

INLAND EMPIRE HEALTH PLAN
Community Advisory Committee
Minutes for Thursday, March 27, 2025
5:00 PM - 7:00 PM

Location: IEHP Community Wellness Center- 12353 Mariposa Rd. Ste C2 and C3 Victorville, CA 92395

Facilitator: **Dr. Gabriel Uribe, Director, Health Equity Operations**

Present: **In-Person CAC Members:** Abdallah Zaqzouq, Bianca Fallani, Carmela Garnica, Diana Argandona Sandoval, Ileen Cotinola, John Fabrey, Jorge Ruiz Romo, Julia Espinoza; LaBianca McMillan, Marina Lopez, Richard Giles, Richard Symmes, Robert Jackson, Robert Thumper Pruitt, Sagrario Peterson, Tasha L. Samuel, Tim Yin,
Virtual CAC Members: Heaven Huerta, Myia Alston, Nathan Kempe, Shivam Bhakta, Thi Bui
IEHP Staff: Gabriel Uribe, Jannette Zito, Cristal Enriquez, Lorraine Silva, Mike Grant, Jerry Rosales
Virtual IEHP Staff: Diana Miller, Marissa Brazzill, Alyssa Romo, Adai Taylor
In- Person Guests: Evangelina Barrajas, Esther Garnica, Rigoberto Garnica

Virtual Guests: Aura Trabanino

Interpreters: Reilly Hughes (ASL), Alana Zurbrugg (ASL), Juan Ruiz (Spanish), Marta Uribe (Spanish), Jessie Lui (Mandarin), Grace Le (Vietnamese), Hoang Ngyuyen (Vietnamese), Sophia Hernandez (Virtual Captioner)

Minutes by: **Mark Gutierrez, Coordinator, Health Equity Operations and Jannette Zito, CAC Program Manager**

Agenda Items	Presentation of Agenda Items	Discussion of Agenda Items	Action Items
Welcome	Cristal Enriquez, MHA Manager, Community Wellness Center, Victorville	I. Cristal Enriquez welcomed the Community Advisory Committee (CAC) to the IEHP's Victorville Community Resource Center.	<i>No Action Items</i>

Introductions	Gabriel Uribe, Director Health Equity, CAC Meeting Facilitator CAC Members	II. Dr. Gabriel Uribe called the meeting to order. III. CAC Members introduced themselves.	<i>No Action Items</i>
Housekeeping and Meeting Procedures	Gabriel Uribe, Director, Health Equity Operations	IV. Dr. Uribe reviewed housekeeping items, meeting structure, and procedures with CAC Members.	<i>No Action Item</i>
Approval of Minutes	Gabriel Uribe CAC Members	V. Dr. Uribe motions to approve the December 5, 2024, meeting minutes. VI. All CAC members say “Aye,” and motion to approve the minutes is carried.	<i>The approved December 5, 2024, minutes will be published on IEHP’s website.</i>
Review of Feedback/Response Log	Gabriel Uribe	VII. Dr. Uribe reviewed the Action Item/Feedback Response Log from the December 5, 2025, meeting. VIII. CAC was asked to share any additional feedback to the Action Item/Feedback Response Log with the CAC Program Manager, Jannette Zito.	<i>No Action Items</i>

