



MEMBER ADVISORY COMMITTEE (MAC)
Thursday, March 16, 2023 10:00 AM – 12:00 PM
 DRAFT

| Committee Member Name | Role | Present |
|------------------------------|--|----------------|
| Maria Archuleta | Alliance Member, Chair | |
| Valeria Brabata Gonzalez | Alliance Member | X |
| Brenda Burrell (Acting) | Administrative Specialist, Alameda County Child Health & Disability Prevention | X |
| Warren Cushman | Alliance Member | |
| Tandra DeBose | Alliance Member | X |
| Roxanne Furr | Alliance Member | |
| Irene Garcia | Alliance Member | |
| Erika Garner | Alliance Member | X |
| Charlene Harrison | Site Director, Native American Health Center | X |
| Mimi Le | Alliance Member | X |
| Mayra Matias Pablo | Parent of Alliance Member | X |
| Melinda Mello | Alliance Member | X |
| Jody Moore | Parent of Alliance Member | X |
| Sonya Richardson | Alliance Member | |
| Amy Sholinbeck | Asthma Coordinator, Alameda County Asthma Start | X |
| Natalie Williams | Alliance Member, Vice-Chair | X |

| Other Attendees | Organization | Present |
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| Ed Ettleman | CHME | X |
| Ashley Prasad | CHME | X |
| Abigail Quijano-Gella | Alameda County Family Health Services Division | X |
| Bernie Zimmer | CHME | X |

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| Alejandro Alvarez | Community Outreach Supervisor | X |
| Linda Ayala | Director, Population Health and Equity | X |
| Susan Baca | Community Supports Supervisor | X |
| Cindy Brazil | Interpreter Services Coordinator | X |
| Donna Carey, MD | Medical Director of Case Management | X |
| Scott Coffin | Chief Executive Officer | X |
| Raul Cornejo | IT Service Desk Supervisor | X |

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| | | <ul style="list-style-type: none"> A couple of presentations were missing from the mailed packets and will be mailed separately after the meeting. M. Mello: Was not able to attend today's meeting in person due to medical reasons. | | |
| Approval of Agenda and Minutes | Linda Ayala | | | |
| 1. Approval of Minutes from December 15, 2022 | | | Minutes from the previous meeting approved by consensus. | |
| 2. Approval of Agenda | | | Agenda approved by consensus. | |
| Brown Act and Public Meetings | Maryam Maleki | <p>Presented AB 2449 and Brown Act post-pandemic requirements for public meetings and in-person vs. virtual participation.</p> <ul style="list-style-type: none"> The Brown Act defines how public meetings are run in California. During the state of emergency, public meetings could be held remotely. The state of emergency ended February 28th, 2023. AB 2449 is a new law allowing for remote participation in limited circumstances. Members can attend remotely if they have "just cause" or in emergency circumstances. In these cases, they should notify the Alliance and provide a general description (in 20 words or less, no need to share personal information). For emergency circumstances, the MAC must approve and vote as an action item. Only two of the four MAC meetings per year can be attended remotely, and not three consecutive meetings. Members must participate with both sound and video and let other MAC members know before any vote if someone 18 or older is present and what their relationship is to the member. | | |

