

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, March 13, 2025

10:00 – 11:30 a.m.



Location: In San Benito County:

Epicenter – San Juan Meeting Room
440 San Benito Street, Hollister, CA 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Coulterville Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, March 12, 2025 to MSAG@ccah-alliance.org.
 - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 - ii. Comments will be read during the meeting and are limited to three minutes.
 - b. In person during the meeting when that item is announced.
 - i. State your name and organization prior to providing comment.
 - ii. Comments are limited to three minutes.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, March 13, 2025

10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
 - A. Roll call
 - B. Establish quorum
 - C. Supplements and deletions to the agenda
 - D. Review Member Services Advisory Group purpose statement
The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.

- 2. Oral Communications. 10:05 a.m.**
 - A. Members of the public may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group. Presentations must not exceed three minutes in length, and any individuals may speak only once during Oral Communications.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to three minutes per item.

- 3. Comments and Announcements by Advisory Group members.**
 - A. Advisory Group members may provide comments and announcements.

- 4. Comments and Announcements by Plan Staff.**
 - A. Plan staff may provide comments and announcements.

- Consent Agenda Items: 10:10 a.m.**
 - 5. Approve Member Services Advisory Group minutes of May 9, 2024.**

 - 6. Approve Member Services Advisory Group minutes of August 8, 2024.**

 - 7. Approve Member Services Advisory Group minutes of November 7, 2024.**

 - 8. Accept Plan Staff Reports:**
 - A. Current Enrollment
 - B. Member Services Call Statistics
 - C. Member Appeals and Grievance Report
 - D. Community Engagement Report
 - E. MSAG Feedback Report

- Regular Agenda Items: 10:15 a.m.**
 - 9. Annual Election of Officers of the Advisory Group 10:15 – 10:20 a.m.**
Action: Nominate and elect Chairperson and Vice Chairperson.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, March 13, 2025

10:00 – 11:30 a.m.



10. Member Services Overview

10:20 – 10:40 a.m.

Inform: Veronica Olivarria, Member Services Call Center Manager, will provide an overview and of Member Services functions.

11. Health Equity Strategy

10:40 – 11:10 a.m.

Inform and Feedback: Dr. Omar Guzman, Chief Health Equity Officer, will provide an overview and solicit feedback on the Alliance's health equity strategy.

12. Community Resources

11:10 – 11:25 a.m.

Inform and Feedback: Ronita Margain, Community Engagement Director, will provide an overview and solicit feedback on the Alliance's community resources.

13. Adjourn

The next meeting of the Member Services Advisory Group, after this March 13, 2025 meeting:

- Member Services Advisory Group
Thursday, May 8, 2025
10 – 11:30 a.m.

Locations for the meeting (linked via videoconference from each location):

In San Benito County:
Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:
Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:
Mariposa County Health and Human Services – Coulterville Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:
Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, March 13, 2025

10:00 – 11:30 a.m.



In Monterey County:
Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/about-the-alliance/public-meetings/>. The Advisory Group complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at MSAG@ccah-alliance.org or 800-700-3874. As a courtesy to persons affected, please attend the meeting smoke and scent free.

Member Services Advisory Group



Meeting Minutes

Thursday, May 9, 2024

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:

Community Services & Workforce Development (CSWD) Building
1161 San Felipe Road, Building B, Hollister, California

In Mariposa County:

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

Members Present:

Alma Mandujano-Orta	Community Advocate
Doris Drost	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
John Beleutz	Community Advocate
Juana Chávez de Guízar	Consumer
Michael Molesky	Consumer, Commissioner
Moncerat Politron	Community Advocate
Rebekah Capron	Community Advocate

Members Absent:

Candi Walker	Consumer
Carolina Meraz	Consumer
Francis Wong	Consumer
Humberto Carrillo	Consumer

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Janna Espinoza
Juana Chávez de Guízar
Margaret O'Shea
Mimi Park

Consumer, Commissioner
Consumer
Consumer
Consumer

Staff Present:

Clarisa Gutierrez
Desirre Herrera
Gabriela Chavez
Janet Kruppner
Jessie Dybdahl,
Jessie Newton, RN
Julie Norton
Maria Colomer
Maura Middleton
Ronita Margain
Stacie Simmons
Veronica Olivarria

Community Engagement Coordinator
Quality and Health Programs Manager
Community Engagement Program Manager
Provider Data Manager
Providers Services Director
Continuum of Health Manager - Adult
Behavioral Health Program Manager
Community Engagement Coordinator
MS Administrative Assistant
Community Engagement Director
Community Engagement Program Manager
Member Services Supervisor

Visitor:

Jamie Berry

Mariposa Community Member

1. Call to Order by Chairperson Beleutz.

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

Roll call was taken and a quorum was present.

An addition to the agenda was added. See topic # 9.

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.

Jamie Berry, a community member from Mariposa was present. She requested that the Alliance provide more options at events for those that are hard of hearing. She also requested more events in the Mariposa community on topics such as mental health awareness, suicide prevention and women's health and safety. She encouraged the Alliance to provide more information to the community about any upcoming events.

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

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

Advisory Group Member Doris Drost noted that she is receiving feedback from members in the community that they are potentially being released by their doctors but do not know

why. She was reminded to encourage members to call the Member Services department, using the number on the back of their cards and for help getting (re) assigned to a provider.

Community partner Alma Mandujano-Orta updated that Natividad Medical Center has a weekly Farmers Market. They also do outreach in the community and help community members with any needs they may have.

Commissioner Molesky updated that effective May 1, 2024, the 504 Rule to Strengthen Protections Against Disability Discrimination has been enacted. The rule advances the promise of the Rehabilitation Act and helps protect people with disabilities from being discriminated against in any programs or activities funded by HHS.

4. Comments and announcements by Alliance staff.

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

No members of the Alliance Staff addressed the Advisory Group

Consent Agenda Items (5 – 6):

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

Action: Consent Agenda approved.

Regular Agenda Items (7 – 8):

7. Community Resources

R. Margain presented on the resources available to the community. The purpose of this presentation was to solicit feedback from the group in regard to the information that is provided on the Alliance website, the e-newsletter called the Beat and the community engagement report, that is provided with the meeting packet. The group was asked if these outlets disseminate information for useful and helpful.

