## ECAC Members
- Russell Mahler, RCAC 1 Chair ***
- Estela Lara, RCAC 2 Chair *
- Cynthia Conteas-Wood, RCAC 3 Chair, ECAC Vice-Chair ***
- Silvia Poz, RCAC 4 Chair ***
- Maria Sanchez, RCAC 5 Chair ***
- Andria McFerson, RCAC 6 Chair ***
- Fátima Vázquez, RCAC 7 Chair, ECAC Chair ***
- Anaromo, RCAC 8 Chair ***
- Tonya Byrd, RCAC 9 Chair ***
- Damares O Hernández de Cordero, RCAC 10 Chair ***
- Maria Angel Refugio, RCAC 11 Chair ***
- Lluvia Salazar, At-Large Member ***
- Deaka McClain, At Large Member ***

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

## RCAC Members/Public
- Phillip Cham, Interpreter ***
- Pablo De La Puente, Interpreter ***
- Isaac Ibarlucea, Interpreter ***
- Eduardo Kogan, Interpreter ***
- Alex Mendez, Interpreter ***
- Ruth Nuno, Interpreter ***

Carrie Broadus, Public
Silvia Quezada, RCAC 4, Public
Elizabeth Mitchell, RCAC 9, Public
Gladis Álvarez, RCAC 11, Public

## L.A. Care Board of Governors/Senior Staff
- Hilda Pérez, Member, Board of Governors ***
- Layla Gonzalez, Advocate, Board of Governors ***
- John Baackes, Chief Executive Office, L.A. Care ***
- James Kyle, MD, M.Div., Director of Quality, L.A. Care ***
- Richard Seidman, M.D, Chief Medical Officer, L.A. Care ***
- Miriam Admasu, Department Assistant, CO&E ***
- Malou Balones, Board Specialist, Board Services ***
- Kristina Chung, Community Outreach Field Specialist, CO&E ***
- Idalia De La Torre, Field Specialist Supervisor, CO&E ***
- Vilma Diaz, Senior Manager, Provider Contract and Management, Provider Network Operations; ***
- Auleria Eakins, Manager, CO&E ***
- Hilda Herrera, Community Outreach Field Specialist, CO&E ***
- Linda Merkens, Senior Manager, Board Services ***
- Frank Meza, Community Outreach Field Specialist, CO&E ***
- Nicole Moussa, Manager, Technical Information, Pharmacy & Formulary ***
- Cindy Pozos, Community Outreach Field Specialist, CO&E ***
- Jose Ricardo Rivas, Community Outreach Field Specialist, CO&E ***
- Victor Rodriguez, Board Specialist, Board Services ***
- Martin Vicente, Community Outreach Field Specialist, CO&E ***
<table>
<thead>
<tr>
<th>AGENDA ITEM/PRESENTER</th>
<th>MOTIONS / MAJOR DISCUSSIONS</th>
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<td>CALL TO ORDER</td>
<td>Fatima Vazquez, <em>ECAC Chair</em>, read the instructions for today’s meeting agenda. She advised the public to please recheck these directions for updates prior to the start of the meeting. She said: “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: <a href="https://zoom.us/j/94868158863">https://zoom.us/j/94868158863</a> Teleconference Call –In information/Site Call-in number: 1-415-655-0002 Participants Access Code: 2485 475 1579 (English) Call-in number: 1-415-655-0002 Participants Access Code: 2480 644 8365 (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 COE:<a href="mailto:publiccomments@lacare.org">publiccomments@lacare.org</a> or by sending a text or voicemail to (213) 503-6199. 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. 4. Select “Everyone” in the To: 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 comment so people who are on the phone can hear the comment. Your comments can also be sent by text, voicemail, or email. If we receive your comments by 10:00 a.m. on March 9, 2022, it will be provided to the members of the Executive</td>
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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 (213) 503-6199 or by email to COEpubliccomments@lacare.org.”

Idalia De La Torre, Field Specialist Supervisor, CO&E called roll.

