



Promise Health Plan

Q1-2025 Los Angeles County Community Advisory Committee

Thursday, March 13, 2025



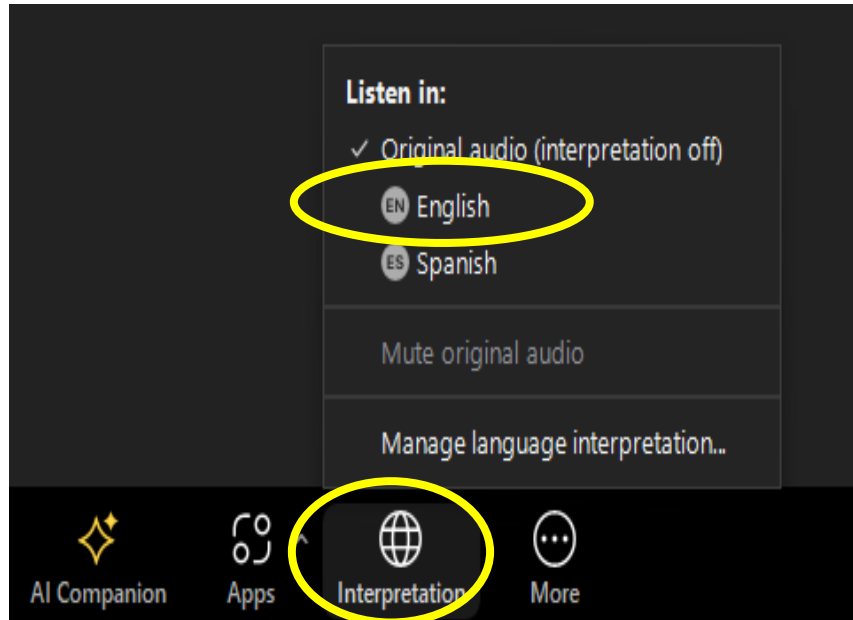
Select your language | Selecciona tu idioma

For English Only

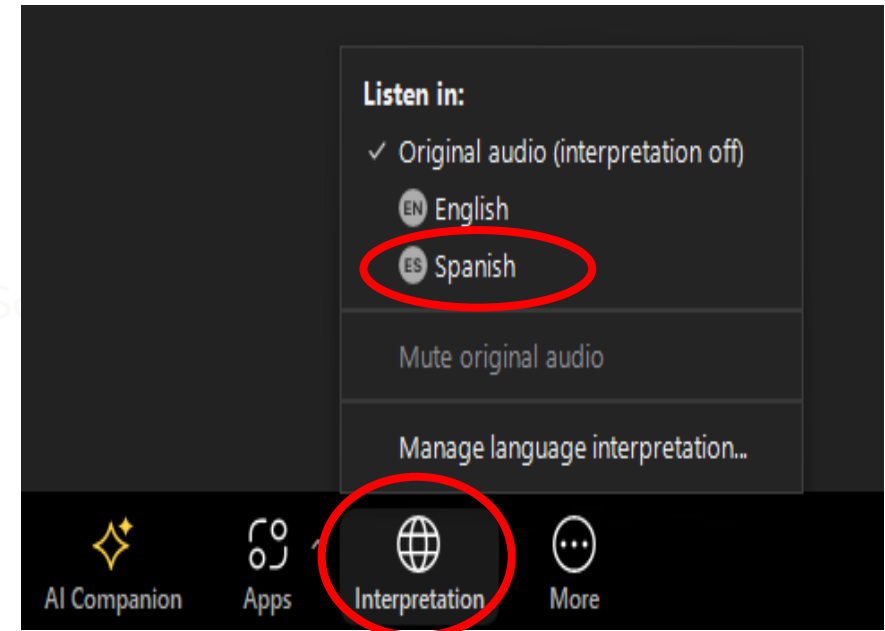
- Click on the interpretation icon and select English

Solo para-Español

- Haz clic en el icono de interpretacion, selecciona Espanol y silencia el audio original.



Or



You must select a language, whether you are in the English or Spanish room.