- Not all members of the group are familiar with these channels for information but will now view them, especially the website.
- J. Beleutz noted that he uses the Alliances website regularly for understanding who's providing what and understanding the scope of services for the Alliance offers. He also reviews both The Beat and the community engagement report.
- D. Drost noted that she has received The Beat and enjoyed it and found it useful. She also likes to go back and re-read issues.

8. Alliance Provider Directory

J. Kruppner provided a demo of the Provider Directory, located on the Alliance website. The goal was to gain feedback on understandability and usefulness to members. She moved through the online Provider Directory highlighting areas that would be helpful, such as how to sort, find a provider, change the language etc. As well as how to find information for our providers such as Carelon for Mental Health, VSP for eye care and Pharmacy.

In reviewing the site some committee members noted:

- Nurse Advice Line should be more prominent.
- Track openings for VSP providers somehow.
- Help members understand that they need to contact Carelon, VSP and Delta Dental for their list of providers as our site does not list them.

9. Provider Network Development

J. Dybdahl followed up the Provider Directory presentation by soliciting feedback on the Provider Network. She asked for feedback on the following topics:

- ***What should providers know about the Alliance members; how can we help educate providers?***
 - Better education for the front office staff in order to help better educate the doctor. Doctors often do not seem to be too knowledgeable about the Alliance and services offered. Especially important when providers are developing a treatment plan for members.
 - Refresher training for PSR to update provider offices on new and updated benefits.
- ***What other providers would you like to see in the Alliance network?***
 - Better women's healthcare providers, especially for women over 60.
 - Alternative medicine such as Chinese medicine.
 - More acupuncture providers

Adjourn:

The meeting adjourned at 11:30 a.m.

Respectfully submitted,
Maura Middleton
Administrative Assistant
Member Services Advisory Group Coordinator

Member Services Advisory Group



Meeting Minutes

Thursday, August 8, 2024

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:

Community Services & Workforce Development (CSWD) Building
1161 San Felipe Road, Building B, Hollister, California

In Mariposa County:

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

Members Present:

Alma Mandujano-Orta	Community Advocate
Doris Drost	Consumer
Humberto Carrillo	Consumer
Janna Espinoza	Consumer, Commissioner
John Alexander	Community Advocate
John Beleutz	Community Advocate
Michael Molesky	Consumer, Commissioner
Moncerat Politron	Community Advocate
Rebekah Capron	Community Advocate

Members Absent:

Candi Walker	Consumer
--------------	----------

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Carolina Meraz	Consumer
Debra Barcellos	Community Advocate
Dr. Ceballos	Community Advocate
Francis Wong	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Juana Chávez de Guízar	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 Program Manager
Ivonne Munoz	Quality and Health Programs Supervisor
Linda Gorman, APR, M.A.	Marketing and Communications Director
Maura Middleton	MS Administrative Assistant
Osiris Ramon	Cultural and Linguistics Program Advisor
Ronita Margain	Community Engagement Director

Visitor:

Jamie Berry	Mariposa Community Member
Stephanie Auld	Santa Cruz Community Member

1. Call to Order by Chairperson Beleutz.

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

Roll call was taken and a quorum was **not met**.

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.

A Mariposa community member requested more in person and print outreach and education in Mariposa County to increase awareness of Alliance benefits and services.

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

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

4. Comments and announcements by Alliance staff.

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

No members of the Alliance Staff addressed the Advisory Group.

Consent Agenda Items (5 – 6):

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

Action: Consent Agenda items **not** approved due to lack of quorum.

Regular Agenda Items (7 - 8):**7. Alliance Communications Update**

Linda Gorman, Marketing and Communications Director, provided an update and solicited feedback on Alliance marketing and communications.

MSAG member inquired about a potential message to be sent through the member texting program. L. Gorman clarified that the texting program has several constraints limiting campaigns.

Text message campaigns for healthcare benefits and services are an automatic opt-in and members are able to opt-out.

L. Gorman encouraged parents with children in a school without a communication system like Peachjar to share the idea with the school. L. Gorman requested parents who use a different communication system to share the name with the Alliance.

Marketing and communication campaigns are measured through metrics such as visits to the website and number of calls. Anecdotally, the Alliance has heard of provider offices receiving more calls during the immunization campaign.

8. Alliance Language Assistance Services

Desirre Herrera, Quality and Health Programs Manager; Ivonne Munoz Quality and Health Programs Supervisor; and Osiris Ramon Cultural and Linguistics Program Advisor provided information and solicited feedback regarding the Alliance's Language Assistance Services.

Alliance staff responded to several questions with additional information including: all future documents should be sent in designated language, the benefit is available at all services, the benefit applies to Medi-Medi members, and the benefit follows members and can be used at providers not contracted with the Alliance.

Alliance member shared challenges with coordinating interpreting services especially ASL in a rural area and with providers rescheduling appointments.

Adjourn:

The meeting adjourned at 11:30 a.m.

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



DRAFT Only – Pending Approval

Meeting Minutes

Thursday, November 7, 2024

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:

Community Services & Workforce Development (CSWD) Building
1161 San Felipe Road, Building B, Hollister, California

In Mariposa County:

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

Members Present:

Alma Mandujano-Orta	Community Advocate
Candi Walker	Consumer
Doris Drost	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Janna Espinoza	Consumer, Commissioner
John Beleutz	Community Advocate
Michael Molesky	Consumer, Commissioner
Mimi Park	Consumer
Stephanie Auld	Consumer

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Members Absent:

Carolina Meraz	Consumer
Debra Barcellos	Community Advocate
Dr. Ceballos	Community Advocate
Francis Wong	Consumer
Humberto Carrillo	Consumer
John Alexander	Community Advocate
Juana Chávez de Guízar	Consumer
Moncerat Politron	Community Advocate
Rebekah Capron	Community Advocate

Staff Present:

Adourin Malco	Community Engagement Specialist
Desirre Herrera	Quality and Health Programs Manager
Elvia Contreras	Call Center Quality Analyst
Gabriela Chavez	Community Engagement Program Manager
Jessica Finney	Community Grants Director
Jessie Newton, RN	Adult Care Management Manager
Kate Nester	Program Development Manager
Kayla Zolinski	Administrative Specialist
Ronita Margain	Community Engagement Director
Sarina King	Quality and Performance Improvement Manager
Vanessa Paz	Health Equity Program Manager

1. Call to Order by Chairperson Beleutz.

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

Roll call was taken and a quorum was **not met**.