Chairperson Vazquez called the meeting to order at 10:12 a.m.
| APPROVE MEETING AGENDA | Andria McFerson, RCAC 6 Chair, stated that her motion was revised. Idalia De La Torre, Field Specialist Supervisor, advised Member McFerson that she can make an amendment once they are on that section of the agenda. |

The Agenda for today’s meeting was approved with the requested changes. |

| APPROVE MEETING MINUTES | Member McFerson stated that there may have been a misunderstanding about her comment to Dr. Seidman in regards to giving tickets to the Rams game to members who have gotten vaccinated. She meant it can be done in the form of a raffle. As they get vaccinations they put their name in a box and be entered in a raffle for the tickets. Member McFerson asked Richard Seidman if her comments about the black community can be presented as a topic to the Equity Council Steering Committee. |

The February 9, 2022 meeting minutes were approved with the changes noted above. |

| STANDING ITEMS | Richard Seidman, MD, MPH, Chief Medical Officer, gave the following report: |

Thanked ECAC members for the invitation to attend the meeting. He stated that in terms of the pandemic, locally and US overall id doing much better. Globally most regions of the world are seeing a reduction in cases and deaths. There are still very high levels of cases and deaths throughout the world. He noted that many are still getting infected and dying. Worldwide there are a reported over 10 million cases. In most regions the trends are improving with the exception of the western pacific. Countries with highest rates of infection are Korea, Vietnam, and Japan. Throughout the world the World Health Organization (WHO) reported 5.9 million deaths, now there are over 6 million deaths. In the US cases and deaths are going down. The country is approaching a million deaths since the start of the pandemic. He pointed out that it is still a serious diseases and everyone is not out of the woods yet. Amongst L.A. Care members there were over 1,500 cases reported in the past week. There are over 200 hospitalizations and 42 deaths amongst members. Dr. Seidman noted that President Biden announced his plan to manage the pandemic in the State of the Union address. The Test to Treat Program was one notable development to stay informed about. He said the bottom line is just like for the flu, there are tests available for that and there are antiviral medications, oral medications people can take by mouth. If people are tested for the flu and are found to have it, and they only had it |
for a couple of days, that's when the medication is most effective. People can take the oral medication and that significantly reduces the risk of developing symptoms. This will be the case with COVID-19 moving forward.

Last Thursday night the L.A. County Health Officer released a new order relaxing the masking mandate for indoor places. Business can still require masking. In schools, this will be in effect start on March 12. He encouraged people to wear masks and get vaccinated if they have not done so.

PUBLIC COMMENT
Submitted by Elizabeth Cooper, RCAC 2 Member, on March 8, 2022 at 8:33 p.m. via phone call:
What is your opinion on different governmental agencies and providers agreeing and disagreeing regarding mask mandates. Some people are wearing then and some are not, we don’t know who is vaccinated and who is vaccinated. What kind of cautions do you recommend for people take?

Dr. Seidman responded that there are mask mandates still in place in certain settings. Transportation hubs and healthcare settings require masking. Any business that would like to toss the masking mandate can do so. He recommended that people check the postings on the doors and websites of business before going. It is not wrong to wear a mask, particularly if people are high risk.

Layla Gonzalez, Member Advocate, Board of Governors, stated that she wonders of the people that getting infected with COVID-19 and/or dying are people that have not been fully vaccinated. She asked Dr. Seidman if he feels people should limit their attendance at St. Patrick Day festivities. Dr. Seidman responded that L.A. Care is not certain if mainly people that are not fully vaccinated are getting infected and dying. It only receives reports about the number of cases, but not their medical records. He knows that the risk is much high for people that are not vaccinated. In terms of gatherings, there is good news. The county did not see a spike in cases after the super bowl. He noted that when people attend crowded gatherings they must weigh the risk factors. The city of Los Angeles is looking to rescind its vaccination mandates, although it has not been announced yet.

Member McFerson asked Dr. Seidman to clarify his data on COVID-19 cases and deaths. Dr. Seidman responded that there are 10 million reported cases worldwide in the past week. He said that in the Western Pacific, Korea, Vietnam, and Japan are reporting an increase in cases. Approximately 5.9 million cases were reported in that area in the past week. That data was reported by the WHO. L.A. Care reported 1,500 cases and 42 deaths this year so far. Member McFerson stated that she has spoken about an incentive for members so they
are encouraged to get vaccinated. Dr. Seidman noted that L.A. Care has an incentive program for members and providers. L.A. Care has provided resources to high volume primary care providers, community clinics, and some contracted pharmacies.

