



DRAFT Only – Pending Approval

Meeting Minutes

Thursday, May 9, 2024

10 – 11:30 a.m.

In Santa Cruz County:

Central California Alliance for Health
1600 Green Hills Road, Suite 101, Scotts Valley, California

In Monterey County:

Central California Alliance for Health
950 East Blanco Road, Suite 101, Salinas, California

In Merced County:

Central California Alliance for Health
530 West 16th Street, Suite B, Merced, California

In San Benito County:

Community Services & Workforce Development (CSWD) Building
1161 San Felipe Road, Building B, Hollister, California

In Mariposa County:

Mariposa County Health and Human Services
5362 Lemee Lane, Mariposa, California

Members Present:

Alma Mandujano-Orta
Doris Drost
Guadalupe Barajas-Iniguez
John Beleutz
Juana Chávez de Guízar
Michael Molesky
Moncerat Politron
Rebekah Capron

Community Advocate
Consumer
Consumer Advocate
Community Advocate
Consumer
Consumer, Commissioner
Community Advocate
Community Advocate

Members Absent:

Candi Walker
Carolina Meraz

Consumer
Consumer

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Francis Wong
Humberto Carrillo
Janna Espinoza
Juana Chávez de Guízar
Margaret O'Shea
Mimi Park

Consumer
Consumer
Consumer, Commissioner
Consumer
Consumer
Consumer

Staff Present:

Clarisa Gutierrez
Desirre Herrera
Gabriela Chavez
Janet Kruppner
Jessie Dybdahl,
Jessie Newton, RN
Julie Norton
Maria Colomer
Maura Middleton
Ronita Margain
Stacie Simmons
Veronica Olivarria

Community Engagement Coordinator
Quality and Health Programs Manager
Community Engagement Program Manager
Provider Data Manager
Providers Services Director
Continuum of Health Manager - Adult
Behavioral Health Program Manager
Community Engagement Coordinator
MS Administrative Assistant
Community Engagement Director
Community Engagement Program Manager
Member Services Supervisor

Visitor:

Jamie Berry

Mariposa Community Member

1. Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:05 a.m.

Roll call was taken and a quorum was present.

An addition to the agenda was added. See topic # 9.

2. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Advisory Group on items not listed on the agenda.

Jamie Berry, a community member from Mariposa was present. She requested that the Alliance provide more options at events for those that are hard of hearing. She also requested more events in the Mariposa community on topics such as mental health awareness, suicide prevention and women's health and safety. She encouraged the Alliance to provide more information to the community about any upcoming events.

3. Comments and announcements by Member Services Advisory Group (MSAG) members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

Advisory Group Member Doris Drost noted that she is receiving feedback from members in the community that they are potentially being released by their doctors but do not know why. She was reminded to encourage members to call the Member Services department, using the number on the back of their cards and for help getting (re) assigned to a provider.

Community partner Alma Mandujano-Orta updated that Natividad Medical Center has a weekly Farmers Market. They also do outreach in the community and help community members with any needs they may have.

Commissioner Molesky updated that effective May 1, 2024, the 504 Rule to Strengthen Protections Against Disability Discrimination has been enacted. The rule advances the promise of the Rehabilitation Act and helps protect people with disabilities from being discriminated against in any programs or activities funded by HHS.

4. Comments and announcements by Alliance staff.

Chairperson Beleutz opened the floor for Alliance staff to make comments.

No members of the Alliance Staff addressed the Advisory Group

Consent Agenda Items (5 – 6):

Chairperson Beleutz opened the floor for approval of the Consent Agenda.

Action: Consent Agenda approved.

Regular Agenda Items (7 – 8):

7. Community Resources

R. Margain presented on the resources available to the community. The purpose of this presentation was to solicit feedback from the group in regard to the information that is provided on the Alliance website, the e-newsletter called the Beat and the community engagement report, that is provided with the meeting packet. The group was asked if these outlets disseminate information for useful and helpful.

- Not all members of the group are familiar with these channels for information but will now view them, especially the website.
- J. Beleutz noted that he uses the Alliances website regularly for understanding who's providing what and understanding the scope of services for the Alliance offers. He also reviews both The Beat and the community engagement report.
- D. Drost noted that she has received The Beat and enjoyed it and found it useful. She also likes to go back and re-read issues.

8. Alliance Provider Directory

J. Kruppner provided a demo of the Provider Directory, located on the Alliance website. The goal was to gain feedback on understandability and usefulness to members. She moved through the online Provider Directory highlighting areas that would be helpful, such as how

to sort, find a provider, change the language etc. As well as how to find information for our providers such as Carelon for Mental Health, VSP for eye care and Pharmacy.

In reviewing the site some committee members noted:

- Nurse Advice Line should be more prominent.
- Track openings for VSP providers somehow.
- Help members understand that they need to contact Carelon, VSP and Delta Dental for their list of providers as our site does not list them.

9. Provider Network Development

J. Dybdahl followed up the Provider Directory presentation by soliciting feedback on the Provider Network. She asked for feedback on the following topics:

- ***What should providers know about the Alliance members; how can we help educate providers?***
 - Better education for the front office staff in order to help better educate the doctor. Doctors often do not seem to be too knowledgeable about the Alliance and services offered. Especially important when providers are developing a treatment plan for members.
 - Refresher training for PSR to update provider offices on new and updated benefits.
- ***What other providers would you like to see in the Alliance network?***
 - Better women's healthcare providers, especially for women over 60.
 - Alternative medicine such as Chinese medicine.
 - More acupuncture providers

Adjourn:

The meeting adjourned at 11:30 a.m.

Respectfully submitted,
Maura Middleton
Administrative Assistant
Member Services Advisory Group Coordinator