

INLAND EMPIRE HEALTH PLAN

Community Advisory Committee

Minutes for Thursday, June 27, 2024

5:00 PM - 7:00 PM

Location: IEHP Center for Learning & Innovation - 9500 Cleveland Ave., Rancho Cucamonga, CA 91730

Facilitator: **Gabriel Uribe, Director, Health Equity Operations**

Present: **CAC Members:** Abdallah Zarzouq, Arturo Espinoza, Carmela Garnica, Christian Espinoza, Diana Argondona Sandoval, Jeremy Proctor, John Fabrey, Jorge Ruiz Romo, Jose Caseano, Juan Caseano, LaBianca McMillan, Richard Symmes, Robert “Thumper” Pruitt, Shuvette Marshall, Tasha Samuel, Steven Acosta, Ileen Cotinola, Julio Guerra, Sagario Peterson, Tim Yin, Thomi Clinton, Dr. Darshan Patel, Dr. Adrian Tripp, Trisha Mitcham

IEHP Staff: Dr. Takashi Wada, Lorena Chandler, Mike Grant, Lisa Steward, Gabriel Uribe, Tara Tokijkla, Jane Cheng, Lyndsey Beets, Rosana Ayala, Diana Miller, Lorena Ramos, Adai Taylor, Patty Lopez, Jessica Barajas, Jannette Zito, Diana McDonald, Amanda Hiraishi, Isabela Aguirre-Andon, Irma Hernandez, Elmer Torres, Elvis Villalobos, Stephanie Feola, Michael Ruiz Garcia, Michelle Julian, Kat Wilkerson, Maricela Mendoza

Interpreters: Juan G. Ruiz; Jessie Liu; Raul Castillo; Felix Zhay; Alicia Gariespe. Marlene Gaines

Minutes by: **Jannette Zito, CAC Program Manager**

Agenda Items	Presentation of Agenda Items		Discussion of Agenda Items	Action Items
Welcome & Introductions	<p>A. Gabriel Uribe called the CAC Meeting to order</p> <p>B. Gabriel introduced Dr. Takashi Wada, Chief Medical Officer</p> <p>C. Dr. Wada introduced Lorena Chander, Vice President, Health Equity</p> <p>D. CAC Member introductions</p>	I.	<p>II. Gabriel introduced himself as the Director of the Health Equity Operations Team and facilitator of the meeting.</p> <p>III. Dr. Wada expressed his gratitude and appreciation for CAC attendee participation. He shared that IEHP values the voice of the customer and the richness that comes with diverse perspectives.</p> <p>IV. Lorena shared that the CAC is a vital piece of collecting feedback for the work that IEHP is doing to remedy the disparities identified within different populations.</p> <p>V. CAC Members introduced themselves.</p> <p>A. During her introduction, Carmela Garnica from Blythe invited the CAC to visit her region.</p>	<i>1. Explore opportunity for CAC meeting in Blythe</i>
Housekeeping and Meeting Procedures	A. Gabriel Uribe, Director, Health Equity Operations	VI.	<p>VII. Gabriel reviewed housekeeping, meeting structure and procedures with CAC Members. Gabriel recapped the Code of Conduct, Roberts Rules of Order and how to make a comment as reviewed in the CAC Orientation, prior to the meeting.</p> <p>VIII. Introduction of Presentations</p>	<i>No Action Item</i>

