary ***

* Excused Absent  ** Absent
*** Via teleconference
**** Via teleconference (with technical issues)
**AGENDA**

<table>
<thead>
<tr>
<th>ITEM/PRESENTER</th>
<th>MOTIONS / MAJOR DISCUSSIONS</th>
<th>ACTION TAKEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL TO ORDER</td>
<td>Fatima Vazquez, <strong>ECAC Chair</strong>, read the instructions for today’s meeting agenda.</td>
<td></td>
</tr>
</tbody>
</table>

She advised the public to please recheck these directions for updates prior to the start of the meeting. This meeting will be conducted in accordance with the provisions of the Ralph M. Brown Act, allowing members of the Executive Community Advisory Committee, members of the public and staff to participate via teleconference, because State and Local officials are recommending measures to promote social distancing. Accordingly, members of the public should join this meeting via teleconference as follows:

https://zoom.us/j/96325184585

Teleconference Call – In information / Site
Call-in number: 1-415-655-0002 Participants Access Code: 2495 078 7297 (English)
Call-in number: 1-415-655-0002 Participants Access Code: 2486 388 6839 (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 (323) 541-7900.

Attendees who log on using the URL above will be able to use “chat” during the meeting for public comment. Attendees must be logged into Zoom to use the “chat” feature. The log in information is at the top of the meeting Agenda. This is a new function during the meeting so public comments can be made live and direct.

1. The “chat” will be available during the public comment periods before each item.
2. To use the “chat” during public comment periods, look at the bottom of the screen for the icon that has the word, “chat” on it.
3. Click on the chat icon. It will open a window.
5. Type the public comment in the box.
6. After hitting the enter key, the message is sent and everyone can see it.
7. The chat message, text, voicemail, or email must indicate if the submitter wishes to be identified or remain anonymous, and must also include the name of the item to which the comment relates.
8. L.A. Care staff will read the chat messages for up to three minutes during public
Your comments can also be sent by text, voicemail, or email. If we receive your comments by 10:00 a.m. on January 12, 2022, it will be provided to the members of the Executive Community Advisory Committee at the beginning of the meeting. The chat message, 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 VIII Public Comments on the Agenda.

Once the meeting has started public comments should be submitted prior to the time the Chair announces public comments for each agenda item and staff will read those comments for up to three minutes. Chat messages submitted during the public comment period for each agenda item will be read for up to three minutes. If your public comment agenda is not related to any of the agenda item topics, your public comment will be read for up to 3 minutes at item VIII Public Comments on the Agenda.

These are extraordinary circumstances, and the process for public comment is evolving and may change at future meetings. We thank you for your patience.

Please note that there may be delay in the digital transmittal of emails, texts and voicemail. The Chair will announce when public comment period is over for each item. If your public comments are not received on time for the specific agenda item you want to address, your public comments will be read at the public comment section of the agenda.

The purpose of public comment is that it is an opportunity for members of the public to inform the governing body about their views. The Executive Community Advisory Committee appreciates hearing the input as it considers the business on the Agenda.

All votes in a teleconferenced 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 (323) 541-7900 or by email to COEpolicocomments@lacare.org.

Idalia De La Torre, Field Specialist Supervisor, CO&E called roll.
Chairperson Vazquez called the meeting to order at 10:11 a.m.
| APPROVE MEETING AGENDA | Andria McFerson, RCAC 6 Chair, stated that ECAC previously had spoken about the Board Seat Election. She asked for it to be on the agenda and it is not. She would like the item to be on the agenda.  
Ms. De La Torre responded that Auleria Eakins, Ed.D, Manager, CO&E, will be providing any update during the Communications and Community Relations agenda item.  
The Agenda for today’s meeting was approved. | Approved by roll call.  
13 AYES (Byrd, Hernandez De Cordero, Lara, Mahler, McClain, Poz, Romo, Salazar, Sanchez, Conteas-Wood, Refugio, Vazquez)  
1 Abstention McFerson |
| APPROVE MEETING MINUTES | Member McFerson stated that on page 15, “thank you” was not spelled correctly. On page 16 of the meeting minutes her comments were highlighted and there was a comment next it.  
The December 8, 2022 meeting minutes were approved. | Approved by roll call.  
11 AYES (Byrd, Conteas-Wood, Hernandez De Cordero, Lara, McClain, Poz, Refugio, Romo, Salazar, Sanchez and Vazquez)  
2 Abstentions (Mahler, McFerson) |
| STANDING ITEMS | Richard Seidman, MD, MPH, Chief Medical Officer, gave the following report:  
Omicron cases have gone up over the past week. There are 15 million cases recorded worldwide. Omicron is much more contagious and spreads more easily. Including for people who have been vaccinated. Deaths have not significantly increased even though cases have gone up dramatically. Various surges, hospitalizations and deaths lag behind cases. He expects these numbers to increase, but not as significantly as during the Delta variant. Omicron variant represents more than 50% of cases. Centers for Disease Control estimates that in United States it is driving 90% of cases. In L.A. county has passed more than 2 million new cases and over 28,000 deaths. Yesterday reported case load was about 35,000. That is lower than the previous several days. He is unsure what will be reported today. Possible that this is the peak of the current surge. Hospitalizations were down to |
200 a day; last year at this time peak was 8,000 a day. Not all patients were hospitalized for COVID-19, but once admitted they tested positive for COVID-19.