Hilda Perez, Member Representative, Board of Governors, asked Dr. Seidman if he can provide more information about L.A. Care’s vaccination efforts, for example information about the partnership between the Pasadena Department of Public Health and L.A. Care. She pointed out that the deadline has been extended for The Tiktok video contest for students. She stated that it is important to make an effort to encourage parents that are hesitant to get their children vaccinated. She noted that L.A. Care is doing a lot in its efforts to get members vaccinated with its incentive programs. Dr. Seidman responded that there is always more than L.A. Care can do. The day emergency vaccinations were approved, L.A. Care was fighting and advocating to ensure equitable access. Some people that are hesitant to get vaccination will remain hesitant. People must be respectful of their decisions.

Maria Refugio, RCAC 11 Chair, asked why are people getting sick after getting fully vaccinated and getting a booster shot. Dr. Seidman responded that the vaccine is not 100% effective. He noted that the Omicron Variant was highly effective in infecting people.

**UPDATE FROM CHIEF EXECUTIVE OFFICER**

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

Thanked ECAC members for attending today’s meeting. He reported that there was a press release last Friday, where two regulatory agencies, the Department of Managed Healthcare and the Department of Healthcare Services were proposing an enforcement action and applying a $55 million fine. The items mentioned in there, are all gold items meaning that they have been addressed by L.A. Care and corrected. Last Spring L.A. Care reported two items that were out of Compliance and self-reported. L.A. Care was falling behind in prior authorizations requests due a new system that was put in place and took longer. It is now current starting in September 1. The other issues were grievances that were not properly closed out. Those items will be closed out before the end of the month. L.A. Care is paying interest on claims that were paid late. L.A. Care is in negotiations with both regulatory agencies to bring the fine down. L.A. Care is deeply disappointed about the press release because it reneged a verbal agreement. He wanted to point out that this press release was for old items that have been addressed and corrected.

He reported that in May a cohort of undocumented residents over the age of 50 will be enrolled into Medi-Cal. L.A. Care estimates for there to be thousands of people that qualify in L.A. County. He hopes that members will begin alerting anyone that may be eligible. He shared that L.A. Care Covered ended the open enrollment season, with over 25,000 new members and 95% of the members from prior year were reenrolled. It is up to 121,000 lives there. About 42% of the people that are enrolled, pay no monthly premium. In other
words, their income is too high to qualify for Medi-Cal, but also falls below the 180% of the federal poverty level. They have no premium. Depending on which plan they buy, they may have copayments and deductibles, but people should be aware of that there is access if they don’t fall under that account to get good coverage.

PUBLIC COMMENT
Submitted by Elizabeth Cooper, RCAC 2 Member, on March 8, 2022 at 8:40 p.m. via phone call:
Mr. Baackes how can we have the board listen to more of the public comments including the CEO, especially from the disabled population, who are members of L.A. Care, either by their representatives or themselves etc.

Submitted by Carolyn Rogers Navarro, on March 5, 2022 at 8:22 p.m. via text:
Public comment 3-9-2022 Executive Committee meeting CEO update.: at the board meeting the other day I mentioned hundreds of thousands in fines handed down by Dept of Managed Care. Today another LA Care victim notified me that LA Care has just been fined $55 million in fines from Managed Care and DHCS, this massive fine is actually in proportion to the years of sloppy work making sure your contractors are fulfilling care and attests that LA Care has been involved in disrupting and withholding care, LA Care doesn’t resolve grievances, LA Care undermines them. LA Cares management needs to be fired. This denial of care in this $55 million fine is what LA Care has done for years, did it with my autistic daughter. The state needs to shut you down! With exception of members who partake in meetings you board is mostly arrogant and phony, doesn’t care about quality of care! My next step is to alert HHS about your conduct abusing Medi Cal patients!
I am betting you won’t even mention this $55 million fine so I am doing it. You brag about all your members but the state has spoken about the hack job you do providing services ! $55 million isn’t just some “bitchy “ members complaining, it validated what’s wrong with YOU!

