

MEDI-CAL

SESSION WELCOME

We are working on quality and advancing health equity. I want to thank you all for sharing honestly and openly about how you are feeling and how we can do better.
Sarah Lahidji, DHCS.

We want to hear your thoughts and experiences about Medi-Cal benefits and services.

Genoveva (Veva) Islas, Founder & Executive Director Cultiva La Salud

WHAT'S WORKING

- MAKING APPOINTMENTS
- FLEXIBILITY to CHANGE FACILITIES
- CLINICS AVAILABLE FOR OPIOD DEPENDENCE
- WALK-INS WELCOME at my clinic.
- MY DIABETES IS COVERED

CULTIVA SALUD

FRESNO, CA
MARCH 1, 2024

BARRIERS & CHALLENGES

BEING INFORMED about coverage - learning about Medi-Cal.

Doctors who encourage me and offer hope

- DENTAL CARE
- PREVENTING the need for the doctor's visit.

WHAT'S IMPORTANT

Not being afraid to ask for help when I have mental health issues

I want to feel like I won't be judged by the providers

- We need MORE CLINICS NEAR US
- More reliable TRANSPORTATION services

We find out about changes too late.

- DOCTORS RUSH & DON'T LISTEN

I don't have the money to cover co-pays

Providers don't communicate with patients - and don't want to

- SPECIALISTS ARE APPROVED BUT HAVE LARGE CO-PAYS

IDEAS

- Being able to pick my clinic
- POST-VISIT EVALUATIONS To document challenges with treatment/providers

- Better HEALTH EDUCATION
- Better MENTAL HEALTH Coverage

- Coverage for detox programs
- Doctors who have the same background

- More time during appointments to hear & answer questions.

- Be MORE PROACTIVE

- Food as a RESOURCE

I need food. Lack of access to food increases my stress.

- HIDDEN COSTS (HOSPITAL VISITS)

The doctors I need to see are in two different Medi-Cal plans.

- ONLY WORST CASE Dental Coverage

- COSMETIC Dental Care
- TRAINING PROVIDERS on EQUITY & ADVOCACY
- CLEAR INFORMATION about plan changes