LA Committee Members

Anwar Zoueihid
Partners in Care Foundation

Connor Hannigan
Neighborhood Legal Services/Ombudsman

Member A

Halina Fardin
Worksite Wellness LA

Member B

Member C & Caregiver

Member D

Kristine Choulakian
Personal Assistance Council

Member E

Margie Harper
LA South-Central Mental Health Non-Profit Organization

Member F

Member G & Mother

Member H

Richard Ayoub
Project Angel Food

Sally Valenzuela
Pathways LA



Agenda

Blue Shield Promise Health Plan Updates

Recap of Q4-2024

Know Your Rights

D.E.I Training

Open Forum/Closing Remarks



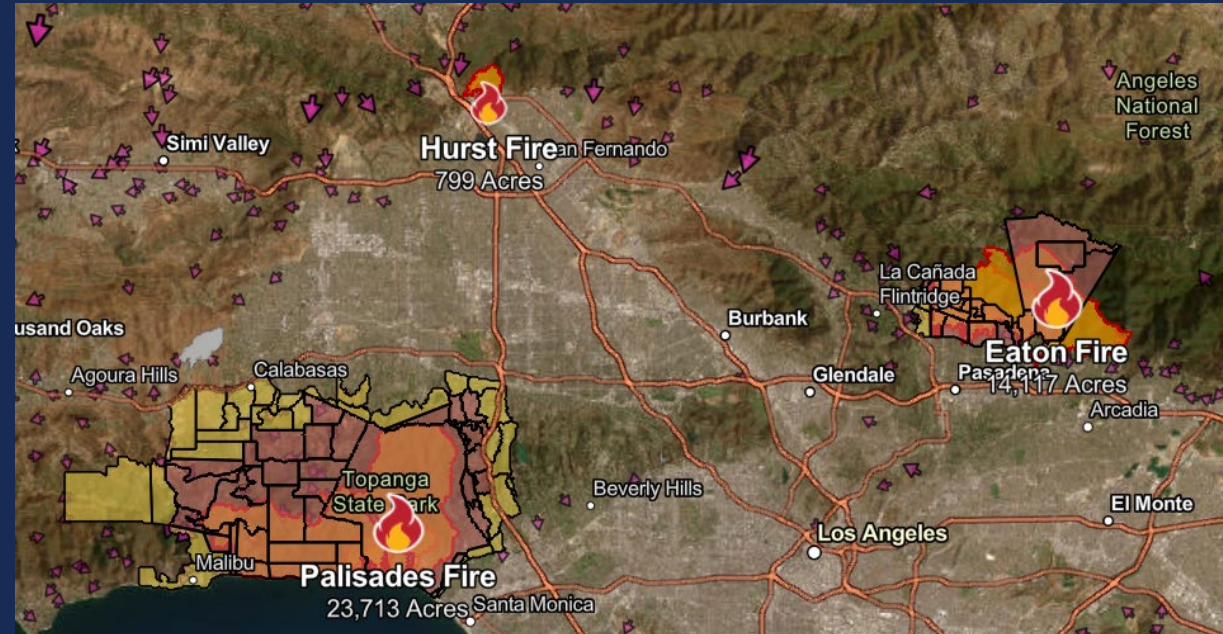


Blue Shield Promise Health Plan Updates

Southern California Wildfires Blue Shield Promise Impacts

- +15,000 Blue Shield Promise members were in zip codes under state of emergency/evacuation order warning
- Multiple Blue Shield Promise contracted providers were evacuated
 - 2 clinics were destroyed
 - 10 Community Based Adult Services (CBAS) Centers were temporarily closed
 - 3 skilled nursing facilities closed due to evacuation, of which 1 facility was destroyed; patients transferred to different facilities
- Blue Shield of California Woodland Hills office closed out of an abundance of caution; many employees impacted by evacuation orders, power outages, loss of property, taking in family and friends

Los Angeles wildfires among the worst ever



Members in affected areas were reminded to get assistance by ...

- Calling Customer Service from 8 a.m. to 6 p.m., weekdays (weekend hours were available in January)
 - Los Angeles: (800) 605-2556 (TTY: 711)
 - San Diego: (855) 699-5557 (TTY: 711)

Medications	Care Management	Virtual Care	Mental Health	Vision	Durable Medical Equipment
Contact your pharmacy for immediate refills, even if your medication isn't due for a refill	Contact Customer Service to ensure your care isn't interrupted	<p>Call 1-800-TELADOC (800-835-2362) – virtual care is available anytime anywhere</p> <p>Call 1-800-609-4166 to speak to a registered nurse anytime</p>	<p>Call 1-855-765-9701 in Los Angeles and 1-855-321-2211 in San Diego from 8 a.m. to 8 p.m. weekdays for assistance with behavioral health</p> <p>For mental health crises, call the National Suicide Prevention Lifeline at (800) 273-8255 (TTY: 711) 24 hours a day, 7 days a week.</p>	Call 1-855-492-9028 (TTY: 711), Monday through Saturday, 8:00 am – 8:00 pm PST. You can get replacement contacts or frames. If needed, you can use out-of-network providers at in-network costs	Contact your Durable Medical Equipment (DME) supply company for help. You can get care through an out-of-network provider at in-network costs, if in-network providers are not available.

