



# Q1-2025 San Diego County Community Advisory Committee

Friday, March 14, 2025



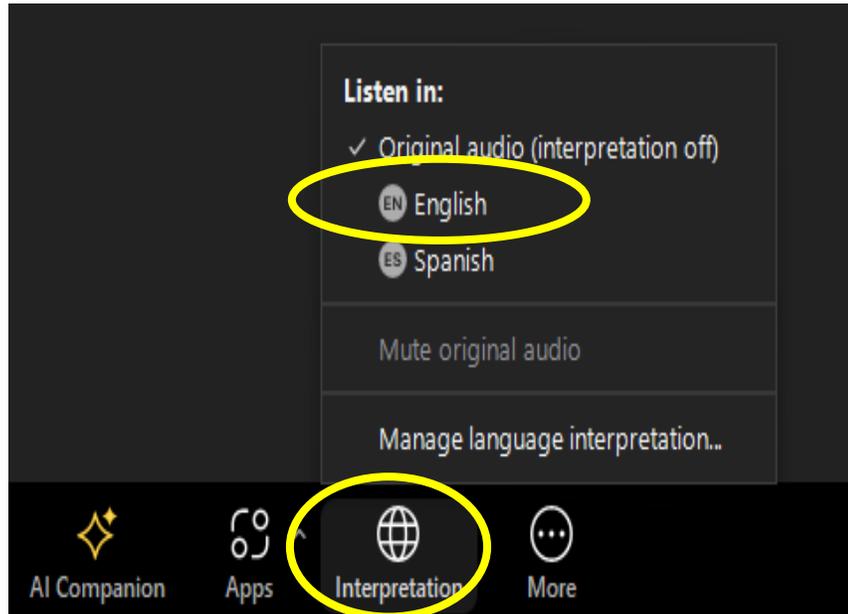
# Select your language | Selecciona tu idioma

## For English Only

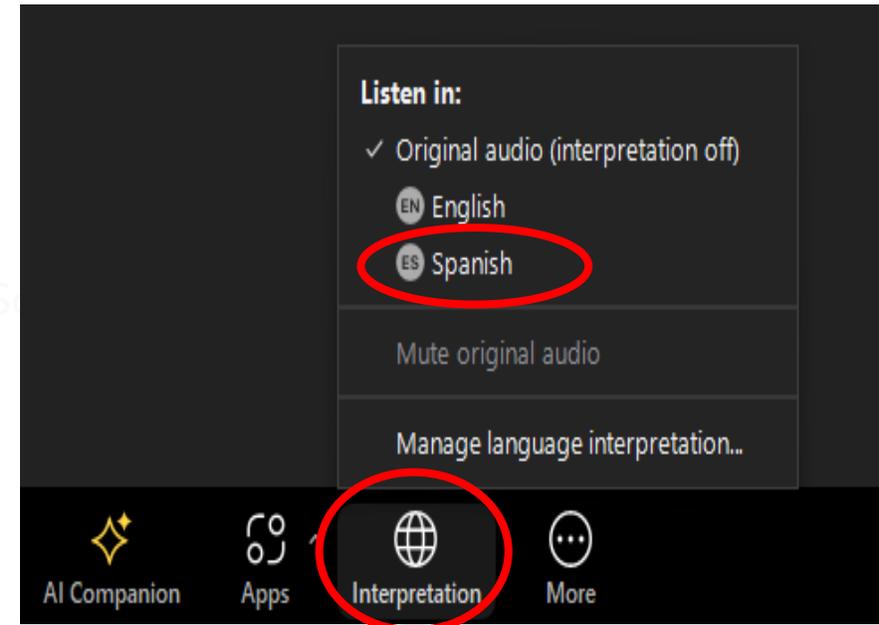
- Click on the interpretation icon and select English

## Solo para-Español

- Haz clic en el icono de interpretacion, selecciona Espanol y silencia el audio original.



Or



You must select a language, whether you are in the English or Spanish room.