Ms. Gonzalez thanked Mr. Baackes for his report on the DMHC fines and the steps L.A. Care has taken to address and correct these issues. She asked if he can elaborate more on the personnel or staffing changes. She noted that there have been changes in staff. She said that L.A. Care can only rise to the occasion and do better in the future. The Board has shown L.A. Care support in regards to this issue. Mr. Baackes responded as far as the staffing is concerned, L.A. Care has had a turnover of staff in the Appeals and Grievance
area. The person that was brought into the Appeals and Grievance joined a year ago. That person discovered that we had these appeals and grievances mostly grievances that had not been closed. Now by not being closed, that meant they didn't get a letter either to the member or the provider saying, here's what happened. That doesn't mean they weren't worked. It meant we didn't send a closing letter. We also will be having a turnover in leadership called the customer service department or customer solution center as we call it, which is where the appeals and grievance department is housed. The turnover has not changed much from pre-pandemic levels. Many people who are looking for employment also want to have so they can work remotely. That's become kind of a requirement for many people.

Ms. Perez thanked Mr. Baackes for his report. She wanted to speak about staffing. She said the CO&E department has gone above to try to stay connected with its members. She noted that there are RCAC members that are pushing to restart the RCAC meetings. She stated that they need help. The RCACs are important and bring value to the organization. The responsibilities from them, the members to bring value, because they represent people and what they bring to the table makes difference and changes. To mention one, examination tables for gynecology. That made a difference. She noted that Member McFerson has been eager to put some different ad hocs together, to talk about different topics that are of concern. The vaccination efforts and the food pantries have also been a success thanks to the Health Promoters. Mr. Baackes thanked her recognizing the contributions of the RCACs and ECAC, many programs have been a result of these groups. We are under staffed across the organization and places. He commented on that in relation to working remotely L.A. Care adjusted its policy to help that. He also mentioned that it has raised the lowest the minimum wage for people at L.A. Care coming in, to $20 an hour. We were at $1,750 an hour. And at the end of January, it was raised to $20. The lowest pay for a full time employee here is about $42,000 a year.

Deaka McClain, At-Large Member, stated that she is concerned about the caller that discussed the fine and her autistic daughter. She read an article that mentioned how some members were not receiving quality care. They have to wait to see their doctors. She noted that it is a major issue for everyone as a whole. She asked if L.A. Care is talking to providers identify the problem. Mr. Baackes responded that the L.A. Times article listed patients had problems with long waits, they were all patients who used the Los Angeles Department of Health Services (DHCS) 24 primary care clinics. DHCS was using a program called E consult. If the patient needed a referral, E Consult had the primary care doctor making a referral. Part of the problem L.A. Care is having is getting DHCS not to use E Consult and make sure that going to have to get the Department of Health services not to use E Consult, but to make sure that people have they have physical appointments.
Member McFerson thanked Mr. Baackes for his report. She asked about the regulatory fines and noted that there is a stigma when it comes to low income people and then also customer service in itself. People don’t feel any responsibility to assist low income people. Sometimes they get a bad attitude when members are seeking lifesaving preventative care. She said that needs to be discussed in a focus group so they can come up with solutions. She asked if RCAC members will still play a part in deciding who will be receiving the $5,000 grants they would normally give to Community Based Organizations. Mr. Baackes responded that people that are a minority and low income are unfortunately treated different sometimes. Addressing that is part of L.A. Care’s diversity, equity, and inclusion efforts. He was shocked when he read that some physicians thought that people that are black can tolerate pain more. He said that more feedback from members would be helpful. He noted that L.A. Care has a diverse work force. He said he will ask staff to look into the $5,000 grants award.

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<th>BOARD MEMBER REPORT</th>
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<td>Hilda Perez, Member Representative, Board of Governors, and Layla Gonzalez, Member Advocate, Board of Governors, gave the Board member report <em>(a copy of the report can be obtained from CO&amp;E).</em></td>
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Ms. Gonzalez reported that the Board of Governors met virtually on March 3. Meeting materials are available on L.A. Care’s website. She thanked all of the RCAC members that joined this Board meeting and all the past ECAC and BOG meetings. She encouraged members to reach out to CO&E staff if they have any issues using Zoom. Mr. Baackes and Dr. Seidman gave their reports. Ms. Compartore gave an update on Governor Newsom’s Proposal for California’s 2022-23 State Budget. The list of motions approved at the board and committee meetings is available from CO&E or Board Services. She thanked Mr. Baackes for his report on the DMHC fine.

