

PUBLIC MEETING SUMMARY

Tuesday, August 8, 2023

5:39 p.m. – 7:30 p.m.

(Virtual Meeting)

Participants:

- » Medi-Cal Member Advisory Committee (MMAC) Members: 12 of 15 MMAC Members
- » Department of Health Care Services (DHCS): Michelle Baass, Erika Sperbeck, Jacey Cooper, René Mollow, Yingjia Huang, Susan Philip, Anastasia Dodson, Autumn Boylan, Rafael Davtian, Brian Hansen, Maria Romero-Mora
- » Meeting Facilitators: Everyday Impact Consulting (EIC)
- » Guest Speakers: Karen Wilson-Holsey (Strong Hearted Native Women’s Coalition)

Materials: Member Biographies, Agenda, Presentation

Optional Prep-meeting – Language Justice Orientation (15 minutes)

Attendees were assisted to connect via Zoom and were informed about interpretation and other meeting logistics.

Welcome Remarks

Director Baass opened the meeting by welcoming attendees.

Land Acknowledgement/Grounding Activity

Karen Wilson-Hosley with Strong Hearted Native Women’s Coalition read the Land acknowledgement, and a grounding activity was facilitated by EIC.

Recap & Check-Ins

EIC provided a recap of the May 2023 MMAC meeting. Following the recap, Assistant Deputy Director Huang facilitated a check-in discussion about Medi-Cal renewals to gauge members’ knowledge of the recent Medi-Cal renewals campaign.

Recommendations and considerations for DHCS from members included:

- Consider following up on how the auto renewal process and notifications are happening for In-Home Supportive Services (IHSS) members.
- Consider elevating language and communications on the timelines for when members should expect to receive their redetermination/renewal packets.
- Consider using different colored envelopes that communicate whether members will need to take action or if materials included are only informational.

Meeting Topics Prioritization – Zoom Poll Ranking Activity

EIC facilitated a Zoom poll ranking activity to provide an opportunity for members to prioritize the order of the 13 themes discussed in previous conversations, and to use this prioritization as a guide for future MMAC meetings. EIC went over the definitions of the items, and members could select their top three choices from the list on significant problems with Medi-Cal they want to see addressed by DHCS.

Large Group Discussion: Access to Care

EIC and DHCS talked about “access to care” issues and challenges. The discussion focused on quality of care for providers, medications, and services, and health care

workforce challenges. Issues concerning the Medi-Cal eligibility application, renewal, or criterion issues were excluded and will instead be discussed at a future meeting.

Recommendations from the discussion included:

- Offer more incentives for Medi-Cal members to be prioritized for services.
- There should be incentives to hire more providers.
- Have a way for members to contact specialists directly instead of through their primary care provider.
- Providers or vendors should be required to reach out to their patients regularly. Members are often left to wonder about the status of their care referrals for weeks or months.
- Ensure quality continuity of care. Provider rates are so low that providers will often not contract with the managed care plan network.
- Care coordinators in clinics should connect people with specialty care services and assist with eligibility. Hospitals have eligibility workers onsite, but there needs to be one single point of contact, which is missing in the overall system of care (medical, behavioral, etc.).
- A point of contact is needed at social services agencies, and workforce challenges/issues and solutions must be addressed.
- There are not enough IHSS workers, who are also not being paid enough.
- Have a fair number of behavioral health and peer support specialists trained to help people with behavioral health issues that might increase the skills of peer support specialists.
- More staffing is needed at medical offices.

Next Steps

Action items, post-meeting surveys, as well as information for the next meeting on Tuesday, October 10 were presented by EIC.

Closing Poem

A poem by Taj James was read by EIC. The poem is available in both English and Spanish (attached).

Closing Remarks

Director Baass closed the meeting with additional remarks.

Attachment:

The Whole Universe Conspired, by Taj James

English

The whole universe conspired, with everything it has

with everything it is

for you to be here

for me to be here

for us to be together

In this now

Your existence, presence, and light reshapes all that has been transforms all that will be

Let the light out

Let it shine

It is all that we are

If we only knew

how profoundly

we matter

how important

our every decision

if we could only remember how inescapably
we belong.

Spanish

Todo el universo conspiró,
con todo lo que tiene
con todo lo que es
para que tu estes aquí
para mí estar aquí
para que estemos juntos
en este ahora
Tu existencia, presencia y luz
remodela todo lo que ha sido
transforma todo lo que será
Deja que la luz salga
Deja que brille
es todo lo que somos
Si sólo supiéramos
lo profundamente
que importamos
lo importante
que es nuestra cada decisión
si sólo pudiéramos recordar
que inevitablemente pertenecemos.