He will continue to advocate for vaccinations. In terms of vaccinations, more than 1.2 million L.A. Care members aged 12 and over have received at least one dose of the vaccine. That is 65% of all eligible members, compared to 89% of residents countywide. Unvaccinated people are nine times more likely to be hospitalized. Over 65,000 members have received a vaccine since November 1. L.A. Care provides an incentive gift card for members that get vaccinated after November 1. More than half have received their gift cards. He advised members to upgrade to N95 masks, avoid crowded places, and consider deferring non-essential gatherings and travel as much as possible.

PUBLIC COMMENT
Submitted by Carolyn Rogers Navarro on January 10, 2022 via text:
I located a man with a broken ankle and one of LA "Cares" (Expletive) contractors has not given him crutches, he has been waiting weeks for crutches while LA "Cares" "comprehensive care" peddling, lying, nepotizing big wigs, board members and quack medical experts sit on their (Expletive) wussy corrupt (Expletive) asses! Then the doctor we reported in 2014 goes on to kill a patient after we told LA “Care” we were concerned the doctor is on dope and now the medical board and DOJ is investigating his ass all while LA Care under reports and ignores abusive and addict doctors! And your (Expletive) fool doctor and advocates defend this (Expletive) scumbag doctor!

Submitted by Elizabeth Cooper, RCAC 2 Member, on January 12, 2022 via phone call:
Good morning Dr. Seidman, thank you for your participation in ECAC and for sharing Covid-19 information with the members and public. I would like to inquire if it’s possible for L.A. Care to provide N-95 masks to the RCAC Members since they are highly recommended for their protection by scientist and doctors and protect the health of the members and public. Many RCAC Members do not have the financial resources to purchase the N-95 Masks. The input of the Chair of ECAC and the members on this issue is welcomed.
In addition, regarding the testing for the Covid-19 test I read in the paper that the government has approved the home testing kits, up to 8 kits. The state has
approved the health plans to pay you up to eight kits, for those who are on Medi-Cal and low income people. 
Can you please explain that to the members and how can the L.A. Care member access those kits and what would be the process? 
How can L.A. Care assist those members who might be low income members of La care to access the n95 masks which are recommended to be the best defense against Covid-19.

Submitted by Ismael Maldonado on January 12, 2022 via chat: 
I am an equity council member I have a question public comment 
Small hospital are being impacted every rooms the state have medical for all in the state thank you

Dr. Seidman will ask CO&E to request N95 masks. L.A. Care members are predominantly Medi-Cal. A new law states that health plans should cover eight at home COVID-19 at home tests per month. It’s a new law and details have not been worked out yet. There are more than a 1,000 sites to get vaccinated, and he encouraged members to visit L.A. Care’s website for information about available resources.

Cynthia Conteas-Wood, RCAC 3 Chair, stated that PCR tests are the most accurate tests. She hopes the surge peaks. She noted that in German news, 6 of 8 or 60% of Europeans have had COVID-19. She hopes people in the future will have immunity.

Tonya Byrd, RCAC 9 Chair, asked that she has heard about “Flurona”, she is very observant about the community, people are struggling to get tests, people have to pay for tests. One of her school children has allergies and he is fully vaccinated. The school doesn’t care about vaccinations they want to see a negative test. It has gotten out of hand and it is confusing. People are running around pointing fingers. There is mass confusion. Dr. Seidman responded that he agrees with Member Byrd. It is the first time there has been a pandemic like this in 100 years. Everyone should do everything they can to take care of themselves and their community. The omicron variant is now the predominant variant worldwide. Delta is yesterday’s news, it’s not gone, but it has run its course. The omicron variant is more contagious but it doesn’t cause cases that are as serious. Not as many people that get infected are dying from it. Flurona, the combination of influenza and COVID-19 is possible. There have not been enough cases to answer questions about its severity. There have been cases in L.A. county. Vaccinations work well against COVID-19. The vaccine efficacy goes down with omicron.

Hilda Perez, Member Representative, Board of Governors, stated that she is happy to see everyone. She advised that she will need to leave the meeting early and take her son to school. The
school determined that they don’t want to have all students together. There will be two
d periods and classes will be split in half. She mentions this because Dr. Seidman mentioned
that parents are scared to send their kids to school. She would like to say that schools are
requesting negative tests to take children back to school. She asked parents to make their
voices be heard and encouraged everyone to be cautious. If anyone in the home is sick with
COVID-19 she encouraged that they visit the CDC website and other websites for up to
date information on the coronavirus. Ms. Perez invited members to visit L.A. Care’s social
media platform for updates. She noted that there are long lines at the moment to get tested
for COVID-19. L.A. Care posted a link online for vaccine appointments. She asked about
the vaccine incentive, and stated that many people did not know how or when they would
be receiving their incentive. Dr. Seidman thanked Ms. Perez for her comments.

