## ECAC Members

| Russell Mahler, RCAC 1 Chair * | Izmir Coello, Interpreter |
| Estela Lara, RCAC 2 Chair | Isaac Ibarlucea, Interpreter |
| Cynthia Conteas-Wood, RCAC 3 Chair, ECAC Vice-Chair | Alex Mendez, Interpreter |
| Silvia Poz, RCAC 4 Chair | Estefanie Mendez, Interpreter |
| Maria Sanchez, RCAC 5 Chair | Katelynn Mory, Closed Captioner |
| Andria McFerson, RCAC 6 Chair | Ruth Nuno, Interpreter |
| Fátima Vázquez, RCAC 7 Chair, ECAC Chair | Liliana Sanchez, Interpreter |
| Ana Romo, RCAC 8 Chair | Gisela Brigidio, Public |
| Tonya Byrd, RCAC 9 Chair | Maria Casarrubias, Public |
| Damares O Hernández de Cordero, RCAC 10 Chair | Joann Cannon, Public |
| Maria Angel Refugio, RCAC 11 Chair | Carmen Delgado, Public |
| Lluvia Salazar, At-Large Member * | Nereyda Ibarra, Public |
| Deaka McClain, At Large Member | Maritza Lebron, Public |

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

## RCAC Members/Public

| | | |
| | | |
| | | |
| | | |
| | | |

## L.A. Care Board of Governors/Senior Staff

| Hilda Pérez, Member Representative, Board of Governors |
| Layla Gonzalez, Member Advocate, Board of Governors |
| John Baackes, Chief Executive Office, L.A. Care |
| Alex Li, MD, Deputy Chief Medical Officer, L.A. Care |
| Miriam Admasu, Department Assistant, CO&E |
| Malou Balones, Board Specialist, Board Services |
| December Carr, Customer Solution Center Department Liaison, CSC |
| Kristina Chung, Community Outreach Field Specialist, CO&E |
| Demetra Crandall, Director, Customer Solution Appeals and Grievances, CSC |
| Idalia De La Torre, Field Specialist Supervisor, CO&E |
| Auleria Eakins, Manager, CO&E |
| Hilda Herrera, Community Outreach Field Specialist, CO&E * |
| Thomas Mapp, Chief Compliance Officer, Compliance |
| Linda Merkens, Senior Manager, Board Services |
| Frank Meza, Community Outreach Field Specialist, CO&E |
| Nicole Moussa, Manager, Technical Information, Pharmacy & Formulary |
| Francisco Oaxaca, Chief, Communication and Community Relations |
| Cindy Pozos, Community Outreach Field Specialist, CO&E |
| Jose Ricardo Rivas, Community Outreach Field Specialist, CO&E |
| Victor Rodriguez, Board Specialist, Board Services |
| Brandi Swan, Quality Improvement Specialist, Health Services |
| Priti Thanki, Local Government Advisor, Government Affairs |
| Martin Vicente, Community Outreach Field Specialist, CO&E |
# CALL TO ORDER

Chairperson Fatima Vazquez advised the public to please recheck these directions for updates prior to the start of the meeting. Chairperson Vazquez called the meeting to order at 10:02 a.m.

She announced that 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://us06web.zoom.us/j/88356655843

Teleconference Call – In information/Site

Call-in number: 1-415-655-0002 Participants Access Code: 2499 096 7890 (English)
Call-in number: 1-415-655-0002 Participants Access Code: 2493 093 5578 (Spanish)

Members of the Executive Community Advisory Committee or staff may also participate in this meeting via teleconference. The public is encouraged to submit public comments or comments on Agenda items in writing by email to COEpubliccomments@lacare.org or by sending a text or voicemail to (213) 605-4197.

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 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 September 14, 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 (213) 605-4197 or by email to COEpubliccomments@lacare.org.

Goals for today’s meeting:
1. Receive an update from L.A. Care’s Chief Medical Officer.
2. Receive an update from L.A. Care’s Chief Executive Officer.
3. Receive an update from Government Affairs Department.
4. Receive recommendations from the ECAC ad-hoc committee – Disability Awareness Month.
5. Receive recommendations from the ECAC ad-hoc committee – African American Health Disparities.
6. Receive a presentation on the County of Los Angeles Delete the Divide.