# Committee Members

## Medi-Cal Community Advisory Committee Members

Name	Member/Organization
Aidee Roman	211
Member A	
Member B	Member
Jack Dailey	Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego, Inc.
Member C	Member
Member D	Member
Leticia Zuno	Access to Independence
Member E	
Member F	
Rick Ochocki	National Alliance Mental Illness
Member G	Member
Member H	

# Agenda

Blue Shield Promise Health Plan Updates

Recap of Q4-2024

Know Your Rights

D.E.I Training

Open Forum/Closing Remarks



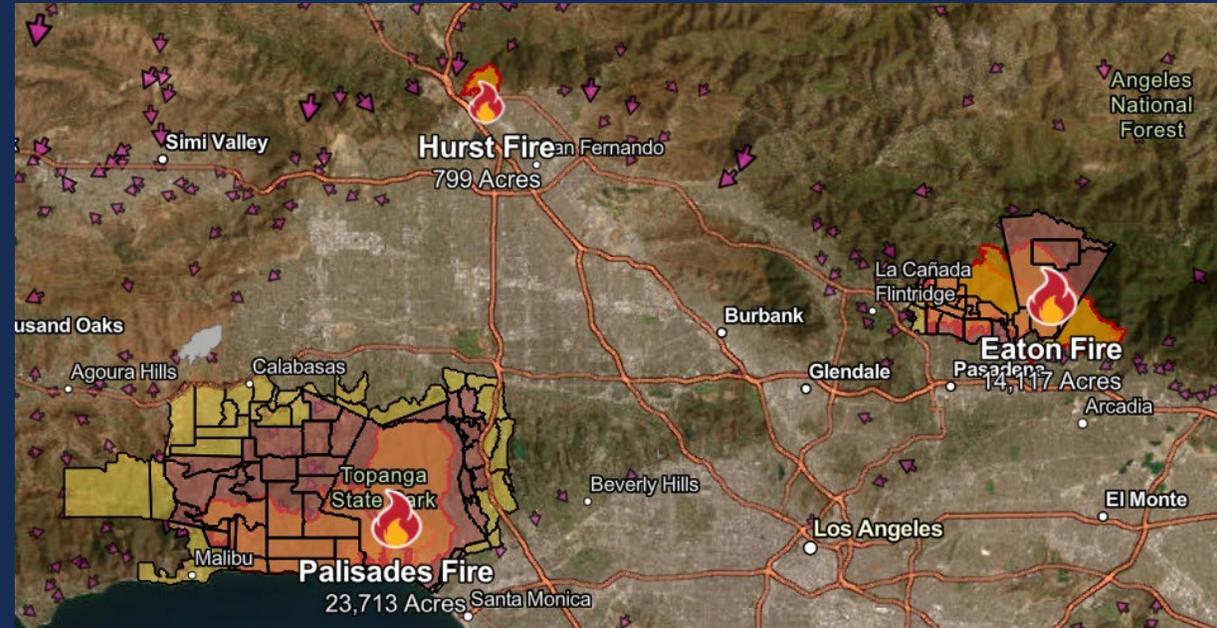


# Blue Shield Promise Health Plan Updates

## Southern California Wildfires Blue Shield Promise Impacts

- +15,000 Blue Shield Promise members were in zip codes under state of emergency/evacuation order warning
- Multiple Blue Shield Promise contracted providers were evacuated
  - 2 clinics were destroyed
  - 10 Community Based Adult Services (CBAS) Centers were temporarily closed
  - 3 skilled nursing facilities closed due to evacuation, of which 1 facility was destroyed; patients transferred to different facilities
- Blue Shield of California Woodland Hills office closed out of an abundance of caution; many employees impacted by evacuation orders, power outages, loss of property, taking in family and friends

## Los Angeles wildfires among the worst ever



# Members in affected areas were reminded to get assistance by ...

- Calling Customer Service from 8 a.m. to 6 p.m., weekdays (weekend hours were available in January)
  - Los Angeles: (800) 605-2556 (TTY: 711)
  - San Diego: (855) 699-5557 (TTY: 711)

Medications	Care Management	Virtual Care	Mental Health	Vision	Durable Medical Equipment
Contact your pharmacy for immediate refills, even if your medication isn't due for a refill	Contact Customer Service to ensure your care isn't interrupted	<p>Call 1-800-TELADOC (800-835-2362) – virtual care is available anytime anywhere</p> <p>Call 1-800-609-4166 to speak to a registered nurse anytime</p>	<p>Call 1-855-765-9701 in Los Angeles and 1-855-321-2211 in San Diego from 8 a.m. to 8 p.m. weekdays for assistance with behavioral health</p> <p>For mental health crises, call the National Suicide Prevention Lifeline at (800) 273-8255 (TTY: 711) 24 hours a day, 7 days a week.</p>	Call 1-855-492-9028 (TTY: 711), Monday through Saturday, 8:00 am – 8:00 pm PST. You can get replacement contacts or frames. If needed, you can use out-of-network providers at in-network costs	Contact your Durable Medical Equipment (DME) supply company for help. You can get care through an out-of-network provider at in-network costs, if in-network providers are not available.