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| | | <p>public health emergency ending in May, Medi-Cal redeterminations will begin April 1st.</p> <ul style="list-style-type: none"> • The Alliance is working closely with Alameda County Social Services Agency on co-branding an outreach campaign. April and May will be focused on broad marketing outreach efforts. The Alliance has already shared information via social media and website. • The Alliance is establishing an agreement with the County to do direct call outreach and postcards to members who might be disenrolled. The plan is to start in June for the disenrollments that will begin in July and continue every month. We are also looking at other marketing strategies like TV, radio, and billboards. • Questions from MAC members: <ul style="list-style-type: none"> ○ N. Williams: Will you include information on how to stay enrolled? M. Woodruff: Yes, the County and State websites will both be included. ○ A. Sholinbeck: Are there materials available to pass out to people? M. Woodruff: This will be available in another week or two. ○ T. DeBose: Can you provide a list of Board of Governors members as well as how to find out about the ambassador program if interested in helping? I also have a background in broadcasting if you need help with media. M. Lewis shared the link to the Board of Governors (https://alamedaalliance.org/about/governance/) and ambassador program (https://www.dhcs.ca.gov/toolkits/Pages/PHE-Outreach-Toolkit.aspx) | | <p>Links to Board of Governors and DHCS ambassador program will also be e-</p> |
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| | | <ul style="list-style-type: none"> • Members are informed of the benefit via the Member Handbook. The Member Services Department, Case Management Department, PCP office, dialysis offices, and community partners can all assist members. • Questions from MAC members: <ul style="list-style-type: none"> ○ V. Brabata Gonzalez: What would transportation for a child be considered? What if someone doesn't have a car seat? J. Rosales: The car seat would be NMT. If the parents had a need like being in a wheelchair, that would NEMT. S. O'Brien clarified that a car seat is non-medical but the vehicle would need to be able to accommodate a car seat. ○ M. Le: Could my husband, who is an Alliance member, use the transportation benefit? J. Rosales: Yes, please call Member Services. S. O'Brien added that the Alliance will reach out. ○ A. Sholinbeck: How do you determine if someone gets a sedan or a bus pass? Do you use Uber or Lyft? J. Rosales: We will not force people to take public transportation. Modivcare asks specific questions during the intake, for example how close you live to a bus stop or BART. Historically we have mostly sent bus passes, but now it is different and we want to make the benefit more available. The cars are not Uber or Lyft, although we are working on a pilot for recovery rides with Lyft if a driver is running late to an appointment. | | <p>Case Management will reach out to M. Le to coordinate transportation.</p> |
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| Alliance Reports | | | | |
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| | | | | the next meeting. |
| 2. Outreach Report | Alejandro Alvarez | <p>Presented the 2022 annual outreach report.</p> <ul style="list-style-type: none"> The Outreach team attended four community events in 2022; pre-pandemic they were attending 1-2 per month. Since March 18, 2020, the Alliance has conducted 6,411 member orientations explaining how to utilize Alliance services. YouTube videos that are part of the orientation are also available. The pre- and post-test shows that members who complete the orientation learn when to get their Initial Health Assessment. The Outreach team is working on additional outreach for non-utilizers who have never used their benefits. There is a gap especially among Hispanic/Latino members who do not know they have insurance. | | |
| MAC Business | | | | |
| 1. Confidentiality Statement | Lena Lee | Requested MAC members to sign a new confidentiality statement every year. This statement will be mailed to members attending virtually. MAC members can contact Lena Lee if they would like to go over the form. | | Confidentiality statement will be mailed to MAC members attending virtually. MAC members to sign and return. |
| 2. Stipend Update | Lena Lee | The MAC stipend is \$155 for in-person and \$75 for virtual attendance. MAC members who have not already let Lena Lee know how they would like to receive the stipend should contact her. | | MAC members to let Lena Lee know preference for stipend. |
| Open Forum/Future Meeting Topics | Linda Ayala | <ul style="list-style-type: none"> V. Brabata Gonzalez: Autism services and CalAIM are important topics. Does the Alliance help people with Medi-Cal waivers? This is a complicated process. | | |

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| | | <ul style="list-style-type: none"> ○ N. Williams: Medi-Cal waivers have been coming up a lot with 27- to 35-year-olds who are worried about their Medi-Cal benefits. ○ V. Brabata Gonzalez: The Regional Center processes the developmental disabilities one, there's the Center for Elders' Independence for the nursing waiver and all these different places. • L. Ayala requested that further ideas and questions be submitted by post-it or in the chat. | | The Alliance will follow up with further questions. |
| Adjournment | Linda Ayala | Next meeting: June 15, 2023 | L. Ayala adjourned the meeting. | |

Meeting Minutes Submitted by: Jessica Jew, Population Health and Equity Specialist Date: 3/20/2023

Approved By: 
 Maria Archuleta, Chair, Member Advisory Committee

Date: 9/18/23