

Los Angeles Member Advisory Committee Meeting Minutes

June 21, 2023, 01:00PM

Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> • Member B, Blue Shield of California Promise Health Plan Member • Member D, Blue Shield of California Promise Health Plan Member • Member E, Blue Shield of California Promise Health Plan Member • Member F, Blue Shield of California Promise Health Plan Member • Member G, Blue Shield of California Promise Health Plan Member • Member I, Blue Shield of California Promise Health Plan Member • Member J, Blue Shield of California Promise Health Plan Member • Member K, Blue Shield of California Promise Health Plan Member • Member L, Blue Shield of California Promise Health Plan Member • Member M, Blue Shield of California Promise Health Plan Member • Anwar Zoueihid, Partners in Care Foundation • Connor Hannigan- Neighborhood Legal Services/Ombudsman • Halina Fardin, Worksite Wellness LA • Lisa Cahill- Pathways LA • Margie Harper, National Alliance Mental illness • Richard Ayoub, Project Angel Food 	<ul style="list-style-type: none"> • Member A, Blue Shield of California Promise Health Plan Member • Member C, Blue Shield of California Promise Health Plan Member • Member H, Blue Shield of California Promise Health Plan Member • Kristine Choulakian- Personal Assistance Council 	<ul style="list-style-type: none"> • Angel Verdugo, Program Manager of Lifestyles Medicine • Araceli Garcia- Program Manager, Senior Promise- Community Provider Engagement • Dr. James Cruz- Sr. Chief Medical Director • Jennifer Schirmer, Vice President, Medi-Cal Growth • Laretta Kim, Sr. Manager, Duels Program • Sandra Rose, Sr. Director, Strategic Planning and Performance

Agenda Item	Presenter	Action Items
<p>Welcome and Introductions Anwar Zoueihid, called the meeting to order at 1:30 PM and Sandra Rose reviewed the agenda items with the committee members.</p>	<p>Anwar Zoueihid/Sandra Rose</p>	
<p>Blue Shield Promise Health Plan Updates</p> <ul style="list-style-type: none"> • New 2024 county contract readiness. <ul style="list-style-type: none"> ○ We are committed to staying in Los Angeles County. ○ We recently renewal of our contract with LA Care for the next ten years. ○ We are doing what we need to make sure we meet or exceed requirements. • Jennifer invites everyone to have a one on one with her to get to know each other better. <p>Richard Ayoub asked how LA Care decides what members get to be assigned to Promise.</p> <p>Jennifer answered that there is a member choice to select a health plan first, There the member decides what health plan they want. If the member does not select then the county will go through an auto assignment process, where an algorithm determines how the members get assigned to either Promise or LA Care.</p>	<p>Jennifer Schirmer</p>	<p>Action Item: Araceli to reach out to committee members to see who may be interested in meeting on a 1:1 bases with Jennifer Schirmer.</p>
<p>Recap of Q1- 2023 Meeting</p> <ul style="list-style-type: none"> • Community Advisory Committee <ul style="list-style-type: none"> ○ There were 13 participants who volunteered to help us develop our Community Advisory Committee Selection Committee • Medi-Cal Redetermination <ul style="list-style-type: none"> ○ Unwinding began on April 1, 2023 ○ Outreach efforts focused on Medi-Cal recipients updating their address with the county and setting up county portal access: ○ We can set up one on one with our retention team to assist with renewals. ○ We can set up training for our CBOs to train staff in the renewal process. 	<p>Araceli Garcia/Sandra Rose</p>	

- No one needs to pay for renewal assistance.
- Available to Help:
 - Los Angeles and San Diego Growth & Retention Team (855) 636-5251
 - In-person Community Resource Centers in LA County:
 - [Our Locations | Community Resource Center \(communityresourcecenterla.org\)](https://www.communityresourcecenterla.org)

Jennifer emphasized that our DSNP members may also receive a renewal packet to complete for their Medi-Cal portion of their coverage. It is important to complete and return to be able to keep their coverage.

Lauretta shared information for our Medicare DSNP members, for help with completing your Medi-Cal packet: Blue Shield Duals Retention Team (844) 378-4181 (TTY: 711), 8 a.m. to 5 p.m., Monday through Friday.

Member G stated that since she receives her Medi-Cal through SSI she won't need to complete this process.

Member F added that she has Medi-Cal through her daughter's SSI, but the rest of her family receives regular MC. And asked if they need to go through this process.

Sandra Rose answered that anyone on Medi-Cal will have to go through the process but if they receive their Medi-Cal through SSI they will not receive a renewal packet.

Sandra Rose emphasize that we are here to help, and we are happy to set up one on one time with anyone that needs individual assistance to look through their documents. For our CBOs we can set up trainings for their staff.

Member K asked if any outreach being done for Medicare individuals who do not qualify for Medi-Cal? The new asset test has been expanded and will be eliminated next year which may let more people qualify for Medi-Cal.

