

COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY



COMMUNITY ADVISORY COMMITTEE

<i>Date/Time</i>	Tuesday, March 17, 2026, 12:00 pm-2:00 pm		
	Microsoft Teams meeting ID: 280 403 015 089 1 Passcode: nL7Up2xxby 512 W. Aten RD, Imperial CA, 92251		
<i>CHPIV Staff/ Presenters / Members</i>	<input checked="" type="checkbox"/> Dr. Arakawa, Chief Medical Officer <input checked="" type="checkbox"/> Julia Hutchins; Chief Operating Officer <input checked="" type="checkbox"/> Daniel O’Campo; Chief of Staff <input checked="" type="checkbox"/> Denise Pasillas, Community Liaison <input checked="" type="checkbox"/> Fernanda Ortega; Project Supervisor <input checked="" type="checkbox"/> Amanda Delgado; Project Specialist <input checked="" type="checkbox"/> Veronica Arroyo, Retention Specialist <input checked="" type="checkbox"/> Priscilla Carpio; Care Manager <input checked="" type="checkbox"/> Belen Ortega; Care Manager <input checked="" type="checkbox"/> Cynthia Mesa, Senior Director of Internal and Delegation Oversight <input checked="" type="checkbox"/> Jessica Espinoza; Member Experience Coordinator <input checked="" type="checkbox"/> Elizabeth Torres, Sales and Marketing Representative <input checked="" type="checkbox"/> Steve Levy, Sales and Marketing Representative	<input checked="" type="checkbox"/> Janice Alvarado. <input checked="" type="checkbox"/> Anabel Araujo. <input checked="" type="checkbox"/> Maria A. Alonso <input checked="" type="checkbox"/> Angel Martinez <input checked="" type="checkbox"/> Irma Mendoza <input checked="" type="checkbox"/> Maria E. Mendoza <input checked="" type="checkbox"/> María Gutiérrez <input checked="" type="checkbox"/> Lourdes Sarabia	<input checked="" type="checkbox"/> Susie Ponce <input checked="" type="checkbox"/> Patricia Rico <input checked="" type="checkbox"/> Jesus Perez <input checked="" type="checkbox"/> Joselene Robles <input checked="" type="checkbox"/> María C.Valadez <input checked="" type="checkbox"/> Laura Martinez <input checked="" type="checkbox"/> Arturo Rubio <input checked="" type="checkbox"/> Abelina Tinajero

Agenda			
Topic	Presenter	Minutes	Actions
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	The minutes from the December 9, 2025, meeting were reviewed and unanimously approved by the members.	Approved by the members
Goals for 2026 Community Advisory Committee	Denise Pasillas	Mrs. Pasillas outlined the CAC committee’s strategic priorities, reflecting previously identified member concerns. These include addressing issues related to referrals and authorizations, enhancing access to resources for children with autism spectrum disorder, improving member comprehension of complaint and denial communications, advancing equitable health outcomes for hypertension, and strengthening the overall member service experience.	



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CAHPS	Fernanda Ortega	<p>Ms. Ortega provided an overview of the CAHPS presentation, including an introduction to the survey. She explained that the CAHPS survey</p> <ul style="list-style-type: none"> • asks members for their opinion on their experience with the health plan and the health care received • This survey is sent every year at the end of February to a random sample of health plan members. • The results are anonymous and do not include details about the members. • The results are used to identify areas for improvement and priority areas. 	
The Member's Journey	Fernanda Ortega	<p>Mrs. Ortega outlined the member journey, providing a step-by-step overview of the process and key touchpoints experienced throughout the continuum of care.</p> <ul style="list-style-type: none"> • evaluate the insurance • enroll in the insurance <ul style="list-style-type: none"> ○ Get a- Personal doctor rating ○ Attention and appointments quickly ○ Specialist rating • Seek care • use customer services • decide the treatment <ul style="list-style-type: none"> ○ Rating of the quality of healthcare ○ Obtaining the necessary care ○ Care coordination ○ Rating of the health plan • receive care • get involved with wellness • fill prescriptions <ul style="list-style-type: none"> ○ Medication plan rating ○ Obtaining prescription medications needed ○ Plan administration 	
Member Experience vs. Member Satisfaction	Fernanda Ortega	<p>Ms. Ortega clarified the distinction between member satisfaction and the member experience survey. She defined member satisfaction as the extent to which a member's expectations for a healthcare consultation are met. In contrast, she explained that the member experience survey captures member feedback on whether specific aspects of care delivery occurred as</p>	

