

Northern California, Medi-Cal Community Advisory Committee
September 17th, 2024
10:30 am – 12:00 pm
Meeting Minutes

| Community Advisory Committee Members Present (names not shared for privacy) |
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| Kaiser Permanente Medi-Cal Members: 21 |
| Parent Advocate of Kaiser Permanente Medi-Cal Member: 1 |
| Representative from Huckleberry Youth: 1 |
| Representative from Aliados Health: 1 |
| Representative from Health Education Council: 1 |

| Public Attendees | Organization, if applicable |
|-------------------------|--|
| Alexea Negrete | Department of Health Care Services |
| Belkys Teutle | Contra Costa Health Plan |
| Collette Becker | Ombudsman Services of San Mateo County, Parent of Child on Medi-Cal, Acting as Family Member for Parents |
| Cynthia Laird | Contra Costa Health Plan |
| Hua Liu | Contra Costa Health Plan |
| Jamie Almanza | Community Advisory Selection Committee Member, Bay Area Community Services |
| Peter Mendoza | California State Council on Developmental Disabilities |
| Preston Poon | Department of Health Care Services |
| Roxanne Alvarado-Torres | Public Goods Project |
| Susun Kim | Community Advisory Selection Committee Member, Contra Costa Family Justice |
| Tracey Rattray | Public Health Institute |

| Kaiser Permanente Meeting Participants & Guest Speakers | |
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| Name | Role |
| Erica Mahgerefteh | PNA & PHM, Strategy Lead, Kaiser Permanente |
| Erika Bonnevie | Senior Director of Research, Public Goods Project |
| Kelly O’Neil, DrPH | Senior Social Health Consultant, National Social Health Practice, Kaiser Permanente |
| Lori Kabangu | Northern California Community Advisory Committee Coordinator, Kaiser Permanente |
| Marco Diaz | Community Advisory Committee Administrator, Kaiser Permanente |
| Melinda Yanonis | Southern California Community Advisory Committee Coordinator, Kaiser Permanente |
| Sarah Threlfall | Senior Consultant, Medi-Cal, Kaiser Permanente |

| Kaiser Permanente Staff Guests | |
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| Name | Role |
| Alex Erkenbeck | Community Health Consultant, Evaluation & Measurement |
| Amanda Flaum | Vice President, California Medi-Cal |



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| Ashley Holley | Senior Manager, Hospital Administration Quality Improvement |
| Celia Williams | Executive Director, Medi-Cal Care Delivery & Operations |
| Debbie Dyer | Clinical Practice Consultant, Medi-Cal Care Delivery & Operations |
| Esme Cullen, MD | Medicaid Chief Health Equity Officer |
| Harkiran Sandhu | Community Health Consultant, Community Health |
| Jean Nudelman | Senior Director, Community Health |
| Jennifer French | Senior Consultant, Medi-Cal Care Delivery & Operations |
| Kerry Litman, MD | CAC Physician Partner, The Southern California Permanente Medical Group |
| Shahzad Dhanani | Regional Director, Medi-Cal Care Delivery & Operations |
| Shawnee Powell | Community Health Consultant, National Social Health Practice |

| Meeting Agenda | | | |
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| Topic | Facilitator | Discussion | Action Items |
| Meeting Tips & Guidelines | Marco Diaz | <p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop shared.</p> <p>Presented introduced to three options for participating in the meeting: raise hand to speak, use chat, or write comments in Microsoft form link.</p> | Marco Diaz will follow up with CAC members who had issues logging on. |
| Welcome & Agenda Review | Lori Kabangu | <p>The Community Advisory Committee (CAC) Coordinator shared the following items with CAC members as review:</p> <ul style="list-style-type: none"> • The Community Meeting Norms and Values were established based on input from the Q2 2024 meeting. • Reminder of the public meeting forum, and the privacy of any personal information shared cannot be guaranteed. • Agenda topics were reviewed. • Our Purpose and impact: <ul style="list-style-type: none"> ○ The CAC Member’s role was to represent Kaiser Permanente (KP) Medi-Cal members across Northern California. ○ This committee provides feedback and input to help KP best serve Medi-Cal members. | |
| Community Advisory Committee Q2 2024 June CAC follow-up | Lori Kabangu | <p>Q2 2024 Meeting Review</p> <p>Follow-up topics from the June Q2 2024 meeting were reviewed, including member interest in participating, individual questions and how these were responded to, and an update on topics shared with the Quality Improvement & Health Equity Committee (QIHEC).</p> <p>Reasons for Participating in CAC, from Q2 2024 Meeting</p> <p>At the June Q2 2024 meeting, CAC members shared reasons for participating in the committee verbally, through the meeting chat and in the form document. There were key themes for why members are interested in CAC Committee:</p> <ul style="list-style-type: none"> • Give input and feedback based on experiences • Advocate for personal and family health needs • Learn more about Medi-Cal programs and benefits • Collaborate and see how we can work together | The KP CAC team plans to share further updates on how feedback from Q2 2024 meeting is being addressed. |