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.

No members of the public addressed the Advisory Group.

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

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

A. Mandujano-Orta shared she has benefited from serving on MSAG and wishes to continue serving on MSAG. Natividad providers translators to all patients.

J. Espinoza shared concerns members may have following the election and enquired how the Alliance can help minimize disruptions to accessing care.

4. Comments and announcements by Alliance staff.

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

No members of the Alliance Staff addressed the Advisory Group.

Consent Agenda Items (5 – 6):

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

Action: Consent Agenda items **not** approved due to lack of quorum.

Regular Agenda Items (7 - 8):

7. Medi-Cal Capacity Grant Program

Jessica Finney, Community Grants Director, provided an overview and solicited feedback on critical needs and emerging priorities for funding strategies for the Medi-Cal Capacity Grant Program.

MSAG member enquired about Denta-Cal including the lack of access to specialists and the denial and appeals process. J. Finney stated Denta-Cal is a separate program although there are some capital grants for dental programs such as Community Health Workers, education, and integration.

MSAG member appreciated the grow our own concept and encouraged educating families so they can be local advocates and educate other families.

MSAG member recommended supporting infrastructure. The member shared their experience with medical records not being able to be shared between hospitals and their experience of a surgery center not accepting the Alliance's wheelchair transportation after procedures.

MSAG member shared their experience of the Alliance not supporting constant glucose monitors.

MSAG member enquired about what the grant program can do to support housing and unhoused individuals. J. Finney stated along with state funding, the Alliance's capital grants have been used for permanent supportive housing. The Alliance supports Community Supports providers through workforce and infrastructure grants. MSAG member enquired about the possibility of Medi-Cal being responsible for housing in the future.

8. Community Health Assessment and Community Health Improvement Plan

Kate Nester, Program Development Manager, provided an overview and solicited feedback on the Medi-Cal managed care health plan-local health jurisdictions collaborations on Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP).

MSAG member enquired about diabetes and substance use disorder, especially for Santa Cruz County. MSAG member recommended consulting Sutter and pharmacies, including private pharmacies.

MSAG member recommended diabetes and nutrition, especially for Monterey County.

MSAG member shared there is confusion around the Alliance, especially for seniors, and recommended having staff in the community to provide education. MSAG member also recommended providing the education in Spanish.

MSAG member recommended providing pharmacists education on how to get support from the medical system, for example, the correct codes to assist with access to durable medical equipment.

MSAG member shared access to eye care and quality glasses is limited, especially in Santa Cruz.

MSAG member shared about the lack of access and comprehensive care for dental care.

9. Diversity, Equity, and Inclusion Training

Vanessa Paz, Health Equity Program Manager, provided an overview and solicited feedback on the Diversity, Equity, and Inclusion (DEI) training content.

MSAG member recommended to look at segmentations of types of diseases and socioeconomic factors. MSAG member shared experience of receiving different information and access for managing their condition based on income level.

10. Member Satisfaction Survey

Sarina King, Quality and Performance Improvement Manager, provided an overview and solicited feedback on the member satisfaction survey.

MSAG member recommended providers think of Enhanced Care Management and Community Supports providers.

MSAG member shared experience of providers having a bias against them for their previous substance use and only looking at their past and not their recovery.

MSAG member recommended a provider version of MSAG to help education around programs and resources. S. King shared the Alliance has Physicians Advisory Group (PAG).

MSAG member shared experience of multiple doctors not being aligned on the next steps which created uncertainty and fear.

MSAG member recommended cultural differences be considered.

MSAG member recommended providers work with patients are partners.

MSAG member shared members may use specialists as primary care providers and recommended specialists be educated too, especially on the Enhanced Care Management process.

MSAG member shared for some members, this is their first time accessing services this way and that they may feel ashamed, especially in the public health clinics. MSAG member

shared experience of not being treated with respect and dignity by office staff and recommended the clinics keep up the facility and front office and train office staff to treat all patients with respect and dignity.

11. 2025 Schedule

Kayla Zoliniak, Administrative Specialist, proposed and solicited feedback on the proposed 2025 schedule. There were no objections.

Adjourn:

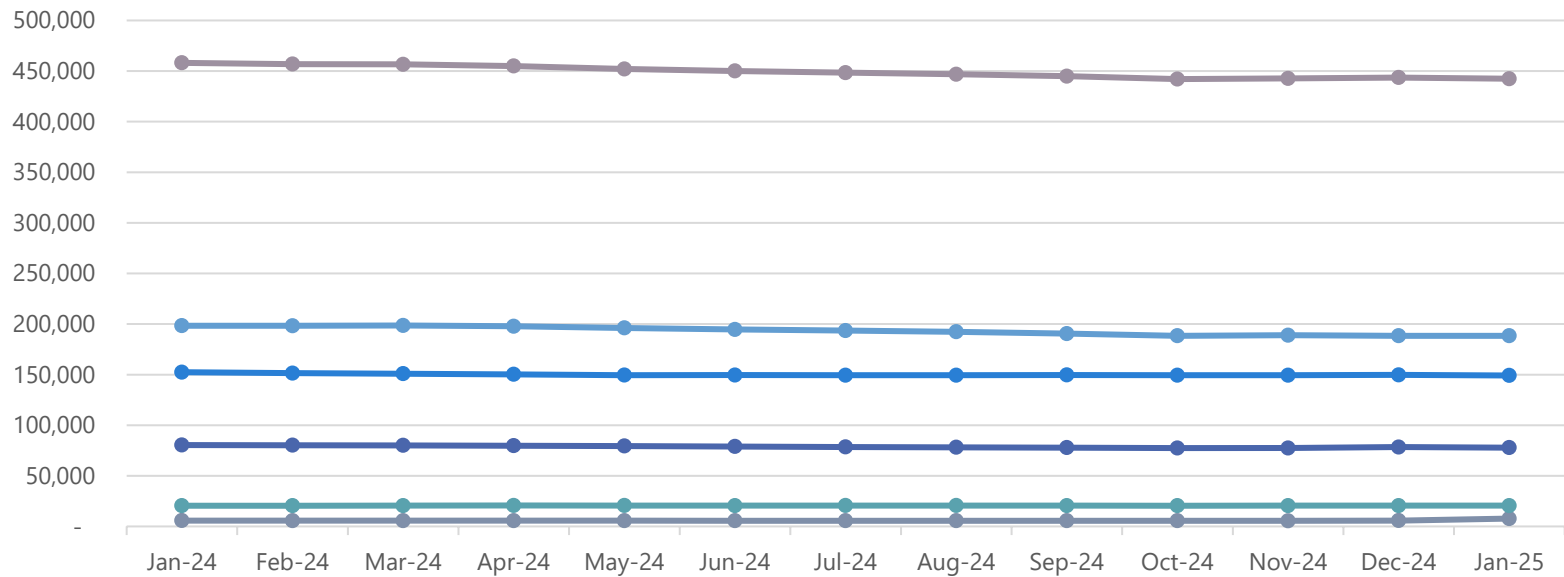
The meeting adjourned at 12:03 p.m.