Lluvia Salazar, At-Large Member, agreed with Board Member Perez in regards to there being
long lines to get tested for COVID-19. It is also difficult to purchase tests in stores. She
asked if COVID-19 tests can be distributed at Family Resource Centers. Dr. Seidman
responded that L.A. Care covered members are eligible for the free tests.

Layla Gonzalez, Member Advocate, Board of Governors, asked if Dr. Seidman can advise
members how to obtain a prescription drug card. She asked if he can go over the different
recommendations for quarantining. She noted that In-Home Supportive Services (IHSS)
workers will have to get a booster shot by February 1. She asked if it is possible to get the
message out. Dr. Seidman responded that L.A. Care will definitely consider a call campaign
for IHSS workers. He will speak to her after the meeting. The prescription drug plan is
being managed by the State and members will need to use their Medi-Cal cards to process
prescriptions. He noted that anyone that is displaying symptoms or has tested positive for
COVID-19 should quarantine for five days, shortened from 10 days. He recommended that
everyone visit the L.A. County Department of Public Health website for updates.

Member McFerson stated that Dr. Seidman has very important information and she will be
happy to share it with her community. She thanked Board Member Gonzalez for
recommending calls to get the message out. It will help reach people that are not able to
access the internet. She asked for clarification about vaccination gaps, if American Indian
and Alaskans and Latinos have the highest unvaccinated rates. She asked Dr. Seidman what
RCAC members can do to help their community. Dr. Seidman responded that he believes
the data she is referring to is from a presentation from last month. She is correct that
African Americans and Native Americans and Pacific Islanders have the lowest rates of
vaccinations among L.A. Care members. L.A. Care is focused on increasing those
vaccination rates. L.A. Care has collaborated with the County and community clinics and
has funded organizations to work in the community to get the word out to try to get people
vaccinated at higher rates. So far L.A. Care has not handed out test kits. L.A. Care does not
have direct access to test kits. He will take her comments about members’ involvement and work with the CO&E staff to consider ways that they can assist.

COMMUNITY RESOURCE CENTER UPDATE

Francisco Oaxaca, MBA, Chief, Communication and Community Relations, gave the following report:

He reported that resource centers are currently closed. L.A. Care normally closes the resource centers at the end of December. It is expected they would reopen on the first Monday after New Year’s, but with the significant surge in cases taking place in the County, L.A. Care saw a significant impact on the Community Resource Center (CRC) staff. The first week of the year, 16 CRC staff members were unavailable because of COVID-19 related issues. Either they themselves were infected, had receive positive test, or they had been exposed to someone who was exhibiting symptoms. That added up to about a third of the total staff for CRC’s.

L.A. Care reevaluated the situation at the end of last week, and one dozen staff members were still not available, which is why it was decided to not reopen this week. L.A. Care is reevaluating the situation on a weekly basis, and this Friday he will get an update from his team on the status of the CRC staff. He is working with Dr. Seidman to track the progress of the pandemic in the County, to make sure that even if L.A. Care feels it has sufficient CRC staff available to operate the centers it would not be creating a situation by inviting visitors back in the centers and exposing them to each other, exposing staff to visitors, and visitors to staff. The other issue is to make a decision about CRC events. They had a regular program of food distribution events at or near the CRCs. Those are mainly staffed by the CRC teams. There were some vaccine clinic events as well. L.A. Care felt that if it could not have the centers open for normal operations, they certainly would not be able to support any of those events. A decision was made to cancel them this month. Next week L.A. Care will be evaluating if it can restart those events in February. The grand opening, ribbon-cutting event planned for the El Monte resource Center was also cancelled.

Right now L.A. Care has closed the centers in Palmdale, Pomona, Metro L.A., Boyle Heights, Wilmington, East L.A., Inglewood and El Monte. El Monte and Norwalk opened last year. The Norwalk Center has been complete for a few weeks. L.A. Care did not have a staff or team in place when the center was completed, but is planning to have a staff team ready to occupy the center on January 24. If possible, Norwalk will open its doors and will be working on scheduling a formal grand opening event.

The Inglewood center has been closed since April of last year when the lease at that location expired. He reported that the new Inglewood location, which is about a mile and a half away from the previous site, will be completed next month. The team that had been working at the previous site is ready to occupy the new site. The Long Beach site is
currently under construction. He has a high level of confidence that the Long Beach site will be complete in late May or early June of this year, and the recruitment process to hire the staff for that site will begin in February. L.A. Care is looking forward to being able to open that site in the early part of summer this year.

L.A. Care signed a lease for a new location on the west side of the County, near the Santa Monica area. L.A. Care is working on developing construction plans for remodeling that location. L.A. Care expects to open that location in the late third quarter of 2022. The next location that is also in progress and that is in the lease negotiation stage, is in South Los Angeles on Crenshaw Boulevard. L.A. Care is working through lease negotiations with the landlord as well as looking at what additional things that it would have to do to lease the location, because it is designated as an historic structure. It is really a unique opportunity to create a resource center in a structure of that type, one that is very well known in that community and very visible.