# Blue Shield Promise Emergency Response Highlights

- 5 departments rallied to outreach to members in impacted areas (Care Management, Clinical Access Team, HEDIS Outreach Team, Member Experience Customer Service, Growth & Retention) and our Provider Engagement Team outreached to providers
- Customer Service Department extended hours of operation to weekends and all 13 Community Resource Centers and the Blue Shield Promise Information Resource Center extended hours of operation to Saturdays
- Staff made referrals to wildfire emergency relief services and distributed N95 masks, first aid kits, hygiene items, diapers, and food at Community Resource Centers
- Blue Shield Promise secured bottled water (which was in short supply in impacted areas with DO NOT DRINK orders), N95 masks and shelf stable meals prioritized for field medicine teams serving unhoused populations and individuals impacted by the wildfires
- Blue Shield Promise participated in community outreach events to bring resources to those in need





## Shelf Stable Meals



10 | Confidential and Proprietary





# Checking in ...

1

What would you like to know more about regarding Blue Shield Promise's emergency response efforts?

2

How have you been directly or indirectly impacted by the wildfires?

3

What is happening in the community that Blue Shield Promise can provide help with? How can we best support members, providers, and community for the long term?



# Recap of Q4-2024 Meeting

# Q4-2024 Meeting Recap

1

DispatchHealth Overview

2

Preventive Screenings



Know Your Rights



# Concerned about Immigration Enforcement Activities? Know Your Rights

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- By Jack Dailey
- Coordinator of the HCA and Dir. of Policy and Training at the Legal Aid Society of San Diego
- (Slides prepared in partnership with the Legal Aid Society of San Diego, Immigration Law Team)



# Health Advocacy through CCCHEA and HCA

- Since 1998 HCA's experienced health care attorneys have helped Californians obtain and maintain coverage and overcome barriers to necessary care.
- Consumers living in any area of the state can get individual assistance by calling **1-888-804-3536** and providing their zip code. All services are **free**.
  - CCCHEA (local) – 1-877-734-3258
- HCA serves as DHCS Medicare Medi-Cal Ombuds Program and Consumer Assistance Programs (CAPs) for Covered California and DMHC





# Agenda

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- Know Your Rights - Immigration
  - Emergency Planning
- Resources
  - Know Your Rights Resources
  - Legal Resources
- How to Contact us
- Questions



## Disclaimer

- The information provided in this presentation shall not be construed as legal advice.
- Participating in this presentation does not create an attorney-client relationship.
- We can only provide general information today. Specific questions about individual circumstances, requires a consultation with an attorney or Department of Justice (DOJ) accredited representative.

# Know Your Rights: A Brief Overview

Law Enforcement may not perform searches nor detain people based on: National origin, religion, sexual orientation, gender or gender expression, race or ethnicity

Regardless of immigration status people have the same 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> amendment rights:

- 4<sup>th</sup> Amendment right against unlawful search and seizures without a warrant (right of privacy)
- 5<sup>th</sup> Amendment right to remain silent
- 6<sup>th</sup> Amendment right to counsel/attorney (at own expense in immigration proceedings)



# How to exercise these rights

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At home

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At work (or health clinic)

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In the streets or public

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In your car

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If you are detained

# At Your Home

## **No matter your Immigration status, you have Rights under the U.S. Constitution**

- ICE cannot enter your house unless they have:
  - warrant signed by a judge or
  - your consent to enter
- If ICE Does not have a warrant, do not give them permission to enter:
  - A search warrant is not the same as an administrative order (example next slide)
- Keep in mind they may lie and say they are the police, threaten you or be friendly

## **What should you do if ICE is at your door?**

- Do NOT open the door
  - Ask the person to identify themselves (name, badge#, and agency)
  - Ask "Do you have a signed judicial warrant?"
  - If they say no, then say you are exercising your right to refuse a search and will not open the door.
- If they say Yes, ask them to slide the warrant under the door or press it against the window.
- Review the document and make sure
  - It is a SEARCH warrant
  - Your address and name is correct
  - It is a court order
  - It is signed by a judge.

# At work or Health Clinic/Provider's Office

## Similar rights apply

Immigration needs a search warrant to access places that are not open to the public, or consent

Employers/providers should have a plan in place and train staff regarding policies.

Follow your employer's guidelines (re Patient's rights and Privacy, and response to immigration enforcement efforts)

## What to do if ICE comes to your work or health clinic?

- Have signs noting public vs. private areas
- Identify key staff to respond to immigration enforcement efforts.
- Even without warrant, if ICE have reasonable suspicion they may detain or arrest. Therefore:
  - Do not run, keep calm
  - Express right to remain silent
  - Ask to speak to an attorney
  - Do not sign anything before speaking to an attorney

This is a judicial search warrant. It DOES authorize agents to enter your home.