Blue Shield Promise Emergency Response Highlights

- 5 departments rallied to outreach to members in impacted areas (Care Management, Clinical Access Team, HEDIS Outreach Team, Member Experience Customer Service, Growth & Retention) and our Provider Engagement Team outreached to providers
- Customer Service Department extended hours of operation to weekends and all 13 Community Resource Centers and the Blue Shield Promise Information Resource Center extended hours of operation to Saturdays
- Staff made referrals to wildfire emergency relief services and distributed N95 masks, first aid kits, hygiene items, diapers, and food at Community Resource Centers
- Blue Shield Promise secured bottled water (which was in short supply in impacted areas with DO NOT DRINK orders), N95 masks and shelf stable meals prioritized for field medicine teams serving unhoused populations and individuals impacted by the wildfires
- Blue Shield Promise participated in community outreach events to bring resources to those in need





Shelf Stable Meals



10 | Confidential and Proprietary





Checking in ...

1

What would you like to know more about regarding Blue Shield Promise's emergency response efforts?

2

How have you been directly or indirectly impacted by the wildfires?

3

What is happening in the community that Blue Shield Promise can provide help with? How can we best support members, providers, and community for the long term?



Recap of Q4-2024 Meeting

Q4-2024 Meeting Recap

1

DispatchHealth Overview

2

Preventive Screenings



Know Your Rights



Concerned about Immigration Enforcement Activities? Know Your Rights

- By Jack Dailey
- Coordinator of the HCA and Dir. of Policy and Training at the Legal Aid Society of San Diego
- (Slides prepared in partnership with the Legal Aid Society of San Diego, Immigration Law Team)



Health Advocacy through CCCHEA and HCA

- Since 1998 HCA's experienced health care attorneys have helped Californians obtain and maintain coverage and overcome barriers to necessary care.
- Consumers living in any area of the state can get individual assistance by calling **1-888-804-3536** and providing their zip code. All services are **free**.
 - CCCHEA (local) – 1-877-734-3258
- HCA serves as DHCS Medicare Medi-Cal Ombuds Program and Consumer Assistance Programs (CAPs) for Covered California and DMHC





Agenda

- Know Your Rights - Immigration
 - Emergency Planning
- Resources
 - Know Your Rights Resources
 - Legal Resources
- How to Contact us
- Questions



Disclaimer

- The information provided in this presentation shall not be construed as legal advice.
- Participating in this presentation does not create an attorney-client relationship.
- We can only provide general information today. Specific questions about individual circumstances, requires a consultation with an attorney or Department of Justice (DOJ) accredited representative.

Know Your Rights: A Brief Overview

Law Enforcement may not perform searches nor detain people based on: National origin, religion, sexual orientation, gender or gender expression, race or ethnicity

Regardless of immigration status people have the same 4th, 5th and 6th amendment rights:

- 4th Amendment right against unlawful search and seizures without a warrant (right of privacy)
- 5th Amendment right to remain silent
- 6th Amendment right to counsel/attorney (at own expense in immigration proceedings)



How to exercise these rights

At home

At work (or health clinic)

In the streets or public

In your car

If you are detained

At Your Home

No matter your Immigration status, you have Rights under the U.S. Constitution

- ICE cannot enter your house unless they have:
 - warrant signed by a judge or
 - your consent to enter
- If ICE Does not have a warrant, do not give them permission to enter:
 - A search warrant is not the same as an administrative order (example next slide)
- Keep in mind they may lie and say they are the police, threaten you or be friendly

What should you do if ICE is at your door?

- Do NOT open the door
 - Ask the person to identify themselves (name, badge#, and agency)
 - Ask "Do you have a signed judicial warrant?"
 - If they say no, then say you are exercising your right to refuse a search and will not open the door.
- If they say Yes, ask them to slide the warrant under the door or press it against the window.
- Review the document and make sure
 - It is a SEARCH warrant
 - Your address and name is correct
 - It is a court order
 - It is signed by a judge.

At work or Health Clinic/Provider's Office

Similar rights apply

Immigration needs a search warrant to access places that are not open to the public, or consent

Employers/providers should have a plan in place and train staff regarding policies.

Follow your employer's guidelines (re Patient's rights and Privacy, and response to immigration enforcement efforts)

What to do if ICE comes to your work or health clinic?

- Have signs noting public vs. private areas
- Identify key staff to respond to immigration enforcement efforts.
- Even without warrant, if ICE have reasonable suspicion they may detain or arrest. Therefore:
 - Do not run, keep calm
 - Express right to remain silent
 - Ask to speak to an attorney
 - Do not sign anything before speaking to an attorney

This is a judicial search warrant. It DOES authorize agents to enter your home.