<p>Introduction to Quality at IEHP</p>	<p>A. Tara Tokijkla, Director, Quality Improvement</p>	<p>IX.</p>	<p>X. Tara provided an overview of IEHP’s current state quality performance.</p> <p>A. An overview of how IEHP is doing with meeting the quality performance goals set by the state. Feedback and Questions</p> <p>A. Tara asked the CAC for ideas on items that didn’t meet the goal, including vaccines for newborns, lead screenings, and asthma management.</p> <p>Member Question: Why are parents not able to set up visits for newborns? Is IEHP assessing the needs? Maybe it is about getting rides to the doctor., Or maybe parents/caregivers can’t miss work.</p> <p>Tara Tokijkla: IEHP will keep looking for ways to overcome these barriers. IEHP’s transportation team and Community Health Workers actively engage with families to address these topics. When barriers are discovered, IEHP works to connect members to those services, and inform them about them.</p> <p>Member Question: Has IEHP thought of giving vaccines to kids at their homes. Maybe nurse could do this, such as, nurses going to the homes?</p> <p>Tara Tokijkla: IEHP is starting a pilot program based on in-home vaccines. More info will be shared at a future meeting.</p> <p>Member Question: Is there a way someone can come to a members’ homes to share breathing techniques with kids?</p> <p>Tara Tokijkla: Tara recorded feedback. She will share it with the proper team members to see if and how we can address it.</p> <p>Member Feedback: Dr. Patel attending online, recommends looking at the percentage and requirements of the vaccine goal for schools vs. the state. He shared that parents are willing to get their children vaccinated for school except for the flu shot. This makes the vaccine goal incomplete. Dr. Patel added that parents are not getting their child the rotavirus vaccine by age 6mos. There should be a focus on getting parents to reach this goal.</p>	<ol style="list-style-type: none"> 1. <i>Include transportation benefit when marketing about getting vaccines.</i> 2. <i>Request future presentation on In-Home Vaccine Pilot Program from Provider Services.</i> 3. <i>Look into programming or community resources for asthma assessment and education in the home.</i> 4. <i>Explore/consider the vaccination percentage relating to flu vaccine.</i> 5. <i>Review messaging opportunities for rotavirus.</i> 6. <i>Review education and marketing about vaccination and responding to negative information.</i>
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<p>2024 Medi-Cal Marketing Plan</p>	<p>A. Lisa Steward, Director, Marketing</p>	<p>XI.</p>	<p>XII. Provided an overview of the Medi-Cal marketing plan for CY 2024 including strategies, messaging and creative concepts.</p> <p>XIII. Key Medi-Cal campaigns for CY 2024: A. Uninsured B. Undocumented C. Quality Measures</p> <p>XIV. Feedback and Questions A. Lisa asked CAC members what their preferred channels are for receiving information from IEHP? Is it e-mail, social media, through website, mobile apps, texting, traditional mail, etc.</p> <p>Member Feedback: CAC member, Tasha Samuel said traditional mail, email and IEHP Community Wellness Centers.</p> <p>Member Feedback: Thomi Clinton attending online said social media. She also said marketing on dating apps might help target certain groups of people. She added that the LGBTQ population uses dating apps as well as the undocumented community. Thomi also agreed that getting printed materials in the mail is too much sometimes.</p> <p>Member Feedback: Richard Symmes shared that he is not fond of paper mail or junk mail. Later, Richard mentioned that paper mail is bad for the environment as well. He said that the portal on the website has been helpful, but being able to sign up for an email would be helpful.</p> <p>Lisa Steward: Acknowledged feedback as valuable. IEHP Marketing is committed to find the right balance between paper and digital content, as members prefer different methods.</p> <p>Member Feedback: CAC member, Christian Espinoza shared that he uses email, but also suggests push notifications for the mobile app. He has the mobile app installed on his phone and finds it useful for getting info quickly, especially for updates and policy changes regarding LGBTQIA+ or undocumented members.</p> <p>Lisa Steward: Shared that IEHP’s Marketing team is exploring a way to allow members to choose if they prefer to get digital or printed content.</p>	<ol style="list-style-type: none"> 1. <i>Look into marketing on dating apps set-up for specific demographics such as LGBTQ and undocumented.</i> 2. <i>Explore options for Members to opt-in to an email that shares benefit updates.</i> 3. <i>Explore adding push notifications as an option in the app.</i> 4. <i>Marketing will look into process for Members to request preferred format (digital or print) for receiving marketing materials and information.</i> 5. <i>Explore idea to put rights and responsibilities pages that are part of printed mail in a QR code format, so that the Member can read it if they prefer.</i> 6. <i>Lisa in Marketing to share follow-up about any updates to email restrictions being lifted.</i>