(Rev. 12/09) Search and Seizure Warrant

UNITED STATES DISTRICT COURT - Issued by a COURT.

for the Eastern District of California

In the Matter of the Search of (Briefly describe the property to be searched or identify the person by name and address)

540 Oak Avenue Davis, California 95616

Case No.

SEARCH AND SEIZURE WARRANT

Any authorized law enforcement officer

2:11-SW-0161 EFB

An application by a federal law enforcement officer or an attorney for the government requests the search of the following person or property located in the EASTERN District of CALIFORNIA

ATTACHMENT A, ATTACHED HERETO AND INCORPORATED BY REFERENCE

Read attachments to make sure they are regarding YOU and YOUR address, not someone else's.

The person or property to be searched, described above, is believed to conceal (identify the person or describe the property to be seized)

ATTACHMENT B, ATTACHED HERETO AND INCORPORATED BY REFERENCE

I find that the affidavit(s), or any recorded testimony, establish probable cause to search and seize the person or property.

YOU ARE COMMANDED to execute this warrant on or before 5-9-2011 (not to exceed 14 days)

in the daytime 6:00 a.m. to 10 p.m. at any time in the day or night as I find reasonable cause has been established.

Unless delayed notice is authorized below, you must give a copy of the warrant and a receipt for the property to the person from whom, or from whose premises, the property was taken, or leave the copy and receipt at the place where the property was taken.

The officer executing this warrant, or an officer present during the execution of the warrant, must prepare an inventory as required by law and promptly return this warrant and inventory to United States Magistrate Judge

(name)

I find that immediate notification may have an adverse result listed in 18 U.S.C. § 2705 (except for delay) and authorize the officer executing this warrant to delay notice to the person who, or whose property, will be searched or seized (check the appropriate box) For days (not to exceed 30).

Until, the facts justifying, the later specific date of

and time issued: 4-25-2011 at 10:00 AM

Signed by a JUDGE. Edmund F. Brennan

and state: SACRAMENTO CALIFORNIA EDMUND F. BRENNAN, U.S. MAGISTRATE JUDGE

Recognizing a legal search warrant

- From US District Court
Document (or attachments) MUST reference the correct name of the person sought and the correct address of the location to be searched.
Warrant must NOT be more than 14-days old.
Warrant must be signed by a judge or magistrate judge.

Warrant of Removal/Deportation

File No: \_\_\_\_\_

Date: \_\_\_\_\_

To any officer of the United States Immigration and Naturalization Service:

\_\_\_\_\_  
(Full name of alien)

who entered the United States at \_\_\_\_\_ on \_\_\_\_\_  
(Place of entry) (Date of entry)

is subject to removal/deportation from the United States, based upon a final order by:

- an Immigration judge in exclusion, deportation, or removal proceedings
- a district director or a district director's designated official
- the Board of Immigration Appeals
- a United States District or Magistrate Court Judge

and pursuant to the following provisions of the Immigration and Nationality Act:  
Section 241(a)(5) of the Immigration and Nationality Act(Act), as amended.

I, the undersigned officer of the United States, by virtue of the power and authority vested in the Attorney General under the laws of the United States and by his or her direction, command you to take into custody and remove from the United States the above-named alien, pursuant to law, at the expense of the appropriation. "Salaries and Expenses Immigration and Naturalization Service 2002," including the expense of an attendant if necessary.

\_\_\_\_\_  
(Signature of INS official)

\_\_\_\_\_  
(Title of INS official)

\_\_\_\_\_  
(Date and office location)

# This is not a search warrant

ICE may not enter with this type of  
document

# In the streets

## Less right to privacy than at home

ICE cannot arrest someone for their physical appearance, race or ethnicity

ICE cannot arrest someone for speaking a language other than English

## What can you do or say if ICE officer stops you on the street?

- Ask "Am I being detained or am I free to go?"
- Stay calm and do not run
- If ICE says you cannot leave:
  - You have the right to remain silent. Say: "**I am asserting my right to remain silent**"
  - You have the right to an Attorney. Say "**I want to speak to an attorney**"
  - Do not run
  - Do not resist arrest
  - Do not lie

# Border Patrol - What is the 100 mile border zone?

**Fed. Govt. claims can conduct warrantless searches but they still need reasonable suspicion**



## Permanent Immigration Checkpoints in the County of San Diego:

- I-94 E in Jamul
- I-8 E in Pine Valley
- I-5 N in San Clemente
- I-15 N near Temecula
- At checkpoints:
  - No suspicion needed
  - Questions should be brief and about immigration status
  - Can visually inspect vehicle

# In Your Car

## If ICE stops you while you are in your car

ICE can stop a person for reasonable suspicion. Sometimes ICE stops persons if they have an administrative warrant.

