

Medi-Cal Member Advisory Committee

Wednesday, September 16, 2026

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 MMAC@dhcs.ca.gov.

Translation and Captions



Spanish Translation –

Select three dots on the top right, Language and Speech, Language Interpretation, and select Spanish.

Traducción al español –

Seleccione los tres puntos en la parte superior a la derecha, Idioma y Habla, Interpretación de Idiomas, y seleccione Español.



Closed captioning –

Select the three dots, Language and Speech, Turn on Live Captions.

Subtítulos –

Seleccione los tres puntos, Idioma y Habla, active Subtítulos en Vivo.

Welcome and Opening

Agenda

5:30 – 6:00

Welcome

6:00 – 7:00

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

7:00 – 7:25

Group Discussion and Member
Comments

7:25 – 7:30

Closing Remarks and Next Steps

Language Justice

- » One person speaks at a time
- » Speak slowly and clearly
- » Pause (if needed) when asked by meeting facilitators
- » Avoid acronyms
- » Raise your hand if you are not following or understanding the presentation
- » If comfortable, add your comments or questions in the chat section during the meeting.

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.
- » **All questions are welcomed. We all have different levels of understanding and different perspectives.**
- » Speak your truth, without blame or judgement.
- » **Be intrigued by the differences you hear.**
- » Check egos and titles at the door.
- » 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.

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.

Introduction to DHCS Leadership





Chris Esguerra, MD

Chief Quality and Medical Officer,
Deputy Director of Quality and Population Health Management,
Department of Health Care Services

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



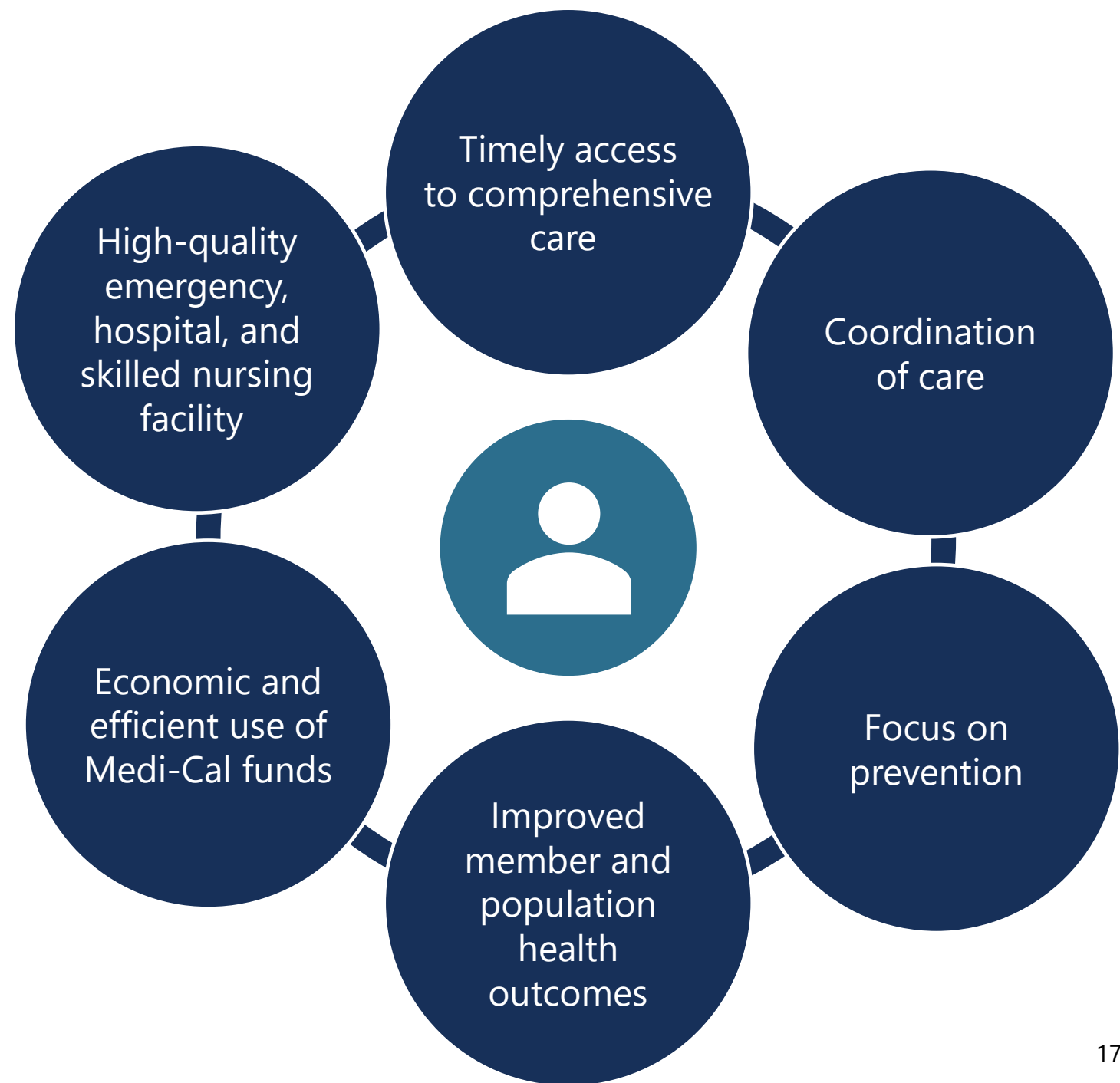
Now

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

Two thick, wavy, horizontal lines in shades of blue and teal, positioned below the title and above the question.