(Rev. 12/09) Search and Seizure Warrant

UNITED STATES DISTRICT COURT - Issued by a COURT.

for the Eastern District of California

In the Matter of the Search of (Briefly describe the property to be searched or identify the person by name and address)

540 Oak Avenue Davis, California 95616

Case No.

SEARCH AND SEIZURE WARRANT

Any authorized law enforcement officer

2:11-SW-0161 EFB

An application by a federal law enforcement officer or an attorney for the government requests the search of the following person or property located in the EASTERN District of CALIFORNIA

ATTACHMENT A, ATTACHED HERETO AND INCORPORATED BY REFERENCE

Read attachments to make sure they are regarding YOU and YOUR address, not someone else's.

The person or property to be searched, described above, is believed to conceal (identify the person or describe the property to be seized)

ATTACHMENT B, ATTACHED HERETO AND INCORPORATED BY REFERENCE

I find that the affidavit(s), or any recorded testimony, establish probable cause to search and seize the person or property.

YOU ARE COMMANDED to execute this warrant on or before 5-9-2011 (not to exceed 14 days)

in the daytime 6:00 a.m. to 10 p.m. or at any time in the day or night as I find reasonable cause has been established.

Unless delayed notice is authorized below, you must give a copy of the warrant and a receipt for the property to the person from whom, or from whose premises, the property was taken, or leave the copy and receipt at the place where the property was taken.

The officer executing this warrant, or an officer present during the execution of the warrant, must prepare an inventory as required by law and promptly return this warrant and inventory to United States Magistrate Judge

(name)

I find that immediate notification may have an adverse result listed in 18 U.S.C. § 2705 (except for delay) and authorize the officer executing this warrant to delay notice to the person who, or whose property, will be searched or seized (check the appropriate box) For ___ days (not to exceed 30).

Until, the facts justifying, the later specific date of

and time issued: 4-25-2011 at 10:00 AM

Signed by a JUDGE. Edmund F. Brennan

and state: SACRAMENTO CALIFORNIA EDMUND F. BRENNAN, U.S. MAGISTRATE JUDGE

Recognizing a legal search warrant

- From US District Court
Document (or attachments) MUST reference the correct name of the person sought and the correct address of the location to be searched.
Warrant must NOT be more than 14-days old.
Warrant must be signed by a judge or magistrate judge.

Warrant of Removal/Deportation

File No: _____

Date: _____

To any officer of the United States Immigration and Naturalization Service:

_____ (Full name of alien)

who entered the United States at _____ on _____
(Place of entry) (Date of entry)

is subject to removal/deportation from the United States, based upon a final order by:

- an Immigration judge in exclusion, deportation, or removal proceedings
- a district director or a district director's designated official
- the Board of Immigration Appeals
- a United States District or Magistrate Court Judge

and pursuant to the following provisions of the Immigration and Nationality Act:
Section 241(a)(5) of the Immigration and Nationality Act(Act), as amended.

I, the undersigned officer of the United States, by virtue of the power and authority vested in the Attorney General under the laws of the United States and by his or her direction, command you to take into custody and remove from the United States the above-named alien, pursuant to law, at the expense of the appropriation. "Salaries and Expenses Immigration and Naturalization Service 2002," including the expense of an attendant if necessary.

(Signature of INS official)

(Title of INS official)

(Date and office location)

This is not a
search warrant

ICE may not enter with this type of
document

In the streets

Less right to privacy than at home

ICE cannot arrest someone for their physical appearance, race or ethnicity

ICE cannot arrest someone for speaking a language other than English

What can you do or say if ICE officer stops you on the street?

- Ask "Am I being detained or am I free to go?"
- Stay calm and do not run
- If ICE says you cannot leave:
 - You have the right to remain silent. Say: "**I am asserting my right to remain silent**"
 - You have the right to an Attorney. Say "**I want to speak to an attorney**"
 - Do not run
 - Do not resist arrest
 - Do not lie

Border Patrol - What is the 100 mile border zone?

Fed. Govt. claims can conduct warrantless searches but they still need reasonable suspicion



Permanent Immigration Checkpoints in the County of San Diego:

- I-94 E in Jamul
- I-8 E in Pine Valley
- I-5 N in San Clemente
- I-15 N near Temecula
- At checkpoints:
 - No suspicion needed
 - Questions should be brief and about immigration status
 - Can visually inspect vehicle

In Your Car

If ICE stops you while you are in your car

ICE can stop a person for reasonable suspicion. Sometimes ICE stops persons if they have an administrative warrant.

Although ICE can detain you in your car, ICE cannot enter or search your vehicle without your consent or without a search warrant.