The Pacoima resource center is leased until 2024, but L.A. Care is ready to identify a larger location in Lakeview Terrace, which is very close to Pacoima. It would also be more accessible and L.A. Care hopes to complete lease negotiations in the next month or so, and occupy that site by the end of this year. L.A. Care is close to signing a lease for a new location in Lincoln Heights to replace the Boyle Heights center. That center has remained close throughout the pandemic, and is too small to offer all of the services and resources that L.A. Care and Blue Shield want to offer the community.

PUBLIC COMMENT
Submitted by Elizabeth Cooper, RCAC 2 member, on January 12, 2022, via phone call:
Good morning Francisco, as a member of RCAC 2 and a former member of CCI, I am still disappointed and have an objection to the process of how the CCI was handled and those members were not able to participate like myself or issues that affect the disabled members like my son, I object and I am requesting a review of that process.

Chairperson Vazquez stated that it is great to hear all the updates about the CRCs. She asked Mr. Oaxaca if members living in the communities where the CRCs are being opened have made aware of them. Mr. Oaxaca responded that there are outreach campaigns to members within five miles from the centers. L.A. Care also conducts outreach in different forms of advertising.
Member Byrd asked Mr. Oaxaca for the address to Long Beach CRC and Inglewood CRC. Mr. Oaxaca provided the address to both locations: Inglewood CRC 2864 W. Imperial Highway in Crenshaw Imperial Plaza, and Long Beach CRC 5599 Atlantic Blvd. Long Beach.

Estela Lara, RCAC 2 Chair, stated that she is happy to hear about all the CRC updates. She asked if Lakeview Terrance is far from Pacoima. Mr. Oaxaca responded that the area has been a market that has been a real challenge for L.A. Care. He thought the west side would be hard, but L.A. Care actually found a really good location for members fairly quickly. Replacing the Pacoima site, finding the right location has been a tough job. He has asked the team at Pacoima to check it out, to give him their input, and they feel that it is still a good location to serve the larger community that we have been serving already, and the number of members in the Pacoima area.

Member McFerson asked for a timeframe on the completion of the Inglewood CRC and the budget of the RCACs for CY 2022. She would like the RCACs to implement more community outreach, by handing out flyers. Mr. Oaxaca responded that the Inglewood CRC may be completed by mid-February. L.A. Care has a team in place. He will let Auleria Eakins, EdD, Manager, CO&E, provide an update on the budget. He noted that the pandemic limits community outreach.

<table>
<thead>
<tr>
<th>COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT UPDATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Eakins gave a Communications and Community Relations update (a copy of the report can be obtained from CO&amp;E.):</td>
</tr>
<tr>
<td>ECAC Survey Results</td>
</tr>
<tr>
<td>Dr. Eakins thanked committee members who completed the 2021 ECAC Meeting Survey. The feedback for this survey is important in assisting staff with understanding what is working and identify opportunities for improvement. Staff is currently working to summarizing survey responses. As of right now, we only received 11 of 15 responses. There is still for those committee members who have not completed the survey to do so by this January 14.</td>
</tr>
<tr>
<td>2021 Care Harbor</td>
</tr>
<tr>
<td>The 2021 Care Harbor clinic was scheduled to take place in December at the Reef in Central Los Angeles, but has also been rescheduled to March 2022. She will keep them informed about details.</td>
</tr>
<tr>
<td>Meeting Documents</td>
</tr>
<tr>
<td>As requested by Board Member Layla Gonzalez, please be on the lookout for two documents that serve as a refresher of Roberts Rules of Order. The documents will be emailed for members to review.</td>
</tr>
</tbody>
</table>
Board Elections Update
Unfortunately, there is no update on the election process because of the emergency public health guidelines during the ongoing pandemic. Many of you have inquired about the BOG application process. The application deadline has been extended by Default. The deadline for submission of application for Board Seat nominations is extended by default until further notice. Applications will continue to be accepted for the Board Seat nominations until further notice.

RCAC Reconvening
Starting with RCACs that would meet in March, L.A. Care will host “RCAC Connect” meetings with a reintroduction of L.A. Care and follow up to discussions at ECAC. The first connect meetings will provide brief updates on how they will be moving forward with reconvening RCAC meetings and review of the L.A. Care code of conduct and standards of behavior. Moving forward RCAC meetings will be quarterly beginning March and April. Each group of RCACs that would normally meet in-person will do so during those months. Your Field Specialist will have more information as they move forward with the process. To maximize access and participation of members and the public we will use the Zoom platform and call in features.

PUBLIC COMMENT
Submitted by Elizabeth Cooper, RCAC 2 member, on January 12, 2022, via phone call:
Auleria thank you very much, as a member of the RCACs, I am concerned about the lack of participation and discussion from the RCAC members regarding items that go before the ECAC. I respectively requesting for you to give an update on when the RCACs will be meeting for us to give the Chair or input on items for the ECAC agenda. Also when will ECAC set a date for the two board seat elections, please communicate that to those interested in running.

