



COMMUNITY ADVISORY COMMITTEE (CAC)

MEETING AGENDA

Meeting Date: Tuesday June 16, 2026
Meeting Time: 12:00PM- 2:00PM
Location / Virtual: 512 W. Aten RD, Imperial CA, 92251 or Microsoft Teams meeting ID: 296 310 456 282 922 Passcode: jU7bG2oU
Chair/Facilitator: Xochitl Fausto

Committee Members	CHPIV Staff/Presenters	Guests/ Presenters
1. Xochitl Fausto- Committee Chair 2. Maria Alonso 3. Janice Alvarado 4. Anabel Araujo 5. Maria Gutierrez 6. Angel Martinez 7. Laura Martinez 8. Irma Mendoza 9. Maria Mendoza 10. Jesus Perez 11. Arturo Plantero 12. Susie Ponce 13. Patricia Rico 14. Joselene Robles 15. Leonarda Rubio 16. Abelina Tinajero 17. Maria Valdez 18. Lizeth Zaragosa	Dr. Arakawa- CMO Julia Hutchins- Chief Operating Officer Michelle Ramirez- Sales/ Marketing Veronica Arroyo- Retention Specialist Priscilla Carpio- Care Manager Belen Ortega- Care Manager Jessica Espinoza- Member Experience Coordinator Elizabeth Torres- Sales and Marketing Representative Steve Levy- Sales and Marketing Representative Alia Romo- Sales and Marketing Representative Vanessa Guzman- Provider Network Manager	Eduardo Ron-Lopez- CHPIV Compliance Sara Corona- Area Agency on Aging

Agenda

Time	Agenda Item	Presenter	Discussion/Notes	Action Needed
12:00PM	Agenda Introduction/ Roll Call	Xochitl Fausto	Xochitl Fausto, CAC Chair, opened the meeting with Community Health Plan of Imperial Valley members Mrs. Fausto officially commenced the meeting of the Community Advisory Committee at 12:00 pm	

	Review and approve CAC Meeting Minutes	Xochitl Fausto	The minutes from the March ,2026, meeting were reviewed and unanimously approved by the members.	Approved by the members
	Language Assistance Program	Xochitl Fausto	Presentation	
	Elder Abuse	Sara Corona-Agency of Aging	Presentation	
	Authorization Process – a delegation oversight perspective	Eduardo Ron-Lopez-CHPIV Compliance	Presentation	
	LUNCH BREAK			
	Member feedback	Xochitl Fausto	Recommendations	

Open Forum / Public Comment

Action Items

Action Item	Presenter	Minutes	Status/ Action
Goals for 2026 Community Advisory Committee	Xochitl Fausto	Mrs. Fausto outlined the CAC committee’s strategic priorities, reflecting previously identified member concerns. - Approval of Goals for 2026 - Access to Care - Reduce Grievances by 2% related to authorization and referrals. - Behavioral Health (Children's Autism) - Increase member awareness of local resources to support children with autism spectrum disorder - Health Literacy - Grievance and denial letters are at a 6th-grade level in English and Spanish - Member experience - >87% of D-SNP members report positive experience with health plan	Approved be the members

Language Assistance Program	Xochitl Fausto	Language Assistance Program • Mrs. Fausto presented the Language Assistance Program, highlighting bilingual communications, access to translated materials, and support from bilingual staff for CHDIB members. • Members were informed that the quarterly newsletter will be distributed in both English and Spanish beginning in September, ensuring members receive information in their preferred language. • The team shared that bilingual staff are available to assist with more than 40,000 member calls and review six categories of translated materials to improve communication and access to services. • Members were reminded that letters and educational materials are available in Spanish upon request and that they should verify their language preference is on file to receive correspondence in their preferred language. • During the third and fourth quarters, 47 English-language materials were reviewed for translation and accessibility. • Members were encouraged to request interpreter services whenever needed, with staff available to provide language assistance at all times.	
Elder Abuse	Sara Corona-Area Agency on Aging	Elder Abuse Prevention and Reporting • Sara Corona from the Area Agency on Aging delivered a presentation on identifying, preventing, and reporting elder abuse. • The presenters reviewed the five primary forms of elder abuse: ○ Neglect ○ Financial exploitation ○ Physical abuse ○ Psychological or emotional abuse ○ Sexual abuse • Real-life examples were shared to help attendees recognize warning signs. • The reporting process was explained: ○ Reports involving long-term care facilities are investigated immediately through the Long-Term Care Ombudsman Program. ○ Reports involving abuse occurring in a private residence are referred to Adult Protective	