Idalia De La Torre, Field Specialist Supervisor, CO&E, confirmed attendance by roll call.
Chairperson Vazquez read the ECAC Meeting Ground Rules and Meeting Guidelines.

Meeting Ground Rules
- We treat each other with respect
- We raise our virtual hand icon and wait to be called on
- We lower our 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 not people
- 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) minutes 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 schedule to provide an update or present during the ECAC meeting will be timed to ensure they stay within their allotted time.

APPROVE MEETING AGENDA
Member Andria McFerson, RCAC 6 Chair, asked if the committee can have two minutes to look at the agenda. She noted that an updated version was distributed right before the meeting.

The Agenda for today’s meeting was approved.

APPROVE MEETING MINUTES
Approved by roll call.
10 AYES (Byrd, Conteas-Wood, Cordero, Lara, McClain, Poz, Romo, Sanchez, Refugio, Vazquez)
1 Abstention: McFerson

Approved by roll call.
10 AYES (Byrd, Conteas-Wood, Cordero, Lara,
The July 13, 2022 meeting minutes were approved as submitted.

STANDING ITEMS

UPDATE FROM CHIEF MEDICAL OFFICER

Alex Li, MD, Deputy Chief Medical Officer, gave the Chief Medical Officer update:

He is a practicing internist and pediatrician, and he sees patients in South Los Angeles as well as in East Los Angeles on a weekly basis. Many patients that he sees are members of the L.A. Care community. He thanked everyone who is participating in the meeting, the past 2.5 years have been very difficult. He knows that, both by history and personal experience as a first generation immigrant, things will get better. He noted that this is still a very young nation that has a lot of promises, and it's still extremely welcoming. He'll be talking about California expanding healthcare coverage for uninsured or people who don't have legal status in this country.

COVID-19 Update
He said that he believes the tide on COVID-19 is turning. He noted that Los Angeles County officially entered the green tier in terms of community-level transmission. This doesn't mean the county is completely out of danger, some of the positive indicators are decreased hospital admissions and emergency room visits for those that tested positive for COVID-19. The numbers have dropped down significantly. That's a really good indication that the COVID-19 case rates as well as the number of severe hospitalizations and deaths have dropped. There are also other indicators that we're looking at now that don’t include COVID testing results because many people are testing at home. Besides taking into account the hospital and emergency room use, the County is also looking for any change in the COVID-19 viral load in the water sewage system.

The county is tracks the number of outbreaks, in school settings or healthcare facilities, because those are places with accurate reporting. He reported that there is a new vaccine available. Unlike the past, when vaccines were introduced and available for everyone in the U.S. were a little bit behind in terms of the type of variants they could defend against, the new vaccine or formulation of vaccine from Pfizer and Moderna is up-to-date with the current sub-BA 5 variant. There are about 1.4 million children in L.A. County that are 12 years and younger, 1.4 million out of 10 plus million, equals 14 percent of L.A. County residents. L.A. Care provides coverage for half a million children that are 12 years and younger. Currently less than one third of the children less than 12 years of age in the County, have received one or more doses of vaccine. For L.A. Care members that proportion is about 20 percent. There is lots of room to improve those rates. As a father
and a pediatrician, he can say that these vaccines have been proven to be safe. They have proven to be effective in shortening the duration of symptoms and COVID-19 disease and lower the chance of getting COVID-19. Since children are back in school, they’re playing and interacting together more, which they should do. It is good to give them as much protection as possible. L.A. Care plans to continue to work closely with the L.A. County Department of Public Health (DPH) and with pediatric practices that are trusted sources of information for parents about children’s health and vaccines. L.A. Care is reaching out to medical groups, asking them to recruit and encourage practices to be vaccine administrators for children. L.A. Care is also working with the L.A. Unified School District medical unit to develop more ways to collaborate. Children are at school most of the day and a school can be a great additional partner. He noted that L.A. Care worked with the Los Angeles Rams, sponsoring an event as well as other kind of community events to do more community education.