2024 CAC Annual Summary of Feedback/Progress	Jannette Zito, CAC Program Manager	<p>I. 2024 CAC Annual Summary of Feedback</p> <ul style="list-style-type: none">• Jannette reviewed past meeting topics and highlighted what IEHP learned in 2024 from the CAC Member feedback.• CAC Members recommended the following for connecting with hard-to reach populations:<ul style="list-style-type: none">○ Improve how IEHP communicates initiatives.○ Enhance access to care with network expansion.○ Educate Providers and IEHP Team Members on health equity topics.• Jannette shared progress on CAC member feedback including:<ul style="list-style-type: none">○ Marketing is working on establishing a process that meets regulatory guidelines for communicating with IEHP through email.○ Diversity, Equity, and Inclusion (DEI) monthly training topics are being developed as requested by the CAC to promote health equity.○ IEHP is working towards improving visibility and accessibility of telehealth by providing prominent search/filter capability in the Provider directory on the Member Portal.○ Provider Services and Community Partnerships Teams are fostering relationship with community partners to leverage more access to services and resources for Members.• No member feedback.	
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<p>Community Wellness Centers: A Commitment to Prevention and Health Equity</p>	<p>Cristal Enriquez, MHA Manager, Community Wellness Center, Victorville</p>	<p>II. Community Wellness Centers: A Commitment to Prevention and Health Equity</p> <ul style="list-style-type: none"> Cristal shared the purpose of the Community Wellness Centers (CWC), and the programs and activities offered. <p>Member Feedback</p> <p>III. CAC was asked the following feedback question:</p> <ul style="list-style-type: none"> Considering the different cultures and backgrounds you represent, what types of classes, education, activities, events, and/or services would you like to see at the CWCs? <ul style="list-style-type: none"> Sagrario Peterson attends the San Bernardino CWC and enjoys taking the Zumba and Line Dancing classes. She says that the class schedules are inconsistent, the hours are irregular, and classes get suspended. <ul style="list-style-type: none"> Cristal Enriquez responded, stating that there are some transitions happening, and it may take some time for things to get back to normal. LaBianca McMillan would like to request more creative classes such as a writer's corner, poetry, or art classes for people of all ages including youth. Carmela Garnica asked when IEHP can expect to get a Community Wellness Center in Blythe. Thi Bui would like to know if there is transportation available to get her to the CWC. <ul style="list-style-type: none"> Cristal Enriquez responded, stating that transportation is 	<p>Action Item:</p> <ol style="list-style-type: none"> Explore developing creative arts classes for all ages, as well as a focus on youth. Explore partnering with community groups in Blythe for providing wellness programs.
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		<p>available. The request can be made by contacting Member Services.</p> <ul style="list-style-type: none">○ Marina Lopez suggested incorporating culturally competent health classes better suited for the community.○ Dr. Uribe asked Carmela Garnica if there are any groups that IEHP can partner with so that IEHP can provide wellness programs in Blythe.<ul style="list-style-type: none">▪ Carmela stated that the main group that has opened 5 sites in Blythe is Escuela de La Raza. However, most of the programs are geared towards the youth. There are not a lot of wellness programs available for adults and older people.○ Myia Alston suggested social and emotional wellness programs for kids of all ages that help neurodivergent kids interact with their peers.○ Ileen Cotinola asked if it would be possible to provide transportation for a large family to go to the CWC.<ul style="list-style-type: none">▪ Lorraine Silva confirmed that if the kids are all IEHP Members, the transportation should be covered. <p><i>*All Members have access to Member Services at meetings. If any Member is dissatisfied or has a complaint, they can contact the Plan's Grievance Department by calling 1-855-433-4347.</i></p>	<p>3. Explore social and emotional programming for youth who are neurodivergent.</p>
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<p>IEHP Transportation Services for Members</p>	<p>Lorraine Silva, Director Transportation Services</p> <p>Manny Carrasco, Manager, Transportation Services</p>	<p>IV. Presentation: IEHP Transportation Services for Members shared an overview of medical transportation services available under the Medi-Cal benefit, including how to access transportation services.</p> <p>Member Feedback</p> <p>V. CAC was asked the following feedback questions</p> <ul style="list-style-type: none"> • What type of challenges have you experienced with the 5-day advanced notice policy? • Ileen Cotinola stated that she does not appreciate the 5-day policy. She expressed her frustration with an instance in which she called to get transportation for an urgent appointment, and the representative did not schedule the trip. <ul style="list-style-type: none"> i. Lorraine Silva stated that the exceptions to the 5-day policy depend on the urgent nature of the trip. Lorraine will investigate this case and escalate if needed. • Richard Symmes shared that he does not recommend Call the Car's (CTC) transportation services, and he actively avoids utilizing this vendor. Some things that Richard does enjoy about CTC and Green Med is their app and text message capabilities. As a person who is deaf, he would like to be able to communicate with the vendor and driver with text messaging. <ul style="list-style-type: none"> i. Would like to get confirmation on wheelchair accessibility for Lyft, as he enjoys the service and the website states that they do provide wheelchair accessibility. ii. Shared that there is discrepancy between IEHP and Lyft's wheelchair policy. iii. Shared his negative transportation experience at the last CAC meeting in December 2024 in 	<p>Action Items</p> <p>4. Explore if more vendors can provide text message capabilities for Members.</p> <p>5. Investigate whether Lyft provides wheelchair accessibility.</p>