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| Community Advisory Committee Q2 2024 June CAC follow-up | Lori Kabangu | <p>Individual Questions from Q2 2024 Meeting</p> <p>At the June Q2 2024 CAC meeting individuals asked questions verbally, through the chat and in the form document on these topics:</p> <ul style="list-style-type: none"> • Care Coordination • Mental Health Care • Difference for Medi-Cal Members vs. other types of coverage • Medi-Cal Benefit Topics • Workers Compensation • Facility Access • Cancer Care Resources <p>Action Taken:</p> <p>The KP CAC team followed up on questions not answered during the meeting with individuals. Key resources for Medi-Cal members were also provided as part of follow-up information including the Appointment & Advice phone number, Medi-Cal Member Services phone number and links to kp.org, Medi-Cal County offices and the Kaiser Permanente Medi-Cal member handbook/Evidence of Coverage.</p> <p>Major themes and recommendations that came out of the June Q2 2024 meeting were shared with the KP QIHEC. This included access to mental health and after- visit summaries. The KP CAC team plans to share further updates on how feedback from Q2 2024 meeting was being addressed.</p> <p>The Q2 2024 CAC meeting minutes are on kp.org and have been emailed to CAC members.</p> | The KP CAC team plans to share further updates on how feedback from Q2 2024 meeting is being addressed. |
| Accessing Health Care Information in your community | Sarah Threlfall & Erika Bonnevie | <p>Input Topic Summary: Purpose of topic was to find out how members access health care information in the community. This will inform outreach plans to build awareness of Medi-Cal benefits. CAC members were asked four questions and provided input. Questions were about trusted or influential sources of health information, where they get health information, what would be needed to recommend a program and health media campaigns. Some questions were also asked to presenters during this segment.</p> <p>Detail:</p> <p>Q1. As a KP member, who are the trusted or influential voices in your community when it comes to health and wellness?</p> | |

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| Accessing Health Care Information in your community | Sarah Threlfall & Erika Bonnevie | <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Mom, family members, friends • Doctor/healthcare team • Facebook groups that feature replies from people with health information • Kp.org or Mayo Clinic; however not everyone has technology access • Email newsletters, including Marin County Public Health weekly Status Update email and PCOS email newsletter that includes diet, tips and medical information • Podcasts including, This Week in Virology • Subscribe to nature publications, Science, New England Journal of Medicine • Those with disabilities get information from various places and support services. It is important that information is written in simple language; language or the process for applications can be a challenge. It is important to make it easy and accessible for those who apply for Medi-Cal every year. The Medi-Cal form can be difficult to manage without support. KP is good at getting information out and having a place to go to get questions answered. <p>Questions to presenters included the following:</p> <ul style="list-style-type: none"> • Is there a Sacramento County Public Health Status update? • I use the KP App. Can Medi-Cal info be on the app? <p>Q2. As a KP member, where do you and your community members typically get health-related information? Do you see some things on social media pages, websites or online groups? Are there specific pages or groups that you tend to look for information on? Do you feel like social media is a trusted place for health information?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Social Media: <ul style="list-style-type: none"> ○ Do not use social media for health information ○ Use social media for health information, including flu shot clinic details, Kaiser Health News on Facebook ○ Use social media to find groups/others for specific or common issues ○ It depends; some groups are reliable, and others aren't ○ | Lori Kabangu will follow-up regarding individual interest in county email/newsletter for Sacramento County and question about what Medi-Cal information is on the KP App. |

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| Accessing Health Care Information in your community | Sarah Threlfall & Erika Bonnevie | <ul style="list-style-type: none"> • KP Resources: <ul style="list-style-type: none"> ○ KP.org or app ○ Mail from KP or Medi-Cal ○ My doctor by emailing through the app ○ Call the KP advice nurse for information • Family • Church Health and Wellness Ministry • Use Library for finding support groups • Radio and Podcasts, including YouTube shows/podcasts • Online resources from my college • Newsletters <p>Q3. Three Medi-Cal benefits were highlighted: Enhanced Care Management (ECM), Community Supports (CS) and Community Health Workers (CHW). Why would you recommend these programs or what things would you want to know about programs before recommending them? What would make you recommend these to a loved one or member of your community?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Information about the benefits: eligibility criteria, process to sign-up, time commitment for a participant, what it entails, what to can expect, • Stories or feedback from people who have used the programs • Word of mouth or firsthand reviews are best recommendation • Community Health Workers that are culturally diverse and relevant is one of the keys to better health outcomes <p>Questions to presenters included the following:</p> <ul style="list-style-type: none"> • Does ECM support the special needs community? • How are these provided to those with English as second language? <p>A link to more information was provided: https://healthy.kaiserpermanente.org/northern-california/shop-plans/medicaid/calaim-programs</p> | Lori Kabangu to send program information for ECM, CS and CHW. |