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

Breakout Rooms Instructions



Reminders

- » This is the time to dive deeper into the topic of conversation.
- » You will have a chance to ask questions and share what you think we are missing.

Includes:

- » Facilitators, a note taker, and a reporter.
- » MMAC members.
- » DHCS leadership will be in both rooms.

Questions and Feedback



All questions or feedback
is welcome.

We all have different levels of
understanding and different
perspectives.

Guiding questions



- » What are your immediate reactions to or questions about the presentation?
- » When you think about your health, mental and physical, what is “valuable” to you?
- » How do you want to interact with the health care system?
- » What support do you need to get mental or medical care? (e.g. in-person assistance, provider list, translation services, nurse line, etc.)

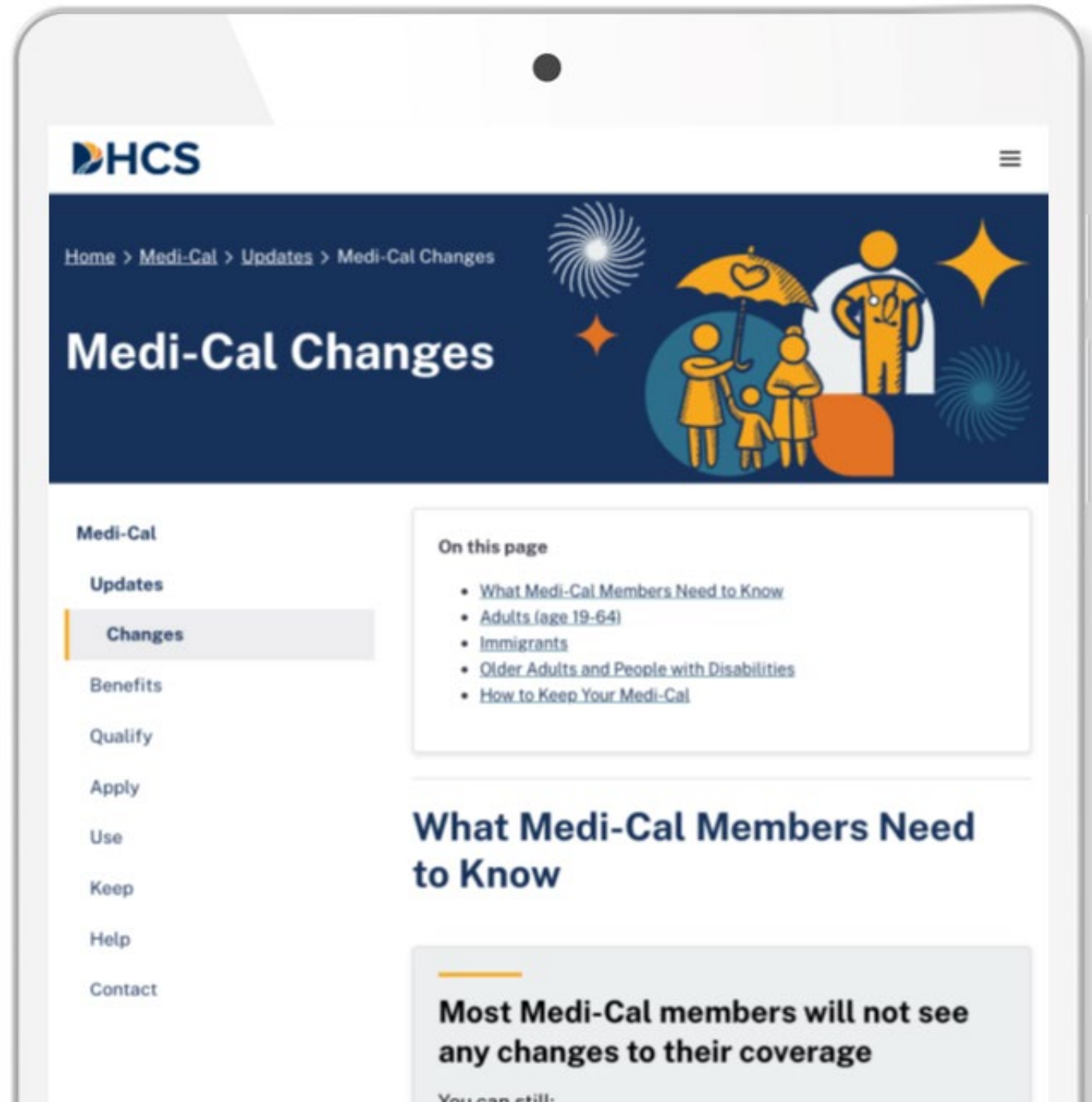
Group Discussion/Member Comments



Closing Remarks and Next Steps

Stay Involved

- » Members can learn more on the [What Members Need to Know](#) webpage.



2026 Upcoming Meeting Dates

MMAC

- » Wednesday, November 18, 2026
- » 5:30 - 7:30 p.m.
- » Virtual via Teams
- » Not open to the public

Medi-Cal Voices and Vision Council

- » Wednesday, September 30, 2026
- » 5:30 - 7:30 p.m.
- » Virtual via Teams
- » Not open to the public

Thank you!



Glossary

- » **Value-based payment** is a healthcare funding model that pays doctors and hospitals based on how healthy they keep their patients, rather than how many tests or visits they perform
- » **Skilled Nursing Facility** is a temporary medical place where you stay to recover, rebuild your strength, and heal after a major illness, injury, or surgery.
- » **Population Health Outcomes** measure the overall health, illness rates, and life expectancy of an entire group of people, showing both the average results and how those results vary across different communities.