DRAFT: PENDING APPROVAL

Meeting Minutes

Thursday, August 13, 2026
10 – 11:30 a.m.

In San Benito County:
Community Services & Workforce Development
1161 San Felipe Road, Building B, Hollister, CA. 95023
In Santa Cruz County:
Central California Alliance for Health
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066
In Mariposa County:
Mariposa County Health and Human Services
5362 Lemee Lane, Mariposa, CA 95338
In Merced County:
Central California Alliance for Health
530 West 16th Street, Suite B, Merced, CA 95340
In Monterey County:
Central California Alliance for Health
950 East Blanco Road, Suite 101, Salinas, CA 93901

Members Present:

Aluriel Ceballos	Community Advocate
Carolina Meraz	Consumer
Frances Wong	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Janna Espinoza	Consumer
John Beleutz	Community Advocate
Michael Molesky	Consumer, Commissioner
Moncerat Politron	Community Advocate
Rebekah Capron	Community Advocate
Stephanie Auld	Consumer

Members Absent:

Adriana Zoghlami	Community Advocate
Candi Walker	Consumer
Doris Drost	Consumer
Jamie Berry	Consumer
Mimi Park	Consumer

Staff Present:

Adourin Malco	Community Engagement Specialist
Clarisa Gutierrez	Community Engagement Coordinator
Desirre Herrera	Quality and Health Programs Manager
Gabriela Chavez	Community Engagement Manager
Kayla Zoliniak	Administrative Specialist
Ronita Margain	Community Engagement Director
Ulises Cisneros-Abrego	Community Engagement Specialist
Perla Bautista	Medicare Sales Agent
Scott Crawford	Medicare Program Executive Director
Elvira Contreras	Call Center Quality Analyst

1. **Call to Order by Chairperson Beleutz.**
   Chairperson Beleutz called the meeting to order at 10:00 a.m.

   Roll call was taken and a quorum was present.

   There were no supplements or deletions to the agenda.

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. There was no public comment.

3. **Comments and announcements by Member Services Advisory Group members.**
   Advisory Group member recommended a process for Dignity Health – Dominican Hospital classes to be approved as medical necessity to streamline transportation assistance.

   Advisory Group member shared Natividad Interpreter Services would like to collaborate with the Alliance to enhance the relationship and services.

   Advisory Group member expressed concerns about the level of services provided by Enhanced Care Management (ECM) providers.

4. **Comments and Announcements by Plan Staff.**
   R. Margain, Community Engagement Director, announced the Alliance is working with local community partners to support member outreach and retention. The Alliance website was updated with information and resources for application and renewal assistance. Advisory Group members expressed appreciation for Alliance efforts to support members in the renewal process, especially the renewal reminder text campaign.

Consent Agenda Items (5. – 7.)
Chairperson Beleutz opened the floor for approval of the consent agenda.

Action: Consent agenda items were approved.

Regular Agenda Items:

8. **2027 Schedule**
   Kayla Zoliniak, Administrative Specialist, presented the 2027 Member Services Advisory Group (MSAG) schedule. Advisory Group members did not have questions or comments.

9. **Community Health Improvement Plan**
   Kate Nester, Community Health Integration Manager, provided an overview of Community Health Assessments (CHAs) and Community Health Improvement Plans (CHIPs).

   Each county independently develops their CHIPs which can lead to differences in processes and language used to describe the same concept.

   The Alliance website has more information about CHAs and CHIPs.

   Advisory Group member asked about the Alliance's role in mental health as a priority across the service region with behavioral health services being coordinated by the Alliance. The Alliance is engaging with local committees and is looking at aligning assessments, data sources, and data sharing.

   Advisory Group member asked about the role of the Alliance in community-level advocacy.

   Advisory Group member expressed concern about housing and homelessness, especially for individuals who have mobility accessibility needs.

   Advisory Group members recommended access to care, chronic disease prevention, and child and adolescent health/family support as areas of focus.

   The Alliance is strengthening and developing data review processes.

   The Alliance supports housing developments, including accessible housing, through funding and participation on committees.

10. **TotalCare Overview**
    Scott Crawford, Medicare Executive Director, provided an overview of TotalCare, the Alliance Medicare Plan.

    Advisory Group member asked if Whole Child Model (WCM) program children receiving Social Security are eligible for TotalCare. Medicare is available to members over 65 years and those with qualifying conditions. Advisory Group member recommended sharing information about TotalCare with WCM families.