<p>Lauretta shared that we are conducting outreach to those members.</p> <p>Member M asked If he hasn't received the renewal packet yet will packets be mailed in the coming months.</p> <p>Sandra Rose answered that renewals are based on your renewal month. Which is the month that the member originally applied.</p> <p>Lauretta added that she will contact member M, to discuss his renewal date.</p> <p>Anwar added that they are also assisting with the renewal process and referring to BSC Promise retention department.</p> <p>Connor added that people who applied for Medi-Cal but were found ineligible due to the asset limit in the six months prior to the asset limit elimination implementation date, should receive a letter regarding the asset limit changes and option to reapply from the Department of Health Care Services (DHCS) between now and February 1st, 2024.</p> <p>Julianne Thanked Connor and added that the asset limit test is not a consideration during Medi-Cal redeterminations, to ensure a fair process since the test will be removed completely next year.</p> <p>Member K added as an FYI. His mother did receive her annual redetermination packet and the asset test questions were included. Glad to hear it will not be considered but the County does send them.</p> <p>Julianne Holloway Thanked member K for the input and found it helpful to know.</p> <p>Connor added that they still have the asset test questions on the redetermination packet, but Julianne is right they've been informed that it's not necessary for redetermination to fill that information out. For new Medi-Cal applicants they do have to fill out the asset information.</p>		<p>Action Item: Lauretta to reach out to member M, to discuss members renewal date.</p>
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<p>Member K Thanked Connor! And added that he still completed the asset questions but was not aware they will no longer be counted towards eligibility. Since his mom's income is fixed and now the asset test will not count for eligibility, does she have to renew each year? Maybe she can be auto renewed?</p> <p>Connor added that he believes she would need to continue to submit annual renewal packets. If her assets are >\$130K and she does get a denial this year, you can contact my organization at Neighborhood Legal Services at 800-896-3202 for free assistance.</p>		
<p>Behavioral Health Services Benefits Update Starting April 1, 2023, behavioral health services* are now managed directly by Blue Shield of California, Promise Health Plan. No prior authorization is required, and members can self-refer using our Find-a-Doctor tool. Members can call our Behavioral Health Customer Care for additional assistance:</p> <ul style="list-style-type: none"> • LA: (855) 765-9701 (TTY: 711) • SD: (855) 321-2211 (TTY: 711) 	Sandra Rose	
<p>Wellvolution</p> <ul style="list-style-type: none"> • Wellvolution is Blue Shield’s award-winning digital care platform to prevent, treat, and reverse chronic diseases free to all Blue Shield Promise members 18 years old and up. <ul style="list-style-type: none"> • Go to wellvolution.com/medi-cal • To create an account, you need the following: <ul style="list-style-type: none"> • Enter the email address you want to associate with this account. • Choose a password. • Enter your Blue Shield Promise Health Plan member identification number. • Click Sign up using your email or “Sign Up using your Blue Shield online account.” <p>What does Wellvolution offer?</p>	Angel Verdugo	