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| <p>Accessing Health Care Information in your community</p> | <p>Sarah Threlfall & Erika Bonnevie</p> | <p>Comment shared that special needs community are more vulnerable members of the community, especially those 18-22 years old. The presenter noted that DHCS has done some work here in extending certain pediatric benefits and programs to 18-21.</p> <p>Q4. Can you think of any existing or previous media campaigns that you think did a good job of reaching people in your community on a health issue?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • D.A.R.E • Kayak Billboard • KP “Thrive” • Something Wrong call Ann Fong • This Is Your Brain on Drugs • KP TV commercials • The commercial, “Assume That I Can” • Media visuals with impacts of smoking to lungs • Free Food campaign in local newspaper, emails from school • Weekly Marin County Public Health Status Update email includes helpful resources | <p>This agenda item is planned as a follow-up topic in the upcoming CAC meeting. Follow-up will include how input has helped inform outreach to Medi-Cal members about ECM, CS and CHW.</p> |
| <p>Food & Nutrition Supports</p> | <p>Kelly O’Neal</p> | <p>Input Topic Summary: Purpose of topic was introduced to explore how KP can best support the food and nutrition needs of members. CAC members were asked four questions and provided input. Questions collected input about the idea of Food is Medicine, preferences around meals/groceries, communication preferences and ideas for other types of support. Some questions were also asked to presenters during this segment.</p> <p>Detail:</p> <p>Q1. What are your thoughts on the idea of Food is Medicine? Why? Have you ever participated in something like this? Have you heard of something like this?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Love the concept of Food is Medicine, comments included: <ul style="list-style-type: none"> ○ Eating certain things can help your health ○ Trying to avoid processed food through Daniel diet and taking nutrition class | <p>This agenda item is planned as a follow-up topic in the upcoming CAC meeting to share how input has been used.</p> |

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| Food & Nutrition Supports | Kelly O'Neal | <ul style="list-style-type: none"> ○ Would like to see nutrition considered to help with mental health, including nutrition prescribed before medication, education on nutrition and research in communities with different populations. ○ This idea is a part of the rasta culture. As a reggae fan, love the influence of musicians who are promoters of food as medicine like, Macka B "Health is Wealth" ○ Interested in classes that remind us to listen to our body ○ Like recipes and cooking classes ● Other Comments <ul style="list-style-type: none"> ○ Many people don't have the energy to shop or cook and grab easy stuff ○ Local church receives monthly delivery of food and disperses to the community ○ Difficult to make permanent diet changes after taking nutrition classes <p>Q2. Considering online grocery order and delivery, in store grocery shopping and prepared meals - Which program do you think is the best for you? Why?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> ● Prepared meals comments: especially like if healthy food, good for 10-25 years old, quick and easy to prepare, helpful since have chronic pain, healthier than other convenient options like fast food, helpful since no oven, helpful since wait until hungry to think of meal preparation, like but too expensive, ● Online ordering and delivery comments: preferred if high quality fruit and vegetables, helpful when ill, helpful for managing anxiety, helpful since don't have a car, love fresh funds on Instacart ● In store shopping comments: prefer to shop from local store ● Other ideas suggested: <ul style="list-style-type: none"> ○ KP member meal train ○ Connecting people in need with home cooks ○ Delivery of fresh produce ● Other Comments: <ul style="list-style-type: none"> ○ Like all three options ○ Needs of Elderly: tailored meals are needed, ordering online is challenging <p>Q3. Where do you want to find that information? Do you want to hear it from someone on your care team? Who? How? What if you receive an email or text? Would you look at it? How is this similar or different from where you and your community members typically get health-related information?</p> | |