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



Medi-Cal Enrollment Report

Medi-Cal Members by County and Total



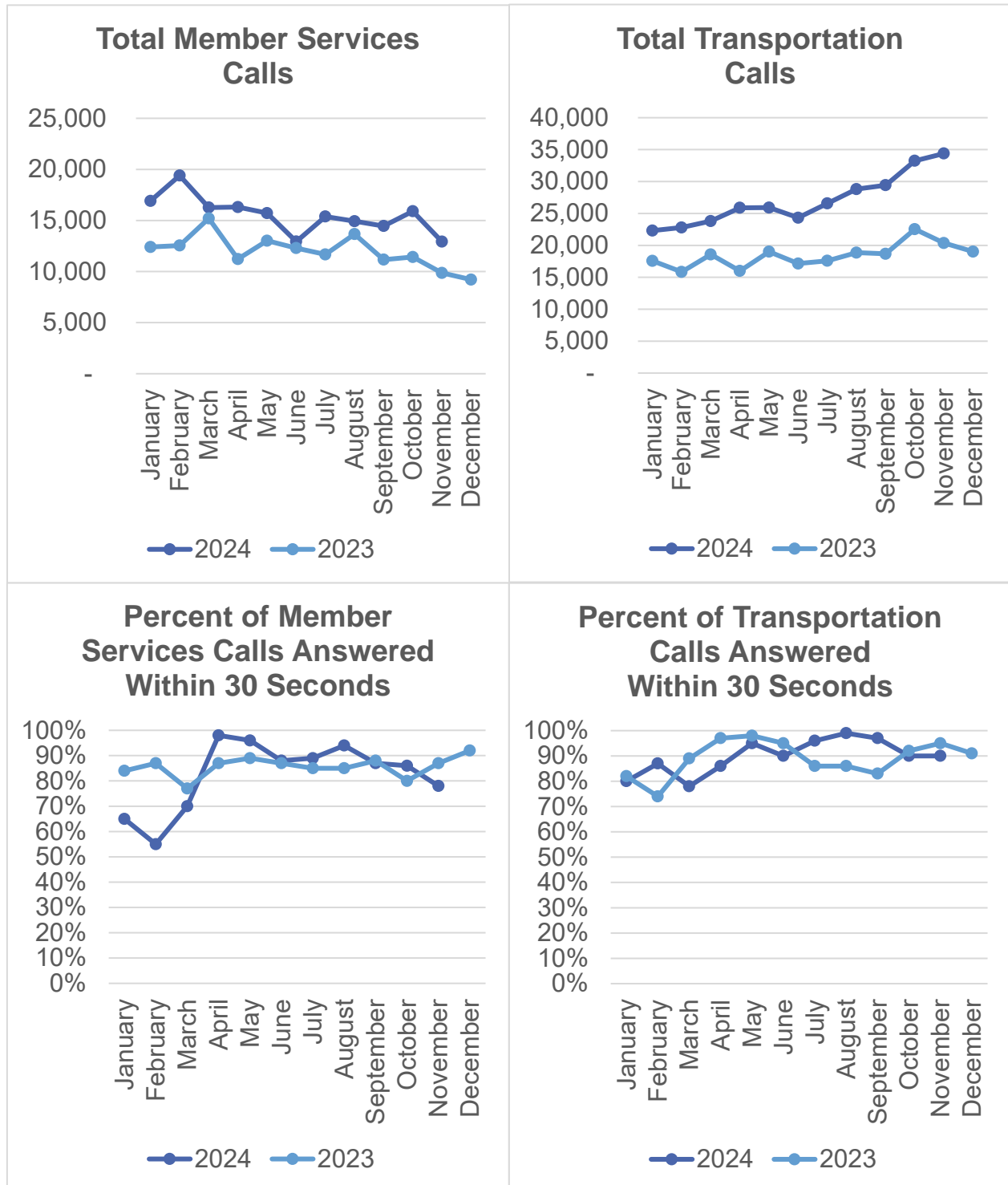
	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
—●— SANTA CRUZ	80,418	80,240	80,113	79,790	79,437	78,940	78,515	78,166	77,831	77,425	77,509	78,457	77,899
—●— MONTEREY	198,373	198,235	198,578	197,775	196,107	194,594	193,514	192,318	190,526	188,411	188,931	188,347	188,350
—●— MERCED	152,399	151,502	150,938	150,279	149,457	149,581	149,404	149,383	149,645	149,445	149,413	149,718	149,146
—●— MARIPOSA	5,735	5,679	5,710	5,708	5,671	5,639	5,616	5,601	5,588	5,582	5,570	5,760	7,769
—●— SAN BENITO	20,452	20,460	20,562	20,714	20,617	20,582	20,632	20,603	20,572	20,473	20,554	20,569	20,536
—●— Total Members	458,075	456,814	456,605	454,985	452,014	450,067	448,410	446,794	444,879	442,045	442,679	443,544	442,384

Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties

www.thealliance.health • 800-700-3874



Member Services Call Report





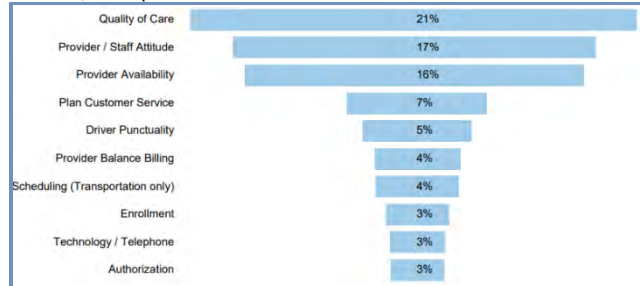
Q2 2024 Appeals and Grievances: 1206* including Carelon.

