

# Virtual Meeting Tips



Use either a computer or phone for audio connection.



Mute your line when not speaking.



Members are encouraged to turn on their cameras during the meeting.



For questions or comments, email  
[voicesandvisioncouncil@dhcs.ca.gov](mailto:voicesandvisioncouncil@dhcs.ca.gov).

# Medi-Cal Voices and Vision Council Meeting

Wednesday, September 30, 2026

# Welcome and Opening

# Language Justice

- » One person speaks at a time
- » Speak slowly and clearly
- » Pause when asked by meeting facilitators
- » Avoid acronyms
- » Ask questions if you need clarification

# Community Norms

- » Embrace an honest, brave, and kind space.
- » Choose collaboration.
- » **Everyone participates, no one dominates.**
- » Acknowledge and respect differing views, opinions, and experiences.
- » **Practice active listening. Don't interrupt or assume; ask for clarification.**
- » **Avoid acronyms, and if we have acronyms and program names, we will explain the acronym or program before having a conversation as a group.**
- » There are no "stupid questions." We all have different levels of understanding and different perspectives.
- » Speak your truth, without blame or judgement.
- » Attack the problem, not the person – no blame game.
- » **Be intrigued by the differences you hear.**
- » Check egos and titles at the door.
- » Please share what you need in order to feel comfortable and welcomed here.
- » Support each other and learn together as we go.
- » Stay on task, no side conversations.
- » What happens here, stays here. What's learned here leaves here.
- » **Identify pending issues and agreements at the end of the meeting.**
- » Identify actions that result from decisions.

# Agenda

|                    |                                                                                  |
|--------------------|----------------------------------------------------------------------------------|
| <b>5:30 – 6:00</b> | Welcome and Opening                                                              |
| <b>6:00 – 6:25</b> | Making Medi-Cal Better: Helping People Get the Care They Need, When They Need It |
| <b>6:25 – 7:10</b> | Breakout Room Discussions                                                        |
| <b>7:10 - 7:25</b> | Report-Outs and Member Comments                                                  |
| <b>7:25 – 7:30</b> | Closing Remarks                                                                  |

# Disclose Conflict of Interest

- » What is a conflict of interest?
  - When someone has a personal, professional, or financial interest that makes it hard to participate in a fair way.
- » If you have a conflict of interest, we will provide the space for you to state your situation, and we will move forward.

# Making Medi-Cal Better: Helping People Get the Care They Need, When They Need It

***A.K.A. Medi-Cal Value-Based Strategy***

Chris Esguerra, MD, Chief Quality and Medical Officer, Deputy  
Director of Quality and Population Health Management

How can we better help Medi-Cal members get the care they need, when they need it?

# Agenda

1. What are we proposing to help our Medi-Cal members get the care they need, when they need it?
2. Next steps, collaborate with the health care community

What are we proposing to help  
Medi-Cal members get the care  
they need, when they need it?