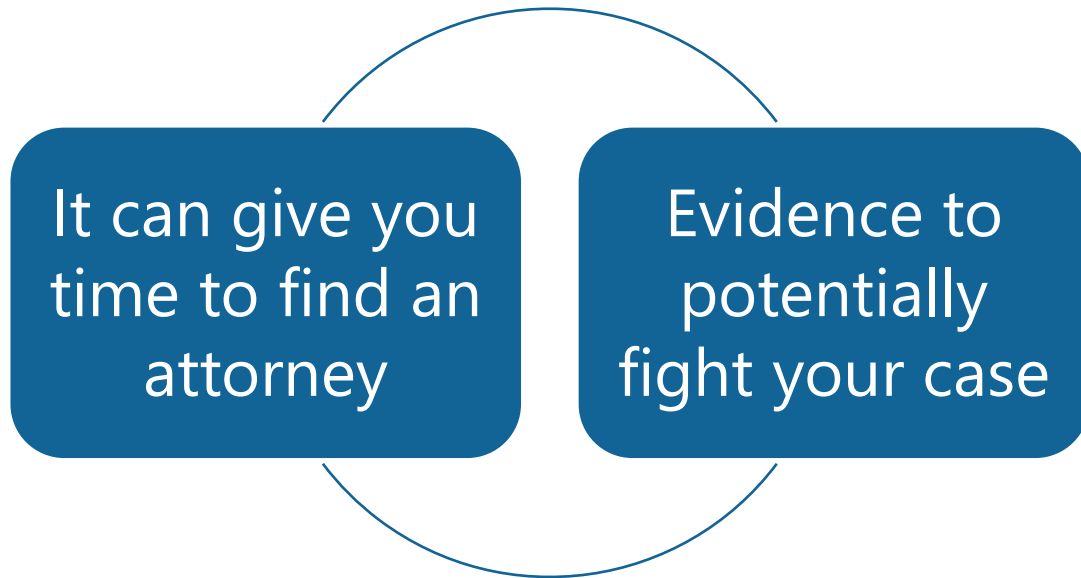
If ICE does not have an administrative warrant, they can only make an arrest on evidence they can justify and explain therefore remain silent.

What to do if you are stopped?

- Remain calm
- Ask if you are being arrested or if you are free to leave
- Assert your right to remain silent and do not provide information voluntarily
- Do not provide false documents, documents from another country

If you are detained

Knowing your rights does not guarantee you will not be arrested BUT



Remember you have rights regardless of your Immigration status

- Do not lie or give false information
- Do not sign anything
- Say "I assert my right to remain silent"
- Say "I would like to speak to an attorney"
- Ask to speak to a judge
- Contact your consulate (exceptions apply)

Emergency Planning – How Can It Help?

Being prepared is important

Having a plan will ensure that if something happens, everyone will know what to do

In case of an emergency or separation, you will be prepared and have necessary documents ready

You can focus on what is happening and call a lawyer

What does an emergency plan include?

- What is important for you and your family:
 - Have a list of medications and the medications ready in one place
 - Have emergency contacts ready, including contact for a lawyer
 - Powers of attorney for your children, bank accounts, mortgage paperwork, etc.
 - [Caregiver Affidavit](#)
 - Personal information and important documents (ex: birth certificates for children)

Know Your Rights Resources

- Immigrant Legal Resource Center – print ready [Know Your Rights “Red Cards”](#) in multiple languages.
 - Visual/multi-lingual flyers regarding [how to use red cards](#)
- National Immigration Law Center (NILC) – [Know Your Rights](#) page
 - [Health-Care-Providers-and-Immigration-Enforcement.pdf](#)
 - [NELP_EmployerGuide_Eng_2025_Final.pdf](#)
- ACLU Know Your Rights – [Scenario Based guidance \(Spanish\)](#)

ENTREGUE SU TARJETA ROJA AL AGENTE SIN ABRIR LA PUERTA.
Give your red card to the agent without opening the door.
Ibigay itong tarheta sa mga Ahente.
‘Oange ‘ae kaati ko eni kihe ‘ofisa ‘Imikulcisoni.
不要打開門給紅卡讓他們看。
-TO GET YOUR RED CARDS, VISIT: www.ilrc.org/red-cards



CULTURESTR | KE

SOURCE: IMMIGRANT LEGAL RESOURCE CENTER

Resources

How to find legal representation for your immigration matter.



Call 211 – Free number that provides access to local community services.



