

# PREP MEETING FOR TECHNICAL SUPPORT MEDI-CAL MEMBER ADVISORY COMMITTEE

# Language Justice Orientation

Zoom Interpretation/Logistics  
Meeting Information

# Meeting Information

- » Meetings will be recorded for note-taking and internal review purposes.
- » Electronic notes will be taken throughout the meeting.
- » Meeting summaries will be sent to members (once they are available to the public).
- » We will NOT put any identifiers on our notes (e.g., names) for any public meeting summaries or documents.
- » Notes will not be shared outside of our Everyday Impact Consulting project team.
- » Recordings will be deleted annually.
- » Please remain muted until a facilitator invites you to speak.
- » We seek to promote healing through the Medi-Cal Member Advisory Committee (MMAC) meetings by integrating art throughout the process.

# List of Acronyms

- » **MMAC:** Medi-Cal Member Advisory Committee
- » **DHCS:** Department of Health Care Services
- » **EIC:** Everyday Impact Consulting

# MEDI-CAL MEMBER ADVISORY COMMITTEE MEETING

Wednesday, February 12, 2025

# Welcome

# Agenda

- » Welcome (5 min)
- » Director's Update (25 min)
- » Introduction to DHCS Leadership (5 min)
- » New Medi-Cal Member Website to Enroll and Re-Enroll (60 min)
- » Member Comments (15 min)
- » Next Steps (5 min)
- » Closing Remarks (5 min)

# Community Norms and Agreements

- » We acknowledge and respect differing views, opinions, and experiences.
- » This is an honest, brave, and kind space.
- » It's okay not to understand or know everything.
- » We will ask for what we need to feel good about being here, support each other, and learn together as we go.
- » There are no "stupid questions." We all have different levels of understanding and different perspectives.
- » We choose collaboration.
- » We value staying on task.
- » What happens here stays here. What's learned here leaves here.



# Director's Update

# DHCS Introductions



**Krissi Khokhobashvili**

Deputy Director, Office of Communications

# New Medi-Cal Website to Enroll and Re-Enroll

# Introductions



**Ken Blodgett**

User Experience Designer



**Mitchell Weiner**

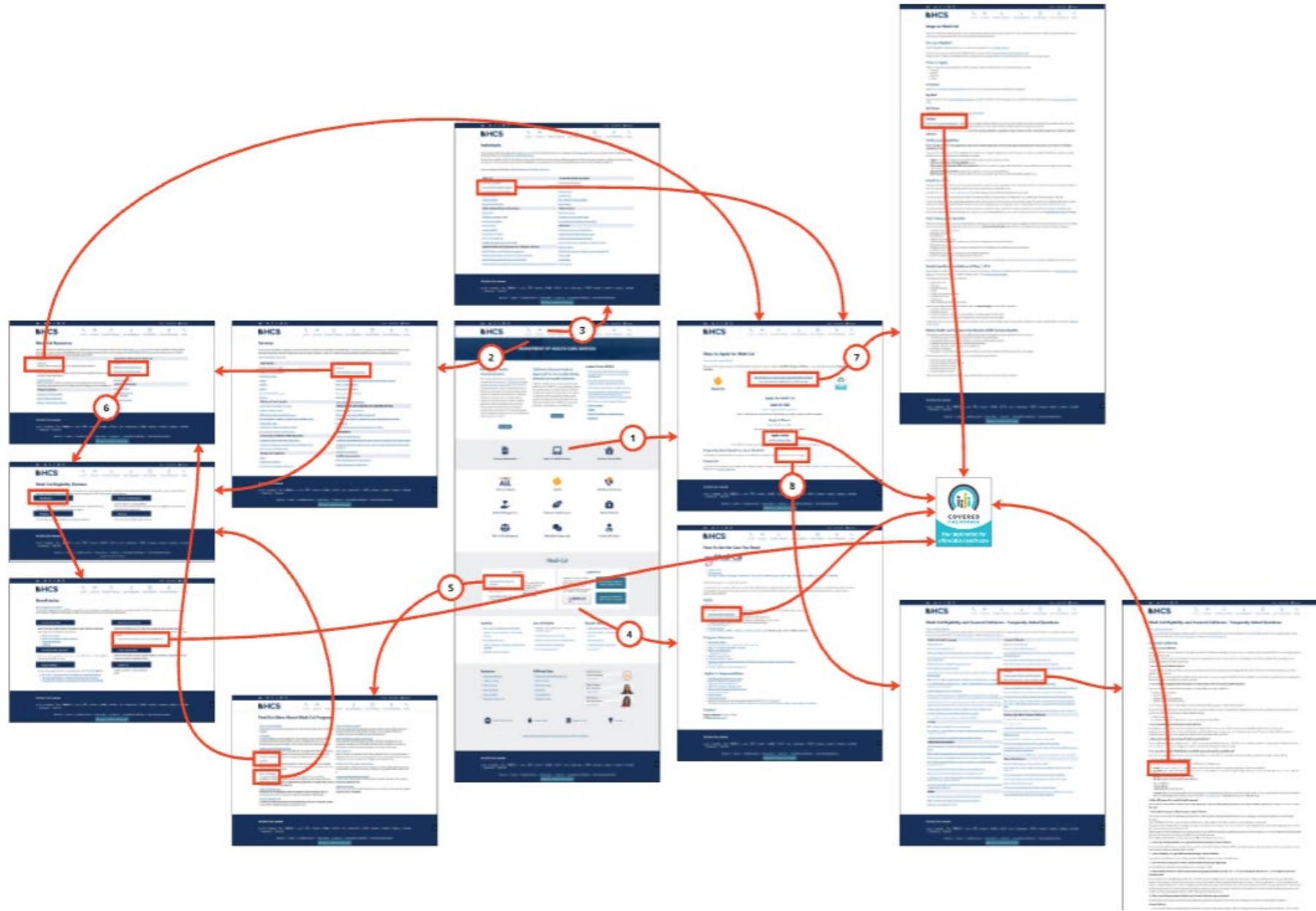
Digital Media Manager



**Marjan Zamanian**

Web Team Manager

# Problem



# Solution



- » Create a Medi-Cal website just for Members

# Goals

- » Launching point to Medi-Cal
- » Member content only
- » Simple and easy to use
- » Easy to read and understand
- » [Medi-cal.ca.gov](https://www.medi-cal.ca.gov)

# Website Demonstration





# Break Out Session



# Questions

- » Q1: What was your experience completing the tasks using the website?
- » Q2: Is there anything missing from this website?
- » Q3: What new features would be helpful to add in the future?

# Group Discussion



# Question

- » How likely are you to recommend the new Medi-Cal website to others? Please share a number from 1 (not likely) to 10 (very likely). Why did you give that answer?



Thank You



# Member Comments

# Next Steps

- » Meeting Action Items
- » Next Meeting: Wednesday, April 30, 2025, from 5:30-7:30 p.m.; join by 5:15 p.m. for technical support

# Closing Remarks

