

MEETING OF BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN
 SAN DIEGO COMMUNITY ADVISORY COMMITTEE (CAC)

Date:	Tuesday, September 10, 2024
Time:	1:30 p.m. – 3:00 p.m.
Location:	Hybrid (Virtual and in-person: 3131 Camino Del Rio, North Suite 1300, San Diego, CA 92108)
Attendance:	<p>Committee Members present:</p> <ol style="list-style-type: none"> 1. Member A, Blue Shield of California Promise Health Plan 2. Member C, Blue Shield of California Promise Health Plan 3. Member D, Blue Shield of California Promise Health Plan 4. Member E, Blue Shield of California Promise Health Plan 5. Aidee Roman, SD 211 6. Jack Dailey, Consumer Center for Health Education and Advocacy, Legal Aid Society of San Diego, Inc. 7. Rick Ochocki, National Alliance Mental Illness <p>Committee Members absent:</p> <ol style="list-style-type: none"> 1. Leticia Zuno, Access to Independence 2. Member B, Blue Shield of California Promise Health Plan <p>Blue Shield of California Promise Health Plan Representatives present:</p> <ol style="list-style-type: none"> 1. Araceli Garcia, Program Manager, Consultant 2. Linda Fleischman, Sr. Manager, Lifestyle Medicine 3. Marilyn Milano, Program Manager, Principal 4. Sandra Rose, Senior Director, Community Programs <p>Members of the Public</p> <ol style="list-style-type: none"> 1. No members of the public in attendance
Agenda	<ol style="list-style-type: none"> I. Blue Shield Promise Health Plan Updates II. Re-cap of Q2-2024 Meeting III. Cultural & Linguistically Appropriate Services Report and Disparities Report IV. Population Needs Assessment V. Website Updates VI. Ombudsman Update VII. Discussion VIII. Closing Remarks

Introductions and Welcome

- Araceli Garcia began the meeting with roll call and went over meeting logistics.
- Sandra Rose welcomed the committee and reviewed the agenda.

I. Blue Shield Promise Health Plan Update

- Sandra Rose shared news about a new community wellness collaboration with Thrive Global.
 - Blue Shield Promise collaborated with Thrive Global, a wellness company founded by Arianna Huffington, to create a culturally tailored, budget-friendly cookbook.
 - Key partners from San Diego, including Casa Familiar, Olivewood Gardens, and Kitchens for Good, were instrumental in preparing and testing the recipes.
 - The Thrive Global team, in partnership with two Kitchenistas from Olivewood Gardens and a chef apprentice from Kitchens for Good prepared all the recipes for the photoshoot at a community kitchen owned by Casa Familiar.
 - Kitchenistas are community women who raise awareness about health and wellbeing by promoting healthy cooking.
 - The chef apprentice program at Kitchens for Good supports individuals who have been justice involved, those with substance use challenges and/or who are unsheltered.
 - Distribution will begin mid-October, with events and cooking demonstrations to promote the cookbook.
 - Hard copies, in limited quantity, will be available in English and Spanish, with electronic versions in additional languages available for download.

II. Recap of Q2-2024 Community Advisory Committee Meeting

- Araceli Garcia reviewed the topic and action items from the Q2-2024 meeting.
 - The topic was the member incentive program for preventive screenings.
 - Based on the CAC's feedback, the Quality team is looking into adding new retailers such as AutoZone, Costco, Dollar Tree, and UberEATS for 2025.
 - It was confirmed that members can call in to attest to completing the preventive screening.

III. Discussion: Cultural & Linguistically Appropriate Services Report and Disparities Report

- Marilyn Milano provided background about the Cultural & Linguistically Appropriate Services (CLAS) program and led a discussion to get feedback on the importance of culture and linguistics in healthcare.
 - Background:
 - The CLAS report focuses on member demographics, provider network compatibility, and the utilization of services like interpretation.
 - The CLAS goals for members are to receive health care:
 - By a doctor who respects and values their culture and beliefs
 - In a language they understand
 - Meets their needs
 - Regardless how someone identifies.
 - The report assesses whether the provider network meets the cultural and linguistic needs of members, ensuring services like interpretation are effectively utilized.
 - Blue Shield Promise aims to provide quality care in a language and manner that members understand and feel comfortable with.
 - Discussion:
 - The CAC expressed the importance of clear communication from doctors, especially in plain, easy-to-understand language.
 - The CAC agreed that patient comfort, particularly regarding cultural and linguistic preferences, should be prioritized.
 - The CAC made suggestions including ensuring doctors ask patients about interpretation needs during appointment scheduling and offering follow-up calls in the patient's preferred language.
 - The CAC emphasized the importance of face-to-face interpreters over phone-based services.
 - Member A emphasized the need for cultural sensitivity in healthcare, and recommended improving access to American Sign Language interpreters and doing more to promote the availability of materials in Braille for visually impaired members. (Marilyn confirmed that members can request ASL interpreters and Braille materials through Blue Shield Promise's Member Services.)
 - Member E shared that online reviews are important when selecting a doctor, as they reflect patient satisfaction.
 - Action Items:
 - Blue Shield Promise is working to improve the availability of provider information on race, ethnicity, and language in the provider directory.
 - Blue Shield Promise will give providers feedback to ask members if interpreter services are needed during appointment scheduling.