Immigration Advocates Network
<https://www.immigrationadvocates.org/legaldirectory/>

State Bar of California

Website: www.calbar.ca.gov/lrs

800-843-9053

(Outside of CA: 415-538-2250)

American Immigration Lawyer's Association

Website: <https://ailalawyer.com>

Scan QR code to find a license immigration lawyer



How to contact LASSD

Call our general line

1-877-LEGAL AID

(1-877-534-2524)

- Monday thru Friday between 9:00a.m. to 5:00 p.m.
- Walk in to one of our 3 locations
- *To receive services, you will need to fill out a form to be screened for eligibility for services
 - If you are determined to be eligible – your form will be transferred to the adequate team and you will be contacted by the team.
- You may leave a voicemail with your name and number if there is no response.

3 Office Locations: Monday thru Friday

9:00 a.m. a 5:00 p.m.

- Southeast San Diego:
 - 110 S. Euclid Ave. San Diego, CA 92114
- Midtown San Diego:
 - 1764 San Diego Ave. Ste. 100, San Diego, CA 92110
- North County:
 - 100 E. San Marcos Blvd., Ste. 308, San Marcos, CA 92069

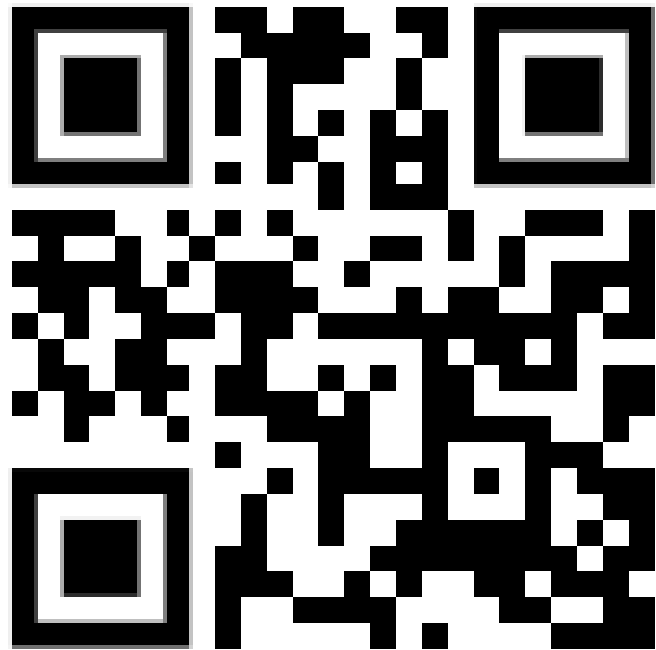
Questions?





HCA website and Survey:

[Health Consumer Alliance Website](#)



[Our Presentation Survey:](#)



Also, see Health Consumer Alliance's [Know Your Rights/Publications](#) page!



Health Equity

Diversity, Equity, and Inclusion
Training

Advancing Health Equity



We need your input ...

- 1 We want to get your feedback on our new Diversity, Equity, and Inclusion (DEI) training, *Advancing Health Equity*
- 2 We value your opinion on the content we created to better serve you, our member
- 3 We want to know how we can improve our curriculum

Why are we sharing this information?

- 1 By January 1, 2026, all staff, subcontractors, and providers in managed care health plans must complete mandatory Diversity, Equity, and Inclusion (DEI) training.

Reference: [All Plan Letter 24-016](#)

- 2 Health plans are required to
 - Launch a state approved Diversity, Equity, and Inclusion Training
 - Monitor training completion
 - Monitor complaints related to discrimination
 - Enforce corrective action for those with a grievance related to discrimination filed against them
 - Collaborate with other local health plans for record sharing

- 3 The training will be available
 - Blue Shield Learns System
 - New Blue Shield Provider Learning Center

Advancing Health Equity Training Topics

- An introduction of health equity, how it is defined, and examples of concepts of health equity.
- An introduction of the members we serve in both Los Angeles and San Diego Counties.
- Health related social needs that have an impact on a person's health like housing, food, transportation, financial stability, and personal safety.
- Disparity impacts that have harmful effects on our overall health like the neighborhood we live in and other non-medical factors.
- Health inequities impacts that affect our health like access to health care and overall health status.
- Information about different cultural groups within our Medi-Cal service areas and topics such as:
 - Cultural group's beliefs about illness and health;
 - Member experience, discrimination and the impacts of implicit bias;
 - Lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more (LGBTQIA+) concerns;
 - Need for gender affirming care;
 - Methods of interacting with Providers and the health care structure;
 - Traditional home remedies that may impact how the Provider should treat the Member; and
 - Language and literacy needs.