Ms. Perez stated that she receives information about the financial part of the organization so she feels responsibility about everything that is happening. Board members are open to suggestions on how L.A. Care can improve. Their duty is aligning efforts to provide healthcare services, the needed healthcare services and resources to most vulnerable communities and members that we represent. She will report on this issue at a future meeting. She noted that yesterday was International Women’s Day, Cervical Cancer, and Breast Cancer Awareness month. She noted that the women of the house normally make all the healthcare decision in the house. She congratulated all the women that are part of the RCACs. She asked that all women please reach out to their doctor. If they don’t have a doctor, you can always call a specialist and you can reach out to the Health Department for additional resources.
PUBLIC COMMENT
Submitted by Elizabeth Cooper, RCAC 2 member, on March 8, 2022 at 8:55 p.m., via phone call:
To the two board members, thank you for your representation. I still want to see at the end of your term, I would like to see the board members mentor the new board representatives.

Member McFerson thanked the Board members for their report. She said that the RCACs are a family and they give necessary information to the Board for policy making and motions and say different things like that. This helps save people’s lives. They still need to engage and participate at events and different things like that. All levels of learning must be respected and then also build an incentive and they will be able to make the largest public insurance company in the nation. She asked about restarting face-to-face meetings and having fun activities like having a painter teach a class to build engagement. Ms. Perez responded that she will have a conversation with CO&E to speak about her concerns. She invited everyone to attend the food pantry at the El Monte Community Resource Center 3570 Santa Anita Avenue El Monte (213) 428-1495.

COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT UPDATE

| Auleria Eakins, Ed.D, Manager, CO&E, gave the Communications and Community Relations update (a copy of the report can be obtained from CO&E):
| DHCS Survey Participation
| • She thanked those who had an opportunity to complete the DHCS survey to assist the state in understanding Medi-Cal members’ communication preference. She asked that they assist staff to get to 100% participation or as close to it as possible.
| Community Resource Centers (CRC)
| • CRCs will begin to offer in-person non-exercise classes again in April with more added in May. Exercise classes will resume in June along with restoration of child care services.
| • The Inglewood CRC is now staffed and opened its doors on 2/28. The full opening is on April 4 with classes. Grand reopening event is to be planned.
| • Norwalk location is now staffed and open. Grand opening event will be held with date TBD.
| • El Monte location is also now staffed and open. Grand opening event tentatively planned for early May.
| • Long Beach location is under construction and expected to be completed by late June/early July.
| • Westside location is also under construction and expected to be completed by October.
Provider Recognition Awards

- This is the fourth year of L.A. Care’s Provider Recognition Awards, and the awardees have certainly earned these honors as the pandemic stretched beyond what anyone could have imagined.
- L.A. care is grateful for the commitment these providers have shown to serving members who live in some of the most vulnerable communities in L.A. County – communities hit hardest by COVID-19.
- L.A. Care is recognizing practitioners, clinics and medical groups in a variety of categories. And, for the first time, we are awarding a Provider Equity Award.
- L.A. Care created this award to honor health care organizations that are working to reduce health disparities in underserved communities, advancing the health plan’s commitment to providing equitable care to its members.
- This inaugural award is going to the Los Angeles County Department of Health Services (DHS) for a program that addresses food insecurity and another that works to reduce high blood pressure, an L.A. Care priority health outcome measure.
- To learn more about the winners, visit lacare.org/thankyouproviders, and follow along on our social media channels, Facebook, Twitter, LinkedIn, Instagram and YouTube.

RCAC Spring Reconvening

- By now members should have received information on the RCAC connection meetings for their assigned RCAC. Please be clear that these meeting will be informal and used to ensure that we can start meetings with maximum participation.
- If they have not received information, she asked they please reach out to their assigned Field Specialist for additional information and next steps.
- To maximize access and participation of members and the public we will utilize the Zoom platform and call in features.
- RCAC meetings will be held quarterly in March and April, June and July and tentatively looking at in person meetings in the fall depending on the state and local COVID status and recommendations.

PUBLIC COMMENT

Submitted by Elizabeth Cooper, RCAC 2 member, on March 8, 2022, via phone call:
Dr. Eakins, a few weeks ago a survey was conducted on behalf of DHCS, in which the RCACs were included, I would like to know the purpose and the findings of these survey.