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<p>Health Equity Disparity Areas of Focus</p>	<p>A. Lorena Ramos, Manager, Health Equity</p>	<p>A.</p> <p>B. Presentation objectives:</p> <ol style="list-style-type: none"> 1. What is Health Equity and what does it mean for IEHP 2. Health Disparity Data Review 3. Disparity Areas of Focus <ol style="list-style-type: none"> a. Maternal & Early Childhood Screenings in Black/African American families b. Cancer Prevention <ol style="list-style-type: none"> i. Breast Cancer (American Indian/White) ii. Colorectal Cancer Screenings (White) c. Chronic Conditions <ol style="list-style-type: none"> i. Glycemic Status Assessment for Patients with Diabetes (Hispanic) A1c>9% ii. Controlling Blood Pressure (Black/ African American) iii. Asthma Medication Ratio (Black/ African American) 4. How the CAC can guide this work <p>Member Feedback: Thomi Clinton attending online shared that breast cancer scans should be offered/ marketed to transgender men. They have a high rate of cancer because of a fear of going to the doctors. Many prefer the language “chest cancer” instead of “breast cancer”.</p> <p>Member Feedback: Tasha Samuel suggested medical technology like a patch for newborn vaccines that can be mailed.</p> <p>Member Question: Jeremy Proctor asked what are the demographics within the vaccine risks? What locations, rural versus city, are at risk?</p> <p>Lorena Ramos: Most the members not meeting vaccine requirements for children under the age of 2 reside in San Bernardino Proper.</p> <p>Member Question: When it comes to vaccines, is there a breakdown of optional versus required to get into school to see how this affects the numbers?</p> <p>Lorena Ramos: IEHP can provide an update to the group.</p>	<ol style="list-style-type: none"> 1. <i>Question: How does IEHP outreach to transgender males for chest cancer, and are we using correct language chest vs. breast cancer?</i> 2. <i>Question: Are there vaccine patches that can be mailed?</i> 3. <i>Future topic: How is IEHP addressing the Opioid crisis?</i> 4. <i>Request Presentation from Open Access and how they address sensitive services. How are these services communicated to the Members and the Community?</i> 5. <i>Provide update on breakdown of optional vaccines vs. vaccines required by school. Show if this effects statistics.</i>
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<p>Community Advisory Committee Network Development: Communication & Assessment</p>	<p>I. Kirk Fermin, Director, Provider Network</p>	<p>XV.</p>	<p>XVI. Presentation on Network Development Communication Plan and Assessment. Provider Network Director will share network report submitted quarterly to DHCS. The report includes, the Providers lost, added, and impacts to alternative access standards.</p> <ul style="list-style-type: none"> A. Annual Network Certification B. Time/ Distance Standards for Members to access their Providers and Specialists C. Quarterly Network Reporting to Department of Healthcare Services D. Network Expansion Fund Program E. Healthcare Scholarship Fund Program F. Member Feedback <p>Member Question: Ileen Cotinola asked Kirk to expand on the scholarship program.</p> <p>Kirk Fermin: IEHP partners with schools and students who apply and are selected for the scholarships. They are also committing to serve in the Inland Empire post residency.</p> <p>Virtual Member Question: Dr. Patel asked if a Provider is in San Bernardino County. She also asked if they would like to expand to Riverside County to help fill the need, do they qualify for funds, even though they are with IEHP?</p> <p>Kirk Fermin: Established practicing providers in the Inland Empire are not eligible right now. Provider Credentialing team will continue to explore funding opportunities.</p> <p>Feedback Summary:</p> <p>Review existing criteria for future funding opportunities in Provider expansion.</p>	<p>1. <i>Give update on Provider credentialing exploration of funding opportunities to expand network.</i></p>
<p>CAC Ideas for Future Meeting Topics</p>	<p>I. Gabriel Uribe, Director, Health Equity Operations</p>	<p>XVII.</p>	<p>VIII. Future Topic Ideas</p> <ul style="list-style-type: none"> 1. Julia Espinoza: <ul style="list-style-type: none"> • How IEHP addresses mental health in youth and young children with autism. • How IEHP connects with schools to deal with bullying of LGBTQ youth and the mental health of youth. 	

