

MEETING OF BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN
LOS ANGELES COMMUNITY ADVISORY COMMITTEE (CAC)

Date:	Thursday, March 13, 2025
Time:	1:30 p.m. – 3:00 p.m.
Location:	Hybrid (Virtual and in-person: 3840 Kilroy Airport Way, Long Beach)
Attendance:	<p>Committee Members present:</p> <ol style="list-style-type: none"> 1. Member A, Blue Shield of California Promise Health Plan 2. Member B, Blue Shield of California Promise Health Plan 3. Member C, Blue Shield of California Promise Health Plan 4. Member D, Blue Shield of California Promise Health Plan 5. Member E, Blue Shield of California Promise Health Plan 6. Member F, Blue Shield of California Promise Health Plan 7. Member G, Blue Shield of California Promise Health Plan 8. Member H, Blue Shield of California Promise Health Plan 9. Member I, Blue Shield of California Promise Health Plan 10. Anwar Zoueihid, VP of Long-Term Services & Supports, Partners in Care Foundation 11. Halina Fardin, Program Develop Specialist, Worksite Wellness LA 12. Margie Harper, LA South-Central Mental Health Non- Profit 13. Teri Morales, Pathways LA <p>Committee Members absent:</p> <ol style="list-style-type: none"> 1. Connor Hannigan, Staff Attorney, Neighborhood Legal Services of Los Angeles County 2. Kristine Choulakian, Outreach Specialist, Personal Assistance Councils 3. Richard Ayoub, CEO, Project Angel Food <p>Blue Shield of California Promise Health Plan Representatives present:</p> <ol style="list-style-type: none"> 1. Araceli Garcia, Program Manager, Consultant 2. Brigitte Lamberson, Health Equity Program Manager 3. Jennifer Nuovo, M.D., Chief Medical Officer 4. Sandra Rose, Senior Director, Community Programs <p>Blue Shield of California Promise Health Plan Guest Speaker:</p> <ol style="list-style-type: none"> 1. Jack Dailey, Health Consumer Alliance Coordinator/Director of Policy and Training <p>Other Attendees:</p> <ol style="list-style-type: none"> 1. Kathrine Shea, California Department of Health Care Services

Agenda	I. Blue Shield Promise Health Plan Updates II. Re-cap of Q4-2024 Meeting III. Know Your Rights IV. Diversity, Equity and Inclusion (DEI) Training V. Open Discussion VI. Closing Remarks
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Introductions and Welcome

- Araceli Garcia began the meeting with roll call and went over meeting logistics.
- Sandra Rose welcomed the committee and reviewed the agenda.

I. Blue Shield Promise Health Plan Update

- Sandra Rose provided an update and led a discussion about the Southern California wildfires.
- Sandra began with an overview of the situation:
 - +15,000 Blue Shield Promise members were in zip codes under state of emergency/evacuation order warning
 - Multiple Blue Shield Promise contracted providers were evacuated
 - 2 clinics were destroyed
 - 10 Community Based Adult Services (CBAS) Centers were temporarily closed
 - 3 skilled nursing facilities closed due to evacuation, of which 1 facility was destroyed; patients were transferred to different facilities
 - The Blue Shield of California Woodland Hills office closed out of an abundance of caution; many employees were impacted by evacuation orders, power outages, loss of property, taking in family and friends
- Sandra explained the importance of contacting Blue Shield Promise Customer Service for assistance.
- Sandra shared highlights of Blue Shield Promise's emergency response:
 - 5 departments rallied to outreach to members in impacted areas (Care Management, Clinical Access Team, HEDIS Outreach Team, Member Experience Customer Service, Growth & Retention)
 - The Provider Engagement Team outreached to providers
 - The Customer Service Department extended hours of operation to weekends
 - All 13 Community Resource Centers and the Blue Shield Promise Information Resource Center extended hours of operation to Saturdays – staff made

- referrals to wildfire emergency relief services and distributed N95 masks, first aid kits, hygiene items, diapers, and food at Community Resource Centers
 - Blue Shield Promise secured bottled water (which was in short supply in impacted areas with DO NOT DRINK orders), N95 masks and shelf stable meals prioritized for field medicine teams serving unhoused populations and individuals impacted by the wildfires
 - Blue Shield Promise participated in community outreach events to bring resources to those in need
- Sandra asked the committee:
 - What would you like to know more about regarding Blue Shield Promise's emergency response efforts?
 - How have you been directly or indirectly impacted by the wildfires?
 - What is happening in the community that Blue Shield Promise can provide help with?
 - How can we best support members, providers, and community for the long term
- Discussion:
 - Teri from Pathways LA suggested Blue Shield Promise offer disaster preparedness workshops, particularly for parents and childcare providers.
 - Member C's caregiver said that while wildfires are a primary concern, earthquakes remain a significant and unpredictable threat in California. He emphasized the need for training and information specific to earthquake preparedness.
 - Member A talked about an organization focused on disaster preparation and said she would share more details about their resources with the group.
 - Member I asked how Blue Shield Promise communicates with affected members, raising concerns about the accessibility of information during a crisis.
 - Member B talked about the importance of working with other resource centers beyond Blue Shield Promise's Community Resource Centers, as not all affected individuals can reach these locations.
 - Member D expressed concern over what happens when essential utilities like electricity and cell service go down during an emergency. Given the emotional and psychological toll of these events, she also emphasized the need for mental health support post-disaster.
 - Sandra and Dr. Nuovo acknowledged these concerns and thanked the committee for their feedback which will help strengthen Blue Shield Promise's emergency preparedness plan.