Appeals: 3% [81% in favor of Plan; 19% in favor of Member]

Exempt: 50%

Grievances: 44%

Other: 3% [Inquiries, SFH, Etc.]



Analysis and Trends

- ❖ Access issues regarding provider availability in MRY increased.

Highest Grievances Filed by County

1. **Monterey:** 36%
2. **Merced:** 33%
3. **Santa Cruz:** 23%
4. **San Benito:** 6%
5. **Mariposa:** 2%

Behavioral Health Carelon Grievances: #47

- ❖ **Monterey:** 17
- ❖ **Santa Cruz:** 14
- ❖ **Merced:** 14
- ❖ **San Benito:** 2

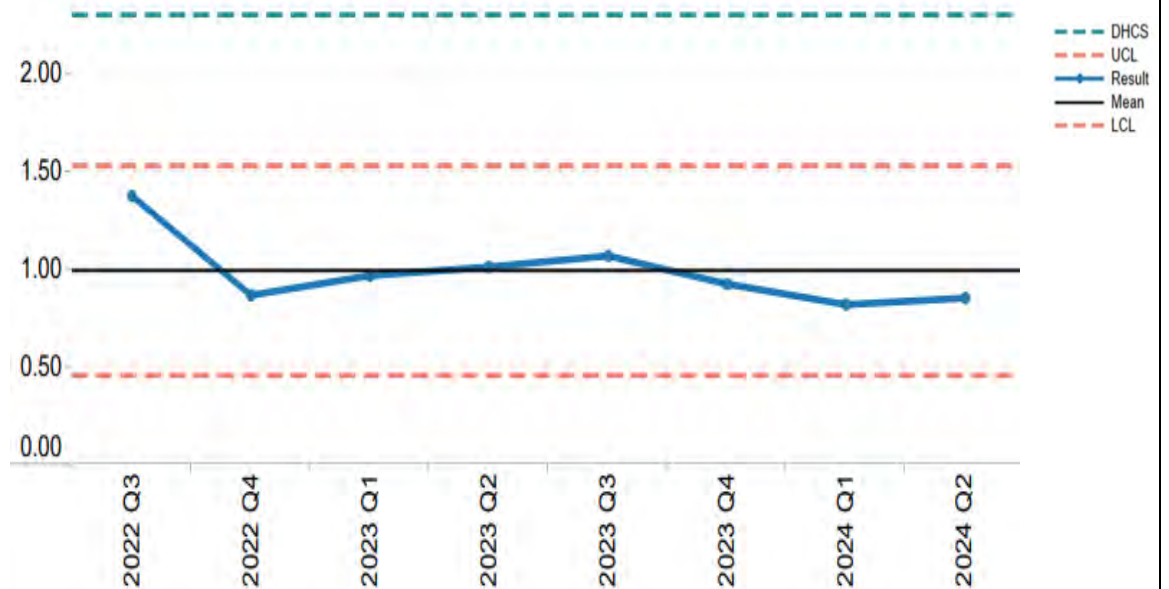
IHSS Summary:

#8

- ❖ **Member Grievances:** 3
- ❖ **Exempt Complaints:** 5

In Control
 Not in Control

A lower rate demonstrates a good or positive result when compared to Upper Control Limits (UCL) and Lower Control Limits (LCL). Control limits represent three (3) standard deviations from mean or average performance.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023 MemberMonths	420,218	421,740	423,191	426,109	427,751	428,849	427,117	425,602	419,724	415,693	411,409	407,617
Case Count	321	425	480	376	488	436	448	459	455	479	369	295
Case Count Per 1000 MM ..	0.76	1.01	1.13	0.88	1.14	1.02	1.05	1.08	1.08	1.15	0.90	0.72
2024 MemberMonths	458,075	456,814	456,605	454,985	452,014	450,067						
Case Count	394	386	345	399	427	333						
Case Count Per 1000 MM ..	0.86	0.84	0.76	0.88	0.94	0.74						

*Grievances Per 1,000 Member Month

Community Engagement Department
YOUR HEALTH MATTERS
OUTREACH REPORT
November 2024



Your Health Matters (YHM) is the outreach program of Central California Alliance for Health (the Alliance). This volunteer program is made up of Alliance employees who are interested in making a difference in the lives of our members and the communities we serve.

This program informs and educates our members, communities and the public about Alliance services. We also share resources based on member needs and accessibility.



8

events attended during the reporting period



560

members reached during the reporting period

Recent Outreach Activities					
	Mariposa	Merced	Monterey	San Benito	Santa Cruz
Events Attended	1	0	3	0	1
Estimated Members Reached	10	0	525	0	25

Outreach Highlights:

- The Alliance was invited to attend a coalition meeting in Merced County organized by Help Me Grow that focuses on the development and wellbeing of children ages 0-5 and their families.
- The Alliance's two Community Engagement Coordinators, Maria and Clarisa, were recognized as 2024 Employees of the Year for their exceptional contributions to the Alliance in fulfilling the Alliance's mission of accessible, quality health care guided by local innovation.



Stop by and say hi when you see the Alliance at events!

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Community Engagement Department
**YOUR HEALTH MATTERS
OUTREACH REPORT**

Upcoming Community Events

If you would like to attend an event we will be at or would like us to be present at an event, contact us for more information.

Upcoming Community Events

Mariposa County 2025 Mariposa Butterfly Festival | May 3rd and 4th

Merced County 2025 Delhi TK/Kindergarten Roundup | March 5th

Monterey County

San Benito County

Santa Cruz County

Contact Us:

Email ListOutreachGatekeeper@ccah-alliance.org and a YHM staff member will respond to your request.



Member Services Advisory Group Feedback Impact Report

Dear Member Services Advisory Group Members,

Thank you for your time and feedback. Here are a few ways you have impacted the Alliance in 2024:

Behavioral Health

- We are creating an upcoming plan related to how to ensure members and providers have updates and clear access to behavioral health benefits and information.
- We are implementing four targeted intervention projects across Alisal Unified School District and Soledad Unified School District: Behavioral Health Wellness Programs, Behavioral Health Screenings and process improvements, Partnerships to increase Medi-Cal access, Expanding the behavioral health workforce.
- We added behavioralhealthescalation@ccah-alliance.org to external member facing webpage for members having barriers or issues with Carelon or accessing behavioral health services.
- We worked with County Mental Health Plans and Carelon to confirm referral pathways, reduce barriers to access care, and update referral forms as applicable.