Member McFerson wished Dr. Eakins a Happy New Year and thanked her for her updates. She asked if ECAC can file a motion to select a date for the election. She asked about the survey that was sent out to members. She does not believe it was proper protocol. She asked if RCAC members can hand out flyers. She would like members to hand out flyers to people that are dropping their kids off at school so they can share information about vaccination sites. Because they do have a purpose, whether it is the COVID-19 crisis or not, there is still a healthcare system. They are all that the public has left in order to get vaccinated. She would like the RCACs to have more engagement with the public. The
purpose of the survey check in with the ECAC members about these meetings. The survey was only given to ECAC members. It was not given to the RCAC members.

MEMBER ISSUES

PBULCI COMMENT
Submitted by Elizabeth Cooper, RCAC 2 member, on January 12, 2022, via phone call:

*Madam chairs and members, I appreciate the assistance that La Care provide its members on transportation, but still have issues with “Call the Car” that need to be address.
I had an issues with my son with transportation, transportation fail to show up, please address this issues.*

Member McFerson stated that a member that she spoke with told her that their family member who passed because they had a heart condition and there weren’t any beds available at the hospital, so they could not go to the hospital to get treated. One of the members actually took an Access ride to the emergency room, because they needed to get treated for diabetes. They had difficulty getting medication. They have to sit there and wait on another Access taxi to pick them up. She believes the lack of beds at hospitals is a topic that needs to be discussed.

Deaka McClain, At-Large Member, wished everyone a Happy New Year. She stated that the Call The Car needs to be discussed because too many members are having issues with transportation. She noted that it may be affecting services for seniors and the disabled members. Dr. Eakins responded that it is difficult for staff to conduct a proper investigation without information such as dates of service and the facility where members were going to receive services. Exact dates of services are needed for a thorough investigation. She reminded everyone that they must file a grievance through the call center so the case is properly documented and investigated. Call The Car is not an emergency transportation service.

OLD BUSINESS

ECAC AD HOC COMMITTEE – BLACK HISTORY MONTH UPDATE

Member McClain gave the following report (*a copy of the report can be obtained from CO&E.)*:

Black History Month 2022
- Theme
  - A Vision and Voice for Equity: “Let’s Talk About It”
- Events will occur every Thursday in the month of February
- All events are virtual
- The events will center on the pre-approved topics of:
### Revolutionizing Access to Care in the Black Community

**Thursday, February 3, 2022 from 10am-12pm via Zoom Webinar**

- **Purpose**
  - To discuss the importance of improving access to care to the Black community, which as we know experiences poor access to care and lower quality of care. These organizations/individuals have made efforts to be innovative in addressing this issue.

- **Speakers**
  - Dr. Jerry P. Abraham, MD, MPH, CMQ - Director of Kedren Vaccine at Kedren Health
  - Sonya Young Aadam - CEO of California Black Women's Health Project
  - Jahmil Lacey, MSc - Founder and CEO of TRAPMedicine

### Our Food, Our Wellness, Our Culture

**Thursday, February 10, 2022 from 10-11:30am via Zoom Webinar**

- **Purpose**
  - To promote and emphasize the importance of healthy and nutritional eating as well as discuss wellness.

- **Speaker**
  - Black Women for Wellness’ *Kitchen Divas* will do a live cooking demonstration

### Housing & Homelessness in the Black Community: Looking at the Numbers

**Thursday, February 17, 2022 from 10-11:30am (pre-recorded panel)**

- **Purpose**
  - To bring awareness to homelessness in the Black Community and address barriers that people experiencing homelessness face amongst other systemic nuances.

- **Speakers**
  - Tracy Malbrough - Adult CES Coordinator at LAHSA
  - Princess Murray - Manager, Community Resources, Star View and Founder of Compton Pride
  - Janet Denise Kelly, MBA - Executive Director of Sanctuary of Hope

### Black Youth & Mental Health: An Open Dialogue

**Thursday, February 24, 2022 from 10am-12pm via Zoom Webinar**
• Purpose
  - Mental health is often overlooked in the Black community, especially when it comes to youth. This panel will address the importance of changing the stigma around mental health and supporting our youth early on in getting them the help they may need, among other points.

• Speakers
  - Marsha Ellis - Director of Programs at The Los Angeles Trust for Children's Health
  - Mackenzie Scott - Program Manager at The Los Angeles Trust for Children's Health
  - TBD Student Speaker

Submitted by Elizabeth Cooper, RCAC 2 member, on January 12, 2022, via phone call:
As a member of L.A. Care I appreciate the issue of the members of the black community and people of color been address, I am sorry to the best of my knowledge was not inform regarding that issue that was discuss publicly, a public meeting was held and I was not informed. Those issues cry out for chair and committee’s attention about informing the members. I thank those members who are interested should be notify and be able to give their input because the RCACs don’t meet. But I appreciate the participation who are on those committees.