		Services (APS). • The presenters emphasized the important role of family members, neighbors, and the community in recognizing and reporting suspected abuse, as many victims are reluctant to report due to fear or embarrassment. • Members were assured that all reports may be made anonymously and confidentially. • Contact information and bilingual educational resources were provided, along with information about victim advocacy and support services.	
Authorization Process- A delegation oversight perspective	Eduardo Ron-Lopez- CHPIV Compliance	Prior Authorization and Medical Referral Process • Eduardo Ron López from the Delegation Oversight Department explained the prior authorization process for medical services and reviewed the appeals and grievance procedures. • Members were informed that certain medical services require prior authorization from the health plan before services can be provided. • For urgent requests, the health plan is required to issue a decision within 72 hours. • If an authorization request is approved, services proceed as scheduled. • If a request is denied, members receive a written notice outline: ○ The requested services ○ The services that were denied ○ The reason for the denial ○ Available next steps • Members were encouraged to bring denial letters to the office for assistance or contact Member Services. Letters are available in Spanish and other languages. • If members disagree with a decision, they may file a grievance or appeal, and their physician may submit the appeal on their behalf.	
Member Feedback	Xochitl Fausto	Accommodations for Children with Disabilities • Ana Araujo proposed implementing accommodations at laboratories and provider offices for children with severe autism who require blood draws. • She explained that many laboratories currently lack appropriate equipment or procedures to safely assist children with severe developmental disabilities, creating stress for both patients and families. • A recommendation was made for laboratories to adopt accommodations similar to those used in pediatric dental settings, such as stabilization equipment, when medically appropriate. • The team shared that a specialized clinic for children with autism and other special needs is currently in the planning stages and is expected to provide dental services and potentially additional specialized care in the future. Health Program Funding • The team clarified to members asking about the plan longevity that Medicare and other health programs are funded through state and federal resources rather than	CHPIV will request a Behavioral Health professional to come speak and give information to families regarding their concerns and where they can submit them. Dr. A explained to the committee how funds are paid

		temporary grants. - Members were assured that these programs will continue as long as state and federal funding remains available and members remain eligible Community Services for Older Adults - Information was shared regarding community resources available to older adults and their families. - Food distribution boxes are available to individuals age 60 and older without requiring proof of income or immigration status. - Agency services are available regardless of insurance coverage or immigration status. Non-Emergency Medical Transportation (NEMT) - Members discussed ongoing concerns regarding non-emergency medical transportation services. - Reported issues included: - Delays of up to two months for transportation approvals - Missed medical appointments - Poor vehicle conditions, including lack of air conditioning - The team explained that each transportation issue requires a separate formal grievance if problems continue after a previous complaint has been resolved. - Members were reminded that specialized transportation requires annual physician preauthorization and must be renewed each year. - The team acknowledged the limited number of transportation providers available in the Valley but committed to considering member feedback during future contract renewals.	into the plan and the differences from grants. Sara Corona gave the committee number and address to where they may go to collect food boxes. Grievances were explained for the transportation issues by care managers and leadership team.
Future Meeting Topics	Xochitl Fausto	Future Meeting Topics - Members suggested inviting representatives from community clinics and organizations to future meetings. - Proposed topics include: - New senior clinics - Specialized pediatric clinics - Community health programs and resources for seniors and children	CHPIV will invite behavioral health pediatric team to do a presentation. CHPIV team will invite a representative from Innercare PACE program to come give information about their center.
Follow-up Action Items	Xochitl Fausto	Action Item Explore accommodation for blood draws for children with disabilities, particularly those with severe autism, by working with laboratories and providers. Invite a representative from the PACE Center to present at a	

		future meeting. Provide updates on the planned specialty clinic for children with autism and other special needs. Collect and share member feedback regarding medical transportation vehicle conditions, particularly the lack of air conditioning, for consideration during future contract renewals. Continue submitting formal grievances for recurring transportation issues and ensure annual physician preauthorization is completed for specialized transportation services. Encourage community members interested in available programs and services to contact or visit the office for additional information.	
Adjournment	Xochitl Fausto	Next Meeting September 15, 2026 12PM	

Next Meeting

Date: September 15, 2026 Time: 12:00PM- 2:00 PM Location: Office/ Virtual

Approvals

Chair Signature: _____ Date: _____

Recording Secretary: _____ Date: _____