

# STATE-WIDE SESSION [VIRTUAL] SEPTEMBER 29, 2023

### WELCOME

LAND ACKNOWLEDGEMENT  
WE ARE ON  
NATIVE CALIFORNIA  
land

EVERYONE  
NEEDS TO GET  
CARE THEY  
need

ELEVATE OUR  
MEMBERS AS  
EXPERTS

DESIGN A SYSTEM  
THAT WORKS FOR  
ALL!

### CURRENT EXPERIENCE

WHAT IS WORKING NOW?

- GETTING INSURANCE & REFERENCES WAS EASY
- ELIGIBILITY REQUIREMENTS
- STREAMLINED
- CAN SEE APPLICATION STATUS ON AVAILABLE TOOLS
- ABLE TO GET CARE OF SPECIALIST FAST

### WHAT HAVE BEEN BARRIERS?

- BEING TRANSFERRED ON PHONE TO GET TO RIGHT PERSON
- LETTERS OF BEING CUT OFF → UNCERTAINTY!
- PHONE WAIT TIMES
- MORE STAFFING COULD HELP

### IDEAL FUTURE

WHAT WOULD IT LOOK LIKE?

- FREE MEDICARE FOR ALL!
- BETTER COMMUNICATION between BRANCHES
- CONSISTENT STATUS UPDATES
- MORE PEOPLE QUALIFY
- MORE VISION SERVICES & PROVIDERS
- ACCESS TO TRANSPORTATION
- ANOTHER FORM of COMMUNICATION
- MORE CLARIFYING QUESTIONS ON APPLICATION
- NO WORRIES ABOUT COST of EMERGENCIES

### ASPECTS OF JOURNEY

- PRESCRIPTIONS
- APPOINTMENTS
- TEXT OR EMAIL

### HOW DOES IT FEEL?

GIVEN & I WOULDN'T HAVE TO APPLY & WORRY

EASIER

ABILITY TO ACCESS SERVICES IN ONE location

RELIEVED

ACCESS TO RECREATION FACILITY

CLOSE TO HOME!

### REFLECTIONS

WE HAVE SO MUCH IN COMMON!

THANK YOU TO GIVE US THIS MOMENT TO express OURSELVES!

THIS FORUM SHOULD BE MORE FREQUENT

FEELS GOOD TO HAVE OUR CONCENS HEARD

### IDEAL EXPERIENCE

- BETTER ACCESS TO SHOW PROOF OF COVERAGE & DOCUMENTATION AT CLINICS
- IMMEDIATE ACCESS TO FOLLOW-UPS
- SHORT WAIT TO GET CARE
- 2wks NOT 2 MONTHS!
- MORE EMERGENCY SERVICES AVAILABLE
- ELIMINATE GAP IN ACCESS
- IT WOULD BE TIMELY & EASY
- EASY ACCESS TO CHECK-IN & LESS WAITING
- EASY ACCESS TO SUPPLIES & CARE
- LESS CAPITALISM
- DOCTORS PAPERWORK MEDICINE
- MORE CLINICS ACCEPT MEDI-CAL (LOWER WAIT TIME)
- MORE DENTAL & VISION SERVICES

### THESE LISTENING SESSIONS HAVE JUST BEGUN!

GOOD THINGS ARE INTENDED TO COME.