Community Advisory Committee
Contra Costa Health Plan (CCHP)
595 Center Avenue, Suite 100
Martinez, CA 94553
June 12, 2025

CHAIR

✓	Belkys Teutle, Member Services Manager
✓	Cynthia Laird, Member Services Supervisor

CCHP STAFF

✓	Allison Liu, Quality Manager, Health Equity
✓	Fabiola Quintero, CCHP Presenter
✓	Leizi Avecilla, CCHP Presenter
✓	Jagiit Gosal, HS Appointment Unit Presenter
✓	Brandon Engelbert, CCHP

CAC MEMBERS

✓	Emmanuel C., CAC Member	✓	Norma P., CAC Member
✓	Viridana R., CAC Member	✓	Helen M., CAC Member
✓	Cynthia C., CAC Member	✓	Chipo, CAC Member
✓	Alicia N., CAC Member		

COMMUNITY BASED ORGANIZATIONS/OTHER

✓	Matt Kaufman
✓	Claudia Lindgren, Spanish Interpreter

Topic	Minutes	Person Assigned
Call to Order	*The meeting began at 4:00 pm.*	Belkys Teutle, Member Services Manager

Minutes		
Welcome and Housekeeping	Allison welcomes everyone to the meeting (with Claudia translation). Explanation of interpreter function. Rules for interpreters and note recording meeting. Belkys welcome participants and introduce Cynthia Laird. Belkys reminded of the recording guidelines for meeting. For the benefit of interpreter please speak slowly and use short sentences. Also reminded participants that the meeting is being recorded and any personal information that may be shared is not private. Also, comments made during the meeting should be respectful and relevant to the topic at hand. Participants should avoid personal attacks or inflammatory language. Additionally, persons wishing to comment should use the "raise your hand" feature in Zoom app or post comment or question in "chat" section. All public comments will be limited to 2 minutes per speaker per topic.	
Agenda Review and Follow up from last meeting	Belkys went over the agenda for the participants • Provider Directory • Guest Speaker: Appointment Unit • Case Management	
Provider Directory & Provider Network	Fabiola Quinter was introduced by the Provider Relations Department. Fabiola gives a quick overview of the Online Provider Search engine. Fabiola asked participants "*Does everyone know how to access the provider search engine to look for providers?"* She goes on to explain that search engine can be Google by typing CCHP Provider Directory, then click on provider search link.	

Topic	Minutes	Person Assigned
	The online tool can be searched by 2 categories, by Provider or by Facility. Once category is selected, one can select several options to narrow your search to PCP or Specialist (such as network, provider type, specialty, female or male, etc.). For Facility the options are (location, network, type, or service), Provider search options by Location, (within miles of members location, entering zip code or member's address). Additionally, one can search by providing more details (provider's gender, patient's age, other languages spoken, or provider's name, etc.) Provider search by Coverage and Care Requirements-select network, provider type, specialty, service, or hospital affiliation. This feature includes a coverage map for these providers. No questions from participants – one comment from Helen that provider search appears more user friendly.	

Coordination of Services - Appointment Unit	Jagiit Gosal from Appointment Unit was introduced. She gave a brief overview of the appointment unit, what the unit does and what kind of appointments the unit schedules.
	
	 • The Unit consists of approximately 45 employees and answers nearly 30,000 calls each month.
	 • The unit assists new and current patients to schedule appointments with PCP and specialist providers.
	 • The unit also staffs the financial counseling unit and helps patients with payment plans and insurance questions and screen callers for Medi-Cal to make sure patients are approved or can be on Medi-Cal.
	 • Also updates providers' schedules to improve access, making it easier for patients to receive care.
	
	 When the call comes in:
	
	 • Staff help figure out which type of care the patient needs (i.e., appointment with PCP or Specialist), then assist guiding them to the right appointment.
	     o Primary Care Visits (60 days in advance) include
	        ▪ Establish-Care Visits
	        ▪ Return-patient appointment
	        ▪ Short-notice appointments (sick visits within 3 days)
	     o Specialty Care Visits (6 months in advance) include:
	        ▪ Newly referred patients*
	        ▪ Return-patient appointments
	        ▪ Testin/procedures
	 *Most CCHS specialists require a referral from PCP (an internal or community provider) before scheduling
	
	 What appointment modes are available?
	
