

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!
- GENDER AFFIRMING care
- BETTER COMMUNICATION between BRANCHES
- CONSISTENT STATUS UPDATES
- MENTAL HEALTH SERVICES
- MORE PEOPLE QUALIFY
- MORE VISION SERVICES & PROVIDERS
- ACCESS TO TRANSPORTATION
- MAGIC WAND
- ANOTHER FORM of COMMUNICATION
- MORE CLARIFYING QUESTIONS ON APPLICATION

IDEAL EXPERIENCE

- BETTER ACCESS TO SHOW PROOF OF COVERAGE & DOCUMENTATION AT CLINICS
- IMMEDIATE ACCESS TO FOLLOW-UPS 2wks NOT 2 MONTHS!
- SHORT WAIT TO GET CARE

ASPECTS OF JOURNEY

- PRESCRIPTIONS
- APPOINTMENTS
- NO WORRIES ABOUT COST of EMERGENCIES

HOW DOES IT FEEL?

GIVEN & I WOULDN'T HAVE TO APPLY & WORRY

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

THESE LISTENING SESSIONS HAVE JUST BEGUN!

GOOD THINGS ARE INTENDED TO COME.

EASIER ABILITY TO ACCESS SERVICES IN ONE location RELIEVED

MORE EMERGENCY SERVICES AVAILABLE ELIMINATE GAP IN ACCESS

IT WOULD BE TIMELY & EASY

EASY ACCESS TO CHECK-IN & LESS WAITING DOCTORS PAPERWORK MEDICINE

EASY ACCESS TO SUPPLIES & CARE MORE CLINICS ACCEPT MEDI-CAL (LOWER WAIT TIME)

LESS CAPITALISM