IV. Discussion: Population Needs Assessment

- Linda Fleischman provided background and led a discussion about the Population Needs Assessment (PNA).
 - Background:
 - The Population Needs Assessment (PNA) is a requirement from the California Department of Healthcare Services (DHCS) for all Medi-Cal health plans.
 - Previously, health plans conducted independent PNAs, but the new approach involves collaboration with other health plans and local health departments to improve community health by sharing de-identified data on members' health conditions and social determinants of health.
 - The PNA will include a Community Health Assessment (CHA) that analyzes community needs related to diseases like diabetes, hypertension, and asthma, as well as social factors like access to grocery stores and healthcare services.
 - The CHA will guide the development of a Health Improvement Plan aimed at addressing health behaviors and disparities in the community.
 - Discussion:
 - Member A recommended asking members how they prefer to receive surveys (mail, phone, email, text) and following up regularly to confirm their preferences.
 - Rick Ochocki suggested notifying members in advance about surveys, explaining their purpose, and offering a mailed or online option, while others recommended using text and mailed surveys.
 - The CAC suggested small incentives (e.g., a \$10 gift card) for completing surveys, with some suggesting larger prizes through a drawing to increase participation.
 - The CAC expressed interest in diabetes, high blood pressure, and mental health programs. Additionally, programs tailored to seniors, such as exercise meetups or preventive health activities, were recommended.
 - Member A emphasized the importance of preventive medicine programs, noting that investing in preventive care could reduce long-term treatment costs.
 - The CAC highlighted challenges in keeping up with community events and programs. Suggestions included leveraging community resources like libraries and partnering with 211 San Diego, which maintains a community events calendar.

V. Discussion: Website Updates

- Araceli Garcia provided an update on three new webpages and asked the CAC to provide their feedback on the content and ease of navigation.
 - Advancing Health Equity Together
 - This webpage includes information about the Quality Improvement and Health Equity Committee and a summary of health equity activities and initiatives.
 - Behavioral Health Services
 - This webpage was updated to provide more information about behavioral health services and how to access them.
 - Find Help
 - This webpage features a new tool to help users search for social services, such as housing assistance, employment, food resources, etc. by entering a zip code.
 - Action Item:
 - Araceli will share the webpage links with the CAC for easy access.

VI. Ombudsman Presentation

- Jack Dailey from Legal Aid Society of San Diego presented and led a discussion about Medi-Cal Renewals, Community Supports and Enhanced Care Management (ECM), and resources.
 - Background:
 - The Consumer Center for Health Education and Advocacy helps people access healthcare services and navigate challenges with Medi-Cal and other health coverage.
 - The unit helps members with eligibility, Medi-Cal renewals, and accessing care. It also assists with issues like interpreter services and ensuring members receive necessary healthcare services.
 - Discussion:
 - The Medi-Cal eligibility renewals restarted in mid-2023. Medi-Cal members must renew their coverage annually, but many renewals are now done automatically, reducing the burden on members.
 - The Stable Income Waiver and Low/No Income Waiver allow certain members with fixed or no income to have their Medi-Cal renewals processed automatically without needing to submit additional documentation.
 - Currently, about 64% of Medi-Cal members in San Diego have their renewals completed automatically.
 - Community Supports are services offered through Medi-Cal managed care plans to help address non-medical needs that impact health,

such as housing stability, food access, and home adaptations (e.g., installing grab bars).

- Jack emphasized that some Community Supports, like home adaptations and personal care services, are underutilized and encouraged members to explore these benefits.
 - ECM provides care managers to help certain Medi-Cal members navigate the healthcare system and access needed services.
 - There are specific populations of focus, including individuals who are homeless, older adults at risk of institutionalization, and a new focus on birth equity, which supports mothers and birthing individuals from certain demographic groups, such as Black, Hispanic, and Asian American Pacific Islander communities.
- Resources:
 - Jack highlighted several helpful resources available on the Health Consumer Alliance website, including:
 - A checklist for identifying if a dental provider has illegally signed a patient up for a credit card or loan.
 - A fact sheet on Black pregnancy health and maternal mortality.
 - Information on the USDA discrimination financial assistance program.

VII. Open Discussion

- Sandra Rose reminded the CAC if members need help navigating their health plan or accessing care, they can call Blue Shield Promise Customer Care assistance and request a care manager. Members can file a complaint/grievance if they are not getting the help they need.

VIII. Closing and Adjournment

- Sandra Rose concluded the meeting by thanking the committee for their time and feedback and reminding the group to review the appendix materials.
 - Appendix A: Standing Reports
 - Membership & Interpreter Services
 - Grievances Q2-2024
 - Appeals Q2-2024
 - Appendix B: Blue Shield Promise Contacts