



## Draft Only – Pending Approval

### Meeting Minutes

Thursday, March 13, 2025

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:**

Epicenter  
440 San Benito Street, Hollister, California

**In Mariposa County:**

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

**Members Present:**

Alma Mandujano-Orta	Community Advocate
Carolina Meraz	Consumer
Doris Drost	Consumer
Francis Wong	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Humberto Carrillo	Consumer
John Beleutz	Community Advocate
Juana Chávez de Guízar	Consumer
Michael Molesky	Consumer, Commissioner
Mimi Park	Consumer
Moncerat Politron	Community Advocate

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Rebekah Capron  
Stephanie Auld

Community Advocate  
Consumer

**Members Absent:**

Candi Walker  
Debra Barcellos  
Dr. Ceballos  
Janna Espinoza  
John Alexander

Consumer  
Community Advocate  
Community Advocate  
Consumer, Commissioner  
Community Advocate

**Staff Present:**

Adourin Malco  
Desirre Herrera  
Gabriela Chavez  
Kayla Zoliniak  
Maria Elena Villalobos  
Michael Schrader  
Omar Guzman, MD  
Ronita Margain  
Sonia Menjuvar  
Ulises Cisneros-Abrego  
Veronica Olivaria

Community Engagement Specialist  
Quality and Health Programs Manager  
Community Engagement Manager  
Administrative Specialist  
Administrative Specialist  
Chief Executive Officer  
Chief Health Equity Officer  
Community Engagement Director  
Call Center Quality Analyst  
Community Engagement Specialist  
Member Services Call Center Manager

**1. Call to Order by Chairperson Belez.**

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

Roll call was taken and a quorum was met.

**2. Oral Communications.**

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

No members of the public addressed the Advisory Group.

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

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

MSAG member shared the Santa Cruz IHSS Advisory Council has four open seats.

MSAG member inquired about teleconference for attending MSAG meetings.

MSAG member inquired if the Alliance is accepting applications for Solana.

MSAG member commented about inappropriate use of Call the Car for non-medical transportation. Transportation and Call the Car were proposed for a future agenda.

MSAG member commented weight loss shots are only being approved for diabetes and not a broader application such as obesity.

MSAG member commented about the provider shortage, especially for specialty provides such as urology in Merced.

MSAG member commented on Denti-Cal utilization, role of the Alliance, the complicated process, and the specialty services provider shortage. Denti-Cal was proposed for a future agenda.

MSAG member shared care management team is not as responsive as before and inquired about a reasonable turn-around time.

MSAG member commented about the long wait time at provider offices.

#### **4. Comments and announcements by Alliance staff.**

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

Michael Schrader, Chief Executive Officer, provided updates regarding the potential government shutdown. Members should continue to access services. The March 26, 2025 Board meeting will include a presentation on Medicaid and members of the public may attend in person or listen via phone.

Dr. Dianna Myers, Medical Director, introduced herself as the Child Welfare Liaison for the Alliance.

#### **Consent Agenda Items (5 – 8):**

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

**Action:** Consent Agenda items were approved.

**Regular Agenda Items (9 – 12):****9. Annual Election of Officers of the Advisory Group**

Chairperson Beleutz opened the floor for nominations for Chairperson and Vice Chairperson.

Commissioner Molesky nominated Chairperson Beleutz for Chairperson. Chairperson Beleutz accepted the nomination.

Commissioner Molesky nominated G. Barajas-Iniguez for Vice Chairperson. G. Barajas-Iniguez accepted the nomination.

**Action:** Nominations were approved. Chairperson Beleutz was elected to serve as Chairperson and G. Barajas-Iniguez was elected to serve as Vice Chairperson.

**10. Member Services Overview**

Veronica Olivarria, Member Services Call Center Manager, provided an overview of Member Services functions.

MSAG member inquired if a mobile app for the member portal is or will be available as a dedicated mobile app may be easier for members to navigate.

MSAG member inquired about transportation benefits to libraries to access technology. Alliance staff responded the transportation is for covered benefits and services only. MSAG member inquired about providing technology in provider offices. MSAG member clarified the technology would not be a covered benefit or service but an ancillary feature available at the time of a covered benefit or service.

**11. Health Equity Strategy**

Dr. Omar Guzman, Chief Health Equity Officer, provided an overview and solicited feedback on the Alliance's health equity strategy.

MSAG member recommended not focusing on populations only based on numbers.

MSAG member recommended making sure everyone feels entitled to care.

MSAG member inquired if data is separated by gender to address gender health disparities. Alliance staff responded yes, the data is separated by gender and the state application is expanding the definition of gender.

MSAG member recommended meeting members at their physical locations.

## **12. Community Resources**

Due to time constraints, this presentation will be brought back to the advisory group at a future meeting.

### **Adjourn:**

The meeting adjourned at 11:30 a.m.

Respectfully submitted,  
Kayla Zolinski  
Administrative Specialist  
Member Services Advisory Group Coordinator