Member McFerson congratulated everyone and she thanked Member McClain for her comments and report. The topic that she feels needs to be discussed is how the social determinants of health affect the mental and physical health of the Black community. How some Black people are shunned for speaking up and speaking out and sometimes going to the doctor and being undiagnosed or underdiagnosed. Social determinants of health affects physical and mental health and they need to speak about that. This needs to be a topic on the agenda.

NEW BUSINESS

PHARMACY RESOURCES PRESENTATION

Amber Perrier, PharmD, Managed Care Pharmacy Resident II, Pharmacy & Formulary Department, gave a presentation about Pharmacy Resources (a copy of the presentation can be obtained from CO&E).

Available Pharmacy & Formulary resources
• Medi-Cal Rx Pharmacy Benefit Carve Out
• Prescription Drug Formulary
Commercial (PASC & LACC)

- Mail Order Pharmacy Services
- Drug Management Programs
  - Pharmacy Home Program
- Medication Therapy Management (MTM) Program
- Comprehensive Medication Management (CMM)
- Flu Vaccines

Medi-Cal Rx Pharmacy Benefit Carve Out

- As of 1/1/2022, you will get your Medi-Cal covered prescriptions through Medi-Cal Rx instead of L.A. Care Health Plan
  - This does not change your Medi-Cal eligibility or benefits

- What is changing?
  - The Department of Health Care Services (DHCS) is working with a new contractor, Magellan, to provide Medi-Cal Rx services
  - L.A. Care Health Plan, your doctors, and pharmacies know about the changes, so most Medi-Cal members will not need to do anything
  - Most members will be able to use the same pharmacy they used before the carve-out
  - Most people will not have to change their medications, but the list of drugs that require prior approval may be different than the list L.A. Care Health Plan uses

- What do I need to do?
  - Always bring your L.A. Care Health Plan ID card and your Medi-Cal Benefits Identification Card (BIC) with you
  - Starting 1/1/2022, bring your Medi-Cal BIC card when you go to the pharmacy

Prescription Drug Carve Out

- A formulary is a list of drugs covered by a drug plan
  - Within a formulary, there may be “tiers” and some drugs may have restrictions
    - There are no tiers for PASC
    - The tier determines the portion of drug cost to the member
  - Subject to change during the year

- Formulary is managed by L.A. Care for three lines of businesses:
  - Cal MediConnect (CMC) – Dual Beneficiaries (Medicare and Medi-Cal)
  - PASC - Commercial
  - LACC – Commercial

- Medi-Cal Rx Formulary is managed by Magellan

Drug Formulary
• PASC & LACC: [www.lacare.org](http://www.lacare.org)
  - For Members → Getting Care → Pharmacy Services
  - Scroll down and on the bottom right hand column, you can find the formularies:
  - Alternatively, you can do a quick search here for PASC, & LACC only: [http://www.lacare.org/members/getting-care/pharmacy-services/formulary-search](http://www.lacare.org/members/getting-care/pharmacy-services/formulary-search)

Mail Order Pharmacy Services
• Mail Order Pharmacy is a convenient and cost-effective alternative for members to receive their prescriptions
  - Once enrolled with a mail order service, members will receive their medications via courier service or FedEx
    • Perks: Saves member time, a trip to the pharmacy, and money (dependent upon line of business)
  • To enroll:
    - All LOB’s: [www.lacare.org](http://www.lacare.org) →
      For Members → Getting Care →
      Pharmacy Services

Drug Management Programs
• Purpose: Drug management program to prevent the abuse or misuse of controlled substance medications
  - Multiple prescribers
  - Multiple pharmacies
  • Overview: L.A. Care’s Drug Management Program targets members based on specific pharmacy criteria. At-Risk members will be required to use one Pharmacy Home and/or one Provider Home where they will receive frequently abused drugs if certain criteria are met
  • There are two programs. The programs are based on line of business:
    - The Opioid Home Program is for CMC members only
    - The Pharmacy Home Program is for members enrolled in commercial plans
  • Pharmacy Home Program (PHP)
    - Once a member is identified, the pharmacy team will:
      • Contact the member’s provider and pharmacy to confirm information
      • Review if member is eligible for the program
      • If eligible, send a letter explaining the program
    - Monitor for appropriate use of opioids or benzodiazepines
- If we decide you are at risk for misusing or abusing your medications, we may limit how you can get them
- The PHP may not apply to you if you:
  • Have certain medical conditions, such as cancer or sickle cell disease
  • Are getting hospice, palliative, or end-of-life care
  • Live in a long-term care facility
- As of 1/1/2022, the PHP will no longer apply to Medi-Cal members

PUBLIC COMMENT
Submitted by Rachael Rose Luckey, RCAC 4 Member, received on January 12, 2022, via Chat:
Transgender people who are on cross gender hormones face denials of medication prescribed by their doctors because the computer system sees estrogen but the gender marker for the patient is male as an example. With the new company handling prescriptions, how is this being dealt with? Is it possible to add a 3rd and 4th options in the patient file indicating Transgender Female (TF), which is male to female and Transgender Male (TM), which is female to male? I had this problem over and over again when I was on hormones and it delayed my medications.