**Monkey Pox Update**

Dr. Li said that since the initial identification of the monkey pox cases here in the U.S. and for L.A. County, it was reported this week that the first individual passed away with monkey pox. From a physician standpoint, it's not considered a very dangerous virus. Nowhere near as dangerous as COVID-19 or Ebola. Monkey pox can cause people to have painful pimples or lesions and can cause scars and skin disfigurement. Those that have challenges with their immune system, because they have cancer patients or getting treatment or have HIV and AIDS, are more at risk for having more severe disease. He noted that vaccines are limited, but they are available here in L.A. County for those that are high-risk. He noted that monkey pox is spread predominantly by men through close contact. This is a disease that impacts people of every race. L.A. Care is doing a lot to improve member experience, his team is working hard to make sure people get healthcare coverage. L.A. Care is looking to enroll undocumented adults, which is important to him and the team here at L.A. Care.

**PUBLIC COMMENTS**

Submitted by Ismael Maldonado via email on September 14, 2022 at 10:34 a.m.:  
*Hi why was Lakeside Regal Eastland opted out of Anthem Blue cross they not doing business anymore because something happened to me because they were not contracted?*

Layla Gonzalez, Member Advocate, Board of Governors, thanked Dr. Li for his very informative report. She noted that Dr. Li mentioned that there is small percentage of kids getting vaccinated and she wonders if the CO&E department can have RCAC members help address this issue by visiting schools to distribute information. Ms. De La Torre thanked Ms. Gonzalez for her comment, she will follow up once staff reviews the suggestion.
Member McFerson thanked Dr. Li for his update. She noted that during this time they are receiving negative feedback as far as equality goes. It's almost as if people of color are reluctant to actually receive any shots or vaccinations, or care due to how they are treated. She thinks that the colored community should know that they have people just like them that actually received these services. She suggested peer on peer type of interactions, to let them know about the positivity in going to go take care of themselves. She said when looking at vaccination rates, those issues go together. Dr. Li thanked her for her feedback and he noted that L.A. Care can always do better. L.A. Care is looking at data as well as working with the County to direct resources at the under resourced communities. He thanked her for her comments and support.

Hilda Pérez, Member Representative, Board of Governors, asked Dr. Li if he can advise members where they can get reliable information about the new boosters. Dr. Li responded that the new booster formulation was recently approved. Right now, many of the pharmacies and community clinics are just receiving new stock of the vaccine. L.A. Care uses the Centers for Disease Control as well as DPH COVID-19 vaccine website as the main source of truth. The web page for DPH includes the www.myturn.ca.gov link that shows the clinical practices and places that have the vaccine available. There is information available about the vaccine, as well as the new booster, as well as just anything around safety and efficacy.

Estela Lara, RCAC 2 Chair, asked if the new formulation only applies to Pfizer and Moderna boosters. She also asked if he knew when the results of the sewage testing will come out and how it affects rivers, oceans, and lakes. Dr. Li responded that the new formulation of the vaccine is only available for Pfizer and Moderna. In regards to her question about sewage, he said luckily most sewage water is treated before it goes into the rivers and ocean to remove as many particulates as possible. Also, the COVID-19 virus is not a strong virus that can live separate or away from human beings for a long period of time. Once in the air or water, it breaks down very quickly, especially in sunlight.

**UPDATE FROM CHIEF EXECUTIVE OFFICER**

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

**Public Charge**

During the Trump Administration, a rule was used for immigrants to parse out people that would not be a drain on the public purse. This goes back to the 19th to 20th century and it was to exclude people who were very sick from coming into the United States. The Trump Administration took this public charge rule and loaded it up with a lot of additional items to be used against an immigrant who was trying to come into the United States. It was particularly onerous for people who arrived legally and were applying for green cards, and landed in a nursing home. The Trump Administration added public services to that list. Any use of public social services like Medicaid it would be counted against the immigrant on the application for a green card. L.A. Care went on record against it. The Biden
Executive Community Advisory Committee  
September 14, 2022 / Page 8 of 15

Administration formally reversed those rules last week, Visit the Department of Homeland Security website to get the latest information.

