

**Southern California, Medi-Cal Community Advisory Committee**  
**September 19<sup>th</sup>, 2024**  
**10:30 am – 12:00 pm**  
**Meeting Minutes**

Community Advisory Committee Members Present (names not shared for privacy)
Kaiser Permanente Medi-Cal Members: 20
Parent Advocate of Kaiser Permanente Medi-Cal Member: 1
A representative from Sycamores: 1
A representative from Chair: 1

Public Attendees	Organization, if applicable
Gina Micheletti	Department of Health Care Services
Amara Bahramioref	Department of Health Care Services
Roxanne Alvarado-Torres	Public Goods Project
Krzel Manansala-Tan	University of California, San Diego (health)

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

Kaiser Permanente Staff Guests	
Name	Role
Esme Cullen	Medicaid Chief Health Equity Officer
Shahzad Dhanani	Regional Director, Medi-Cal Care Delivery & Operations
Amanda Flaum	Vice President, California Medi-Cal
Celia Williams	Executive Director, Medi-Cal Care Delivery & Operations
Alex Erkenbeck	Community Health Consultant V, Evaluation & Measurement
Debbie Dyer	Clinical Practice Consultant
Linda Fahey	Regional Director, Care Experience & Patient and Family Centered Care, CAC Workgroup
Kerry Litman	The Southern California Permanente Medical Group, CAC Physician Partner
Marie Sanchez	Community Health Lead – Central Valley, CAC Workgroup Member
Shawnee Powell	Community Health Consultant II, Social Health
Eureka Williams	Product Development, National Product Solutions

Meeting Agenda			
Topic	Facilitator	Discussion	Action Items
Meeting Tips & Guidelines	Marco Diaz/Melinda Yanonis	<p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop shared.</p> <p>Attendees were introduced to three options for participating in the meeting: raise their hand to speak, use chat, or write comments in Microsoft form link.</p>	Marco Diaz will follow up with committee members who had issues logging in.
Welcome & Agenda Review	Melinda Yanonis	<p>The Community Advisory Committee (CAC) Coordinator shared the following items with CAC members as review:</p> <ul style="list-style-type: none"> <li>• The Community Meeting Norms and Values were established based on input from our Q2 2024 meeting.</li> <li>• Reminder of the public meeting forum, and the privacy of any personal information shared cannot be guaranteed.</li> <li>• Agenda topics were reviewed.</li> <li>• Our Purpose and impact:               <ul style="list-style-type: none"> <li>○ The Committee Member’s role was to represent Kaiser Permanente (KP) Medi-Cal members across Southern California.</li> <li>○ This committee provides feedback and input to help KP best serve Medi-Cal members.</li> </ul> </li> </ul>	
Community Advisory Committee Q2 June 2024 CAC follow-up	Melinda Yanonis	<p><b>Q2 2024 meeting in review:</b> 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 &amp; Health Equity Committee (QIHEC).</p> <p><b>Reasons for Participating in CAC, from Q2 2024 Meeting</b> Committee members shared their reasons for participating in the committee through all available channels (meeting chat, verbal, form). The key themes recognized are:</p> <ul style="list-style-type: none"> <li>• Give input and feedback based on experiences</li> <li>• Advocate for personal and family health needs</li> <li>• Learn more about Medi-Cal programs and benefits</li> <li>• Collaborate and see how we can work together</li> </ul>	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 June 2024 CAC follow-up	Melinda Yanonis	<p>Individual member questions were also asked:</p> <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Couples Therapy</li> <li>• Alternative methods of therapy</li> <li>• Out of County Coverage</li> <li>• Kaiser Resources for Medi-Cal Members</li> <li>• QIHEC recommendations update</li> </ul> <p><b>Action Taken:</b> 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 &amp; Advice phone number, Medi-Cal Member Services phone number and links to kp.org, Medi-Cal County offices and the KP Medi-Cal member handbook/Evidence of Coverage.</p> <p>Major themes and recommendations that came out of the June Q2 2024 meeting have been shared with the KP QIHEC. The KP CAC team plans to share further updates on how feedback is being addressed with this committee.</p> <p>The Q2 2024 meeting minutes are on kp.org and have been emailed to committee members.</p>	
Accessing Health Care Information in your community	Sarah Threlfall & Erika Bonnevie	<p><b>Input Topic Summary:</b> 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><b>Detail:</b></p> <ol style="list-style-type: none"> <li>1) As a KP member, who are the trusted or influential voices in your community when it comes to health and wellness?</li> </ol>	<p>Email CAC members the eligibility, process, guidelines, and timeline it gets to be approved to acquire ECM, CS, and CHW services.</p> <p>Bring back Sarah Threlfall and Erika Bonnevie in Q4 2024 or 2025 for a follow-up discussion with CAC members.</p>