Provider Services

- We are visiting provider offices to share services and benefits with office staff.
- We provided refresher training for Provider Services Representatives to update provider offices on new and updated benefits.
- We are writing articles for providers on caring for individuals who previously used substances, encouraging working with patients as partners in their care, Enhances Care Management and Community Supports, and training for front office staff treating all patients with respect and dignity.
- Typically, the Alliance is contracted with 98% of all available providers in our service area. If there is a provider you would like us to recruit, please email joinus@ccah-alliance.org.

Community Resources

- We subscribed MSAG members to The Beat and will subscribe future members.
- We included information about interpreting services and how to request training support in September 2024 Provider Bulletin.
- We looked into services similar to PeachJar.
- We formed new communication tactics.

Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties

www.thealliance.health • 800-700-3874

- We will promote Mariposa outreach events on various channels including Alliance website and social media.
- We share Alliance materials in Street Medicine units.
- We attended outreach events geared toward unhouse population.
- We included more in-person education in the community in English and Spanish in our annual outreach planning for 2025.
- We included feedback into the 2025 Medi-Cal Capacity Grant Program (MCGP) Investment Plan and funding priorities including workforce development, data sharing, Denti-Cal, and housing.

Member Services Overview

1

1

AGENDA:

1. Alliance Lines of Business & Membership
2. Member Services Functions
3. Q & A

2

2

ALLIANCE LINES OF BUSINESS



Medi-Cal & Medicare
(coming 2026)

In-home Support Services (IHSS)

Alliance Care

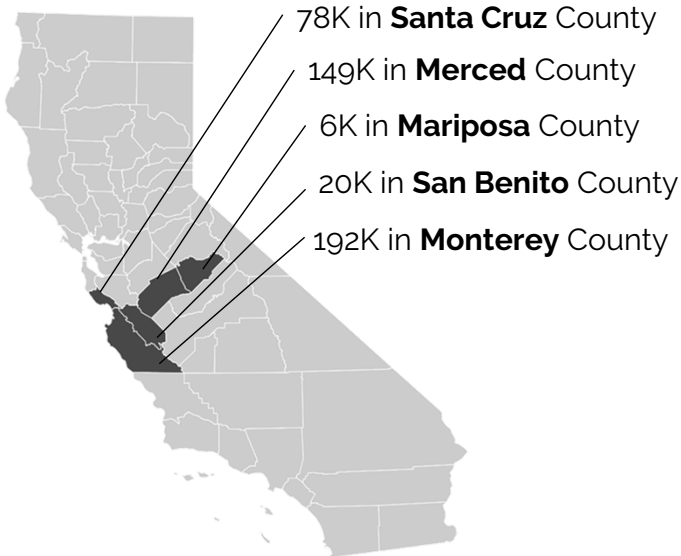


3



3

MEMBERSHIP BY COUNTY



The Alliance serves a total of 445K Medi-Cal beneficiaries

- This represents 40% of residents across all 5 counties

County	Since	% of Residents
Santa Cruz	1996	29%
Monterey	1999	40%
Merced	2009	51%
San Benito	2024	30%
Mariposa	2024	33%



4

Member Services Mission Statement

We empower members to understand Alliance services, benefits and resources so they can access culturally and linguistically appropriate healthcare.

5

5

MEMBER SERVICES FUNCTIONS



Call Center

- Assist members with information and resources
- Assist members via the phone or in-person support
- A central point of contact for members and provide hand offs to other departments
- Share community resources



Member Services Operations

- Coordinate MS-managed vendor communication and activities
- Monitor Call Center quality through regular audits of member calls
- Train the MS staff on all benefit and services
- Oversee and coordinate member noticing and mailing



Appeals & Grievances

- Manage end-to-end grievance process including intake, analysis, and resolutions
- Manage member appeals
- Manage State Fair Hearing
- Monitor and analyze trends along with interdepartmental collaboration

6

CALL CENTER



- Assist members with information and resources
- Assist members via the phone or in-person support
- A central point of contact for members and provide hand offs to other departments
- Share community resources

7



7

CALL CENTER MOST **COMMON MEMBER REQUESTS**

- ID card
- Primary doctor changes
- Eligibility
- Demographic updates (address, phone, email, etc)

8



8

RESOURCES AVAILABLE TO MEMBERS

- Website For Members - Central California Alliance for Health
- Electronic ID card
- Member Portal- 2025
- All Alliance staff can provide on-line self services: Online Self-Service - Central California Alliance for Health

9



9

CONTINUED: **ON-LINE SELF SERVICES** AVAILABLE

- PCP change, order ID card, update demographics, Authorized Rep form, Claim reimbursement, Update Other Health Coverage, Information release, privacy request and request a member handbook.

10



10

HOW TO **CONTACT CALL CENTER**

- Call the call center
- Go online
- Via member portal

11



11

MEMBER SERVICES **OPERATIONS**



- Coordinate MS-managed vendor communication and activities
- Monitor Call Center quality through regular audits of member calls
- Train the MS staff on all benefit and services
- Oversee and coordinate member noticing and mailing

12



12

MEMBER SERVICES **OPERATIONS**

- Vendor Communications
- Monitor Call Center quality
- Provide training to MS staff
- Oversee and coordinate member noticing

13



13

MONITOR CALL CENTER AND TRAINING

- Monitor Call Center – A variety of calls are calibrated for each MSR monthly. Calls are measured against the Call Quality program standards.
- Trainings – Onboarding of new MS staff, system conversions and implementations, new and updated processes (including benefit changes and program updates).

14



14

APPEALS AND GRIEVANCES



- Manage end-to-end grievance process including intake, analysis, and resolutions
- Manage member appeals
- Manage State Fair Hearing
- Monitor and analyze trends along with interdepartmental collaboration

15



15

APPEALS AND GREIVANCES

- Protect Member Rights
- Manage the appeal and grievance process
- Monitor and analyze trends along with interdepartmental discussions

16



16

HOW DOES A MEMBER **FILE**?

