

**Medi-Cal Community Advisory Committee
San Francisco Bay Area
March 24, 2025, 10:30 am
Meeting Minutes**

Community Advisory Committee Members Present (names omitted for privacy)	
Kaiser Permanente Medi-Cal members	19
Caregiver advocates of Kaiser Permanente Medi-Cal members	3
Community-based organization representatives	3 <ul style="list-style-type: none"> Huckleberry Youth Programs Bill Wilson Center LifeMoves

Other Attendees	
Public Attendees	0

Kaiser Permanente Attendees	
Celina M Sullivan	Regional Director
Debbie Dyer	Clinical Practice Consultant, Medi-Cal Care Delivery & Operations
Gretchen Shanofsky	Consultant
Kent W Jolly	MD, Assistant Medical Director for Medi-Cal
Joseph De Los Santos	California Health Equity Strategy Lead, National Medicaid and State Programs
Lori Kabangu	Northern California Community Advisory Committee Coordinator
Marco Diaz	Community Advisory Committee Specialist
Melinda Yanonis	Southern California Community Advisory Committee Coordinator
Shahzad Dhanani	Regional Director, Medi-Cal Care Delivery & Operations
Shamiq Hussain	Director Medi-Cal Policy & Engagement
Tasha Chu	Southern California Community Advisory Committee Coordinator

Meeting Minutes			
Topic	Topic Summary	Member input and additional details	Action items
Welcome & Agenda Review	<p>The Community Advisory Committee (CAC) Coordinator welcomed members to the meeting and shared the following:</p> <ul style="list-style-type: none"> • Members were reminded of the public meeting forum, meaning the privacy of any personal information shared cannot be guaranteed. • CAC Team and Health Equity Partners were shared. • Agenda topics were reviewed. 		
Meeting Tips & Guidelines	<p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop were shared.</p> <p>The presenter introduced three options for participating in the meeting: raise hand to speak, use chat, or write comments in Microsoft Forms feedback form.</p>	Teams Function has chat limitations for some members; will troubleshoot and identify options.	
CAC Expansion & Overview	<p>The CAC Coordinator shared details about the CAC expansion for 2025:</p> <ol style="list-style-type: none"> 1. North Bay: Marin, Napa, Solano, and Sonoma 2. Sacramento Region: Amador, El Dorado, Placer, Sacramento, Sutter, Yolo, and Yuba 3. San Francisco Bay Area: San Francisco, San Mateo, Santa Clara, and Santa Cruz 4. East Bay: Alameda and Contra Costa 	The CAC Coordinator reviewed CAC North Bay and the member representation, including Community Based Organization (CBO) stakeholders: LifeMoves Family Crossroads, Bill Wilson Center, and Huckleberry Youth.	

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	5. Central Valley: Fresno, Kings, Madera, Mariposa, San Joaquin, Stanislaus, and Tulare 6. Central Valley South: Kern and Ventura 7. Greater Los Angeles: Los Angeles 8. Inland Desert: Imperial, Riverside, and San Bernardino 9. South SoCal: Orange and San Diego		
Interest in the CAC	<p>The CAC Coordinator led a discussion with the CAC members to ask about their interest in joining the CAC, what they would like to learn, and what led them to participate.</p>	<p>The members shared:</p> <ul style="list-style-type: none"> • Recently started receiving Medi-Cal and experienced challenges transferring care, especially mental health care and wanted to share her experience. • A college student majoring in biology and getting a medical assistance certificate whose mother frequently visits Kaiser Permanente due to a stroke, would like to gain a community perspective on Medi-Cal and better understand the system. • First-time parents with a daughter diagnosed with autism and would like to be a voice for family member and others, plus navigate community resources. 	<p>Member experiences, input and feedback have been documented. The CAC Coordinator will follow-up accordingly on active member issues.</p>

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		<ul style="list-style-type: none"> • Life Moves would like to support clients in accessing care while unhoused and understand Cal AIM. • Has been on Medi-Cal for two years, previously on Covered California, and has a baby and would like to learn what Medi-Cal benefits are out there and provide feedback to improve the program and share positive experiences. • Family member has twin daughters diagnosed with genetic epilepsy and would like to understand changes in Medi-Cal and Medicare plus share her experience. • Bill Wilson Center, a nonprofit working with families and young adults who would like to advocate for the young adult population. • New to Medi-Cal and interested in understanding the challenges ahead. • Interested in others' comments and challenges with Kaiser plus understand how these challenges may affect future care. 	
Kaiser Permanente's	The Medi-Cal leadership speaker was introduced. The leader reviewed Kaiser Permanente's mission statement, the impact	Shahzad Dhanani provided remarks for this CAC.	