Submitted by Carrie Broadus on March 9, 2022 at 11:46am via chat:
Has LA Care, conducted an assessment of members’ readiness to re-engage face-to-face?
Member McFerson asked Dr. Eakins for information regarding the DHS survey. She would like to know who participated and how they can reach out to the members that didn’t. She asked if all RCAC members will be invited to the Inglewood CRC opening. She would also like to know if RCAC members will get a chance to select a winner of the Provider Equity Awards. She asked if the RCAC meetings will start in March and April. She received an email about RCAC allotments and it said the RCACs received $205,000 so they can each give away $5,000 to an organization. She asked if RCAC members get to choose what to do with the money. Dr. Eakins responded that there will be a soft opening in April, but there has not been a date set for an opening to the public. She will provide more information at a later date. She does not believe that members can participate in the nomination process for the Provider Equity Awards. She will report back on that at a later time. Dr. Eakins confirmed said that the RCACs will reconvene starting in March and April will pause in May and there will be meetings again in June and July.

Member McClain asked if there will be COVID-19 protocols at RCAC meetings. She asked if there will be hybrid option at meetings. Dr. Eakins responded that they will follow the same protocol that staff will have to follow in the office.

**MEMBER ISSUES**

Submitted by unanimous, on March 5, 2022 at 10:36 pm, via text:

*Agenda member issues comment 3-9-2022 executive meeting: in ref to the 55 million dollar fine against LA Care (Google it) it is warranted and you’ve deserved it for years for the abusive treatment of enrollees and their families. So you whine it’s unfair, unwarranted? you people are so arrogant that your mothers needed wash your mouths with soap and slap you because you’re nothing but lying sociopaths! We personally have complained to DMHC for years about you and your <expletive>, I keep complaining because I think about all of the other special needs people you denied due process and they could not talk back to you phonies!*

Member McFerson stated that she has a comment about the fine that L.A. Care received for $55 million. She stated that her friend’s mother has not been able to get a proper follow up with her doctor. She has received rudeness while calling the L.A. Care customer care line.

**UPDATE FROM L.A. CARE’S EQUITY STEERING COMMITTEE**

James Kyle, MD, M.Div., Chief of Equity and Quality Medical Director, Quality Improvement, did not give his report. He will be added to the April 13, 2022 ECAC meeting agenda.

**OLD BUSINESS**
Cynthia Conteas-Wood, *RCAC 3 Chair*, gave an update on the ECAC ad hoc committee meeting guidelines.

Ad-Hoc Committee Purpose: To review and revise the ECAC meeting participation and engagement guidelines as needed to support virtual meetings.

The Ad-Hoc Committee members met and recommend the following:

- Meeting Ground Rules
- Meeting Guidelines
- Reduce items in Agenda and increase time
- Time Clock
- Recommendation

### Meeting Ground Rules
- We treat each other with respect
- Raise your virtual hand icon and wait to be called on
- Lower virtual hand icon when done speaking
- Only one member speaks at a time
- We speak up when something is wrong or not working: we confront issues directly
- We do not personally attack each other

### Meeting Guidelines
- ECAC members will have three (3) minutes to speak on each agenda item.
- The ECAC Chair can reduce the time to two (2) minutes if time is limited.
- The three (3) or two (2) minute allotment will be consecutive and may include questions, comments, and/or anecdotes as long as they fall within the time limit.
- If time is limited and ECAC members are unable to make a comment or ask a question, the member/s will be asked to forward their comment or question to CO&E staff for follow-up. The response will be recorded in the ECAC meeting minutes for that meeting.
- The L.A. Care staff scheduled to provide an update or present during ECAC meetings will be timed to ensure they stay within their allotted time.

Other recommendations for consideration:

Reduce Agenda Items and Increase time
- Reduce the number of agenda items and increase time for each agenda item.

**Time Clock**

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Approved by roll call.
12 AYES (Byrd, Conteas-Wood, Hernandez De Cordero, Mahler, McClain, McFerson, ...
- Utilize a time clock when presenters and ECAC members speak.

The committee voted to move forward with the implementation of the meeting guidelines.