			<ol style="list-style-type: none"> 2. Christian Espinoza: <ul style="list-style-type: none"> • Preventive care vs. cosmetic care • LGBTQ center in Riverside or San Bernardino proper 3. Arturo Espinoza: <ul style="list-style-type: none"> • Mental health resources 4. Sagrario Peterson: <ul style="list-style-type: none"> • Nutritional classes 5. Ileen Cotinola: <ul style="list-style-type: none"> • How IEHP helps a member navigate doctor visits for the whole family when a member faces barriers like childcare and/or caregiver of kids/adults with disability. 6. Shuvette Marshall: <ul style="list-style-type: none"> • IEHP’s solutions for foster youth 7. LaBianca McMillan: <ul style="list-style-type: none"> • Addressing stigma with providers that care for IEHP members versus other insurance. 8. Thomi Clinton: <ul style="list-style-type: none"> • Addressing the needs of LGBTQ Youth 10. Jorge Ruiz: <ul style="list-style-type: none"> • How IEHP addresses reports of abuse at long term care/skilled nursing facilities and reporting. 	
Adjourn	Gabriel Uribe, Director, Health Equity Operations		Gabriel asked for motion to approve meeting adjournment at 7pm. A. Julia Espinoza motioned to approve.	

Feedback/Action Log/ Resolved					
FEEDBACK/ACTION ITEM	RESPONSIBLE TEAM MEMBER	OPEN DATE	STATUS	COMMENTS/NOTES	COMPLETION DATE
Action Item: Request future presentation on In-Home vaccine pilot program from Provider Services.	Jannette Zito Dan Gomez	June 27, 2024	Complete	Dan Gomez has accepted invitation to present on Pilot Program at December CAC Meeting	7/16/24
Action Item: Request Presentation from Open Access and how they address sensitive services. How are these services communicated?	Jannette Zito Heather Waters	June 27, 2024	Complete	Jannette has reached out to Heather Waters to request future presentation. Presentation confirmed for 9/19/24.	7/25/24
Action Item: Explore holding a CAC meeting in Blythe.	Jannette Zito	June 27, 2024	Pending	Jannette reached out to Carmela Garnica to explore a meeting. Carmela shared a Community Center that would fit the CAC.	
Action Item: Marketing will review the process for members to request preferred format (digital or print) for getting marketing content.	Lisa Steward	June 27, 2024	Pending		
Action Items: Marketing will share any updates about email limits being lifted.	Lisa Steward	June 27, 2024	Pending		
Action Item: Provide update on optional vaccines vs. vaccine requirements by school. Show if this affects metrics.	Lorena Ramos	June 27, 2024	Pending		
Action Item: Give update on any Provider Credentialing funding opportunities to expand network.	Kirk Fermin	June 27, 2024	Pending		
Feedback: Include transportation benefit in marketing about getting vaccines.	Lisa Steward	June 27, 2024	Pending		
Feedback: Explore programming or community resources for asthma assessment and education in the home.	Tara Tokijkla Community Partnerships	June 27, 2024	Pending		
Feedback: Explore/consider the vaccination percentage as it relates to the flu vaccine.	Tara Tokijkla	June 27, 2024	Pending		
Feedback: Review messaging for rotavirus to parents before child is 6 months.	Tara Tokijkla Lisa Steward	June 27, 2024	Pending		

Feedback: Review education and marketing about vaccines and responding to negative information.	Tara Tokijkla Lisa Steward	June 27, 2024	Pending		
Feedback: Explore marketing on dating apps set-up for clear demographics, such as LGBTQ and undocumented.	Lisa Steward	June 27, 2024	Pending		
Feedback: Explore process for members to opt-in to benefit updates by email from IEHP.	Lisa Steward	June 27, 2024	Pending		
Feedback: Explore push notifications as an option in the app.	Lisa Steward	June 27, 2024	Pending		
Feedback: Explore using QR code for rights and responsibilities pages on printed mail, so the member can read if they prefer.	Lisa Steward	June 27, 2024	Pending		
Feedback Question: How does IEHP outreach to transgender males for chest cancer? Are we using correct language: chest vs. breast cancer?	Gabriel Uribe Lisa Steward	June 27, 2024	Pending		
Feedback Question: Are there vaccine patches that can be mailed?	Michael Blatt	June 27, 2024	Pending		
Feedback Question: How is IEHP addressing the opioid crisis?	Jannette Zito BHCM		Pending	Jannette will reach out to BHCM to get response and discuss this as a future topic.	
Additional Notes Feedback and Questions from CAC Member, Robert “Thumper” Pruitt.					
Feedback Question: Does IEHP provide nebulizers and ampules? What about regular follow-ups with pulmonary specialist as prescriptions change?	Michael Blatt	June 27, 2024	Pending		
Feedback: Can you focus more on quality measures? Some measures are too generic. Ask questions to focus on why Members answer a certain way.	Tara Tokijkla	June 27, 2024	Pending		
Feedback: Are we able to change image resolution online for slow internet connections? Too many images on webpages will lock up a phone, which is how many access the internet.	Lisa Steward	June 27, 2024	Pending		
Feedback Question: Are there providers for specialty care, such as Kleinfelter Healthcare? This is different from	Kirk Fermin	June 27, 2024	Pending		

transgender care, as there are issues due to the additional (third) sex chromosomes.					
Feedback: Suggestion to offer a class with different inhalers and breathing techniques to foster youth.	Rosalinda Nava-Bermudez	June 27, 2024	Pending		
Feedback: Educate foster parents about Foster and McKinney- Vento youth (homeless youth).	Amy Myer	June 27, 2024	Pending		
Additional Notes Feedback and Questions from CAC Member, LaBianca McMillan					
Feedback: Anza Members may get dropped off by transportation but are denied pick-up after 7-8pm. Members walk two or more hours to return home. Migrant workers in Thermal also have barriers with transportation.	Loraine Silva	June 27, 2024	Pending		
Feedback: Allow members to choose their communication due to age, generation, access to technology or mail	Lisa Steward	June 27, 2024	Pending		
Feedback: Train IEHP staff on stigma, biases. Reach out to community organizations, clubs and churches that serve their race such as black communities.	Gabriel Uribe	June 27, 2024	Pending		
Feedback: Not all experiences when at appointments are good. Bridge access, resources, contract to those who respond.	Mike Grant	June 27, 2024	Pending		