Discussion

1 What would you like to see our staff and Providers learn and understand about you?

2 Which topic resonates with you the most?

3 Is there anything else you would like for us to consider adding to this training?



Thank You



Appendix



Appendix A: Standing Reports

Standing Reports – Membership & Interpreter Services

Membership

Region	Membership
Los Angeles	391,092
San Diego	191,148
Total	582,240

Refresh Date = 2/20/2025

Interpreter Services

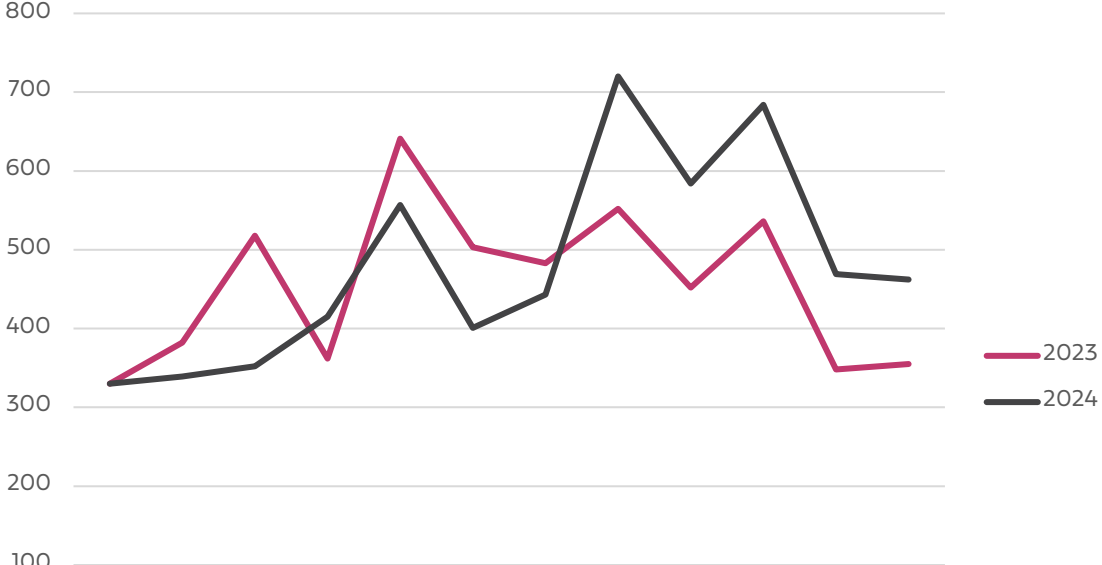
Requested Languages – Q3 2024			
#	Language	Total	Percent of Calls
1	Spanish	6395	73%
2	Mandarin	663	8%
3	Russian	344	4%
4	Vietnamese	241	3%
5	Arabic	134	2%
6	Tagalog	159	2%
7	Armenian	130	1%
8	Korean	181	2%
9	Cantonese	124	1%
10	Farsi	120	1%
11	Haitian Creole	217	2%
12	Dari	68	1%
	Total	8,776	100%



Appendix B: Key Contacts

Standing Reports – Grievances 2024

Grievances Los Angeles County - 2024



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	330	382	518	362	641	503	483	552	452	536	348	355
2024	330	339	352	415	557	401	443	720	584	684	469	462

What is a grievance?

Any expression of dissatisfaction about any matter other than an adverse benefit determination.

Top 3 reasons why members filed a grievance

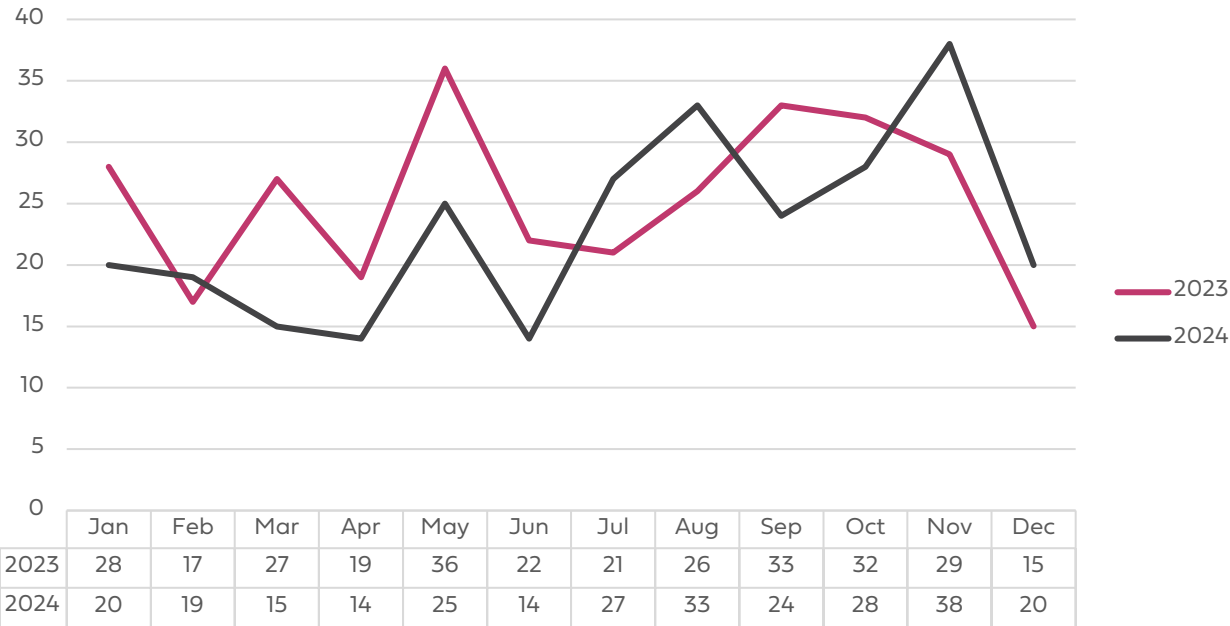
- 1. Access**
 - Dissatisfaction about timely access to care, a delay in obtaining authorization, issues scheduling transportation, or other issues related to accessing necessary care.