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<p>Accessing Health Care Information in your community</p>	<p>Sarah Threlfall &amp; Erika Bonnevie</p>	<ul style="list-style-type: none"> <li>• Input provided were the following:               <ul style="list-style-type: none"> <li>○ Google, doctors, family members, medical organizations, WebMD, Facebook groups, ChatGPT, friends, local groups, digital libraries, churches, and regional centers are responses CAC to seeking health information.</li> <li>○ Articles on the internet from reputable sources and cross compare</li> <li>○ Ask the providers I work with (at a local health clinic)</li> <li>○ Health groups that support patients with the same health issues: Local MS groups, Down Syndrome Connection,</li> <li>○ Regional centers, community centers, community events</li> </ul> </li> </ul> <p>Why do you (as a member) turn to these sources:</p> <ul style="list-style-type: none"> <li>• They understand where I'm coming from</li> <li>• They have similar experience</li> <li>• They know me personally</li> <li>• Internet research gives multiple views</li> </ul> <p>2) 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> <ul style="list-style-type: none"> <li>• Input provided were the following:               <ul style="list-style-type: none"> <li>○ CNN, TikTok, internet (google), Reddit, Facebook groups, fitness influencers, Instagram, YouTube, Podcasts, colleges</li> <li>○ KP Doctors, and Case Managers</li> <li>○ Library, local non-profits</li> <li>○ Family, friends</li> <li>○ Key theme: People I know or people on social media struggling with the same "thing"</li> </ul> </li> </ul> <p>3) 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>	

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Accessing Health Care Information in your community	Sarah Threlfall & Erika Bonnevie	<ul style="list-style-type: none"> <li>• Input provided were the following:               <ul style="list-style-type: none"> <li>○ How do I get a referral for these services?</li> <li>○ How long will it take to get approved, or get started?</li> <li>○ A member is interested in ECM, CS, and CHW. How can they get access to services?</li> <li>○ A member asked, do we have to go in person, or can it be a remote doctor's visit to sign up for ECM.</li> <li>○ A member asked if Kaiser Permanente endorses other providers for services.</li> <li>○ A member asked if these services work with people who have disabilities and have been vetted.</li> <li>○ Can you connect with others who have used their services? Members are open to read about other members' feedback who have used ECM, CS, and CHW.</li> <li>○ What are the requirements to be assigned a case/care manager?</li> <li>○ Is there a health risk assessment to qualify for these services?</li> <li>○ Feedback: I am willing to give my time if it helps expedite my care/recovery</li> <li>○ Feedback: I was automatically assigned to a pharmacist who followed up with me regularly as to my diabetes until I reached my A1C goal. This was very helpful for accountability and motivation to eat and exercise better. But after I reached my goal, the appointments stopped. It would be good to perhaps go another 6 months to make sure you don't fall below the goal again.</li> </ul> </li> </ul> <p>4) 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> <ul style="list-style-type: none"> <li>• Input provided were the following:               <ul style="list-style-type: none"> <li>○ DARE, Real Deal, Highway Signs, Thrive, Mitchell Obama Exercise Commercial, Geico, Click-it or Ticket were the media campaigns CAC members thought of.</li> <li>○ Kaiser emails with health tips, reminders</li> <li>○ Touching personal stories – powerful visual impact</li> </ul> </li> </ul>	

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Food & Nutrition Supports	Kelly O’Neal	<p><b>Input Topic Summary:</b> 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><b>Detail:</b></p> <p>1) 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> <ul style="list-style-type: none"> <li>• Input provided were the following: <ul style="list-style-type: none"> <li>○ Parent Advocate shared a testimonial on being able to teach her non-verbal son about a healthy lifestyle, was able to make the connections to better health from eating healthy.</li> <li>○ Members want to understand the value of nutrition from a doctor (example given of instead of pills, the doctor says eat more vegetables “this is your medicine” any why it will help)</li> <li>○ Member shares experience of living with diabetes and learning to eat better to reduce his A1C, also recommends attending Kaiser’s free health classes</li> <li>○ A CAC member would like to know how to eat better and learn more about Healthier lifestyles.</li> </ul> </li> </ul> <p>2) 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> <ul style="list-style-type: none"> <li>• Input provided were the following: <ul style="list-style-type: none"> <li>○ Multiple CAC members like the idea of prep meals, online shopping, and home delivery options.</li> <li>○ Healthy prepared meals or subsidized for delivery is ideal</li> <li>○ In-store shopping but with guidance, like a shopper with you at the store, or someone to assist in making healthier choices</li> <li>○ Learn how to shop</li> <li>○ Prepared meals for busy families to avoid “fast food” or unhealthy choices</li> </ul> </li> </ul>	<p>Email CAC members on how to join Food and Nutrition Supports.</p> <p>Email CAC members on healthy eating workshops and or other options on how to eat healthy on KP. Org and other sources.</p> <p>Bring back Kelly O’Neal in 2025 and conduct a follow-up.</p> <p>Find disability options for CAC members regarding food, classes, etc.</p>