Community Resource Center
He reported that Inglewood Community Resource Center held its ribbon cutting event last Thursday and Ms. Gonzalez was there representing the board. He noted that Ms. McFerson was also there and thanked her for attending and posing for the ribbon cutting event.

Redeterminations
Medi-Cal eligibility is redetermined annually to make sure enrollees are still eligible. Since COVID-19 and the public health emergency issued at the federal level, redeterminations have been suspended, because the government didn't want remove people’s insurance during a pandemic. The suspended redetermination period currently ends on October 15 and when the public health emergency ends, redeterminations will resume after 60 days. The current public health emergency will likely be extended another 90 days to January 15. That means redetermination would not start until probably March 2023. He noted that over the winter there could be another surge in COVID-19 cases, notwithstanding the availability of a new booster vaccine. In that case, people would expect the public health emergency to be extended yet again into the spring.

Once redeterminations begin again L.A. Care will have resources available at its community resource centers to help people with the paperwork. The only way people will fail a redetermination is if they've moved and are no longer in the County or their income is now above the ceiling for Medi-Cal. This will probably be the deciding factor for many people who continued benefits but whose income has gone up and they may no longer qualify for Medi-Cal. In that case, if they don't have access to health insurance otherwise, they can continue with L.A. Care through Covered California. If the income is just above the ceiling, the member will have no premium cost in Covered California because of the subsidies available. He noted that in L.A. County, people can select either L.A. Care or Health Net if they qualify for Medi-Cal. The State of California has just done a re-procurement process to determine the commercial plan for each of the 58 counties. It was announced that Health Net is not going to be renewed in Los Angeles County, and will be replaced by Molina Healthcare, which is based in Long Beach. Health Net members will receive a series of notices telling them that their coverage with Health Net will be exchanged for coverage with Molina.

L.A. Care members will not receive a notice, because L.A. Care’s coverage is not being disrupted.

Submitted by Ismael Maldonado via email on September 14, 2022 at 10:34 a.m.:  
Why were we not told as a RCAC to be invited to the LA CARE 25 anniversary?
Mr. Baackes reported that the 25th Anniversary Celebration was held at the Charles R. Drew University of Science and Medicine. L.A. Care followed the protocols on the campus. The event was held outdoors under a tent, and everyone went through a COVID-19 screening. Those that tested positive weren’t allowed to enter. Only people that tested negative could enter. L.A. Care also limited attendance at this event because there was only a certain amount of space under the tent.

Maria Angel Refugio, RCAC 11 Chair, asked Mr. Baackes what people should do if they receive their redetermination earlier. Mr. Baackes responded that people should fill out the packet immediately and submit it by the deadline, particularly to requalify people, so they will be eligible for another year of coverage.

Member McFerson asked if there is a plan for January 2024 for Health Net members and their responsibilities to delegate. She said that if people are going to do a redetermination they need to make sure that that program will be substantial for a long period of time. She noted that some providers only accept L.A. Care and people that are getting preventive care or any sort of healthcare they definitely want to see the same care provider. Will people have this information by then? Mr. Baackes he responded that the answer is probably no. The redetermination process is a separate track than the procurement process. He does not believe the state has contemplated providing information about the change. He said that there will be 30, 60, and 90 day notices. They will be given the option to opt out and move over to L.A. Care. If they do nothing they will be automatically be enrolled into Molina. He said that there are some providers that are part of Health Net that don’t want to be in Molina’s network and those providers are asking if they can join L.A. Care instead. He said it is going to be a significant disruption for Health Net members to deal with. He reminded members that by January 1, 2024, all undocumented citizens between 26 and 49 will also have access to Medi-Cal, if they enroll. That may cause additional disruption at L.A. Care because, it'll probably be bringing on 100,000 to 150,000 new members. Assuming the eligibility redetermination process starts early in 2023, it will extend into 2024, as members will need to submit new documents by each individual’s enrollment date.

