



**Northern California, Medi-Cal Community Advisory Committee**  
**June 25, 2024**  
**10:30 am – 12:00pm**  
**Meeting Minutes**

<b>Community Advisory Committee Members Present (names not shared for privacy)</b>	
Kaiser Permanente Medi-Cal Members: 17	
Parent Advocate of Kaiser Permanente Medi-Cal Member: 2	
Representative from Health Education Council: 1	
Representative from Huckleberry Youth: 1	
Representative from Aliados Health: 1	

<b>Other Attendees</b>	
Name	Role
Jamie Almanza	Community Advisory Committee Selection Committee Member
Stephanie Rivera	Contra Costa Health Plan
Meg Ragan	Guest from Public

<b>Kaiser Permanente Meeting Participants</b>	
Name	Role
Celia Williams	Executive Director, Medi-Cal Care Delivery & Operations
Dana McEwen	Sr. Consultant, Behavioral Health Workgroup
Eboni Spears	Administrative Specialist, Medi-Cal Care Delivery & Operations
Esme Cullen, MD	Medicaid Chief Health Equity Officer
JM Brookey, MD	The Southern California Permanente Medical Group, CAC Physician Partner
Kari Carlson, MD	The Permanente Medical Group, Observer
Kevin Yee, MD	The Permanente Medical Group, Observer
Lori Kabangu	Northern California Community Advisory Committee Coordinator
Marco Diaz	Community Advisory Committee Administrator
Melinda Yanonis	Southern California Community Advisory Committee Coordinator
Shahzad Dhanani	Regional Director, Medi-Cal Care Delivery & Operations
Vanessa Davis	Director, Medi-Cal External Engagement and Initiatives
Vidya Iyengar	Vice President, Medi-Cal Care Delivery & Operations, California

<b>Kaiser Permanente Staff Guests</b>	
Name	Role
Debbie Dyer	Clinical Consultant, CAC Workgroup Member
Jason Cruz Velasco	Master Level Student Intern, Medi-Cal Care Delivery & Operations
Kerry Litman	The Southern California Permanente Medical Group, CAC Physician Partner
Marie Sanchez	Community Health Lead – Central Valley, CAC Workgroup Member

Meeting Agenda			
Topic	Facilitator	Discussion	Action Items
Meeting Tips & Guidelines	Lori Kabangu	<p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop shared.</p> <p>Attendees introduced to three options for participating in the meeting: raise hand to speak, use chat or write comments in Microsoft form link.</p> <p>A draft version of community meeting norms and values was shared for input from committee members. Input provided in comments:</p> <ul style="list-style-type: none"> <li>• Every voice matters</li> <li>• Good format</li> <li>• Agree with meeting parameters</li> </ul>	Kaiser Permanente CAC Team will finalize Community meeting norms to include committee member input.
Our Purpose & Roles	Lori Kabangu	<p>Community Advisory Committee members were welcomed to the meeting. Committee members were asked:</p> <ul style="list-style-type: none"> <li>• What would you like to get out of the Community Advisory Committee meetings?</li> <li>• Why did you decide to participate?</li> </ul> <p>Input provided verbally and in comments:</p> <ul style="list-style-type: none"> <li>• Joined as parent advocate</li> <li>• Joined to share input in general, and on specific topics: appointment wait times, workers comp experience</li> <li>• Learn about Medi-Cal programs and benefits</li> <li>• Learn more about Kaiser Permanente</li> <li>• Former Member Advisory Committee member, want to support new committee</li> <li>• Represent Aliados Health and participating to support Medi-Cal members and health centers through the recent Medi-Cal transitions</li> <li>• Joined to ask questions on specific topics: cancer treatment for Medi-Cal members, how medication prescribed for certain mental health conditions</li> </ul> <p>The Kaiser Permanente Community Advisory Committee team, leaders and guest speakers were introduced.</p>	<p>Kaiser Permanente CAC Team will compile information for questions posed on cancer treatment and medication processes for mental health and share individually with member.</p> <p>Kaiser Permanente CAC Team has noted topics of interest for future agenda planning.</p>

Topic	Facilitator	Discussion	Action Items
<p>How Kaiser Permanente is Focused on Serving Medi-Cal Members</p>	<p>Shahzad Dhanani, Vanessa Davis, Esme Cullen, Vidya Iyengar</p>	<ul style="list-style-type: none"> <li>• Background provided on the Kaiser Permanente mission, history providing Medi-Cal/Medicaid and integrated care delivery system.</li> <li>• Committee members encouraged to provide feedback in this forum.</li> <li>• Kaiser Permanente’s transition to a single direct contract to provide Medi-Cal with California Department of Health Care Services (DHCS) was explained, including:               <ul style="list-style-type: none"> <li>○ Prior to 2024, KP had several contracts to provide Medi-Cal; some through the state and some through other Managed Care Plans</li> <li>○ Now KP has one direct contract with the state and provides Medi-Cal in nine new counties in Northern California.</li> <li>○ KP is increasing Medi-Cal enrollment.</li> <li>○ The Population Health Management initiative is focused on addressing health equity and eliminating health disparities to improve the health of all Californians. This initiative is a partnership with Kaiser Permanente, Community Health Centers, Regional Associations of California, the California Primary Care Association and DHCS.</li> </ul> </li> <li>• The Quality Improvement and Health Equity Committee (QIHEC) and Community Advisory Committee were introduced. The feedback collected in the Community Advisory Committee will be taken to Quality Improvement and Health Equity Committee to build a transformation plan. The Quality Improvement and Health Equity Committee oversees quality, health equity, and performance improvement activities for Kaiser Permanente Medi-Cal services.</li> <li>• Information was shared about the opportunity for a CAC Medi-Cal committee member to also be a QIHEC committee member. This Medi-Cal committee member will be a voting member on recommendations and actions brought to this committee.</li> <li>• Kaiser Permanente Medi-Cal leader shared positive personal experience with Medi-Cal in her family and why it is important to get Medi-Cal member input.</li> </ul>	<p>None</p>