L.A. CARE COVID-19 VACCINE RESPONSE PLAN UPDATE
Alex Li, MD, Deputy Chief Medical Officer, Health Services, and Misty De Lamare, Director, Communications, gave an update on L.A. Care’s COVID-19 Vaccine Response (A copy of the presentation can be obtained from CO&E.).

Department of Health Care Services Vaccination Program Rules
- Program Goal (per APL 21-010)
  - Close the vaccination rate gap between Medi-Cal managed care members (49%) and all Californians (74%) (Aug 2021 data)
- Populations of Focus
  - Medi-Cal managed care (MCLA, Plan Partners, CMC)
  - Homebound/unable to travel
  - Age 50-64 years with >1 chronic condition
  - Persons of color
  - Youth 12-25 years
- 3 Measurement Dates (Milestones)
  - October 31, 2021, January 2, 2022, March 6, 2022
- Data source is vaccinations reported through the California Immunization Registry (CAIR)
L.A. County Overview

[Graph showing 7-day cumulative age-adjusted rates by vaccination status from June 1 to November 20, 2021.]

[Graph showing 7-day cumulative age-adjusted death rates by vaccination status from June 1 to November 13, 2021.]

*Excludes partially vaccinated (3% of cases)
Vaccinated Members by RCAC

% Vaccinated - MCLA (12 and Older)

Vaccinated Members by Race/Ethnicity
Omicron – The New Variant

Known and Unknown Concerns:
Known
- 50 mutations, 30 in the spike protein (compared to <20 in Delta)
- Higher rates of reinfection (for those who are previously infected)
  - Just having a prior infection is not effective at preventing infection
  - Getting the COVID-19 vaccine appears to be better than being unvaccinated
- Appears to be highly transmissible based on data from South Africa and Hong Kong, Europe and US. Data
- Best to get the vaccine and get the booster
- Unknown (information is still being analyzed):
  - Does Omicron cause more or less severe disease?
  - How long does the booster vaccine last?

Vaccine Response Plan Collaborative Efforts and Highlights
L.A. Care / Health Net / LA Rams and LAUSD Joint Effort

- Fifteen LAUSD middle schools
  - Pacoima and adjacent areas
  - South L.A.
  - North Hollywood
  - Wilmington
  - Huntington Park
- Goal is 100 vaccines per event
- Open to students, their families, and the community at-large
- Turn-key events
- Introduction facilitated by Health Net

Member Vaccine Incentive Program
L.A. Care is offering eligible Medi-Cal and Cal MediConnect (CMC) members who get a COVID-19 vaccine a $50 gift card, while supplies last.

Member Qualifications
- Medi-Cal and CMC members must have active eligibility with L.A. Care at the time of vaccination
- Must be 12 years or older
- Must be directly enrolled with L.A. Care
- Must have received your first or second COVID-19 vaccination on or after November 1, 2021

Program Overview
• Members must be identified in the California State's vaccine registry as having received at least one dose of a COVID-19 vaccine on or after November 1, 2021
• Only one $50 incentive per person
• Booster shots are not eligible for the incentive

Visit lacare.org/vaccine for complete program guidelines.

Provider Incentives and Collaboration
• Public Health Departments
  - Sponsorships
  - Grants
  - Messaging/Canvassing
• FQHCs
  - ~$2 Million in Grant Support Provided
  - Learning collaborative
  - Unvaccinated member lists and vaccine incentive program (phase 2)
• Pharmacy
  - Phase 1 - 10 retail pharmacies (target ~25K unvaccinated members)
• LA County Department of Health Services
  - Increase focus on outreach and vaccination efforts
  - Private Providers
  - High volume practices
  - Unvaccinated member lists and vaccine incentive program (TBD)

Opportunities to Partner with ECAC/RCACs
• Provide insight into community-specific vaccine hesitancy concerns
• Distribute flyers
• Share L.A. Care’s COVID-19 social media posts on your accounts
• Comment on L.A. Care’s COVID-19 social media content, encouraging others to get vaccinated

Board Member Gonzalez stated that without being critical or insensitive, men are notoriously known for not visiting their doctor, she wonders if the majority of people or maybe a focus on the male population might help with vaccination rates. Ms. De Lamare responded that she agrees and will take that into consideration for future planning.

Board Member Perez stated that clinics can also be held at religious-based organizations, like a church, which is a trusted place that people go to. It could be a good way to let people know about the importance of being vaccinated, or even offer vaccination clinics there. She asked if they can also accept member input and ideas. She asked when will
members received their incentive for getting vaccinated. She noted that RCAC members are also able to help with outreach efforts by distributing flyers. Dr. Li responded that the first thing is L.A. Care is happy to note that it actually conducted a training with all of the CRC staff yesterday so they have all the information necessary for when the CRCs open and start hosting COVID-19 vaccine clinics again. The member incentive will come in the mail, they will get a postcard in the mail from a company called Customer Motivators, third-party vendor L.A. Care is using and that it has always used for member incentives. This is something that is not new to L.A. Care. It is how we administer member incentives. The turnaround time is 12 weeks.