    Advisory Group member shared their clients decide whether to enroll in TotalCare based on if their current doctor accepts TotalCare.

    Advisory Group member asked about the TotalCare provider network. There is a high level of overlap between the Medi-Cal and Medicare provider networks. The Alliance is working to expand the Medicare provider network. Members should call the Alliance's Member

Services to see if their providers are in the TotalCare network. If a provider is not in network, the inquiry signals to look at the provider more closely for contracting.

Advisory Group member expressed concern about Medi-Cal removing prescriptions used by dermatologists. Medicare is the first payer and may cover more than Medi-Cal which is the payer of last resort.

Advisory Group member asked if TotalCare requires a burdensome amount of paperwork like Medi-Cal that may prohibit provider interest in contracting with TotalCare. The Alliance coordinates with providers behind the scenes and Care Managers help coordinate member logistics.

Advisory Group member asked about the difference between Enhanced Care Management (ECM) and TotalCare. Enhanced Care Management is a care management program available to eligible Medi-Cal members. TotalCare offers similar services through the California Integrated Care Management (CICM) program. Care Managers will help members receive supports they are eligible to receive.

Advisory Group member recommended conversations with ECM providers center around patient empowerment and patients being in control of their own care. The Alliance creates a care plan that is developed by the patient, providers, and caregivers. The Alliance has an interdisciplinary care team that provides health education for patients and caregivers.

Advisory Group members asked about presentations at community groups and organizations. The Alliance will discuss opportunities with interested organizations.

Adjourn:
The meeting adjourned at 11:07 a.m.

The meeting minutes are respectfully submitted by Kayla Zoliniak, Community Engagement Administrative Specialist.

Next Meeting: Thursday, November 5, 2026.

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1600 Green Hills Rd, Suite 101
Scotts Valley, CA 95066
800-700-3874
800-735-2929 (**TTY**: Dial 711)

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- In writing: Fill out a complaint form or write a letter and send it to:

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  Attn: Senior Grievance Specialist
  1600 Green Hills Rd, Suite 101
  Scotts Valley, CA 95066

- In person: Visit your doctor's office or the Alliance and say you want to file a grievance.

- Electronically: Visit the Alliance's website at www.thealliance.health.

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You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.

- In writing: Fill out a complaint form or send a letter to:

  Deputy Director, Office of Civil Rights
  Department of Health Care Services
  Office of Civil Rights
  P.O. Box 997413, MS 0009
  Sacramento, CA 95899-7413

  Complaint forms are available at
  http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

- In writing: Fill out a complaint form or send a letter to:

  U.S. Department of Health and Human Services
  200 Independence Avenue, SW
  Room 509F, HHH Building
  Washington, D.C. 20201

  Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

- Electronically: Visit the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf.

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English

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العربية (Arabic)

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Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

ខ្មែរ (Cambodian)

ចំណាំ៖ ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមហៅទូរសព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សម្រាប់ជំនួយ និងសេវាកម្មផ្សេងៗ សម្រាប់ជនពិការ ដូចជាឯកសារអក្សរស្មាប និងអក្សរពុម្ពធំៗ ក៏មានដែរ។ សូមហៅទូរសព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃនោះទេ។

繁體中文 (Chinese)

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فارسی (Farsi)

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Notice of Availability of Language Assistance and Auxiliary Aids and Services

हिंदी (Hindi)

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Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-700-3874 (TTY: 1-800-735-2929). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-700-3874 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

日本語 (Japanese)

注意日本語での対応が必要な場合は 1-800-700-3874 (TTY: 1-800-735-2929)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-800-700-3874 (TTY: 1-800-735-2929)へお電話ください。これらのサービスは無料で提供しています。

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ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ ອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອ ແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນ ແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ການບໍລິການເຫ່ົ ານ້ີບ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-700-3874 (TTY: 1-800-735-2929). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-700-3874 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

Notice of Availability of Language Assistance and Auxiliary Aids and Services

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਵੀ ਦਸਤਾਵੇਜ਼ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929).
ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский (Russian)

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ภาษาไทย (Thai)

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อกจากนี้ ยังพร้อมให้คว ามช่วยเหลือและบริการต่าง ๆ สาหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่
กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929)
ไม่มีค่าใช้จ่ายสาหรับบริการเหล่านี้

Українська (Ukrainian)

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Tiếng Việt (Vietnamese)

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