Topic	Facilitator	Discussion	Action Items
Non-Specialty Mental Health	Dana McEwen	<p>An overview of non-specialty mental health benefits was provided. Information was presented about which benefits are available through Kaiser Permanente and other benefits provided by counties to Medi-Cal members.</p> <p>Committee members were asked:</p> <ul style="list-style-type: none"> <li>• Do you feel comfortable talking to your care provider about your mental health?</li> <li>• Have you experienced any roadblocks to getting mental health support at Kaiser Permanente?</li> <li>• How can Kaiser Permanente improve your mental health experience?</li> </ul> <p>Input provided verbally and in comments:</p> <ul style="list-style-type: none"> <li>• Three individuals shared positive experience with a care provider and getting resources and referrals.</li> <li>• Individual shared challenge getting mental health support for child who is non-verbal. Information about assessments shared during meeting.</li> <li>• Individual shared issues experienced moving from Southern California to Northern California: MRN numbers, tests results not available, had to take tests over. Parents can't easily access child medical records. Separate account required for minor children.</li> <li>• Individual shared that when mental health provider left, other providers were not accepting new clients.</li> <li>• Individual shared positive experience with phone appointments for minor mental health concerns</li> <li>• Individual shared they are not comfortable with their PCP.</li> <li>• Individual shared experience of not able to get care because not diagnosed as depressed. Paying out of pocket for counselor for self and daughter.</li> <li>• Individual shared dissatisfaction with experience of looking for support during divorce and was referred to pamphlets on breathing exercises and yoga.</li> <li>• Individual recommended to others to get resources from doctor to support wellness, not just when sick.</li> <li>• Recommend having a questionnaire to fill out if not comfortable speaking to doctor about mental health. Resources were shared during the meeting.</li> </ul>	Kaiser Permanente CAC Team will collect information for questions not answered in meeting and provide follow-up at next meeting.

Topic	Facilitator	Discussion	Action Items
Non-Specialty Mental Health <i>continued</i>	Dana McEwen	<ul style="list-style-type: none"> <li>• Individual shared that wait time between appointments is too long.</li> <li>• Individual recommended more efforts to remind people of their mental health benefits.</li> </ul> <p>Questions asked by members verbally and in comments:</p> <ul style="list-style-type: none"> <li>• Individual asked how to get alternatives to medication for mental health conditions. Information provided on lifestyle medicine and links to resources during the meeting.</li> <li>• Two individuals would like on-one counseling without serious mental health diagnosis. General information provided during meeting.</li> <li>• Individual asked if there is a narrow network of mental health providers for Kaiser Permanente Medi-Cal.</li> <li>• What is the available care through the county? Unclear about care coordination with county. Told that couldn't get county care anymore because Kaiser Permanente member.</li> <li>• Is my therapist and psychiatrist Specialty or Non-Specialty? More information needed about non-specialty mental health. Not understanding what this is. Is PHP and IOP Specialty or Non-Specialty?</li> </ul>	Kaiser Permanente CAC Team will collect information for questions not answered in meeting and provide follow-up at next meeting.
Announcements	Lori Kabangu	<p>Details shared:</p> <ul style="list-style-type: none"> <li>• Reminder for anyone interested in being a QIHEC committee member to reach out to CAC team.</li> <li>• 2024 Community Advisory Committee meeting schedule</li> <li>• How to contact the Kaiser Permanente Community Advisory Committee team</li> </ul>	Medi-Cal members interested in participating in QIHEC send email to <a href="mailto:MediCalCommunity@kp.org">MediCalCommunity@kp.org</a> by July 12 <sup>th</sup> . Any questions or feedback for the Community Advisory Committee should be sent via email to <a href="mailto:MediCalCommunity@kp.org">MediCalCommunity@kp.org</a> .

Topic	Facilitator	Discussion	Action Items
Open Forum for Questions/Comments	Lori Kabangu	<p>Committee members and public were invited to ask questions or share feedback on other Medi-Cal topics.</p> <p>Comments provided verbally and in comments included:</p> <ul style="list-style-type: none"> <li>• Two experiences shared with care providers not communicating clearly about upcoming procedures.</li> <li>• Recommendation made that after visit summary provided after all appointments.</li> <li>• Gratitude expressed for quick biopsy and cancer diagnosis.</li> <li>• Recommendation to communicate frequently with PCP and use messaging feature.</li> <li>• Comment shared about convenience of multiple services at Kaiser Permanente locations.</li> <li>• Recommend email about technology details ahead of Community Advisory Committee meetings.</li> <li>• Experience shared of delay getting logbook for gasoline reimbursement program.</li> <li>• Appreciate the Medi-Cal specific phone numbers shared in this forum.</li> <li>• Issue experienced reordering diabetic test strips.</li> <li>• Physical access concerns shared for Scotts Valley location.</li> <li>• Experience shared that difficult to get timely appointment with PCP.</li> </ul>	<p>Next Steps: All comments and feedback will be shared with relevant internal partners. Members that expressed unmet needs or care concerns will be followed-up with individually.</p>