Submitted by Carolyn Rogers Navarro, on March 7, 2022 at 6:16 pm, via text:
*Agenda member issues comment 3-9-2022 executive meeting: in ref to the 55 million dollar fine against LA Care (Google it) it is warranted and you’ve deserved it for years for the abusive treatment of enrollees and their families. So you whine it’s unfair, unwarranted? you people are so arrogant that your mothers needed wash your mouths with soap and slap you because you’re nothing but lying sociopaths! We personally have complained to DMHC for years about you and your <expletive>, I keep complaining because I think about all of the other special needs people you denied due process and they could not talk back to you phonies!*  

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<tr>
<td>Andria McFerson, RCAC 6 Chair, and Deaka McClain, At-Large Member, gave an update about the ad hoc on Mental Health Awareness Month.</td>
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<td>Ad-Hoc Committee Purpose: To make recommendations to ECAC on an education program that focuses on mental health and the community. This program is scheduled to take place during Mental Health Awareness May 2022.</td>
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<tr>
<td>The Ad-Hoc Committee members met and recommend the following topics for inclusion during Mental Health Awareness month held May 2022:</td>
</tr>
<tr>
<td>- Cultural Perspectives and stigmas of mental health</td>
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<tr>
<td>- Mental Health in Adolescents and young Adults</td>
</tr>
<tr>
<td>- Mental Health and the homeless</td>
</tr>
<tr>
<td><strong>PUBLIC COMEMNT</strong></td>
</tr>
<tr>
<td>Submitted by Gladis Alvarado on March 9, 2022, via chat:</td>
</tr>
<tr>
<td><em>Estoy deacuerdo con Andrea la salud Mental es muy importante en todos las aspectos y es muy importante abordar esto y proveer a las comunidades mas vulnerables con El Facil acceso a Este recurso.</em></td>
</tr>
<tr>
<td>Member McFerson stated that she thinks they need to meet again because they did not discuss how many meetings they will have in May. She asked the chairs if they have any suggestions for organizations to come and speak. She said they need to meet to discuss the organizations.</td>
</tr>
</tbody>
</table>

Approved by roll call.
Dr. Eakins thanked Member McFerson and Member McClain and reminded everyone about the agreement on the three topics that were selected. These topics will be shared with Dr. Seidman and then staff will decide on next steps then reconvene. One of the three topics will be selected and discussed.

Ms. Perez thanked ECAC member for their work on the ad hoc.

Members voted to move forward with the recommendations made by the ad hoc committee.

### NEW BUSINESS

<table>
<thead>
<tr>
<th>MOTION TO ECAC</th>
<th>Andria McFerson, RCAC 6 Chair, presented the following motion to ECAC:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Motion:</strong></td>
<td>Motion for the BOG and all relative bodies to reconsider the motion approved to only have quarterly meetings now with the Regional Community Advisory Committees and return to every other month or every 60 days. Allowing more inclusiveness after being disconnected for close to 2 years. This motion if for BOG reconsideration of the decisions to only have 4 RCAC meeting per year and go back to 6 meetings per year.</td>
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</table>

Member Conteas-Wood said that the PowerPoint and presentation were very nice, but does not believe it is necessary at this point. She noted that it seems as everything is already in process and Dr. Eakins mentioned that meetings will be held to find out our readiness.

Member McFerson stated that she is glad that she asked that question too. This motion is specifically once we are allotted amount of time in order to have RCAC meetings, after March and April. This motion is to start having all six meetings again. That’s through government mandate, through L.A. Care and how they make their decisions.

Ms. Gonzalez stated that it would be difficult to hold the Board Seat Election is the RCACs are limited to only four meetings a year. She thinks they can agree for the RCACs to meet more often.

Member McClain stated that staff already confirmed that they will at some point resume their normal operating schedule. She feels they can suspend the motion and they do not have to vote on it.

Lluvia Salazar, Member At-Large, asked if the RCAC will reconvene on their regular schedule starting in the Fall. Dr. Eakins responded that they are currently in March and first they need to see who’s at the table. The second set of meetings will be held in June and July. Staff needs to have an understanding of what the quorum is. RCAC will reconvene as normal starting in August or September if State guidelines allow it.