Members can file an Appeal or Grievance at the Alliance...

- ✓ By phone
- ✓ Electronically on our website
- ✓ In person
- ✓ In writing
- ✓ Interpretation and translation services are offered for all formats.

When involving a medication managed by Medi-Cal Rx, members must file with DHCS Medi-Cal Rx: By Phone 24hrs a day at 800-977-2273 or the online complaint [form](#)

17



17

WHAT **HAPPENS** NEXT?



18



18

Questions?

19



<h1>Health Equity at the Alliance</h1> <p>Omar Guzman, MD, MPP Chief Health Equity Officer 02/2025</p> <p>1</p>

1

<p>Health Equity at the Alliance</p>	<p>OBJECTIVES:</p> <ol style="list-style-type: none">1. Health Equity Strategy2. Feedback3. Health Equity Division <p>2</p>
--------------------------------------	--

2

HEALTH EQUITY

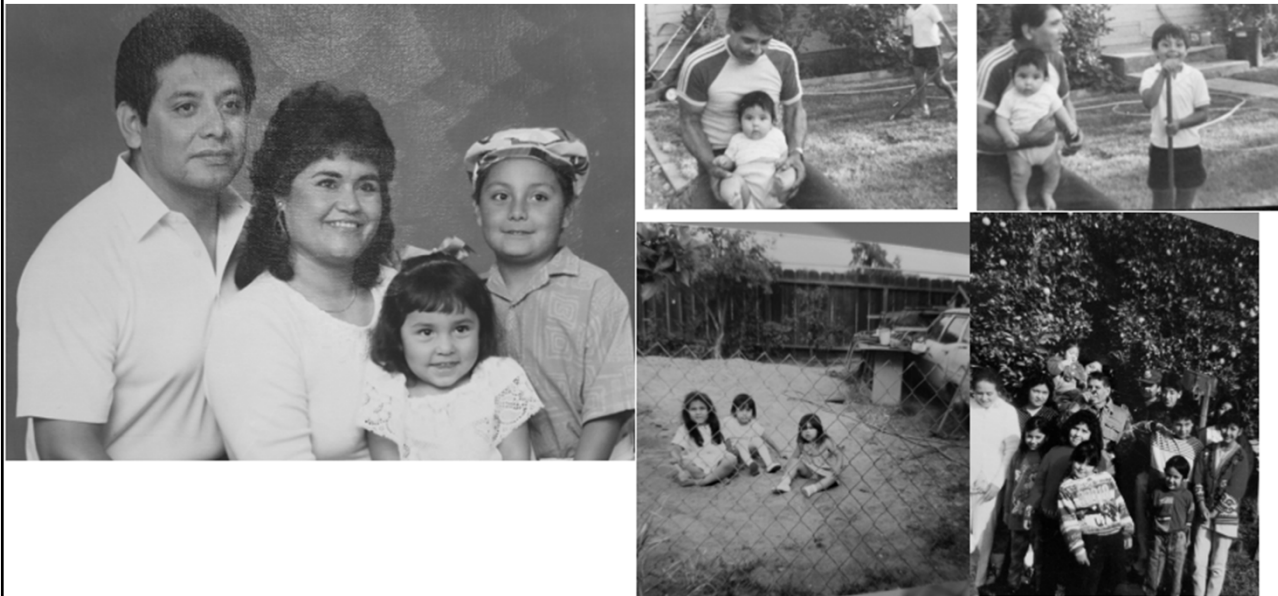
Everyone has the same chance to be healthy, no matter their social, economic, or geographic background

3



3

MY WHY...



4

HE STRATEGY FEEDBACK

1. Does this connect with you?
2. What's missing?
3. What ideas do you have to help us put this plan into action?



5

5

VISION STATEMENT FOR THE ALLIANCE HEALTH EQUITY DIVISION

The Health Equity Division of the Central California Alliance for Health is dedicated to eliminating unfair and avoidable health differences among social groups by understanding and addressing the complex dynamics and systems that contribute to health disparities, all in pursuit of true health equity.

6



6

INVOLVE OUR MEMBERS TO GUIDE OUR POLICIES AND PROGRAMS.



7

MAKE SURE OUR MEMBERS HELP SHAPE OUR DECISIONS



8

WORK WITH TRUSTED LEADERS TO BRING CARE TO OUR MEMBERS WHERE THEY ARE



SUPPORT STRONG COMMUNITY RELATIONSHIPS WITH PURPOSE




HELP EVERYONE UNDERSTAND HEALTH EQUITY TOGETHER

Unequal Neighborhoods: Merced

Your Zip Code Matters, Because Where You Live Impacts How You Live


Structural determinants of health

The social, economic, and political systems and processes which generate social class inequalities in society




Social determinants of health

Conditions in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life outcomes and risks.




Quality and use of services


The safety, effectiveness, patient-centeredness, timeliness, efficiency, and consistency of health care and other social resources that people use.