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Food & Nutrition Supports	Kelly O'Neal	<ul style="list-style-type: none"> <li>○ Offering benefits for in-store shopping but limiting the list to healthy only (no sodas, no chips)</li> <li>○ Prepared meals take the hassle out of it (disabilities that limit store visits/outings), you can request that your meals meet your diet needs</li> <li>○ Pictures/storyboards to teach people what healthy meals look like to help with those that are non-verbal or struggle to communicate</li> </ul> <p>3) 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> <ul style="list-style-type: none"> <li>● Input provided were the following: <ul style="list-style-type: none"> <li>○ KP app with reminders for classes or resources</li> <li>○ Prefer texts or emails with links/offers</li> <li>○ Verbal from the doctor's office, banners/posters in the offices</li> <li>○ Prepared food delivery apps would be so convenient</li> </ul> </li> </ul> <p>4) In addition to money for healthy food or meals, what other types of support would you like to see from KP?</p> <ul style="list-style-type: none"> <li>● Input provided were the following: <ul style="list-style-type: none"> <li>○ Multiple CAC members like email, text, postcards, health records on KP.org, website links, signs as you walk into a medical office building, and apps are what CAC members like to get health-related information.</li> <li>○ Multiple CAC members would like fitness classes, mental health support, sports/activity meetups, volunteer group gathering, and Zoom online from KP</li> <li>○ A CAC member would like to get some information or resources on lifestyle practices with disabilities.</li> <li>○ Incentive programs like points</li> <li>○ Help that relates to the disability (i.e. autism)</li> <li>○ More fitness classes and mental health support</li> </ul> </li> </ul>	

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<p>Work to Understand Health Needs in Each County</p>	<p>Erica Mahgerefteh</p>	<p><b>Input Topic Summary:</b> 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 members were asked for input into county findings being developed. CAC members will be given a second opportunity to hear from the PNA group on this work at the next CAC meeting scheduled for December 5<sup>th</sup>, 2024.</p> <p><b>Detail:</b> Background provided:</p> <ul style="list-style-type: none"> <li>• County and City Health departments have process to identify health priorities in their community</li> <li>• KP is collaborating with 35 local health departments and other health plans to understand community needs.</li> <li>• 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</li> </ul> <p>CAC members were asked what they would like to see included in the health priority findings. Input provided were the following:</p> <ul style="list-style-type: none"> <li>• A CAC member is interested in how underserved and understaffed communities are.</li> <li>• Multiple CAC members are interested in healthcare gaps, finance, and language barriers.</li> <li>• A CAC member doesn't know what county priorities are and would like to know how to find them.</li> <li>• A CAC member would like to know if KP offers free COVID-19 vaccines</li> <li>• A CAC member is concerned about the long wait time to see a doctor and being understaffed.</li> <li>• A CAC member is concerned about discrimination and language barrier with KP staff.</li> <li>• A CAC member expressed concerns around hospital wait times (ER visits, waiting to see a doctor in the hospital)</li> </ul>	<p>Health priority findings will be a follow-up at the next meeting with Erica Mahgerefteh for Q4 2024.</p> <p>Melinda Yanonis to provide information to individuals about Medi-Cal and resources.</p>



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Open Forum for Questions/Comments	Melinda Yanonis	<p>CAC members and the public were invited to ask questions or share feedback on other Medi-Cal topics. This section also includes member questions asked throughout the meeting that were not related to the input topics detailed above.</p> <ul style="list-style-type: none"> <li>• A CAC member has a concern about his girlfriend and their care manager.</li> <li>• A CAC member would like to know how KP serves Medi-Cal members in both Southern CA and Hawaii. Do the benefits transfer if traveling?</li> <li>• A CAC would like to know if KP offers free COVID-19 shots to non-members.</li> <li>• Marco to connect with two members on connectivity issues after the meeting is done.</li> </ul>	<p>Melinda Yanonis 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 our follow-up process as described above.</p> <p>Marco Diaz to help CAC members before the next meeting with connectivity issues.</p>