

## San Diego Member Advisory Committee Meeting Minutes

June 23, 2023, 01:00PM

### Council Members

Council Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> <li>• Member A, Blue Shield of California Promise Health Plan Member</li> <li>• Member B, Blue Shield of California Promise Health Plan Member</li> <li>• Member C, Blue Shield of California Promise Health Plan Member</li> <li>• Member D, Blue Shield of California Promise Health Plan Member</li> <li>• Member E, D-SNP Member</li> <li>• Leticia Zuno, Access to Independence</li> <li>• Rick Ochocki, National Alliance Mental Illness</li> </ul>	<ul style="list-style-type: none"> <li>• Aidee Roman, SD 211</li> <li>• Jack Dailey, Consumer Center for Health Education and Advocacy Legal Aid Society of San Diego, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>• Araceli Garcia- Program Manager, Senior Promise- Community Provider Engagement</li> <li>• David Bond, Director, Community, and Provider Engagement</li> <li>• Dr. James Cruz- Sr. Chief Medical Director</li> <li>• Courtney Huen, Program Coordinator Lifestyle Medicine</li> <li>• Jennifer Schirmer, Vice President, Medi-Cal Growth</li> <li>• Laretta Kim, Sr. Manager, Duels Program Integrity</li> <li>• Sandra Rose, Sr. Director, Strategic Planning and Performance</li> </ul>

Agenda Item	Presenter	Action Items
<p><b>Welcome and Introductions</b> Sandra Rose called the meeting to order at 1:30 p.m. and reviewed the agenda items with the committee.</p>	Sandra Rose	
<p><b>Blue Shield Promise Health Plan Updates</b></p> <ul style="list-style-type: none"> <li>• New 2024 county contract readiness.               <ul style="list-style-type: none"> <li>○ We are committed to staying in San Diego County.</li> <li>○ We are doing what we need to make sure we meet or exceed requirements.</li> </ul> </li> <li>• Working with SD County and Community based organizations.               <ul style="list-style-type: none"> <li>○ To increase referrals and access to care.</li> </ul> </li> <li>• One on one with Jennifer Schirmer to get to know each other better.</li> </ul> <p>Member A stated that he has been receiving calls from out of state. He is wondering if these calls are coming from BSC Promise.</p> <p>Jennifer can make sure our members have the telephone numbers we call from.</p>	Jennifer Schirmer	<p><b>Action Item:</b> Araceli to reach out to our members and inquire who may be interested in having a 1:1 with Jennifer.</p> <p><b>Action Item:</b> Araceli to send our committee members the telephone numbers we call from.</p>
<p><b>Re-Cap of Q1 2022 meeting</b></p> <ul style="list-style-type: none"> <li>• Medi-Cal Redetermination               <ul style="list-style-type: none"> <li>○ Unwinding began on April 1, 2023</li> <li>○ Outreach efforts focused on Medi-Cal recipients updating their address with the county and setting up county portal access:</li> <li>○ We can set up one on one with our retention team to assist with renewals.</li> <li>○ We can set up training for our CBOs to train staff in the renewal process.</li> <li>○ No one needs to pay for renewal assistance.</li> <li>○ Available to Help:                   <ul style="list-style-type: none"> <li>• San Diego Growth &amp; Retention Team (855) 636-5251</li> <li>• In-person Community Resource Centers in LA County:</li> </ul> </li> </ul> </li> <li>• Community Advisory Committee</li> </ul>	Sandra Rose	<p><b>Action Item:</b> Araceli to send out Redetermination video to the group.</p>