Member Lara is worried about all the members that are being overwhelmed with information. She thinks those Medi-Cal beneficiaries should move over to L.A. Care now. She asked if they are able to switch over from Health Net before January 1, 2024. Those members risk being left without their provider. Mr. Baackes responded that if the patient is concerned, the patient can switch health plans at any time. If the practice wants to move all their patients that come to them through Health Net, it would require them to cancel the
Health Net contract. Then they would do what's known as a block transfer, which has to be approved by the California Department of Managed Health Care.

**BOARD MEMBERS REPORT**

Ms. Gonzalez and Ms. Perez reported:

The Board of Governors met on September 1. Meeting materials are available on L.A. Care’s website, and the motions list is available from CO&E staff.

- They thanked all of the RCAC members that joined the Board meeting and all the past ECAC and BOG meetings.
- If anyone needs assistance in accessing the virtual meetings, please reach out to CO&E staff.
- Heartfelt best wishes were expressed to anyone that has been affected by the pandemic.
- Matt Eyles, President and CEO, America’s Health Insurance Plans (AHIP), gave an update about efforts in Congress to address issues in healthcare. He spoke about the Inflation Reduction Act, which was signed into law on August 16, 2022, and was the culmination of a years-long effort to address important priorities for the country, and the importance of access to and affordability of health insurance coverage.
- Cheryl Phillips, MD, AGSF, President and CEO, Special Needs Plan Alliance, gave a report about Medicare Special Needs Plans (SNP) and Dually Eligible SNPs. Medicare Special Needs Plans (SNPs) are a type of Medicare Advantage coordinated care plan similar to health maintenance organizations (HMOs) or preferred provider organizations (PPOs), but with specific eligibility and service rules. DSNPs are Medicare Advantage plans that enroll those who are eligible for both Medicare and Medicaid (Medi-Cal).

Ms. Gonzalez thanked CO&E staff for updates regarding upcoming meetings, especially events regarding Hispanic Heritage Month or Latino Heritage Month. She thanked CO&E for inviting her to the ribbon cutting event.

Perez stated that she missed the ribbon cutting event because she attended a food pantry at the Venice Family Clinic, with the help from Health Promoters. She reported that CO&E’s budget for the next fiscal year is aligned with the priorities of the health plan and it is aligned with Quality Improvement. CO&E listened to and accepted member’s feedback.

Member McFerson thanked the Board Members for their report. She always enjoys hearing their updates and positive decisions that the Board makes in regards to health care. She is really happy about the Inglewood Community Resource Center opening, because she had been speaking about it for some time. She noted that it is important to resume the RCAC meetings so they can do public outreach. She said if members don’t have access to meetings from home they can use the Community Resource Centers. When in person meetings begin and they are not able to make it to downtown, the resource centers are a good option. Ms. Gonzalez responded that it is not up to them, but she doesn’t see why it can’t be done since
they are already having virtual classes. She noted that they are mainly virtual, but she has seen some of them being held in person.

<table>
<thead>
<tr>
<th>COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT UPDATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auleria Eakins, Ed. D, Manager, CO&amp;E, gave the following report:</td>
</tr>
</tbody>
</table>

**Community Resource Centers (CRC)**
Currently offer many k wellness, health education, parenting, nutrition, exercise, assistance with benefits and more I will highlight a few happening but you should go on line or call for more information on monthly offerings.

**Inglewood**
Dr. Eakins reported that she attended the official grand opening of the Inglewood CRC last Thursday and shared that it is really nice. She encouraged members to visit the new center when they are in the area. She also encouraged members to utilize all the services and classes being offered. Information on classes are also available online.

Dr. Eakins also encouraged members to reach out to theirs nearest CRC for the most current calendar of events and services. Each center has unique offerings to suit the needs of the local communities.

The Long Beach CRC location is under construction and will be completed by late October. The CRC Westside location is also under construction and expected to be completed by October. Staff will keep members up to date as new information becomes available.

