

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, November 9, 2023

10:00 – 11:30 a.m.



Location: In San Benito County:

Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Catheys Valley Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, November 8, 2023 to MSAG@ccah-alliance.org.
 - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 - ii. Comments will be read during the meeting and are limited to five minutes.
 - b. In person during the meeting when that item is announced.
 - i. State your name and organization prior to providing comment.
 - ii. Comments are limited to five minutes.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
 - A. Roll call
 - B. Establish quorum
 - C. Supplements and deletions to the agenda

- 2. Oral Communications. 10:05 a.m.**
 - A. Members of the public may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group. Presentations must not exceed five minutes in length, and any individuals may speak only once during Oral Communications.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to five minutes per item.

- 3. Comments and Announcements by Advisory Group members.**
 - A. Advisory Group members may provide comments and announcements.

- 4. Comments and Announcements by Plan Staff.**
 - A. Plan staff may provide comments and announcements.

Consent Agenda Items: 10:10 a.m.

- 5. Approve Member Services Advisory Group minutes of August 12, 2021.**
- 6. Approve Member Services Advisory Group minutes of November 4, 2021.**
- 7. Approve Member Services Advisory Group minutes of May 11, 2022.**
- 8. Approve Member Services Advisory Group minutes of August 11, 2022.**
- 9. Approve Member Services Advisory Group minutes of November 10, 2022.**
- 10. Approve Member Services Advisory Group minutes of February 9, 2023.**
- 11. Approve Member Services Advisory Group minutes of May 10, 2023.**
- 12. Approve Member Services Advisory Group minutes of August 10, 2023.**



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13. Accept Plan Staff Reports:

- A. Current Enrollment
- B. Current Call Statistics Report
- C. Member Appeals and Grievance Report
- D. Community Engagement Report

Regular Agenda Items:

14. Annual Election of Officers of the Advisory Group

10:15 a.m.

10:15 – 10:20 a.m.

Action: Nominate and elect Chairperson and Vice Chairperson.

15. 2024 Member Services Advisory Group (MSAG) Charter

10:20 – 10:30 a.m.

Inform and Feedback: Chairperson Beleutz will review the draft 2024 Member Services Advisory Group (MSAG) Charter and solicit feedback.

16. Care Management

10:30 – 11:20 a.m.

Inform and Feedback: Jessie Newton, RN, Continuum of Health Manager – Adult, and Ashley McEwen, BSN, RN, Pediatric Complex Case Management Supervisor, will provide an overview of care management and solicit feedback.

17. Adjourn

The next meeting of the Member Services Advisory Group, after this November 9, 2023 meeting:

- Santa Cruz – Monterey – Merced – San Benito - Mariposa
Thursday, February 8, 2024 10 – 11:30 a.m.
Locations: Alliance Offices in Mariposa, Merced, Monterey, San Benito, and Santa Cruz counties and joined together via videoconferencing.

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/tag/msag/>. The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at MSAG@ccah-alliance.org or 800-700-3874.



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