# Ensure Programs And Policies Fully Align With The Care Members Need



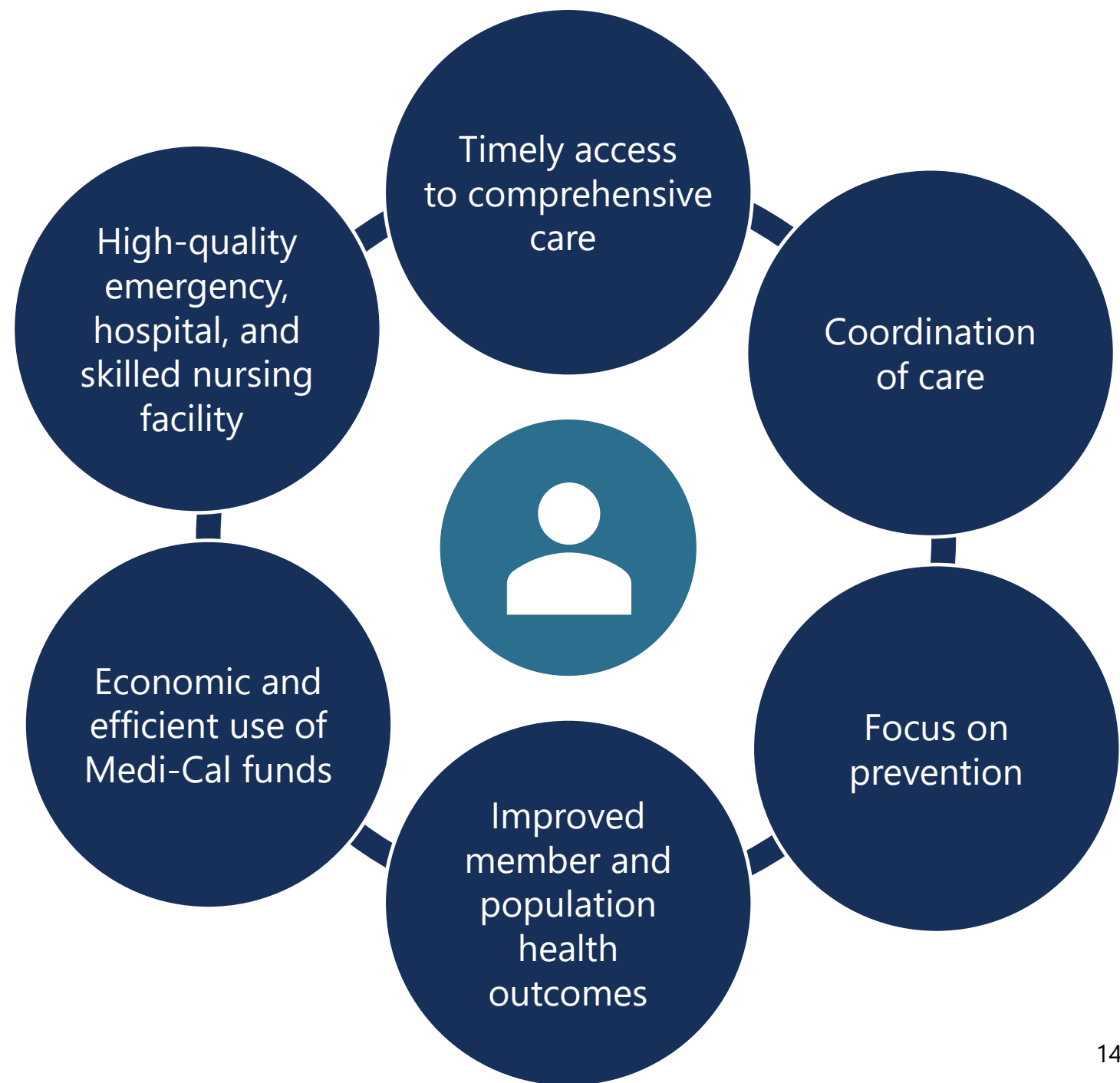
Now

Future

# Members' Health Affects Health Care Costs

A value strategy is a plan that helps make sure money is spent in ways that help people get healthier and feel better. It means that the way doctors, hospitals, and other helpers are paid is connected to how well they help people stay healthy—not just how many times they see them or what tests they do.

Center Members' Health And The Health Care Systems Payments: a system that **ensures funding and payment align with improving members' health and wellness** as effectively as possible.



# What Do We Mean By Value?

Better results and outcomes at a cost the Medi-Cal program can sustain.

“The right care,  
at the right time,  
in the right place,  
at the right cost”

# Goal and Strategies



## **Goal:**

Improve member health and wellness by delivering the right care at the right cost

## **Overarching Strategies**

- » Provide foundational support
- » Invest in primary care
- » Align expectations across plans and providers
- » Scale value-based payment

## **Service Line-Specific Value Strategies**

- » Skilled Nursing Facility
- » Primary & Maternity Care
- » Mental Health Services
- » Hospital

# Payment Must Be Connected to Results & Outcomes

The current environment requires a more deliberate approach to payment.

- » How does payment improve care delivery?
- » Does payment incentivize services that improve member's health and wellness?
- » Does payment support access, quality, improving population health, and care coordination?
- » How does payment help manage overall cost while ensuring members get the care they need?

# Next step: Collaborate with the Health Care Community

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When you think about your health, mental  
and physical, what is “valuable” to you?



## Clarification Questions

# MMAC Meeting Key Takeaways

# Breakout Room Discussions

# Directions for the Breakout Rooms



Includes:

- » Facilitators, a note taker, and a reporter.
- » Voices and Vision Council members
- » DHCS leadership



- » Reminder: This is the time to dive deeper into the topic of conversation.
- » Opportunity to ask questions and to hear what we are missing, collectively.

# Discussion Questions

1. What is your overall reaction to the Medi-Cal Value Strategy presentation?
2. Based on MMAC feedback, what should DHCS include in the Value Strategy to improve person-centered and culturally responsive care?
3. How can DHCS measure whether the Value Strategy is actually improving care for Medi-Cal members?
4. If you had \$100 to invest in improving member experience, where would that money go first? And if you needed to take \$100 out of something, what would you redesign because it's not providing enough value?

# Report-Outs and Member Comments

# Closing Remarks

# Upcoming Meeting Dates

## **MMAC:**

- » Wednesday, November 18, 2026, from 5:30 - 7:30 p.m.
- » Virtual via Teams
- » Closed to the public

## **Medi-Cal Voices and Vision Council:**

- » Wednesday, December 9, 2026, from 5:30 - 7:30 p.m.
- » Virtual via Teams
- » Closed to the public

Thank you!

