

MEDI-CAL MEMBER FEEDBACK TOUR

SESSION WELCOME

Knowledge is POWER. If we don't know what we are expected to have, we will accept what's given to us. This is a time to BETTER ourselves

First Lady Pamela Cressel

DHCS is on a mission to create a better future - a better program that serves all populations we serve better. - Pam Riley, DHCS

and Medi-Cal wants to help us understand the system and make it better Pastor Kalvin Cressel

> Providers help me SOLVE health problems

IMPORTANT

Pharmacy DELIVERS medication

• Having the SAME CLINIC is good for primary care



BARRIERS & CHALLENGES

GREATER MT SINAL

MBC OF COMPTON

COMPTON, CA

FEBRUARY 28, 2024

• ACCESS SERVICES TOO FAR FROM COMPTON

WHAT'S IMPORTANT

Feeling CONNECTED with my provider

DOCTORS WHO LOOK LIKE ME. Not having to pay for health care

DOCTORS COMMUNICATE with each other about my records & results

MORE PAY for health care workers

IDEAS

MENTAL HEALTH SERVICES for BLACK MEN

HOPES & WISHES

GIVE US BETTER PROVIDERS

"Poor care raises mistrust."

RECONSIDER income threshold

"I want to know how to use Medi-Cal'

OUNDERSTAND THAT DENTAL HEALTH IS A PART OF WHOLE HEALTH

REMOVE HEALTH CARE DESERTS "There's no care near me."

Nutritional Health Options

• COMMUNICATION

from Medi-Cal. "They make changes & don't tell us."

Doctors don't treat me well...they talk down to me

• SHARED COST is TOO HIGH.

My small pension works against me

PHYSICIANS lack cultural cultural competency