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<ul style="list-style-type: none"> <li>○ There were 13 participants who volunteered to help us develop our Community Advisory Committee Selection Committee</li> </ul>		
<p><b>Behavioral Health Services Benefits Update</b></p> <p><b>What is changing?</b> 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"> <li>• LA: (855) 765-9701 (TTY: 711)</li> <li>• SD: (855) 321-2211 (TTY: 711)</li> </ul> <p><b><u>Mental Health Services</u></b></p> <ul style="list-style-type: none"> <li>• Outpatient individual, group, family therapy</li> <li>• Medication Management</li> <li>• Psychological/ Neuropsychological testing</li> <li>• No Prior Authorization Required</li> </ul> <p><b><u>Behavioral Health Treatment</u></b></p> <ul style="list-style-type: none"> <li>• also known as Applied Behavioral Analysis for members under 21 years of age.</li> <li>• Requires Prior Authorization (recommendation by a doctor or Psychologist)</li> </ul> <p><b><u>Specialty Mental Health Services</u></b></p> <p><b>Mental Health:</b></p> <ul style="list-style-type: none"> <li>• Los Angeles County Mental Health Access Center Helpline <a href="tel:8008547771">(800) 854-7771</a>, Option 1</li> <li>• San Diego County Mental Health Access &amp; Crisis Line <a href="tel:8887247240">(888) 724-7240</a></li> </ul> <p><b>Substance Use Disorder:</b></p>	<p>David Bond</p>	

- Los Angeles County Substance Abuse Service Helpline (Drug Medi-Cal Organized Delivery System) [\(844\) 804-7500](tel:8448047500)
- San Diego County Drug Medi-Cal Organized Delivery System [\(888\) 724-7240](tel:8887247240)

**Discussion Questions**

- How do you prefer to access services? (In-person or telehealth, or both)
- Have you experienced any barriers to accessing care?

D-SNP Member E has been looking for an MH doctor for a long time. She has experienced doctors telling her they don't expect Medi-Cal and try to charge her for the service.

David asked if she has engaged with someone from our Behavioral Health care managers. This would help our members with advocacy around make the connection to the right providers.

D-SNP Member E shared that she has not spoken to anyone from that team.

David will make sure to connect with member E to connect her to the right person that can help.

Member D shared that she has used both telehealth and in-person care. She prefers in-person, but she also likes to have the option of using telehealth for times she doesn't feel well enough to leave her home. She used a FQHC where she can get all the care, she needs in one location.

Member C prefers telehealth care, it makes her feel comfortable to be open with her therapist.

David shared that during the pandemic we made sure that all mental health providers were available through telehealth.

**Action Item:** David to contact D-SNP member E to connect her to a Behavioral Health care manager to assist her in navigate through the services she needs.