Did not pass by roll call.
6 AYES (Byrd, Hernandez De Cordero, Mahler, McFerson, Romo, Salazar)
3 Nays (Conteas-Wood, Refugio, Vazquez)
2 Abstentions (Poz and McClain)
(Member Sanchez did not cast a vote.)
### FUTURE AGENDA ITEMS

<table>
<thead>
<tr>
<th>Submitted by anonymous on March 9, 2022 at 11:46 am, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>public comment 3-9-2022 future agenda idea, your &quot;technical issues&quot; are not justification for closing a public comment that you have not completely read. That is sloppy moderation of a public meeting!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submitted by anonymous on March 9, 2022 at 11:46 am, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>public comment 3-9-2022 future agenda ideas, it seems convenient that the $55 million dollar fine that LA Care deserves BIG TIME that there was a technical issue reading just that comment to the extent that you were not going to read all this comment until you were ordered to by the public commenter! This has been reported to DAs office, you recorded this yourselves!</td>
</tr>
</tbody>
</table>

Member McFerson stated that it is important to touch on things such as Latino Awareness month in September. She asked if the RCACs can discuss that. They need to discuss different groups at RCAC meetings. She wants to make sure that they reach out to all communities and envelope them with positivity.

### PUBLIC COMMENTS

#### PUBLIC COMMENT

<table>
<thead>
<tr>
<th>Submitted by anonymous on March 6, 2022 at 3:39 am, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>This 2014 email proves I lodged grievances and reported Synermed fraud, this is part of what LA Care got fined for, abusing enrollees for years, I still have 100s of emails!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submitted by anonymous on March 6, 2022 at 8:46 pm, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>As soon as I reported Synermed breaking the law I’m 2014 , LA Care would not respond to us because the truth is LA Care does the same fraudulent things that Synermed does! The $55 million fine proves you people are crooks!</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Submitted by anonymous on March 6, 2022 at 1:46 pm, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Another victim told me you recently sent her a letter stating you “mishandled “her grievances, where the (expletive) is my letter that you ignored us because we told you Synermed was breaking the law and then you go on to get fined for doing the exact same things! You’ve been very rude to me when you people are TRASH!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submitted by anonymous on March 6, 2022 at 1:46 pm, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did L.A. Care get contributions from Synermed?</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Submitted by anonymous on March 7, 2022 at 10:06 pm, via text:</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA Cares doctors, lawyers, managers and board members need to be criminally investigated, I’m contacting the dept of justice, the Dept of Managed Care investigation admits people died because of LA Cares negligence!</td>
</tr>
</tbody>
</table>
Submitted by anonymous on March 7, 2022 at 11:15 am, via text:
Yeah, you lowlifes, abusing enrollees for years and getting fined $55 million while having upity meetings where you further abuses!

Submitted by Elizabeth Cooper, RCAC 2 Member, March 8, 2022 at 9:20 pm, via phone call:
Members there are two holidays coming up in the month of March 8, 2022. I would to thank all the farmworkers and to honored the work of advocacy of the late Cesar Chavez, and the farm workers who are out there making sure we have healthy food to eat. On behalf of myself and my son.
I would like to also wish happy saint Patrick’s day which is coming up on Thursday March 17, on behalf of me and my son Jonathan Cooper.

Submitted by anonymous on March 8, 2022 at 9:37 pm, via text:
General comment 3-9-22 just read through this, I’m glad I’ve come to your meetings the past 2 yrs acusing you if the very things in this DMHC accusation, you people are disgusting, need to be put in jail!

Submitted by anonymous on March 9, 2022 at 3:10 am, via text:
^add General comments $55 million fine LA Care did the same things mentioned in this huge enforcement (above) to me in 2014-15 when I tried to get assistance with my child, you’ve done this (expletive) for years and I made a public record coming to your meetings calling you on it , I kept telling DMHC what you were doing . I’m going to push the DMHC to investigate the past 20 years, I know there are other victims just like my kid!

Submitted by anonymous on March 9, 2022 at 10:54 am, via email:
Alex journey to be accountable for Raca we need to have the meeting consistently and more pay for our buck because we are not being paid enough as advisors to La care

Submitted by anonymous on March 9, 2022 at 10:54 am, via text:
People are dead and you are “moving forward”
Your audio is now just fine before and after my comments read, you just recorded yourselves lying!

Submitted by anonymous on March 9, 2022 at 11:15 am, via text:
<table>
<thead>
<tr>
<th>ADJOURNMENT</th>
<th>The meeting was adjourned at 1:17 p.m.</th>
</tr>
</thead>
</table>

**RESPECTFULLY SUBMITTED BY:**
Victor Rodríguez, *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 ________________ 4/13/2022