Although ICE can detain you in your car, ICE cannot enter or search your vehicle without your consent or without a search warrant.

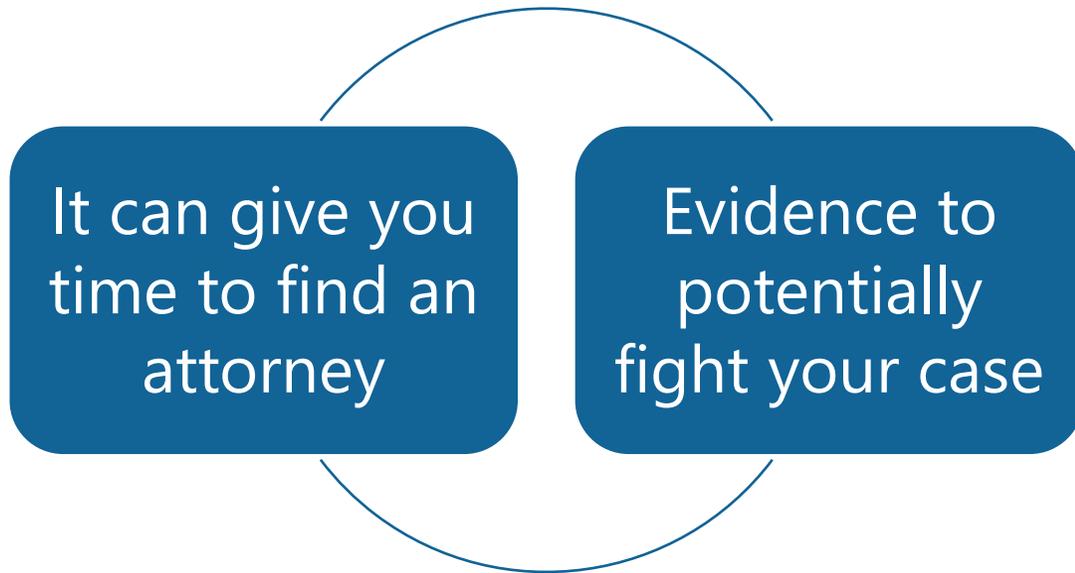
If ICE does not have an administrative warrant, they can only make an arrest on evidence they can justify and explain therefore remain silent.

## What to do if you are stopped?

- Remain calm
- Ask if you are being arrested or if you are free to leave
- Assert your right to remain silent and do not provide information voluntarily
- Do not provide false documents, documents from another country

# If you are detained

**Knowing your rights does not guarantee you will not be arrested BUT**



**Remember you have rights regardless of your Immigration status**

- Do not lie or give false information
- Do not sign anything
- Say "I assert my right to remain silent"
- Say "I would like to speak to an attorney"
- Ask to speak to a judge
- Contact your consulate (exceptions apply)

# Emergency Planning – How Can It Help?

## Being prepared is important

Having a plan will ensure that if something happens, everyone will know what to do

In case of an emergency or separation, you will be prepared and have necessary documents ready

You can focus on what is happening and call a lawyer

## What does an emergency plan include?

- What is important for you and your family:
  - Have a list of medications and the medications ready in one place
  - Have emergency contacts ready, including contact for a lawyer
  - Powers of attorney for your children, bank accounts, mortgage paperwork, etc.
    - [Caregiver Affidavit](#)
  - Personal information and important documents (ex: birth certificates for children)

# Know Your Rights Resources

- Immigrant Legal Resource Center – print ready [Know Your Rights “Red Cards”](#) in multiple languages.
  - Visual/multi-lingual flyers regarding [how to use red cards](#)
- National Immigration Law Center (NILC) – [Know Your Rights](#) page
  - [Health-Care-Providers-and-Immigration-Enforcement.pdf](#)
  - [NELP\\_EmployerGuide\\_Eng\\_2025\\_Final.pdf](#)
- ACLU Know Your Rights – [Scenario Based guidance \(Spanish\)](#)

ENTREGUE SU TARJETA ROJA AL AGENTE SIN ABRIR LA PUERTA.  
Give your red card to the agent without opening the door.  
Ibigay itong tarheta sa mga Ahente.  
‘Oange ‘ae kaati ko eni kihe ‘ofisa ‘Imikulcisoni.  
不要打開門給紅卡讓他們看。  
-TO GET YOUR RED CARDS, VISIT: [www.ilrc.org/red-cards](http://www.ilrc.org/red-cards)



CULTURESTR | KE

SOURCE: IMMIGRANT LEGAL RESOURCE CENTER

# Resources

How to find legal representation for your immigration matter.