- 2. Customer Service / Plan Administration**
 - Dissatisfaction with the quality of service provided or benefits associated with their plan

- 3. Quality of Care**
 - Dissatisfaction with the quality of covered services provided by a plan or provider.

Standing Reports – Appeals 2024

Appeals Los Angeles County - 2024



What is an appeal?

A type of grievance which involves the delay, modification, or denial of services based on medical necessity or a determination that the request of service was not a covered benefit.

- If an appeal is **upheld**, that means the decision to deny a medical service stays the same.
- If an appeal is **overturned**, that means the decision was changed to approve a medical service.

Top 3 reasons why members filed an appeal

1. Medical Necessity

- The medical criteria was not met for Durable medical equipment.
- The medical criteria was not met for Out of Network Provider/Specialist prior authorization.

2. Billing/Financial

- This is related to claims processing and reimbursement.

3. Non-Covered Services

- The service requested or received is not a covered benefit

2025 Appeals and Grievance Focus Areas

Insights to Action

- Continue to trend Appeals and Grievance data to identify actionable issues
- Partner cross-functionally to address the root cause of member abrasion
- Identify opportunities to improve processes to resolve issues quickly as exempt grievances upon first contact

Actions in Progress

- Continue to monitor trends related to billing issues
 - Previously identified as a top driver of grievances and remediated by updating procedures/workflows
- Ongoing partnership with Customer Service to maintain oversight
- Conducting deep dive into quality-of-service complaints to identify additional abrasion causes



L.A. Care



Community Resource Center

Site	Status	Address	Zip	CRC Representative	Phone Number
East L.A.	Open	4801 Whittier Boulevard	90022	Monica De La Torre	(213) 438-5570
El Monte	Open	3570 Santa Anita Avenue	91731	Veronica Lopez	(323)827-6654
Inglewood	Open	2864 W. Imperial Highway	90303	Natividad Surio	(323)827-6654
Lincoln Heights	Not Ready	2426 N. Broadway	90031	Loraine Magana	(323)827-6692
Long Beach	Open	5599 Atlantic Avenue	90805	Betty Esparza	(323)889-6692
Lynwood	Open	3200 E. Imperial Highway	90262	Lily Cervantes	(323)889-6543
Metro L.A.	Open	1233 S. Western Avenue	90006	Mireya Vargas	(323)827-6609
Norwalk	Open	11721 Rosecrans Avenue	90650	Jonna Gomez	(323)827-6102
Palmdale	Open	2072 E. Palmdale Boulevard	93550	Nelly Hernandez	(323)827-6025
Panorama City (Pacoima)	Open	7868 Van Nuys Boulevard	91402	Jacqueline Marquez	(323)827-6025
Pomona	Open	696 W. Holt Avenue	91768	Silva Cordova	(323)827-6026
South L.A.	Not Ready	5710 Crenshaw Blvd	90043	Susana Hernandez	(323)889-5207
West L.A.	Open	11173 Pico Boulevard	90064	Edwin Cruz	(323)827-6727
Wilmington	Open	911 North Avalon Boulevard	90277	Marivel Cruz	(323)827-6606

Blue Shield Promise Contacts

Topic Area	Name	Title	E-mail
Community Advisory Committee	Araceli Garcia	Program Manager, Consultant, Community Programs	Araceli.Garcia@blueshieldca.com
Blue Shield Promise Questions	Sandra Rose	Senior Director, Community Programs	Sandra.Rose@blueshieldca.com
Blue Shield Promise Questions	Jennifer Schirmer	Vice President, Medi-Cal Growth and Community Engagement	Jennifer.Schirmer@blueshieldca.com



Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association