	 ▪ Most providers offer a virtual visit option for previous seen patients
	 ▪ Short-notice appointments also include a virtual choice.
	 ▪ If choice is available, patients are asked the format for their preference
	
	 How to Book appointments
	
	 ▪ Call 800-495-8885, the unit is staffed Monday through Friday 7 am to 6 pm
		Allision will drop AN number into Chat

Topic	Minutes	Person Assigned
	• Patients can make appointment using MyChart (patients can schedule appointments from a referral, book directly with their PCP or find a short-notice appointment Questions: • The timeframe for the next appointment is too far away. Why is this? Jagiit explained about short notice appointment (sick visits within 3 days). These appointments are released at the beginning of the day, and they go very quickly. You advised callers to call back. She is very disappointed about lack of appointments available – Monday and Tuesday are the busy days. Any doctor available makes the process easier. 24 hours AN lines open 24/7 days – may be able to schedule appointment or can authorize Urgent Care. • Helen asked how to make appointments. Jagiit explained the process again using the appointment slides • Will phone appointments be available if they cut MCAL benefits? CCHP is still waiting for answers regarding this situation – Both budgets have yet to be passed.	

Coordination of Services - Case Management	Belkys introduces Leizl Avecilla Director of Case Management
	
	Leizl discussed the benefits to members regarding case management (CM) and care coordination. (This service is voluntary and free to CCHP members)
	• What CM does
	    o Help members to understand their health
	    o Coordinate their care and appointments
	    o Connecting members with support and resources
	    o Make managing their health easier
	• How can CM help Members
	    o Personalize care plans
	    o Work w/ doctors and care team
	    o Support with transportation, medicines, and more
	    o Advocate for patients to make sure they are heard
	
	• CM's Goal to help you live better, avoid hospital visits, and feel confident in your care.
	•
	This is done by CM staff by contacting recommended members and with the members to create a care plan. Members are involved in this process and work with your doctors, care team, and in-home support (if patient requests). Also assists with other support resources (i.e., transportation), make sure patients understand medications and stand by the patient to ensure they are heard. Participation is voluntary. Members can opt out anytime; if you choose not to have the service it does not affect their care or coverage.	

Enhanced Care Management (ECM)	Leizl will be discussing the levels of CM services not provided by CCHP staff and are provided by contracted providers. Beginning with Enhanced Care Management (ECM). ECM is the most intensive service provided. Case managers meet patients where they are, therefore, in-person meetings are scheduled once a month. It is only available to Medi-Cal members only. Who can get this help? (Participation is voluntary) • CCHP Medi-Cal member: o Populations of Focus (defined by State) – Patients w/ complex health or social needs)	

Topic	Minutes	Person Assigned

	o Patients needing extra support managing their health
	
	• What ECM offers:
	    o Intensive, whole-person care coordination
	    o Support with medical, behavioral, and social need
	    o Help from a CCHP-contracted ECM provider
	    o CM works w/ patients, their family and their doctor(s)
	
	Information on the website and contact information to enroll in service were provided.	

Complex Case Management	Available to both Medi-Cal and Commercial Members who don't quite qualify for ECM Who can get this help? (Participation is voluntary) • 2+ hospital stays last year (1 related to chronic condition) • 3+ ER visits in the last 6 months (1 related to chronic condition) • Or take 15+ medications • Help managing transplant (pre/post-transplant care What kinds of support are offered: • Full review of medical, emotional and social needs • Custom care plan built around your goals • Coordination w/ patient's doctor(s) and care team Information on the website and contact information to enroll in service were provided.	
Care Coordination	This is for patient's short-term or one-time needs. A little bit lower level of case management designed for providing support for members with short-term or episodic needs Who can get this? (Participation is voluntary) • Available to Medi-Cal and commercial members • Members with short-term or one-time needs • Patients who don't meet ECM or Complex Case Management criteria How We Help: • Short-term support from CM • Assistance in finding services and resources • Care Team Coordination • Create personal care plan (specifically for each patient) Information on the website and contact information to enroll in service were provided.	
Transitional Care Service	This service is available for both Medi-Cal and Commercial Members. The service is geared to high risk who have recently been admitted, discharged or transferred to a care setting. A CM is assigned to the patient for at least 30 days after hospital discharge. Who can get this? • Available to Medi-Cal and Commercial Members • High-risk (required) or low risk (per member request) who have recently been admitted, discharged or transferred between care settings What can Staff help with?	

