



# CONTRA COSTA COUNTY

## Committee Meeting Minutes

### Community Advisory Committee (CAC)

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Wednesday, November 20, 2024

4:00 PM <https://cchealth.zoom.us/j/92762171873> | Call  
in: 1 646 518 9805 access Code 927 6217 1873

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Agenda Items: Items may be taken out of order based on the business of the day and preference of the Committee

#### 1. Roll Call and Introductions

**Present**

Liam S., Cynthia C., Emmanuel C., Helen M., Dulce B., Tachina G., Chipu W., Tamara M., Alicia N., and Isabel M.

**Absent**

Eonia B., Botanesh N., Sharon C., Teresa M., Viridiana R., Elisa B., and Norma P.

#### 2. Welcome and Housekeeping

Simultaneous Spanish interpretation is being made available. This was started and participants were directed to select the language they wish to listen to meeting. Participants were reminded if they choose Spanish, they should mute original audio so they will not hear 2 languages.

Call for any questions - no questions at this time - any future questions please type in chat or raise hand.

More reminders about simultaneous interpreter instructions - speakers are reminded to speak slowly and use short sentences. Also, general reminder that meeting is being recorded. Any personal information should NOT be considered private. All public comments will be limited to two minutes per speaker per topic.

Introduced Belkys Teutle (BT) and Cynthia Laird (CL) from CCHP-Member Services. Both BT and CL welcomed all participants. BT goes over the agenda for the meeting.

#### 3. CAC Member Survey Review

CT provided information on the CAC member survey emailed to all 17 CAC members (received 10 responses-6 in English and 4 in Spanish)

- Survey was available in both English and Spanish
- Three questions survey
  - *Is there anything unclear about our current services, policies, or processes that you would like more information on?*
  - Ranked as follows
    - transportation services,
    - how to schedule appointments, understanding my benefits,
    - complaint or grievance process,
    - billing or payment concerns
  - *Are there any concerns from other members of communities that you think should be brought up?*
  - Response includes
    - long wait times or delays,
    - customer services responsiveness,

- communication or updates from CCHP, access to care or services,
- scheduling issues
- *Please share any additional comments or suggestions for improving future meetings*
- Responses includes:
  - More availability near my address for certain appointments
  - How to enroll in CCHP and choose a primary care physician

Information on enrollment and PCP selection will be provided

#### 4. Provider Network Development and Assessment

Fabiola Quintero (FQ) was introduced as presenter. She will be discussing how her department is working to increase the Plan's providers

FQ asked the question "What is a provider network?" - participant answered that it was list of providers found online and can be searched for available providers. FQ goes on to describe they types of providers listed such as PCP, Specialists, Hospitals, Skill Nursing, and Durable Medical Equipment companies that are contracted with CCHP to provide services to the members. Karina inquired about whether members are given a provider directory, BT confirmed that the new member packet including a provider directory.

"What is Network Development?" Answer: Recruitment of Providers that are needed to meet Member needs in a timely manner. Surveys are sent to members to ensure that CCHP is addressing any gaps and give staff a better idea of what type of providers are needed to meet the needs of members.

What is assessment is based on? An assessment is a review of current in-network providers to determine if member needs are being met for access and availability. Based on the following:

- Member Surveys
- Member Grievances and Appeals
- Secret Shopper Calls
- Availability of appointments within a reasonable time
- Providers Accepting new Members
- Time and distance standard from members home to a provider's office
- Number of Providers available to deliver care per member

FQ shares that members can share their concerns/issues with accessing care and additionally, members can indicate the providers they would like to see in the network. FQ provides the Provider Relations contact number and email address.

#### 5. Transportation Services

CL provides some general information regarding transportation services. Do you know?

- Transportation service is a CCHP covered benefit
- Types of transportation CCHP offers
- How to request transportation services

Two types of transportation:

- Non-Medical Transportation (NMT) rides (bus, paratransit, car or taxi) to medical appointment or Medi-Cal covered service. If member can get in and out of vehicle by themselves then use NMT; otherwise need to obtain order for NEMT
- Non-Emergency Medical Transportation (NEMT) - rides by (ambulance, wheelchair, van, litter/gurney or air transportation) provided when member needs prohibit transport by methods listed in NMT - **NEMT must be ordered by healthcare provider**

*Limitation: transportation must be covered by Medi-Cal and is the lowest cost transport to meet member need to the closest provider from home where there is available appointment*

CL provides an example using a ride to a pharmacy. If one lives in Pittsburg; then pharmacy should be in Pittsburg However, if one has access to an out-of-area contracted facility (e.g., UCSF) then services can be covered Transportation is the best transport that is needed. Staff is directed to pay attention to details. If services are medically necessary for facilities (e.g., UC-Davis) then one should obtain an order from provider stating that members need to go out of area.

CL goes over the guidelines for ordering transportation. Please call at least: CL provides the phone numbers for patient to call for transportation 1-855-222-1218 (TTY 771)

- NMT 5-7 business days in advance for bus, paratransit, car or taxi - gives CCHP enough time to process requests in a timely manner
- NEMT 7-10 business days in advance for non-emergency ambulance, wheelchair van, or litter/gurney transport - it is longer due to paperwork needed
- **Urgent appointments can be made to work; however, early booking is better - Staff will do their best to get everyone to their appointments**
- Cancelled or rescheduled appointments, members should call as early as possible

## 6. Carved Out Services and Member Benefits

Belkys is introduced. Do you know what are carved out services are? - these are services refer to specific services that are excluded from the health plan:

The services are:

- Dental Services
- Specialty Mental Health Services
- Substance Use Disorders Treatment
- Medications

Who pays for these services?

Carved out services are covered by fee for service Medi-Cal. Members need to have their M-Cal card (Not CCHP ID card)

Belkys gives the contact information for these service (Dental, Specialty Mental Health and Substance Use Disorders, and Medications. Specialty Mental Health and Substance Use Disorder and Medication contact numbers are 24/7.

Unfortunately, an email option is not available to be shared.

## 7. CAC Meeting Schedule for 2025

CL goes over the schedule for calendar year 2025. There is four meeting scheduled for the second Thursday of the last month of each quarter form 4:00 pm to 5:15 pm

The meeting dates are as follows:

- March 13, 2025
- June 12, 2025
- September 11, 2025
- December 11, 2025

Participants should receive a ZOOM invite a week prior to each of the dates

The next meeting is currently scheduled for March 13, 2025.

Adjourn

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at 595 Center Ave., Martinez, during normal business hours. Staff reports related to items on the agenda are also accessible online at [www.contracosta.ca.gov](http://www.contracosta.ca.gov). Public comments may be submitted before the meeting by email at [CCHP-CAC@cchealth.org](mailto:CCHP-CAC@cchealth.org) or by calling 1-800-211-8040 at least one full work day prior to the published meeting time. Comments submitted by email or voicemail will be included in the record of the meeting but will not be read or played aloud during the meeting.

For Additional Information Contact:

[CCHP-CAC@cchealth.org](mailto:CCHP-CAC@cchealth.org)

1-800-211-8040 (TTY 711)