- Action Items:
 - Explore creating disaster preparedness workshops at CRCs, focusing on wildfire and earthquake readiness.
 - Araceli to reach out to Member A to get the name and resources of the organization she mentioned to share with the committee.

II. Recap of Q4-2024 Community Advisory Committee Meeting

- Sandra Rose reviewed the topic and action items from the Q4-2024 meeting.
 - The committee previously discussed home-based, urgent care services provided by Dispatch Health and ideas to promote preventive screenings.
 - Sandra shared Blue Shield Promise hosted a well-child screening event at one of the Community Resource Centers on a Saturday and over 100 children attended. Sandra said more weekend screening events are planned and thanked the committee for their valuable input.

III. Discussion: Know Your Rights

- Blue Shield Promise invited Jack Dailey, Director of Policy and Training at the Legal Aid Society of San Diego and long-time member of the Blue Shield Promise Community Advisory Committee in San Diego County, to provide general information about rights pertaining to immigration that may impact members, providers and community organizations.
- Jack Dailey explicitly stated:
 - The information provided in the presentation is not be construed as legal advice.
 - Participating in the presentation does not create an attorney-client relationship.
 - The information provided is only general information. Specific questions about individual circumstances, requires a consultation with an attorney or Department of Justice (DOJ) accredited representative.
- Jack Dailey's presentation covered:
 - Constitutional rights
 - Individual rights at home, work, in a car, in a public setting or at a health clinic/provider office
 - Know Your Rights resources

- Discussion:
 - The CAC expressed deep appreciation for the information.
 - Member D suggested broader distribution of this information, and suggested sharing through social media (Facebook, YouTube, Instagram).
 - Member F emphasized that many community members do not know their rights and could benefit from additional outreach and training.

IV. Discussion: Diversity, Equity and Inclusion (DEI) Training

- Brigitte Lamberson, Health Equity Principal Project Manager at Blue Shield Promise, led a discussion about Diversity, Equity, and Inclusion (DEI) Training for providers.
- Brigitte began by reaffirming Blue Shield Promise's commitment to health equity and ensuring all members receive inclusive and culturally competent care.
- Brigitte explained that Blue Shield Promise contracted providers are required complete a DEI training program by January 1, 2026.
- The purpose of the training is to:
 - Foster better relationships between members, providers, and health plan staff.
 - Improve access to care and enhance the quality of healthcare services.
 - Ensure compliance with the California Department of Health Care Services (DHCS) regulations by tracking completion rates, monitoring complaints related to discrimination, and enforcing corrective action plans as necessary.
- The key training topics include:
 - Introduction to health equity and how it is defined.
 - Understanding social determinants of health, including housing, food, transportation, financial stability, and personal safety.
 - Cultural competency and traditional healing practices to help providers better serve diverse communities.
 - Reducing disparities in healthcare access and improving patient-provider communication.
 - Identifying and addressing implicit bias in medical settings.
 - Language access and effective communication strategies for members with limited English proficiency.
- Brigitte asked the committee:
 - What cultural or social aspects should providers know to better serve members?

- Which training topic resonated most with attendees and why?
- Discussion:
 - Members A emphasized that effective communication goes beyond language proficiency. Even if a provider speaks English, cultural misunderstandings can lead to miscommunication.
 - Member H's mother highlighted that some patients may use traditional home remedies before turning to Western medicine. Providers should be open to discussing alternative treatments rather than dismissing them.
 - Member B raised the question of how Blue Shield Promise will ensure providers complete the training.
 - Brigitte let the committee know that providers will complete the training online through Blue Shield Promise's website.
 - Each provider must submit proof of completion (attestation form).
 - Blue Shield Promise will track and report completion rates for all licensed medical providers, including primary care doctors, specialists, and alternative medicine providers (e.g., chiropractors, acupuncturists, etc.).
 - Blue Shield Promise is working with other managed care plans to share provider training data across Los Angeles and San Diego Counties.
 - Information about trained providers will be included in Blue Shield Promise's "Find a Doctor" directory for members seeking gender-affirming care, culturally competent services, or providers fluent in specific languages.
 - Brigitte assured that providers will be required to document their training completion and members can report any concerns if they feel a provider lacks cultural awareness or communication skills.

V. Open Discussion

- Dr. Nuovo provided an important public health update regarding the ongoing measles outbreak in the U.S.
 - The outbreak originated in West Texas and New Mexico and has since spread to New York, Alaska, and multiple other states.
 - Unvaccinated individuals and children are at highest risk.
 - Individuals born between 1969 and 1989 may need a booster shot since they may have only received one measles vaccine as children (the standard is now two doses).
 - The measles vaccine is 97% effective, making it one of the most reliable vaccines available.
 - Members should check their vaccination status and consult their doctor if they are unsure about their immunity.

VI. Closing and Adjournment

- Sandra Rose concluded the meeting by thanking the committee for their time and feedback and reminding the group to review the appendix materials.
 - Appendix A: Standing Reports
 - Membership & Interpreter Services
 - Grievances Q4-2024
 - Appeals Q4-2024
 - Appendix B: Blue Shield Promise Contacts