CenCal CareConnect

Enrollee Advisory Committee (EAC) Meeting Minutes

Date: February 26, 2026

Time: 1:30 p.m. to 2:30 p.m.

Chairperson: Sara Macdonald, Member / Board of Directors (BOD) Liaison

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Enrollee Advisory Committee (EAC) Voting Members Present:
Cynthia Guerrero, Member
Sara Macdonald, Member / Board of Directors (BOD) Liaison

EAC Voting Members Excused:
N/A

CenCal Health Staff Present:
Bao Xiong, Director of Program Development, EAC Coordinator
Eric Buben, Director of Member Services
Gabriella Djuarna, MPH, Program Development Specialist
Nicole Wilson, Executive Assistant
Hector Garcia, Medicare Director
Nicolette Worley Marselian MBA, Director of Communications and Marketing
Dr. Van Do-Reynoso, MPH, PhD, Chief Customer Experience Officer, Chief Health Equity Officer

Guests:
MaryEllen Rehse, Executive Director, Children and Family Resource Services / Community Advisory Board Chair

Administrative Support: Nicole Wilson, Executive Assistant

Location: Virtual (Microsoft Teams)

Agenda Item	*Discussion*
1. Opening remarks, Introductions, and Agenda Review B. Xiong, Director of Program Development Dr. V. Do-Reynoso, MPH, PhD, Chief Customer Experience Officer, Chief Health Equity Officer	**Ms. Xiong** called the meeting to order at 1:30 p.m., reviewed the agenda, and facilitated introductions. Dr. V. Do-Reynoso welcomed participants to the inaugural EAC meeting and expressed appreciation for their support of CenCal CareConnect.

2. Public comment on any <u>non-agenda item</u> of interest to the public that is within the subject matter jurisdiction of the Enrollee Advisory Committee (EAC). All	There were no public comments.
3. Discuss and adopt EAC Charter All	**Ms. Xiong,** Director of Program Development, presented the EAC charter for discussion. • Purpose: The Enrollee Advisory Committee (EAC) provides a forum for CenCal CareConnect members to discuss common issues of interest and importance; provide feedback on CenCal CareConnect coverage and benefits; identify barriers to high-quality, coordinated care; and ensure that the voices of members are heard and represented in decision-making. • Duties: The EAC carries out duties, including but not limited to, advising CenCal Health on the administration of CenCal CareConnect coverage and benefits to meet members' needs, making recommendations to improve programs and benefit offerings, and participating in engagement strategies. • Composition: The EAC membership reflects the general CenCal CareConnect member population in its service area: Santa Barbara County and San Luis Obispo County. CenCal Care Connect Members, Member's family members, consumer advocates, and caregivers that reflect the demographic diversity of the CenCal CareConnect population, including individuals with disabilities, may serve as EAC members. • Report to the BOD: To keep the BOD current on information from the EAC, EAC meeting minutes, agenda, and additional information is assembled through a memorandum to include in the BOD packet for review and consideration following each EAC meeting. • Meetings: The EAC meetings are quarterly (4 meetings per year). **Discussion:** **Mr. Buben** suggested revising the charter to state that EAC members will help plan and attend consumer listening

	sessions. The group agreed to revise the EAC charter accordingly. **Mr. Buben** inquired about the composition of the Selection Committee. **Ms. Xiong** stated that the selection committee will consist of CenCal Health staff and EAC members given the small size of the committee at this time. **Ms. Macdonald** asked who would lead the development of the report to the BOD. **Dr. V. Do-Reynoso** clarified that she would prepare the report to the BOD and asked if Ms. Macdonald would be amenable to serve as the Board Sponsor. Ms. MacDonald confirmed she would serve as the Board Sponsor. **Mr. Buben** asked who would facilitate meetings in the instance that the Chair and Vice-Chair cannot attend. After much discussion, it was decided that the EAC Coordinator would facilitate meetings in the absence of the Chair and Vice-Chair. This section of the charter would be revised accordingly. **Action:** The EAC unanimously approved the charter, with the approved revisions.
4. Discuss EAC membership and recruitment strategies All	**Ms. Xiong** shared the EAC membership criteria and recruitment efforts, including text and email campaigns, to recruit additional EAC members. The EAC application is available on the CenCal Health website: https://wwwqa.cencalhealth.org/explore-cencal-health/advisory-committees/ Members can also call or email CenCal Health to apply. CenCal Health has a dedicated inbox and direct line for interested members to call or email. Membership criteria include: • Be a current CenCal CareConnect member or their family member/representative/caregiver • Be at least 18 years of age • Be able to attend quarterly meetings **Discussion:** **Ms. Guerrero** suggested mailing EAC applications to members. **Ms. Worley Marselian** stated that it is possible to mail applications to members, and she will look into this. Members can also call CenCal CareConnect's toll-free enrollment line to apply to become an EAC member: 1-877-227-3051 (TTY:

	CA Relay at 711), Monday through Friday, 8 a.m. to 5 p.m. PT.
5. Discuss meeting cadence and format of meetings to promote engagement All	Participants discussed the EAC meeting cadence and meeting format, agreeing that quarterly meetings and a hybrid meeting format (in-person meeting with option to join virtually) would promote participation. **Discussion:** **Dr. V. Do-Reynoso** shared that CenCal Health is seeking guidance on the hybrid meeting format in relation to the Brown Act. **Ms. Macdonald** inquired about translation and transportation support for members. **Dr. V. Do-Reynoso** stated that CenCal Health will provide transportation and interpretation services for meetings to minimize barriers for participation.
6. Roundtable: Opportunity for EAC members to share relevant updates or feedback All	**Ms. Macdonald** shared a policy brief on D-SNP published by the Local Health Plans of California (LHPC): https://www.lhpc.org/post/issue-brief-advancing-integrated-care-dual-eligible-californians-insights-californias-local **Ms. Guerrero** shared that the Over-the-Counter (OTC) Product Catalog was helpful, especially the pictures of products. Prior to receiving the catalog, she was not aware of what she could purchase with the Benefits Prepaid Card. She noticed that the catalog does not include all products that can be purchased and recommended, including more products in the catalog. Ms. Guerrero also shared that she encountered several glitches on the application, making it difficult to use. In addition, Ms. Guerrero asked about what the item number in the catalog refers to. **Mr. Garcia** thanked Ms. Guerrero for her feedback on the application, stating that he will share her feedback with the vendor. Mr. Garcia clarified that the catalog includes the 100 most popular products and is not inclusive of all products that can be purchased with the card. He will also discuss with the vendor the possibility of adding additional pictures of covered products. Mr. Garcia stated that the item number is an internal number from the vendor. He recommends using the companion application that lets members scan the product barcode to see if it is a covered item. Mr. Guerrero will follow up with Ms. Guerrero for additional insights on her experience with the application. **Ms. Worley Marselian and Mr. Buben** shared that members can call the CenCal CareConnect Member Services for

	assistance in looking up OCT products and get connected with Nations Benefits to place an order over the phone. Members can reach Member Services at Toll-free: 1-877-814-1861 (TTY: CA Relay at 711) 7 days a week, 8 a.m. to 8 p.m. PT.
7. Adjournment	**Ms. Xiong** adjourned the meeting at 2:30 p.m. and thanked the EAC for their time and participation.
Next meeting: May 21, 2026	

Respectfully submitted,

(To be approved at the May 21, 2026 meeting, Meeting by EAC vote)

Bao Xiong
Director of Program Development, EAC Coordinator