COMMUNITY ADVISORY COMMITTEE (CAC)

MEETING AGENDA

Meeting Date: Tuesday September 15, 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. Eduardo Andrade 5. Anabel Araujo 6. Maria Araujo 7. Mariana Banaga 8. Leah Fausto 9. Maria Gutirrez 10. Ramona Jimenez 11. Laura Martinez 12. Irma Mendoza 13. Maria Mendoza 14. Jesus Perez 15. Susie Ponce 16. Patricia Rico 17. Leonarda Rubio 18. Abelina Tinajero 19. Maria Valdez	Dr. Arakawa- CMO Julia Hutchins- Chief Operating Officer Michelle Ramirez- Sales/ Marketing Veronica Arroyo- Retention Specialist Priscilla Carpio- Care Manager Elizabeth Torres- Sales and Marketing Representative Steve Levy- Sales and Marketing Representative Alia Romo- Sales and Marketing Representative Vanessa Guzman- Provider Network Manager	Alex Gamboa & Laura Nuno- Imperial County Social Services Dr. Luis Enrique Verduzco- Innercare PACE Program

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 June ,2026, meeting were reviewed and unanimously approved by the members.	Approved by the members
12:05-12:15	**Medicare Premium Payment Program**	Alex Gamboa and Laura Nuno	Presentation	
12:15-12:25	**Innercare PACE Program**	Dr. Luis Enrique Verduzco	Presentation	
12:25-12:45	**Non Specialty Mental Health Outreach & Education Plan** **Community Connect and Community Referrals**	Marisela Banaga	Presentation	
12:45- 1:00	LUNCH BREAK			
1:00- 1:50	**Member feedback** **Operation of the Community Advisory Committee** **Open Forum**	Xochitl Fausto	Recommendations	
1:50- 2:00	**Meeting Wrap Up**	Xochitl Fausto		

Open Forum / Public Comment

Action Items

Action Item	Presenter	Minutes	Status/ Action
Medicare Premium Payment Program	Alex Gamboa and Laura Nuno	• **Medicare Premium Payment Program:** Alex Gamboa and Laura Nuno explained how Medi-Cal can help eligible members pay the Medicare Part B premium, as well as requirements, reimbursement times, differences between programs and channels for receiving assistance or reporting service problems. ○ **Differences Between Programs:** Alex Gamboa explained that Medicare is insurance related to Social Security, while Medi-Cal is public coverage based on income and eligibility. Medicare can include Parts A for hospitalization, B for medical services, C for Medicare	

		Advantage plans, and D for drugs. ○ **Part B payment:** When a Medi-Cal-eligible person must also enroll in Medicare, Medi-Cal can act as secondary coverage and pay the Medicare Part B premium if the person has Medi-Cal at no cost. It was noted that the member may have to pay initially for a month or two; after that, Medi-Cal can start payments directly and reimburse the amount paid, with an approximate term of up to 60 days. ○ **Eligibility and re-enrollment:** Eligibility depends on factors such as age, disability, type of income, household size and composition, and applicable deductions. There is no one-size-fits-all income limit. If a person has Medi-Cal suspended because their income exceeded the limit and their circumstances later change, they can reapply right away, without waiting a month or two. ○ **Attention and complaints:** For questions about forms, notifications or cases, it was recommended to go to the office located at 2895 Fourth Street or request telephone assistance with the corresponding documents at hand. If a person does not receive a response, they must leave a message; the staff has a rule to respond within 24 hours. You can also call the general number 760-337-6800 and ask to speak to the supervisor of the assigned worker. • **Outreach of Nonspecialty Mental Health Services:** Marisela presented CHPIV's annual plan to increase awareness and use of nonspecialty mental health services among members and primary care providers, incorporating educational campaigns, referrals, and culturally appropriate language in accordance with SB 1019. ○ **Purpose and Requirements:** The plan seeks to help members and primary care providers understand what non-specialized mental health services are covered. Marisela explained that SB 1019 requires the development and implementation of a culturally and linguistically appropriate outreach and education plan annually, subject to approval by DHCS. ○ **Member Activities:** Activities include social media and email campaigns on stress, trauma, anxiety, mild depression,	

		child and youth mental health, adverse childhood experiences, family therapy, and behavioral health. Brochures will also be produced, referrals will be made from Member Services, Pharmacy, and Care Management, and annual mailings and newsletters will be used. ○ **Activities for Providers:** For providers, trainings on adverse childhood experiences, motivational interviewing, trauma-informed care, and cultural humility are contemplated, as well as specialized training, monthly emails, and ongoing communication about covered services. ○ **Community Feedback:** Stakeholders recommended using links instead of attachments, addressing transportation barriers, considering waiting lists for virtual services, and collaborating with providers active in the community. They also requested recovery-focused language: avoiding expressions such as "substance abuse" and "treatment," and using phrases such as "working with you to better manage depression." The phrase proposed by members was "It's okay not to be okay." ○ **Individual Support:** Faced with a participant who described nighttime anxiety, previous depression, and hesitancy about combining medications prior to surgery, Marisela indicated that she would be connected with a case manager to help coordinate support and address her needs with the appropriate team. There was also interest in receiving information and possibly a presentation on Alzheimer's to support family members.	
Innercare PACE Program	Dr. Luis Enrique Verduzco	• **Innercare PACE Program:** Luis Enrique Verduzco introduced Innercare PACE as a comprehensive program for older adults that coordinates medical care, social services, transportation, and daily support to help eligible participants live safely in the community. ○ **Program Purpose:** Luis Enrique Verduzco explained that PACE is an all-inclusive care program for individuals 55 and older who live in Imperial County and need support to perform activities of	