**Action Item:** Laretta to connect with David regarding member E's experience.

<p><b>Wellvolution</b></p> <ul style="list-style-type: none"> <li>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"> <li>Go to <a href="https://wellvolution.com/medi-cal">wellvolution.com/medi-cal</a></li> </ul> </li> <li>To create an account, you need the following:             <ul style="list-style-type: none"> <li>Enter the email address you want to associate with this account.</li> <li>Choose a password.</li> <li>Enter your Blue Shield Promise Health Plan member identification number.</li> </ul> </li> <li>Click <b>Sign up</b> using your email or “Sign Up using your Blue Shield online account”</li> </ul> <p><b>What does Wellvolution offer?</b></p> <p>Wellvolution offers the best health programs, chosen by our experts for their effectiveness in helping you:</p> <ul style="list-style-type: none"> <li>Lose Weight</li> <li>Treat Diabetes</li> <li>Prevent Diabetes</li> <li>Quit Smoking</li> <li>Lower Stress</li> <li>Manage Anxiety</li> <li>Cooking Recipes</li> <li>Exercise Videos</li> </ul> <p><b>Personalized Lifestyle Medicine and Mental Health programs based on clinical guidance.</b></p> <p>4 Pillars</p> <ul style="list-style-type: none"> <li>Disease Prevention</li> <li>Condition-Specific</li> <li>Mental Health</li> <li>Tobacco Cessation</li> </ul> <p>Members can enroll in up to 3 programs under different health goals.</p>	<p>Courtney Huen</p>	
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<p>Member D shared that when she went on the Wellvolution website, she experienced some issues. It asked her for payment for a service and it went directly to the weight loss options. She suggested that it needs to ask more questions to get to know the members' needs.</p> <p>Courtney will take that back to her team and meet with member D on this issue.</p> <p>Member D shared her frustration with the site and stated that she didn't enjoy the options it provides.</p> <p>Dr. Cruz asked member D if the questions were only based on weight loss.</p> <p>Member D shared that it was all weight loss related questions.</p> <p>Sandra invited the group to try the website for themselves so that they too can provide us with feedback.</p> <p>Member C shared that she uses her smart phone when going online and when she followed the link it took her to a sign in landing page and couldn't create an account.</p> <p>Courtney will take that back to her team and follow up.</p> <p>Member D shared that she also opened the site through her smart phone.</p> <p>Rick shared that he heard feedback at NAMI SD - we occasionally have web-based content that looks different when viewed on a cell phone or tablet than what we layout on the website. Our designers sometimes must double-check to make sure valuable content is "optimized for mobile devices."</p> <p>Member B suggested programs for grief.</p> <p>David added that there are services through our mental health care services and no referral is needed.</p>		<p><b>Action Item:</b> Courtney to meet with Member D to figure out the Wellvolution site.</p>           <p><b>Action Item:</b> Araceli to send the right Wellvolution link to the group.</p>
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<p>Member D shared that she can't do regular exercises due to her disabilities and asked if there are exercises for people with disabilities.</p> <p>Courtney shared that she would take that back for her team to add more activities for people that are less mobility or with disabilities.</p> <p>Rick asked is Wellvolution available only to Blue Shield of California Promise members or is this a tool open to members of any Blue Shield of California plan?</p> <p>David answered Rick's questions. Wellvolution is not just for Promise. Most adult Blue Shield of California members have access to Wellvolution.</p> <p>Member A suggested a program for fall prevention.</p> <p>Courtney shared that we do have a fall prevention program available to all Blue Shield Medicare and D-SNP members, but it is not available to our Medi-Cal members.</p>		<p><b>Action Item:</b> Courtney to bring fall prevention program issue back to her team to see what can be done to bring this program to our Medi-Cal members.</p>
<p><b>Dual Eligible Special Needs Plan (D-SNP)</b></p> <p><b>Care and Access</b></p> <p>You may have received reminders from Blue Shield of California for preventive services (shots, screenings) by:</p> <ul style="list-style-type: none"> <li>• Phone call</li> <li>• Letters</li> <li>• Surveys</li> </ul> <p>We care about you getting care from the providers (doctors and specialists) you need to see.</p> <p><b>Screenings of Focus</b></p> <ul style="list-style-type: none"> <li>• Breast cancer screening</li> <li>• Colon cancer screening</li> <li>• Osteoporosis screening after a fracture for women</li> <li>• Review of medications and pain assessment</li> </ul>	<p>Lauretta Kim/Katherine Lanza</p>	

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<ul style="list-style-type: none"> <li>• For diabetics: eye exam/A1c/kidney disease</li> <li>• Blood pressure for hypertensives</li> </ul> <p>A new feature is the <b>Price Check My Rx</b> which is now available to our members.</p> <p>Katherine asked the group to please complete the survey if they receive one.</p>		
<p><b>Open Discussion</b></p> <p>Member Barbara was happy that she was able to bring her issues to this group.</p>	Sandra Rosa	<p><b>Action Item:</b> Araceli to send out a survey to the group to get feedback regarding the new meeting format.</p>
<p><b><u>Appendix</u></b></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"> <li>• Standing Report             <ul style="list-style-type: none"> <li>○ Membership as of 2/22/2023</li> <li>○ Interpreter Services</li> <li>○ Appeals &amp; Grievances</li> <li>○ Community Resources Centers Information</li> <li>○ Blue Shield Promise Contacts</li> </ul> </li> </ul>	Araceli Garcia	
<p><b>Closing Remarks and Adjournment</b></p> <p>Jenn thanked the group and shared that she is looking forward to meeting anyone that is interested in having a one on one with her.</p> <p>Dr. Cruz express his gratitude for the group’s participation and feedback.</p> <p>Sandra Rose adjourned the meeting at 2:30pm.</p>	Sandra Rose	