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| Food & Nutrition Supports | Kelly O'Neal | <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Prefer text messages because don't read emails Prefer email because easier to read • Elderly parents prefer to hear from their doctor or read an article in the New York Times. • Prefer Facebook • Prefer to get from my doctor/care team (visit or email or text) because provides legitimacy <p>Q4. In addition to money for healthy food or meals, what other types of support would you like to see from KP?</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Wellness/Prevention Resources: <ul style="list-style-type: none"> ○ Fitness classes, nutrition, mental health, trainers, group classes, access to affordable fitness center, guidance using weights ○ Wellness apps like Yoga or exercise app, in addition to calm app, because apps don't have costs like in person classes ○ Classes outside of KP facilities for those living from KP locations ○ Health Education, Case Manager or other KP person outreach with information • Nutrition & Food Support <ul style="list-style-type: none"> ○ Recipes, including those with herbs and variety of fruits and vegetables ○ Do and don't list, including for eating at restaurants, specific guide to what food to eat ○ Guidance about endomorph, mesomorph, or ectomorph body types and how to eat accordingly ○ Volunteers to drive elderly to grocery store ○ Mobile food pantry ○ Foods that are helpful for specific issues like low energy • Other Support Ideas: <ul style="list-style-type: none"> ○ Support for Bariatric needs with doctor led group session reviewing vitamins and lab results advice and mental health support for 2 years after surgery ○ Education for children ○ Interested in motivational support ○ Recommend journaling templates | |

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| Food & Nutrition Supports | Kelly O'Neal | <ul style="list-style-type: none"> • Not recommended <ul style="list-style-type: none"> ○ Physical therapy exercises without enough guidance/support <p>Question to presenter – What is KP currently offering? What will they offer? (related to exercise and mental health)</p> <p>Response provided – Calm App, My Strength App, Wellness Coaching by Phone in some areas, health education classes. Link provided to KP discount membership on Gyms, Classes, and Workout Gear https://healthy.kaiserpermanente.org/northern-california/health-wellness/fitness-deals.</p> <p>Note – There are eligibility limitations for these programs.</p> | |
| Work to Understand Health Needs in Each County | Erica Mahgerefteh | <p>Input Topic Summary: CAC members were introduced to work underway to understand health needs in each county. This work is being done in partnership with Local Health Departments, KP, other health plans and community organizations. The role of CAC was explained, and the CAC members were asked for input into county findings being developed.</p> <p>Background provided:</p> <ul style="list-style-type: none"> • County and City Health departments have process to identify health priorities in their community • KP is collaborating with 35 local health departments and other health plans to understand community needs. <p>Role of CAC</p> <ul style="list-style-type: none"> • This relates to CAC members in three ways: Can participate in focus groups, surveys to provide input into community health priorities, will receive updates in CAC meetings, be asked for more input on health priority findings <p>Input Request</p> <p>CAC members were asked what they would like to see included in the health priority findings.</p> <p>Input provided verbally and comments from the meeting chat:</p> <ul style="list-style-type: none"> • Would like to see more outreach from my local county health department. Don't know what the county offers. • Concerned about funding for Ombudsman services for long-term care in every county. | Health priority findings will be a follow-up at the next meeting with Erica Mahgerefteh for Q4 2024. |

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| Announcements | Lori Kabangu | Details were shared about the opportunity to participate and provide Medi-Cal perspective with Sacramento County Health Authority. | Lori Kabangu will email CAC members details about opportunity with Sacramento County Health Authority. |
| Open Forum & Questions Asked During CAC Meeting | Lori Kabangu | <p>CAC members and the public were invited to ask questions or share feedback on other Medi-Cal topics. This section includes comments and questions asked throughout the meeting that were not related to the input topics detailed above. Experiences were shared about online experiences, administrative processes and parent/guardian account access. Questions were asked about care, benefit topics, and where to find meeting minutes on kp.org.</p> <p>Open Forum Comments:</p> <ul style="list-style-type: none"> • Technology/online experience: <ul style="list-style-type: none"> ○ Recommends improving searchability of kp.org ○ Emailing the doctor has changed and now includes several many steps. There are a series of questions. ○ There are several KP apps and not sure which app to use for what • Challenges experienced navigating between Covered California, the County, and KP, including system upgrade delays, phone wait time and providing documents. Also concerned about complexity for individuals with language barriers. • Request for where on kp.org to find CAC Meeting minutes • Experiences as parent/guardian: <ul style="list-style-type: none"> ○ Experience shared that when child turns 12 years old, there is not account access for parent and child cannot have their own account until age 13. During this year, parents must call an 800 number to communicate with a doctor. ○ Experience shared that well child reminders received after child appointments. • Care/Benefit Information Requests <ul style="list-style-type: none"> ○ Question asked about outreach programs to support families stay healthy. What is the best way to get more information from Medi-Cal about staying healthy? ○ Question asked about estimated availability of Novavax COVID Vaccine. The link to kp.org COVID vaccine page provided in chat. ○ What is the number to call for Medi-Cal mental health? ○ Is Dental an option? Where can I get dental benefits after age 21? | <p>Lori will follow-up to individual questions.</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> |