**Programs and projects update**
Dr. Eakins, thanked the ECAC Chairs that responded with the names of organizations in their area for a potential partnership with Human-It. Flyers are available and staff will share information with those agencies. The program will launch today, which will offer 200 low-income families (who meet federal guidelines) and opportunity to apply for a new Google Chromebook (while supplies last), have access to computer literacy classes, and assistance with identifying low-cost internet based on their service area. This goal of this partnership is to address the digital divide among our member population and the larger L.A. County community. One does not have to be a L.A. Care member to qualify. Those with any questions should reach out to their assigned Field Specialist.

**2022 Hispanic Heritage Month**
The theme for the 2022 Hispanic Heritage Month is "Unidos: Inclusivity for a Stronger Nation." The four-part health and culture sessions will begin September 15, 2022 and will continue each Thursday until October 13, 2022. All sessions will start at 10 am.

Submitted by Ismael Maldonado via email on September 14, 2022 at 11:48 a.m.: Hello, I would like to know about disability awareness month
Member McFerson stated this is the digital divide she has been speaking of and it definitely needs to be addressed. She noted that there are disabled people and seniors that need to know how to use the internet. She asked if there can be virtual classes at the CRCs about this issue. She said people are having doctor appointments virtually and asked why isn’t it being made more accessible. She said the flyers that were made for Hispanic Heritage Month are awesome. She suggested giving people instruction on how to join the meeting. Dr. Eakins responded that at her June and July meeting she did some research and Disability Awareness month is in March, so that topic will be addressed in March 2023. She will share her thoughts about virtual classes for people with disabilities with the CRC Senior Management.

Deaka McClain, **Member At-Large**, asked about the computers that Dr. Eakins spoke of in the past. She confirmed that Disability Awareness Month is March, but noted that October is Disability Employment Month. She asked for the name of the computer partnership. Dr. Eakins responded that confirmed that the partner is called Human IT and people must go through the virtual program to get a free laptop.

### MEMBER ISSUES

Member McFerson said that she advocates a lot for people of color, for the disabled, for seniors and for just regular low-income people who need access to care. She is thinking that, general consensus when she speaks to people who have been to the doctor lately, if people have diabetes, heart disease, or major things, surgeries, they fall by the wayside when it comes to doctor's care and updates on prescriptions. In regards to appeals that members try to make to get things covered by L.A. Care, she has a friend that tried to get L.A. Care customer service to give them a call back, because they were double-charged for one of their procedures that had been done. One by the doctor's office and one by the specialist. They had to stop doing their job just due to this pandemic. It just impacted them in a horrible way. It affected their credit. The member wants to know how she can try to get back to having some sort of protocol or communication.

Chairperson Vazquez said that as an L.A. Care member, she would like to share briefly in name of those who have a disability. She is legally blind and sometimes when she goes to the eye clinic, she feels like the doctor only looks at her file, but doesn’t ask how she is doing or feeling. Sometimes she feels like a number in those clinics where they only want to fill out paper work. They really don't provide a personal treatment and as a disabled person, she feels like she needs more. Especially with some of the difficulties they face in order to feel better. She doesn’t feel like this is an isolated incident and there needs to be more communication between L.A. Care and the clinics. She asked what L.A. Care does to hold accountable in regards to their treatment to members.

### OLD BUSINESS
**UPDATE FROM APPEALS AND GRIEVANCES**

Demetra Crandall, Director, Appeals and Grievances, gave an update from Appeals and Grievances. (The full report can be obtained from Board Services).

Ms. Perez thanked Ms. Crandall for her patience and for giving her report. She believes the information and education to members in regards to appeals and grievances and the complaints is crucial. There are many members that do not know the procedure. Some don’t know exactly what details need to be written down for a grievance. She asked if L.A. Care is using its social media to educate people on how to file grievances and appeals. She suggested a short video explaining the process. Ms. Crandall thanked Ms. Perez and said that it is very important for members to know how to provide feedback. She said that she can work the communication teams to see what can be put together and see if it can be displayed at the CRCs. She noted that it is not up to the member to say they want to file an appeal or grievance; it is on L.A. Care to do that for the member.

