

Sacramento County Health Authority Commission Consumer Protection Committee Meeting

Meeting Notes

September 19, 2025, 1:30 PM – 3:30 PM

Meeting Location

4600 Broadway, Room 2020, Sacramento, CA 95820

Name	Attendance	Name	Attendance
SCHA Voting Members			
Eddie Kirby	☐ Present ☒ Absent	Margarita Dodatko	☐ Present ☒ Absent (Remote attendance)
Kim Williams	☒ Present ☐ Absent	Nicholas Capistrano	☒ Present ☐ Absent
Kirti Malhotra, MD	☒ Present ☐ Absent	Richard Pan, MD	☒ Present ☐ Absent

Agenda Item
1. Welcome, Agenda Review, and Updates – Dr. Kirti Malhotra Delayed start time to 1:42pm due to not having quorum at 1:30pm. Dr. Malhotra would like to focus on three things today: 1) bottlenecks in strategies before, 2) best practices that each plan has used in the past and 3) the next steps actionable. The group went around the room and then did introductions.
2. Presentation & Discussion: Medi-Cal Redeterminations – Dr. Kirti Malhotra and Managed Care Plan Representatives: Janet Paine with Anthem, Amber Kemp and Tianna Arbulu with Health Net, Cristina Pena and Crystal Haswell with Kaiser Permanente, Abbie Totten and Ruthy Argumedo with Molina. During the meeting chaired by Dr. Kirti Malhotra, the focus was on Medi-Cal redeterminations and preparing for strengthening the process considering the HR1 policy change on redeterminations frequency increasing to annually. The subcommittee sent the following questions to the Medi-Cal managed care plans: 1) How does your MCP prevent people from falling off, and losing Medi-Cal coverage? 2) How do we catch people who did not complete their Medi-Cal redetermination application, and get them back on? 3) Who are the people in your company who are monitoring them? 4) For IPA, if they reassigned, what authorizations are in place, etc.?) The discussion began with an overview of the challenges and strategies to prevent individuals from losing their Medi-Cal coverage. Health Net, Anthem, and Molina representatives shared their approaches, which included dedicated teams for enrollment, expanded business hours, and multilingual support. They emphasized the importance of timely communication through various channels such as email, text, and calls to ensure members complete the necessary paperwork for

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redetermination. The use of supplemental files from DHCS and collaboration with community-based organizations (CBOs) were highlighted as key strategies to maintain accurate contact information and assist members in the re-enrollment process.

Commissioners, managed care plan partners and other participants discussed the need for a unified message to reduce confusion and ensure members recognize the importance of the redetermination process. Suggestions included creating a shared flyer with logos from all involved organizations and leveraging community-driven messaging through social media and other platforms. The conversation also touched on the challenges of updating contact information within the County system and the potential benefits of a workgroup to develop a cohesive communication strategy. The meeting concluded with plans to reconvene and focus on refining the messaging and outreach efforts.

For more detailed information, you can refer to the key takeaways from Medi-Cal Redetermination Data - California Health Care Foundation and Medi-Cal Eligibility Statistics:

- [Key Takeaways from Medi-Cal Redetermination Data - California Health Care Foundation](#)
- [Medi-Cal Eligibility Statistics](#)

3. Discussion: Chair Recommendation Process – Dr. Kirti Malhotra

The Commissioners reviewed the compiled interview questions, and selected four questions from the ones submitted and will add the piece about regional coordination to the Chair's scope of work. Commissioners, Nick Capistrano and Margarita Dodatko, agreed to present briefly at the next general commission meeting. County staff to finish edits and compile and distribute to commissioners ahead of the 10/14 meeting.

4. Public Comment – One comment per person, limited to two minutes.

No public comment.

5. Next Steps and Adjournment – Dr. Kirti Malhotra

Meeting adjourned at 3:30pm

Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact SCHA@saccounty.gov. Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at [Sacramento County Health Authority](#).