**Call 211** – Free number that provides access to local community services.



Immigration Advocates Network  
<https://www.immigrationadvocates.org/legaldirectory/>

## State Bar of California

Website: [www.calbar.ca.gov/lrs](http://www.calbar.ca.gov/lrs)

800-843-9053

(Outside of CA: 415-538-2250)

## American Immigration Lawyer's Association

Website: <https://ailalawyer.com>

Scan QR code to find a license immigration lawyer



# How to contact LASSD

## Call our general line

1-877-LEGAL AID

(1-877-534-2524)

- Monday thru Friday between 9:00a.m. to 5:00 p.m.
- Walk in to one of our 3 locations
- \*To receive services, you will need to fill out a form to be screened for eligibility for services
  - If you are determined to be eligible – your form will be transferred to the adequate team and you will be contacted by the team.
  - You may leave a voicemail with your name and number if there is no response.

## 3 Office Locations: Monday thru Friday

**9:00 a.m. a 5:00 p.m.**

- Southeast San Diego:
  - 110 S. Euclid Ave. San Diego, CA 92114
- Midtown San Diego:
  - 1764 San Diego Ave. Ste. 100, San Diego, CA 92110
- North County:
  - 100 E. San Marcos Blvd., Ste. 308, San Marcos, CA 92069

# Questions?





# HCA website and Survey:

[Health Consumer Alliance Website](#)



Our [Presentation Survey](#):



Also, see Health Consumer Alliance's [Know Your Rights/Publications](#) page!



Health Equity

Diversity, Equity, and Inclusion  
Training

*Advancing Health Equity*



## We need your input ...

- 1 We want to get your feedback on our new Diversity, Equity, and Inclusion (DEI) training, *Advancing Health Equity*
- 2 We value your opinion on the content we created to better serve you, our member
- 3 We want to know how we can improve our curriculum

# Why are we sharing this information?

- 1 By January 1, 2026, all staff, subcontractors, and providers in managed care health plans must complete mandatory Diversity, Equity, and Inclusion (DEI) training.

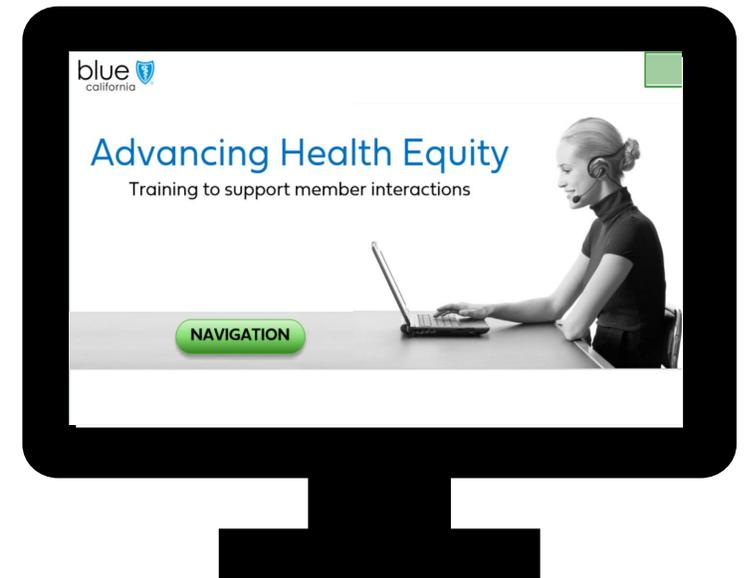
Reference: [All Plan Letter 24-016](#)

- 2 Health plans are required to
  - Launch a state approved Diversity, Equity, and Inclusion Training
  - Monitor training completion
  - Monitor complaints related to discrimination
  - Enforce corrective action for those with a grievance related to discrimination filed against them
  - Collaborate with other local health plans for record sharing

- 3 The training will be available
  - Blue Shield Learns System
  - New Blue Shield Provider Learning Center

# Advancing Health Equity Training Topics

- An introduction of health equity, how it is defined, and examples of concepts of health equity.
- An introduction of the members we serve in both Los Angeles and San Diego Counties.
- Health related social needs that have an impact on a person's health like housing, food, transportation, financial stability, and personal safety.
- Disparity impacts that have harmful effects on our overall health like the neighborhood we live in and other non-medical factors.
- Health inequities impacts that affect our health like access to health care and overall health status.
- Information about different cultural groups within our Medi-Cal service areas and topics such as:
  - Cultural group's beliefs about illness and health;
  - Member experience, discrimination and the impacts of implicit bias;
  - Lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more (LGBTQIA+) concerns;
  - Need for gender affirming care;
  - Methods of interacting with Providers and the health care structure;
  - Traditional home remedies that may impact how the Provider should treat the Member; and
  - Language and literacy needs.