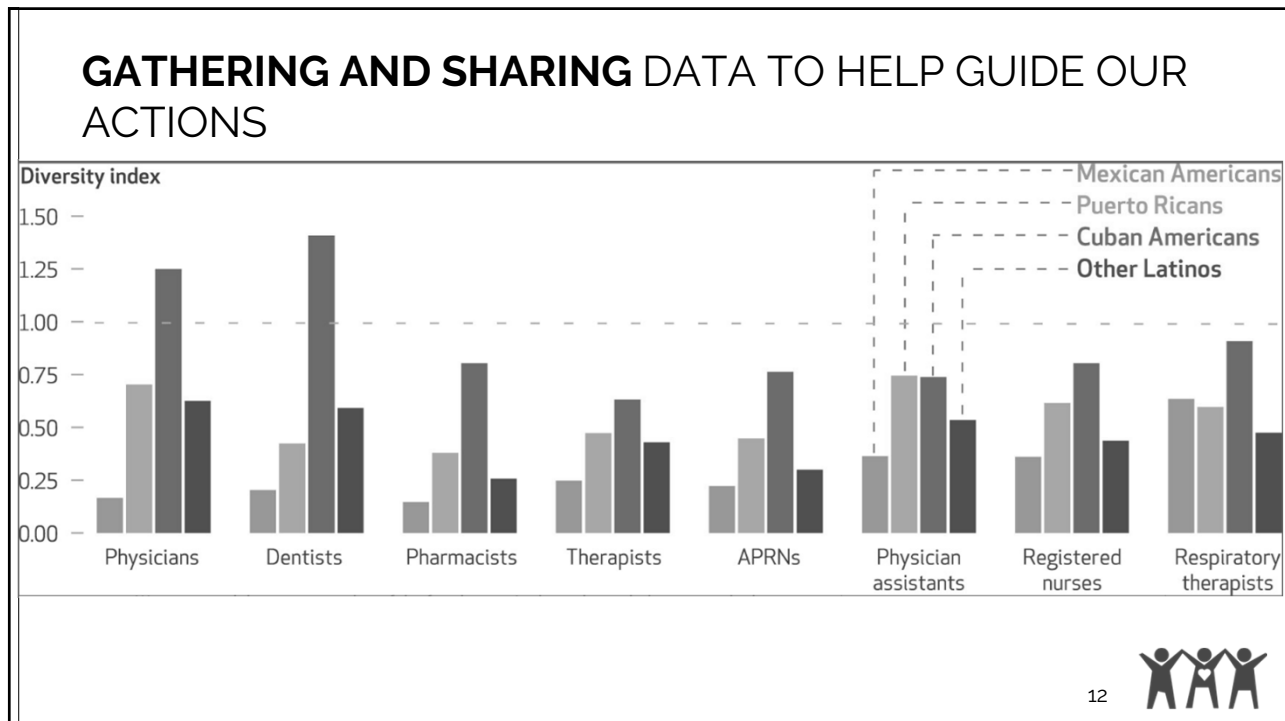
Health and wellness

Will being experienced by various individuals and groups



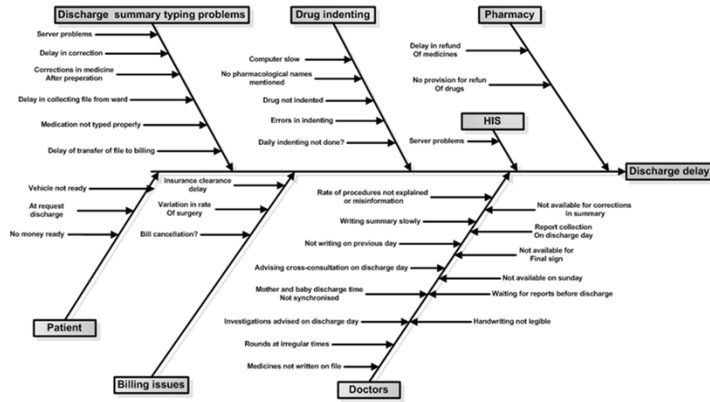


11



12

CREATE AND USE THE RIGHT TOOLS TO CHECK HOW WELL OUR PROGRAMS ARE WORKING.



13



13

WORK TOGETHER AS A TEAM to focus on Health Equity in our work

14



14

HEALTH EQUITY DIVISION January 2025



Who is Community Engagement?

We are the Alliance's ambassadors into the communities we serve. We build and maintain key community partnerships, nurturing relationships with everyone from the owners of town bakeries to local government officials in order to achieve better health outcomes for our members.



Who is Community Grants?

We align the Alliance's community investments with our strategic priorities and the needs of our local communities. We also help realize the Alliance's vision of healthy people, healthy communities by making Medi-Cal Capacity Grant Program funding available to the provider network and local organizations that serve a high volume of Medi-Cal members.

15

Humility is being open to the ideas of others

~ Robert Gaylor, Fifth Chief Master Sergeant in the Airforce



16

HE STRATEGY FEEDBACK

1. Does this connect with you?
2. What's missing?
3. What ideas do you have to help us put this plan into action?



17

Community Resources

February 13, 2025

1

1

OBJECTIVES:

1. Purpose
2. Alliance Website
3. The Beat
4. Community Engagement Report
5. Your Thoughts and Feedback

Community Resources

2

2

Purpose

Solicit feedback on community resources shared by the Alliance.

Questions for you today as a participating member of MSAG:

- What are your thoughts and feedback for the information provided for communities on the Alliance website?
- Does The Beat community e-newsletter provide a benefit to you?
 - If no, what recommendations do you have for The Beat?
- Does the Community Engagement Report provide a benefit to you?
 - If no, what recommendations do you have for the report?

3



3

Alliance Website

The Alliance publishes resources for communities on the website.

Topics include:

- Community Events
- Community-Based Adult Services
 - Community Health Worker Benefit
 - Doula Services Benefit
- Enhanced Care Management and Community Supports (ECM/CS)
- Community Resources
 - Apply for Medi-Cal
 - County Health Services
 - Developmental Disabilities and Special Needs
 - Family Resources
 - Food Resources
 - Parents
 - Other Resources (ex. United Way)

4



4

The Beat

The Beat is a bi-monthly e-newsletter for Alliance community partners who share our vision of healthy people, healthy communities.

Topics include:

- Alliance-related news
- Upcoming community outreach events
- Alliance job openings

If you are new to MSAG, you may not have received your first issue of The Beat yet. The next issue will be emailed late March. Previous issues are available on the Alliance website under 'For Communities'.

For example, our December 2024 issue included the following articles:

- Digital member ID cards available now
- Support for managing chronic conditions
- Funding growth at MCCA
- Doula Services offered by the Alliance
- On the road with Outreach

5



5

Community Engagement Report

The Community Engagement Report highlights Community Events the Alliance Your Health Matters outreach team has or will attend.

The report is included in the MSAG agenda packets.

Community Engagement Department
YOUR HEALTH MATTERS
OUTREACH REPORT

Upcoming Community Events

If you would like to attend an event we will be at or would like us to be present at an event, contact us for more information.

Upcoming Community Events

Mariposa County	2025 Mariposa Butterfly Festival May 3 rd and 4 th
Merced County	2025 Delhi TK/Kindergarten Roundup March 5 th

6



6

Your Thoughts & Feedback

What are your thoughts and feedback for the information provided for communities?

- What are your thoughts and feedback for the information provided for communities on the Alliance website?
- Does The Beat community e-newsletter provide a benefit to you?
 - If no, what recommendations do you have for The Beat?
- Does the Community Engagement Report provide a benefit to you?
 - If no, what recommendations do you have for the report?

7