FUTURE AGENDA ITEMS

Member McFerson asked that the Board Seat Election be added to the agenda. She would also like ECAC to do something for Mental Health month. She moved to place the Board Seat Election on the agenda. Chairperson Vazquez stated that the motion must be made in writing and placed on the agenda.

Dr. Eakins stated that the Board Seat Election were postponed due to the public health emergency and because the RCACs are not meeting. It is difficult to move forward with any election process. She asked that Member McFerson clarify her motion. Dr. Eakins noted that the RCACs are planned to begin meeting in June or July and process for the election can be made at that time.

PUBLIC COMMENT

Submitted by Rachel Rose Luckey, RCAC 4 Member, on January 12, via chat:

No, every ECAC member has a right to call for a motion if it fits with the agenda item. Specific motion does not have to appear on the agenda by the Brown act. I do have another comment by Hilda Perez, board member, board services be invited to our next ECAC in order to explain and clarify any questions and concerns regarding the board of governors election process and COVID-19 timing for the two member advocate positions?

Member McFerson called for the following motion to be voted on:

To have the Board seat election on the agenda for the month of February, the next ECAC meeting.

Approved by roll call:

7 AYES (Byrd, Hernandez De Cordero, Mahler, McClain, McFerson, Salazar, Sanchez)

1 Nay
Poz

2 Abstentions
(Refugio, Vazquez)
(Members Romo, Conteas-Wood left the meeting and did not cast a vote.)
Member McFerson called for the following motion to be voted on:

To create an ad hoc for mental health month and place it on the agenda for the month of February.

Approved by roll call.
8 AYES (Byrd, Hernandez De Cordero, Mahler, McClain, McFerson Poz, Salazar, Sanchez).
1 Abstention, Vazquez (Members Refugio, Romo, Contreas-Wood left the meeting and did not cast a vote.)

PUBLIC COMMENTS

PUBLIC COMMENT
Submitted by Carolyn Rogers Navarro Received on January 10, 2022 via text:
People on LA “Cares” payroll sit on their (Expletive) butts reading reviews and removing them on Facebook or flagging them on Yelp and other feeds. The flagging actually put the review of another woman and I towards the top because of these employees and contractors in other countries being paid to keep the truth that LA “Care” is fake from the public and this flagging makes LA “care” look bad.

About 5 or 6 of my reviews were flagged, stop using taxpayer money to harass public comments. Then you phonies have your prissy meetings trying to look like you’re doing your jobs while patients are being abused by the contractors and doctors you use!

No one else would’ve flagged our reviews it’s obvious who did, get off the Yelp L.A. Care and stop denying people due process! Stalkers, weirdos online, instead of answering calls from enrollees!

Why does Yelp list Baackes as the owner of L.A. Care, he does not own it!

Submitted by Elizabeth Cooper, RCAC 2 Member, received on January 12, 2022 via telephone:
Ms. Cooper would like to state “Points and Authorities”, regarding Public Comments. Ms. Cooper is requesting that the General Public Comment section, which is at the end of the Agenda be placed at the beginning of the agenda.
In addition, Madam chair and members of the ECAC, I have been addressing the right to vote, we have elections, but my issues are for the people of the united states with voting rights for all Americans but some will be at risk, I implore you as members to please communicate with your representatives to support voting
rights. The right that we have today came from legislation, the rights for healthcare came from legislation etc. It is my hope that we will be more engaged. I will hope madam chair that you and the committee members please address this issues. Thank you, the urgency is now.

Submitted by Carolyn Rogers Navarro received on January 10, 2022 via text:
Public comment Jan 12 2022 ECAC meeting, a credible source told me LA Care “did so well” that they refunded money to members, is this true or was he just trying to sell “insurance”?

Submitted by Rachael Rose Luckey, RCAC 4 Member, received on January 12, 2022 via email:
It’s as important as ever for trans people to be seen in leadership roles. With our community under constant attack, every elevated trans voice is an act of defiance in the face of increased bigotry. I have had the opportunity over the years to blaze some trails and be a vocal part of civic engagement in Los Angeles. With less than 6 months until the primary election, the time has come for to kick it up to the next level in my run for LA City Council
Starting next week, we will begin doing outreach to donors and voters on an ongoing basis with phone and text banking. I could really use your help so please if you are interested in volunteering, sign up at my website at RR4LA.com, that’s RR the number 4 LA.com. Also, the City of LA has a matching funds program and will match 6 to 1 donations made by people living in the city so a small donation of 5 or 10 dollars can mean a lot. If you can make a donation, please go to RR4LAdonate.com, that’s RR the number 4 LA donate.com.
Thank you for any support you can give to my campaign.

Submitted by Carolyn Rogers Navarro received on January 12, 2022 via text:
I dont believe L.A. Care documents all the grievances they get or surveys all enrollees about their satisfaction with services!

<table>
<thead>
<tr>
<th>ADJOURNMENT</th>
<th>The meeting was adjourned at 1:35 p.m.</th>
</tr>
</thead>
</table>

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 2/9/22