<p>Wellvolution offers the best health programs, chosen by our experts for their effectiveness in helping you:</p> <ul style="list-style-type: none"> • Lose Weight • Treat Diabetes • Prevent Diabetes • Quit Smoking • Lower Stress • Manage Anxiety • Cooking Recipes • Exercise Videos <p>Personalized Lifestyle Medicine and Mental Health programs based on clinical guidance.</p> <p>4 Pillars</p> <ul style="list-style-type: none"> • Disease Prevention • Condition-Specific • Mental Health • Tobacco Cessation <p>Members can enroll in up to 3 programs under different health goals.</p> <p>Member B suggests that the Wellvolution telephone number should be at the beginning of the page. She would also like larger print, brighter colors, and fully staffed call center. To avoid long wait times.</p> <p>Angel will make sure to take that back and regarding accessibility issues with the website, we have a Health Education Department that can help.</p> <p>Member B asked if the Wellvolution call center answered promptly.</p> <p>Angel answered yes, he called himself and they answered quickly.</p> <p>Angel added that the website will be fully translated into Spanish by September 2023.</p>		<p>Action Item: Araceli to reach out to member B to set up a call with Angel to assist with setting up her Wellvolution account access.</p>
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<p>Member J asked if she is eligible to Wellvolution as a parent to a child that receives Medi-Cal coverage through BSCPHP.</p> <p>Angel answered that only members over the age of 18 have access.</p> <p>Member L asked in what way this program help with weight loss.</p> <p>Angel shared that there are different weight loss programs. Some send the member a scale to track weight loss. Others have counselors and small group meetings to help stay accountable.</p> <p>Member L asked if she could find recipes within the app.</p> <p>Angel, yes, they are available free of charge.</p> <p>Angel then demoed the website and asked Araceli to share it with the group.</p> <p>Sandra emphasize that this is a no cost benefit and service to all our Medi-Cal members if it fits their needs. And added that this program isn't for everyone. We have other options for members that would like in-person assistance by going to their local CRC.</p> <p>Member L suggested grieving programs.</p> <p>Angle shared that the mental health option would be a great fit for that but will take that back and circle back.</p> <p>Member D suggests programs for people with low mobility and disabilities.</p> <p>Angel suggested that the one-on-one sessions would be great for people with disabilities.</p> <p>Member D added that when she was signing up for weight loss program through Wellvolution, she was told she didn't qualify for the program. She thinks this was an error.</p>		<p>Action Item: Araceli to send out Wellvolution website link to the group.</p>
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<p>Angel will follow up and assist member D sign up correctly.</p> <p>Member F suggested we conduct outreach to the community about the Wellvolution program.</p> <p>Angel shared that we are doing a couple of different things regarding outreach. Mailings, email campaigns, and content within our Promise Website.</p> <p>Member K asked if Wellvolution is offered for DNSP members? Is it offered in other languages?</p> <p>Member E added as a caregiver for her grandma, she can relate. She relies on her to navigate the program, but thankfully the website is user-friendly. She'll be utilizing some of the programs here for her. Does the program include a diverse range of cultural recipes. Being on a diet is hard and introducing new foods is even harder.</p> <p>Lorena added that it would be great to have a parenting section on the app.</p> <p>Anwar asked if this program is offered by other health plans.</p> <p>Angel stated that Wellvolution is a BSC specific product.</p> <p>Anwar asked if this program is associated with the silver sneakers program.</p> <p>Angel stated that it is a separate program.</p> <p>Member J suggested a program for parenting tips, milestones kids should be reaching.</p> <p>Angel will pass that information on, but Wellvolution is not a good place for parenting tips.</p>		<p>Action Item: Angle to follow up with member D to assist with signing her up to a weight loss program.</p>
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<p>Angel added that the website will be translated into Spanish and the program is also available to our DSNP Medi-Cal members.</p>		
<p>Dual Eligible Special Needs Plan (D-SNP)</p> <p>Care and Access You may have received reminders from Blue Shield of California for preventive services (shots, screenings) by:</p> <ul style="list-style-type: none"> • Phone call • Letters • Surveys <p>We care about you getting care from the providers (doctors and specialists) you need to see.</p> <p>Screenings of Focus</p> <ul style="list-style-type: none"> • Breast cancer screening • Colon cancer screening • Osteoporosis screening after a fracture for women • Review of medications and pain assessment • For diabetics: eye exam/A1c/kidney disease • Blood pressure for hypertensives <p>A new feature is the Price Check My Rx which is now available to our members.</p> <p>Sandra Rose reminded the group that this information is only for our DSNP members and not our Medi-Cal to clear up any confusion.</p> <p>Katherine asked our DSNP members if they receive a survey to please complete it.</p>	<p>Lauretta Kim/Katherine Lanza</p>	<p>Action Item: Araceli to reach out to our committee members and ask for their feedback regarding combining the meeting with the DSNP updates.</p>

<p>Discussion:</p> <p>Member E stated that the DNSP survey was hard to complete.</p> <p>Margie added that she liked that we held a ribbon cutting, and liked the information on Redetermination, and enjoyed the presentation by Angle on Wellvolution. She would like to meet Jennifer in person.</p> <p>Halina added that she is proud to be a part of this group and thinks our Wellvolution program is outstanding.</p> <p>Member B thanked us for educating her on the Wellvolution program and she was not aware that she was eligible for this program.</p> <p>Member D commended Araceli for her hard work.</p> <p>Member M asked who should he call to make sure his covered when travelling out of the country to get medical help covered by Blue Shield?</p> <p>Member K added Great meeting! Perhaps not as many agenda items to let the discussions flow longer to hear member's feedback.</p> <p>Melinda answered member M, she is working on this for him and would love to f/u with him offline to get you connected to the right department.</p> <p>Lauretta thanked all the members for their feedback and thought that it was great information for all the members on the call.</p>	<p>Sandra Rose</p>	<p>Action Item: Araceli to move Connor 's Ombudsman updates up in the agenda for our Q3 meeting.</p> <p>Action Item: Araceli to set up a 1:1 between Margie and Jenn.</p> <p>Action Item: Lauretta's team to follow up with member M, regarding medical coverage while traveling.</p>
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<p><u>Appendix</u></p> <p>Within our meeting presentation appendix, we shared the following reports for our committee members to review.</p> <ul style="list-style-type: none"> • Standing Report <ul style="list-style-type: none"> ○ Membership as of 06/08/2023 ○ Interpreter Services ○ Appeals & Grievances ○ Community Resources Centers Information ○ Blue Shield Promise Contacts 	<p>Araceli Garcia</p>	
<p>Closing Remarks</p> <p>Sandra Rose thanked the committee and adjourned the meeting at 2:39pm.</p>	<p>Sandra Rose</p>	