

COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY



COMMUNITY ADVISORY COMMITTEE

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Date/Time	Tuesday, September 16, 2025, 12:00 pm-2:00 pm		
	Microsoft Teams meeting Meeting ID: 280 403 015 089 1 Passcode: nL7Up2xxby 512. W Aten Rd. Imperial, California 92251.		
CHPIV Presenters/ Guess	☒ Dr. Arakawa; Chief Medical Officer ☒ Daniel O'Campo; Chief of Staff ☒ Michelle Ramirez; Sales Manager ☒ Fernanda Ortega; Project Supervisor ☒ Amanda Delgado; Project Specialist ☒ Julia Hutchins; Chief Operating Officer ☒ Donna Ponce; Executive Assistant ☒ Denise Pasillas, Community Liaison ☒ Maribelle, Mendez, Day in day Out	Members ☒ Janice Alvarado ☒ Anabel Araujo ☒ María A. Alonso ☒ Irma Mendoza ☒ María E. Mendoza ☒ Yoselyn Moreno ☒ Susie Ponce ☒ Patricia Rico ☒ María C. Valadez	☒ Lizeth Zaragoza ☒ Laura Martínez ☒ Jesús Pérez ☒ Ana Trizon G ☒ Ramona Jiménez ☒ Joseline Robles ☒ Rebeca Gómez ☒ María Gutierrez ☒ Abelina Tinajero

AGENDA			
Topic	Presenter	Topic	Action
Agenda Introduction/ Roll Call	Denise Pasillas	Denise Pasillas, Community Liaison, opened the meeting with Community Health Plan of Imperial Valley members. Mrs. Pasillas officially commenced the meeting of the Community Advisory Committee at 12:00 pm.	
Review and approve CAC Meeting Minutes	Daniel O'Campo	Review and approve CAC Meeting Minutes of June 26, 2025	Approved by the members
Community Advisory Committee Charter Amendments	Daniel O'Campo	Mr. O'campo went over the corrections made to the charter for the members to go over and approve	Approved by the members
PNA/SMART Goal Update Imperial Local Health Jurisdiction (LHJ) Goal Update	Daniel O'Campo	During the meeting, Daniel O'Campo provided an overview of the Population Health Management (PHM) Local Health Jurisdiction (LHJ) Goal and associated SMART Objectives, which aim at: A. Enhance access to medical and dental care for all Managed Care Plan (MCP) members residing in Imperial County.	



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		B. From January 2024 through December 2025, MCPs will collaborate with the Imperial County Public Health Department (ICPHD) to increase participation in the Local Oral Health Program by 5% among members aged 0–18 years. This initiative is designed to promote the importance of well-child dental visits. C. Additionally, Mr. O’Campo discussed the partnership with ICPHD’s Maternal, Child, and Adolescent Health (MCAH) program. He announced an upcoming oral health event at Heber Elementary School, where CHPIV will distribute child visit flyers to support health education and raise awareness around well-child visits. D. During the session: 1. A member inquired whether the event would be exclusive to Heber. Mr. O’Campo confirmed this, noting that Heber was identified as the area with the greatest need. 2. Another member asked about the type of treatment to be provided. Mr. O’Campo clarified that no treatments will be administered onsite; instead, oral health screenings will be conducted to encourage parents to follow up with dental providers. 3. When asked about enhancements to dental benefits, Mr. O’Campo indicated he would follow up. A representative from Health Net offered to provide a pamphlet and requested the members’ contact information. Multiple attendees expressed interest in receiving additional information.	
NSMHS Outreach &	Fernanda Ortega	During the recent meeting, Fernanda Ortega presented the 2025 Outreach and Education	



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Education Plan for Members & Providers		Strategy in alignment with Senate Bill (SB) 1019, which mandates that all communications be clear, culturally respectful, and linguistically appropriate A. She emphasized that the strategy includes a yearly plan to educate both members and Primary Care Providers (PCPs) about Non-Specialty Mental Health Services (NSMHS). This plan is scheduled for submission to the Department of Health Care Services (DHCS) by January 1, 2025, for approval. Once approved, the plan will be disseminated to members and PCPs B. Ms. Ortega elaborated on six distinct categories within the NSMHS framework, providing detailed explanations. Mr. O'Campo acknowledged the volume of information and encouraged attendees to ask questions freely C. During the session: 1. A member raised concerns about the generality of the presentation and requested clarification on what services are not considered specialized. Ms. Ortega responded that any service not requiring a specialty falls under NSMHS 2. Another member asked whether these services are currently being implemented during doctor visits. Mrs. Pasillas noted the growing importance of mental health, explaining that PCPs are now asking mental health-related questions to better support patients. Mr. O'Campo added that these questions help providers determine appropriate referrals,	
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		but some physicians are hesitant to prescribe mental health medications, as they fall outside their scope 3. A member shared a personal experience, stating that while her PCP prescribed medication, she saw real progress only after seeking care from behavioral health services. 4. Dr. Gordon Arakawa expressed appreciation for collaborative efforts, emphasizing that effective communication is essential. He stressed that the accuracy and cultural relevance of messaging are critical to how mental health is understood in the community and how help is accessed	
Health Literacy Program Overview	Denise Pasillas	During the meeting, Mrs. Pasillas emphasized the importance of clear and effective communication between healthcare providers and patients, noting that individuals often leave medical appointments without fully understanding the information shared. She introduced five strategic focus areas aimed at improving health outcomes and community engagement: 1. Provide Language Assistance Services 2. Improve Health Literacy 3. Support Cultural Competency 4. Promote Health Equity 5. Community Connect / Social Needs and Risks Mrs. Pasillas elaborated on the concept of Personal Health Literacy, defined as the ability of individuals to locate, comprehend, and utilize	