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		<p>which CTC assisted him. There was no ramp available, the driver was two hours late, and he was met with judgment and attitude from the transportation company.</p> <ul style="list-style-type: none">• Tasha Samuels does not agree with all the restrictions that come with requesting a bus pass. It used to be a simple process, but now there are too many barriers in place. Tasha would like everyone to be aligned when it comes to the criteria for requesting a bus pass through CTC.<ul style="list-style-type: none">i. Lorraine Silva will reach out to CTC to get clarity on the bus pass criteria. In terms of changing the policy, IEHP must see how this would benefit the majority of the demographic and how the policy change would align with certain regulations• Tasha Samuels would like a list/breakdown she can reference, to understand which appointments would qualify for transportation needs as well as which appointments would be considered urgent.<ul style="list-style-type: none">i. Ileen Cotinola would like to know if there are vehicles big enough to transport large families using either CTC, Lyft, or Uber.• Richard Symmes stated that there is a lack of weekend availability for wheelchair users who need transportation. Richard also brought up his concerns with the 5-day policy for Pharmacy Transportation.<ul style="list-style-type: none">i. Lorraine Silva stated that there is an exception for same day Pharmacy pickups. However, there is a validation process that takes place to ensure that the medication is ready to be picked up and that the matter is urgent, such as maintenance medication.	<ul style="list-style-type: none">6. Provide training and corrective action to CTC vendor for not handling the accommodation request appropriately.7. Review bus pass criteria and streamline the process.8. Provide a breakdown of criteria for transportation to be considered an urgent request and increase visibility of the document.9. Share maximum occupancy for a family with multiple children.
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		<ul style="list-style-type: none">• Julia Espinoza shared that in her experience transportation does consider the urgency of the transportation request, as she had an urgent transportation request that was verified and fulfilled recently. Julia feels that CTC is not accommodating towards people who are blind and people with disabilities. Julia states that she needs to be guided on and off the car, as she is blind. Julia also believes that people with disabilities should not be travelling in Ubers or Lyft, as these drivers are not qualified to assist. Julia also stated that there is confusion because CTC does not send the contract to one company, but to several to see who gets there first.<ul style="list-style-type: none">i. Lorraine Silva stated that CTC should not be dispatching several vendors and that needs to be investigated.• Jorge Ruiz stated that when the drivers don't arrive, he calls IEHP transportation, but they answer and then disconnect the phone call.• Bianca Fallani is interested in transportation that could take her to school and home. Bianca would like 7-day transportation that is free.<ul style="list-style-type: none">i. Lorraine Silva indicated IEHP's transportation benefit only covers medical appointments and suggested community resources that may be of help. <p><i>*All Members have access to Member Services at meetings. If any Member is dissatisfied or has a complaint, they can contact the Plan's Grievance Department by calling 1-855-433-4347.</i></p>	<p>10. Improve weekend access to accessible vehicles for wheelchair users.</p> <p>11. Explore training CTC drivers on appropriately handling accommodation requests.</p> <p>12. Review CTC's process of dispatching several vendors, a competition when picking up a Member.</p> <p>13. Investigate call drops when calling IEHP for transportation.</p>
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Adjourn	Gabriel Uribe, Director, Health Equity Operations	VI. Meeting Adjourned at 7:00 pm. Next CAC meeting will take place on June 26 th .	
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Feedback/Action Log/ Resolved					
FEEDBACK QUESTIONS/ACTION ITEMS	RESPONSIBLE TEAM MEMBER	OPEN DATE	STATUS	COMMENTS/NOTES	COMPLETION DATE
1. Explore developing creative arts classes for all ages, as well as a focus on youth.					
2. Explore partnering with community groups in Blythe for providing wellness programs.					
3. Explore social and emotional programming for youth who are neurodivergent					
4. Explore if more vendors can provide text message capabilities for Members.					
5. Investigate whether Lyft provides wheelchair accessibility.					
6. Provide training and corrective action to CTC vendor for not handling the accommodation request appropriately.					
7. Review bus pass criteria and streamline the process.					
8. Provide a breakdown of criteria for transportation to be considered an urgent request and increase visibility of the document.					
9. Share maximum occupancy for a family with multiple children.					
10. Improve weekend access to accessible vehicles for wheelchair users.					

11. Explore training CTC drivers on appropriately handling accommodation request.					
12. Review CTC's process of dispatching several vendors, a competition when picking up a Member.					
13. Investigate call drops when calling IEHP for transportation.					