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Focus on Medi-Cal Members	of CAC Feedback, and the vital role that our members play. The leader also shared Kaiser Permanente’s Medi-Cal guiding principles.		
Meeting Norms and Values	The CAC Coordinator led a discussion with CAC members to establish norms and values for the CAC meetings. The norms and values will be collected across all nine (9) CACs and summarized for presentation in our Q2 CAC meetings.	<p>The following feedback was provided:</p> <ul style="list-style-type: none"> • Suggested having minutes of the meetings available for reference to help retain information. • Proposed including a norm about celebrating differences, such as different learning styles, backgrounds, and needs, to ensure everyone feels valued and respected. 	CAC Team to compile feedback from all CACs and build the norms and values to share at the next meeting
CAC Purpose & 2024 in Review	<p>The CAC Coordinator reviewed the purpose of CAC meetings and set expectations for members for future meetings. The CAC Coordinator also shared examples of future topics where members’ input and feedback can help drive improvements at Kaiser Permanente.</p> <p>The CAC Coordinator shared the impact of feedback from CAC members in 2024, which led to several accomplishments.</p>		
Community Health Topics	<p>In a pre-meeting survey, CAC members were asked what community health topics matter most to them.</p> <p>A guest speaker from Kaiser Permanente’s Population Needs Assessment (PNA) and Population Health Management (PHM) Team</p>	<p>The top health priorities identified for this CAC and feedback provided were:</p> <p>1. Availability of Doctors and Other Healthcare Providers</p>	Member experiences, input and feedback have been documented. The CAC Coordinator will follow-up accordingly on active member issues.

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	<p>explained how their team engages with local health departments and other Medi-Cal health plans to identify the most important health topics in the community.</p> <p>The guest speaker presented the pre-meeting survey responses and asked for CAC members' feedback on the identified health topics.</p> <p>The guest speaker indicated future ways CAC members can participate in providing feedback about community health priorities to local health departments, including through surveys, focus groups, and county-led workgroups.</p>	<ul style="list-style-type: none"> • Emphasized the importance of long wait times to healthcare providers for regular checkups and emergencies, sharing personal experiences with her mother's care. • Highlighted the challenge of continuity when a specialist leaves the organization, affecting her daughter's medical care due to lack of historical knowledge of member. • Mentioned being impressed with the availability of doctors at Kaiser compared to other insurances. • Stressed the importance of regular access to doctors, noting long wait times for specialists like dermatologists. • Raised the issue of Kaiser being limited to certain states, which poses a challenge when traveling to states without Kaiser facilities. She inquired about making this process smoother and more supportive. • Shared personal experience of traveling to Arizona and needing medication but finding limited access to Kaiser facilities and had to have medication mailed, highlighting the need for better information and support for accessing services while traveling. 	<p>Community health priority topic feedback will be evaluated for improvements to Kaiser Permanente programs and with local health departments for consideration in improvements to community health programs and resources.</p>

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		<p>2. Availability of Mental Health Providers</p> <ul style="list-style-type: none"> • Shared disappointment with the mental health services, including the lack of one-on-one therapy and the repetitive intake process and eventually gave up. • Expressed there could be an appointment button on the Kaiser Permanente cell phone app to get Mental Health Services. • Discussed difficulties in accessing in-person mental health services during postpartum and leading up to giving up on seeking support. • Highlighted the challenge of getting consistent mental health services for staff at their organization and the long wait times. • Raised a question about how the availability of Mental health therapists influences the filtering of potential patients. • Suggested developing an informational display for mental health services in waiting rooms, including QR codes, and posters. <p>3. Oral Health</p>	

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		<ul style="list-style-type: none"> • Rated Oral Health highly, discussing the significant dental needs of unhoused individuals and the impact on overall health. • Mentioned the difficulty of finding dental providers in Santa Cruz who accept Medi-Cal, highlighting the limited options and poor reviews of available dental providers. • Provided insights into the limitations of dental services under Medi-Cal and shared progress made for children's oral health, including fluoride treatments and anesthesia support for special needs children. • Asked about accessing dental services and the interaction between Medi-Cal and dental providers. • Not aware of Medi-Cal Oral care but would like to get more information. 	
Announcements	The CAC Coordinator reviewed announcements with CAC members, including information about upcoming meetings and a reminder to keep personal contact details updated with Kaiser Permanente and their Medi-Cal County Eligibility Worker. The CAC Coordinator also shared contact and website information.		
Open Forum & Additional	CAC members and other attendees were invited to ask questions, share feedback, and	Feedback and comments shared: <ul style="list-style-type: none"> • Expressed gratitude for the opportunity to participate and 	The CAC Team will follow up with members

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Questions and Comments	provide any additional comment on today's agenda or on other Medi-Cal topics.	<p>mentioned that the information provided would help friends experiencing difficulties with Kaiser Permanente.</p> <ul style="list-style-type: none"> • Would like to know the process of reapplying for Medi-Cal after discontinuing CalWorks, seeking clarification on coverage continuation with Kaiser Permanente Medi-Cal and the Process to Enroll (PTE) • Mentioned confusion about accessing acupuncture and chiropractic services through Medi-Cal at Kaiser Permanente and found that some providers accept Medi-Cal but not Kaiser Medi-Cal, making it difficult to find suitable providers. • Explained that chiropractic services are provided through American Specialty Health (ASH) and noted specific requirements from Medi-Cal for accessing these services. 	<p>with resources for specific care needs.</p> <p>CAC Team is also in review of Microsoft form submissions related to today's input topics and will complete follow-up incorporated into the follow-up process as described above.</p>