# Discussion

- 1 What would you like to see our staff and Providers learn and understand about you?
- 2 Which topic resonates with you the most?
- 3 Is there anything else you would like for us to consider adding to this training?



Thank You



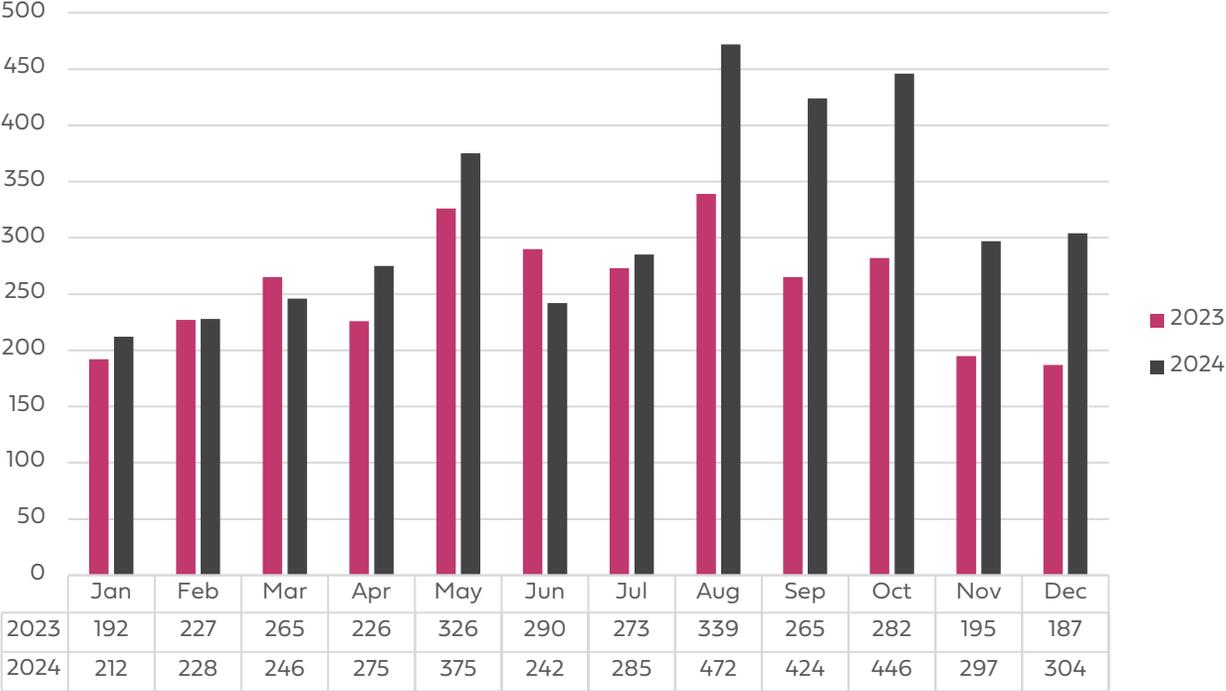
# Appendix



# Appendix A: Standing Reports

# Standing Reports – Grievances

Grievances San Diego County - 2024



### What is a grievance?

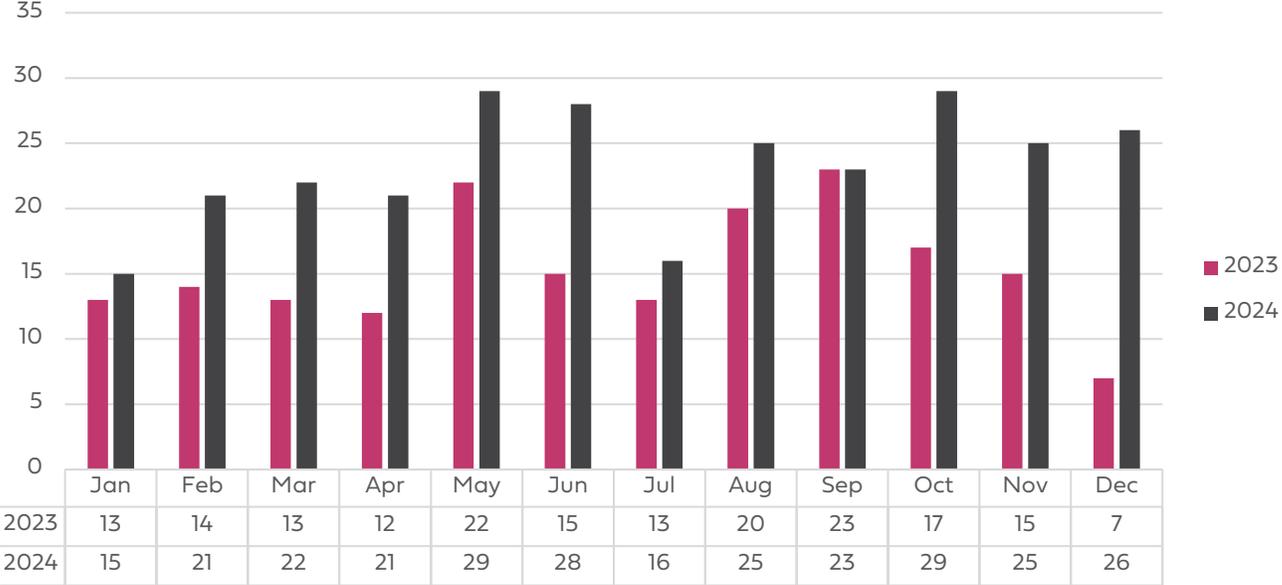
Any expression of dissatisfaction about any matter other than an adverse benefit determination. All grievances are resolved.

### Top 3 reasons why members filed a grievance

- **Access**
  - Dissatisfaction about timely access to care, a delay in obtaining authorization, issues scheduling transportation, or other issues related to accessing necessary care.
- **Customer Service / Plan Administration**
  - Dissatisfaction with the quality of service provided by the Plan or Provider Office/facility and staff.
- **Quality of Care**
  - Dissatisfaction with the quality of covered services provide by the plan or provider.

# Standing Reports - Appeals

Appeals San Diego County- 2024



### What is an appeal?

A type of grievance which involves the delay, modification, or denial of services based on medical necessity or a determination that the request of service was not a covered benefit.

- If an appeal is **upheld**, that means the decision to deny a medical service stays the same.
- If an appeal is **overturned**, that means the decision was changed to approve a medical service.

### Top 3 reasons why members filed an appeal

- 1. Medical Necessity**
  - The medical criteria was not met during the prior authorization process.
- 2. Billing/Financial**
  - Appeals requesting payment for services received and may include but not limited to instances where the services were not authorized prior to receiving care.
- 3. Non-Covered Services**