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		health information and services to make informed decisions and take appropriate action. She highlighted the role of digital platforms such as Instagram, Facebook, and TikTok in disseminating health education. She also discussed Organizational Health Literacy, which refers to the responsibility of organizations to ensure equitable access to health information and services. She noted that most community members typically read at a 6th-grade level, underscoring the need for materials to be accessible and easy to understand. A dedicated team is responsible for reviewing and approving educational materials; however, Mrs. Pasillas stressed that it is equally the community's responsibility to provide feedback on how services can be improved. This includes preferences for receiving communications in their preferred language and access to interpretation services during medical appointments. The overarching goal is to ensure that resources are reflective of and responsive to the community's needs. Members were encouraged to visit https://findhelpchpiv.com, a centralized platform offering access to a wide range of community resources. Mrs. Pasillas emphasized the importance of not only knowing how to access these resources but also understanding how to use them effectively, citing Teladoc as an example. She concluded by noting that October is recognized as National Health Literacy Month, reinforcing the importance of ongoing efforts to promote health literacy and equitable care.	
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	Denise Pasillas	During the break, Mrs. Pasillas reminded attendees that a questionnaire must be completed as part of the meeting documentation process. She clarified that the completed forms serve as verification of attendance and are required to confirm that the meeting took place.	
External Presentations & Community Resources	Maribel Mendez	Introduction to Day Out Program Mrs. Mendez introduced herself as the supervisor for the Day Out program, which is designed to support elderly individuals. The program includes Registered Nurses (RNs) who monitor participants' well-being while they remain in their homes. A. Program Scope and Services 1. The program is open to individuals aged 18 to 100. 2. Services offered include: a. Three meals per day b. Transportation across Imperial Valley c. Access to dietitians, therapy, and physical therapy d. Attendance is required for a minimum of four hours per day, as mandated by the state. e. No appointment is necessary for participation. f. Community Engagement and Social Services In response to a member's inquiry about social services, Mrs. Mendez confirmed that the program includes community-based activities to encourage social interaction. B. Program Participation and Logistics Today September 16th, 2025, 97 individuals attended the program.	



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		1. Transportation is available throughout Imperial Valley, and participants may choose their preferred center. 2. The first day is free for all participants. 3. Following initial attendance: a. Paperwork is submitted to the provider, then to the state. b. Upon approval, a three-day assessment is conducted. c. A personalized care plan is developed based on individual needs. d. The approval process may take 2 weeks to 1 month, depending on the provider. C. Program Funding 1. Medi-Cal reimburses \$76.27 per day for services provided. 2. Private insurance doesn't cover Day Out services. D. Respite Program Overview 1. The Respite program is available to individuals aged 70 and older. 2. No doctor's note is required. 3. Enrollment involves a simple phone call and completion of paperwork.	
Community Sharing and Open Forum	Denise Pasillas	Mrs. Pasillas requested that all attendees complete a questionnaire provided on paper. The questions were as follows: 1. What challenges have you had with materials you receive from CHPIV in English? 2. What challenges have you had in understanding translated materials from CHPIV? 3. Has you or your child been able to get regular dental checkups and mental health help when needed, and are there any problems—like transportation, long waits, or feeling	

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		uncomfortable—that make it harder to get these services? The questionnaires were collected at the conclusion of the meeting. During the meeting, a member shared a personal concern regarding the lack of access to oral health specialists, specifically questioning why Mexican oral health providers are not authorized to deliver services under the current program. In response, Mr. Daniel O'Campo clarified that because the program is administered at the state level, services must be provided within the United States, and cross-border care is not permitted. However, he noted that transportation is covered to facilitate access to providers in San Diego and other cities where services are available. Several members expressed concerns about having previously incurred transportation fees when seeking care. Mr. O'Campo explained that transportation must be arranged through the designated program in order to be covered. If services are accessed through external transportation providers, the program cannot guarantee coverage or control associated costs. Additionally, Mrs. Pasillas informed attendees that efforts are currently underway to update the online provider directory, ensuring that members have access to accurate and current information when selecting providers.	
Reminders/ Adjourn	Denise Pasillas	Mrs. Pasillas adjourned the meeting at 2:00pm Next meeting will be held <i>December 09, 2025, at 12pm.</i>	

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