Topic	Minutes	Person Assigned
	• Talk with your hospital care team • Discharge instructions review • Make sure your medications are correct, and patients are taking the medications correctly and understand instructions and why they are taking meds. Also, check for medication duplication • Help with scheduling follow up appointments • Help arrange transportation to appointments • Connect patient with community resources and more ongoing support if needed • Create a personalized care plan Information on the website and contact information to enroll in service were provided.	
How to Request Case Management Services	Leizl reviewed how members can request CM Need help or want to enroll in CM? • Call Case Management at 925-313-6887 (TTY 711) • Talke to your Primary Care Provider (PCP) • If member needs an Interpreter, the service is free	
Community Health Worker	The next 3 slides will discuss non-case management programs offering support services to our members. These programs have been rolled out by the State in the last few years. **Community Health Worker:** Who Can Get These Services? • Medi-Cal Members Only • As of October 2024, DHCS has issued a standing recommendation for all Medi-Cal members to increase access to these services How can Community Health Worker help? • Typically, non-clinical technicians with lived experience • Provide health education & coaching • Help finding care and services (guidance to appropriate care) • Screenings and assessments • One-on-one support & advocacy • The service is provided by CCHP-Contracted CHW providers Information on the website and contact information to enroll in service were provided.	
Doula Services	Free Doula Services for CCHP members Who Can Get These Services? • CCHP Medi-Cal and Commercial Members • Pregnant or recently pregnant (within the last 12 months) How can a Doula Help? **Before Birth** • Create a birth plan • Connect to appropriate pregnancy resources • Provide emotional support & guidance **During Labor** • Physical & emotional support • Advocate for your wishes	

Topic	Minutes	Person Assigned
	• Help with hospital communication **After Birth** • Breastfeeding & Recovery help • Baby Care Tips (up to 12 months) **Support after miscarriage or loss** The service is provided by CCHP-Contracted CHW providers Information on the website and contact information to enroll in service were provided.	

CalAIM Community Support Services	This service is available to CCHP Medi-Cal Members to help with everyday needs. This service assist participants in receiving extra help through community support. CCHP offers 13 out of 14 community DHCS approved supports
	
	Available Services:
	• Free service to CCHP Medi-Cal Members to help with everyday needs like
	    o Health Meals
	    o Housing Support
	    o In-Home Care
	    o Home Modifications
	
	How to get Started
	• Call CCHP Member Services: 1-877-661-6230; option 2 (TTY 711)
	• Or ask your doctor or care team to refer you
	• Or if you have a care manager, ask them for assistance
	• Members have met criteria, and a referral is needed to obtain these services
	• Leizl recommends going to an informational website to obtain more information on criteria and the support offered
	
	Information on the website and contact information to enroll in service were provided.
		Leizl has dropped in more information about these criteria

CM - Questions	Can you define Commercial members? These are members employed by Contra Costa County.	
Close up	Cynthia requests that CAC members suggest topics and complete surveys sent via email. Also, inform them that their 2-year term is over. County websites have the meeting dates are lists. It is not available on CCHP website. If you are interested in rejoining CAC members can fill out an application. Next questions: If you do not wish to sign up again, can you still attend the meeting? How do you find out the date of meetings? Open format meeting so all can participate. The meeting dates are posted on the County website; Allison will email you the link. If interested, Allison will continue to send you an email. Then can members join for another 2 years? Yes, just email CCHP If you have not received email, then you are still a member, correct? You are correct. CAC members feel that Transportation services need to get the word out of these services to help members get to appointments Allison corrected the phone number 1-800-211-8040..	

Topic	Minutes	Person Assigned
Adjournment	*The meeting ended at 5: PM. The next meeting is scheduled for Thursday, September 11, 2025, from 4:00 p.m. to 5:15 p.m. on Zoom.*	

Additional Information		
Contact Us	• **Email:** CCHP-CAC@cchealth.org • **Phone:** 1-800-221-8040 (CCHP Marketing Department) • **Business Hours:** Monday – Friday, 8 a.m. – 5 p.m. (PST)	