  - Appeals requesting payment for treatment/services that are not a covered benefit.

# 2025 Appeals and Grievance Focus Areas

## Insights to Action

- Continue to trend Appeals and Grievance data to identify actionable issues
- Partner cross-functionally to address the root cause of member abrasion
- Identify opportunities to improve processes to resolve issues quickly as exempt grievances upon first contact

## Actions in Progress

- Continue to monitor trends related to billing issues
  - Previously identified as a top driver of grievances and remediated by updating procedures/workflows
- Ongoing partnership with Customer Service to maintain oversight
- Conducting deep dive into quality-of-service complaints to identify additional abrasion causes

# Standing Reports – Membership & Interpreter Services

## Membership

Region	Membership
Los Angeles	391,092
San Diego	191,148
<b>Total</b>	<b>582,240</b>

Refresh Date = 2/20/2025

## Interpreter Services

Requested Languages – Q3 2024			
#	Language	Total	Percent of Calls
1	Spanish	6395	73%
2	Mandarin	663	8%
3	Russian	344	4%
4	Vietnamese	241	3%
5	Arabic	134	2%
6	Tagalog	159	2%
7	Armenian	130	1%
8	Korean	181	2%
9	Cantonese	124	1%
10	Farsi	120	1%
11	Haitian Creole	217	2%
12	Dari	68	1%
	<b>Total</b>	<b>8,776</b>	<b>100%</b>



# Appendix B: Key Contacts

# Blue Shield Promise Contacts

Topic Area	Name	Title	E-mail
Community Advisory Committee	Araceli Garcia	Program Manager, Consultant, Community Programs	<a href="mailto:Araceli.Garcia@blueshieldca.com">Araceli.Garcia@blueshieldca.com</a>
Blue Shield Promise Questions	Sandra Rose	Senior Director, Community Programs	<a href="mailto:Sandra.Rose@blueshieldca.com">Sandra.Rose@blueshieldca.com</a>
Blue Shield Promise Questions	Jennifer Schirmer	Vice President, Medi-Cal Growth and Community Engagement	<a href="mailto:Jennifer.Schirmer@blueshieldca.com">Jennifer.Schirmer@blueshieldca.com</a>



Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association