**FUTURE AGENDA ITEMS**

Member McFerson asked Ms. Crandall, “How do you think the members have a right to speak? Sometimes when we go to the doctors and different things like that, you know, we already have this treatment that we are just a number?” She said that people are reluctant to speak up and say anything because they might they may receive negative reciprocity. She noted that some people that speak up sometimes get negative treatment from their doctors. Ms. Crandall thanked Ms. McFerson for her comments and she appreciates her passion for helping members. She agrees with her and noted that it really is challenging for members to file complaints and not receive some type of negative reciprocity. The providers are not supposed to retaliate, for lack of a better word, back against the members, but we are all human and those things do occur, unfortunately. L.A. Care does have ways that it can do some investigation that allows for it to keep the member out of the middle of the investigation. However, most of the time, the member’s name has to be involved. She does agree that members have the right to speak up and receive appropriate care.

**FUTURE AGENDA ITEMS**

Member McFerson said the committee needs to discuss strengthening its stakeholder system, to have an open plan to have the ECAC Co-Chairs actually get together and see what is a better plan in order to have more participation; more participation from the committee and actually what their responsibility is by law. They need to have stakeholders and they need to know more about the Board.

**PUBLIC COMMENTS**

Submitted by Elizabeth Cooper, RCAC 2 Member, via phone call on September 14, 2022:

*Good morning, members of the ECAC, L.A. Care staff, my name is Elizabeth cooper. First I want to say that I listen to some of the meetings and I had decided not to make a call today but I think my voice and others in the public who do call...*
should be listened to. I would like to bring to the attention of Dr. Eakins, Francisco Oaxaca, ECAC chairs and members please take notice that the RCACs do have representation but there has been a lack of representation from the ECAC chairs from what the members might be interested in. As a longtime member of LA Care and also my son who is an LA Care member, I am concerned not to hear from RCAC members. I don’t know whether they get a voice if they are not in a committee at this moment the public comments should be taken into consideration. Since the RCACs are not meeting they have very little input. I want the two Board members Layla Gonzalez and Hilda Perez to take notice. I would like to see Dr. Eakins take notice of the special needs members and that they should be on the agenda. I know Deaka McClain represents the special needs population but I don’t hear too much about what LA Care Health Plan is doing to help all people. Thank you.

Also, I would like to congratulate and send best wishes to the Hispanic Heritage month and all those who will be celebrating. As one who has lived around neighbors of Hispanic heritage I appreciate interacting with different cultures. On behalf of Jonathan Cooper and myself we would like to wish the Hispanic community and those who celebrate this Hispanic heritage month. Also, I would like to thank the committee members who have been concerned about issues in the community Andrea McFerson for also bringing up the culture issues I’ve been speaking about for many years. My good wishes to all the Hispanic community in LA County Thank you.

Submitted by Elizabeth Cooper, RCAC 2 Member, via phone call on September 14, 2022:
Good Afternoon, Jonathan Cooper LA Care member have agreed to this message.
Good morning, members of ECAC, chair and the two board of governor’s members who represent me. I do conquer with my mom’s comments regarding the special needs and would like to bring to the attention of CO&E Department please consider some of her comments. I would like to hear about issues the special needs consumers are dealing with on the agenda. To the RCAC 2 chair please inquire with the field specialist what are some of the consumer issues. I am a member of LA Care; I thank you for the work you are doing but I do hope there will be an agenda item for people like me who have special needs. I also want this to be given to the management of CO&E Dr. Eakins, please be more sensitive when my mom or members with special needs call. The issues
<table>
<thead>
<tr>
<th><strong>discussed are very important but please take my issue and comments into consideration since not too many people call or have access. Thank you.</strong></th>
</tr>
</thead>
</table>

| **ADJOURNMENT** | Chairperson Vazquez thanked the interpreters, L.A. Care staff, and the public for attending. The meeting was adjourned at 1:18 p.m. |
|---|

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

**APPROVED BY**
Fatima Vasquez (due to public health orders the document will be signed when it is possible)
Fatima Vasquez, *ECAC Chair*
Date 10/12/2022