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		<p>expected, including the frequency and consistency of those experiences within the health center setting</p>	
CAHPS Survey Timeline	Fernanda Ortega	<p>Ms. Ortega provided an overview of the CAHPS survey timeline and administration process. She noted that the survey is distributed to a randomized sample of health plan members, consists of 47 questions, and can be completed in approximately 15 minutes. Results are expected to be available between August and September.</p> <p>She further explained that from February through April, the initial survey and corresponding reminder are sent via mail, followed by a second mailed survey and reminder. In May, a follow-up call is conducted, marking the closing of the survey response period.</p>	
CAHPS Measures	Fernanda Ortega	<p>Ms. Ortega then provided an overview of CAHPS measures, explaining that performance outcomes are influenced by members' interactions with both their healthcare providers and the provider's office staff. She emphasized that these touchpoints play a critical role in shaping members' perceptions of care quality and overall experience.</p> <ul style="list-style-type: none"> • Getting needed care • Getting appointments and care quickly • Care coordination • Good communication from doctors • Rating of personal doctor • Rating of the specialist <p>Ms. Ortega further noted that CAHPS measures are also influenced by members' interactions with the health plan, as well as by internal operational processes and any changes to benefits or forms.</p> <ul style="list-style-type: none"> • Rating of health care quality • Rating of the health plan • Customer Service 	
Why Member Experience is Important	Fernanda Ortega	<p>Ms. Ortega explained that the survey results are utilized to identify key areas for improvement. She also highlighted that findings are shared with providers to foster collaboration in developing targeted improvement plans that effectively address identified needs and enhance overall performance.</p>	

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		<p>She then explained why the member experience is important.</p> <ul style="list-style-type: none"> • Share which areas of your health care matter most to you. • Help us recognize what is working well and where improvement is needed. Your opinion will guide us to determine what needs to be strengthened and what needs to be improved. • Anonymous opinions will represent thousands of members like you <p>A member asked whether the survey would be generalized or sent to specific individuals. Mrs. Pasillas clarified that it would be distributed randomly to a selection of members.</p>	
<p>Trilogy Documents of the Department of Health Equity</p>	<p>Denise Pasillas</p>	<p>Mrs. Pasillas presented the key highlights of the 2026 work plan evaluation, summarizing the primary outcomes and key performance insights:</p> <ul style="list-style-type: none"> • Language assistance program • health literacy • training program in cultural competence • equity in health, social determinants, and social needs • overall compliance <p>In addition, she shared the focus areas in the work plan for 2026</p> <ul style="list-style-type: none"> • training for staff and service providers, • interpretation service, • update of the national accreditation program 	
<p>Medi-Cal Informational Session</p>	<p>Bianca Noriega Social Services</p>	<p>Bianca Noriega introduced herself and shared that she comes from social services.</p> <p>She reviewed the Medi-Cal work rules,</p> <p>A member asked how they would apply to his wife, who works for IHSS caring for his mother after her stroke.</p> <p>Mrs. Noriega confirmed that his wife would meet the program requirements. She also noted that, due to high unemployment levels in Imperial County, the area may qualify for a waiver, though they are still awaiting confirmation.</p>	



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		<p>The same member asked how this would affect IRS reporting.</p> <p>Mrs. Noriega explained that the income would count for eligibility purposes and satisfy the benefit requirements.</p> <p>Another member mentioned having two children with Autism who are part of the San Diego Regional program.</p> <p>Mrs. Noriega explained that in this program, social services would receive a form, and parental benefits and income are not counted. She further inquired whether the member had applied for IHSS for her 18-year-old son to qualify as disabled.</p> <p>The member responded that she did not, as her son wants to work.</p> <p>Mrs. Noriega also highlighted upcoming changes to Medi-Cal, noting that beginning in January 2027, renewals will occur every six months. She mentioned certain exceptions and emphasized that immigration status matters too.</p> <p>Mrs. Noriega explained the anticipated changes for 2028.</p> <p>A member asked if this information was included in the presentation;</p> <p>Mrs. Pasillas clarified that it was not but offered to provide copies to anyone interested.</p> <p>Mrs. Noriega advised the community to stay informed by checking their mail, attending meetings, being aware of their renewal dates, and consulting their physicians about available health services. She also shared a link where members could access additional information.</p> <p>Mrs. Noriega provided an overview of upcoming changes to CalFresh, including work requirements. She noted that while Imperial County is currently exempt from These requirements are due to high unemployment,</p>	
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		<p>Individuals who are not citizens or residents remain ineligible.</p> <p>A member inquired whether restrictions on purchasing unhealthy or low-nutrition foods, as seen in other states, would apply.</p> <p>Mrs. Noriega explained that this policy is still to be determined in California.</p>	
Community Engagement	Denise Pasillas	<p>During the break, Mrs. Pasillas facilitated an interactive activity in which members wrote the name of a vegetable or fruit starting with the letter “L” on a sticky note and placed it on the wall. This exercise encouraged participation and engagement in a light, collaborative manner.</p>	
Questions	Denise Pasillas	<p>In addition, Mrs. Pasillas asked members to respond to a set of questions on a piece of paper, emphasizing that no personal information should be included. This ensured feedback could be collected anonymously while encouraging candid responses.</p> <ul style="list-style-type: none"> • How would you describe your overall experience with Community Health Plan of Imperial Valley? • What can we do to improve your experience with Community Health Plan of Imperial Valley? <p>A member inquired about who is responsible for member services, noting ongoing issues from her surgery and expressing discomfort with seeing her doctor.</p> <p>Mrs. Pasillas clarified that, due to HIPAA regulations, such personal questions should be addressed privately to her or</p> <p>Mrs. Espinoza, as these activities and meetings are intended for general discussion.</p> <p>Another member asked whether they could share positive experiences or feedback, and Mrs. Espinoza confirmed that they were welcome to do so.</p>	
Adjournment	Denise Pasillas	<p>Next Meeting: June 16, 2026, at 12pm.</p>	