		daily living. Its purpose is to coordinate the care of the participant and their family so that the person remains safely in the community, rather than requiring a care facility. ○ **Services Included:** PACE brings together under one roof primary care, nursing, physical and occupational therapy, nutrition, social work, home care, recreational activities, personal assistance, transportation, and medications. The interdisciplinary team creates an individual plan for each participant and reviews their care goals approximately every six months. ○ **Need criteria:** Situations that may indicate that a person would benefit from the program include needing supervision to bathe, support in arranging medications, memory or Alzheimer's problems, frequent falls, the need to coordinate multiple specialists, additional support in the community, home care, or assistance from a family member. ○ **Less Suitable Cases:** The program may not be appropriate for people with stable chronic illnesses who manage their daily lives without additional support, for those who wish to keep their current primary care physician, or for those who are solely seeking transportation. Entering during an advanced process of surgery or specialized study could restart or interrupt the coordination of that process. ○ **Medical Coordination:** Upon admission, PACE assumes responsibility for care 24 hours a day, seven days a week, including the primary care component. Current specialists may continue when they are part of the contracted network. Orders for specialists are sent directly to schedule the appointment, without a separate authorization department; the usual time to get	

		an appointment is one to three weeks, depending on the availability of the specialist. ○ **Costs and Evaluation:** For participants with Medi-Cal or Medi-Cal-Medicare coverage, care generally has no copays or associated costs; those with only Medicare may have a monthly payment. PACE provides a card of its own and coordinates services, medications, tests, and hospitalizations. Enrollment is not solely dependent on the clinic: A nurse conducts an initial evaluation and the State determines if the person meets the criteria. ○ **Visit and transportation:** The clinic normally operates from 8:00 a.m. to 5:00 p.m., but the team maintains after-hours medical coverage to assess if a situation can wait or requires hospital care. Interested individuals can call 760-412-4422 to request information or a tour; if they need transportation, the clinic can coordinate it.	
Non Specialty Mental Health Outreach & Education Plan Community Connect and Community Referrals	Marisela Banaga	• **Non Specialty Mental Health Outreach and Education- Community Connect and Community Referrals:** Marisela explained that Community Connect Findhelp allows members and community partners to locate free or low-cost resources, complete a social needs assessment, and send referrals directly to local organizations. ○ **Resource Search:** Community Connect Findhelp is a national database that allows you to search for social services and community resources by category and zip code. The platform can display programs related to housing, food, financial assistance, health care, and other needs. ○ **Social Survey**: The social needs assessment asks to confirm whether the person accepts or refuses to answer the questionnaire. If they reject it, only identification data such as name, zip code and telephone number are recorded; if they accept it, they can answer questions to help identify suitable supports. ○ **Referral Process:** After choosing a program, the individual can request a referral on their own or select the referral button on the program tab. The receiving organization receives a notification and contacts the individual directly to provide follow-	

		up. ○ **Integration with suppliers:** Marisela indicated that Find help was integrated in 2025 with Cozeva, a platform for suppliers. This allows providers to conduct social needs assessments and referrals on an ongoing basis, with the aim of saving time, increasing efficiency and reducing errors in member information.	
Operation of the Community Advisory Committee	Xochitl Fausto and Marisela Banaga	• **Operation of the Community Advisory Committee:** Marisela and Xochitl Pasco reviewed the purpose of the CAC, its rules of participation and the follow-up calendar, highlighting that the committee collects opinions from affiliates and does not function as a decision-making body. ○ **CAC Purpose:** The Community Advisory Committee provides Medi-Cal members and community partners with a space to share experiences about the health care system and Medi-Cal benefits. The CHPIV team uses that feedback to identify interventions and solutions that address different needs. ○ **Rules of Participation:** Each member has an equal right to speak and ask questions. It was agreed to treat them respectfully, avoid interruptions, listen to different opinions, and protect personal and health information shared during the meeting. It was also clarified that the CAC is advisory and does not make decisions. ○ **Next Meeting:** Marisela reported that the next meeting is scheduled for December 15. She indicated that she will contact approximately two weeks in advance the people who plan to attend to confirm their participation and communicate any additional details.	
Member Feedback and future topics.	Xochitl Fausto	Members enjoyed all of today's presentations. They thought the PACE Center presentation was especially informative and discussed which topic they would like to hear about for the next meeting. • **Mental Health Follow-Up:** Connects the participant with a case manager to support her with anxiety, depression, and safe review of her medications prior to her next knee surgery. • **Alzheimer's Materials:** Prepare and share materials or a presentation about Alzheimer's so that the participant can inform her family members and support her mother. • **Community Resource Information:** Confirm if the community resource platform offers to send information by mail and communicate the result to attendees. • **Next CAT meeting:** Contact participants who might attend again approximately two weeks before December and RSVP to the December 15 meeting.	Marisela will try to schedule presenters from the given subjects members are interested in learning about. Marisela will be contacting members for next meeting to RSVP.

Adjournment	Xochitl Fausto	**Next Meeting December 15, 2026 12PM**	

Next Meeting

Date: December 15, 2026__ Time: _12:00PM- 2:00 PM Location: _Office/ Virtual_

Approvals

Chair Signature: _____ Date: _____

Recording Secretary: _____ Date: _____