

Sacramento County Health Authority Commission Consumer Protection Committee Meeting Minutes

October 24, 2025, 1:00 PM – 3:00 PM

Name	Attendance	Name	Attendance
SCHA Voting Members			
Eddie Kirby	☐ Present ☒ Absent	Margarita Dodatko	☒ Present ☐ Absent
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 Dr. Malhotra convened the meeting at 1:10pm.
2. Presentation, Discussion & Action: Medi-Cal Redetermination Flyer and Dissemination Plan – Dr. Kirti Malhotra and Managed Care Plan Representatives Commissioners discussed the Medi-Cal Redetermination flyer shared by Molina, DHCS Medi-Cal Redetermination talking points, and key questions and next steps. Key questions that Commissioners noted were: • (For DHA): Given three hour wait times for eligibility offices, is there some way clients can look up their redetermination date with their basic identifying information without calling? How can CBOs can get access to PAVE numbers to support clients with applications? • What will the redetermination envelopes look like (e.g., yellow envelope)? • Is the Medi-Cal card issue date related to the redetermination date, and if so in what way and with what accuracy (e.g., if redetermination date occurs X months after the issue date)? Commissioners instructed DHS staff to invite DHA to the subsequent CPC meeting to respond to questions and finalize the flyer. DHCS Medi-Cal Redetermination talking points are as follows: <u>How to Keep Your Medi-Cal</u> • Affected members will get letters by mail, text, or email. Make sure your county Medi-Cal office has your updated contact information. • Keep your contact information updated so you don't miss important notices. • Watch your mail and respond quickly to Medi-Cal renewal packets or letters from your health plan or local county office. • Know your renewal date so you can renew your Medi-Cal online or work with your local county Medi-Cal office if you do not receive notifications. • Keep going to the doctor and other medical appointments, and ask about available telehealth services.

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- [Visit our website](#) and follow our social media channels for updates.
- **Ask questions** if you're unsure.

Commissioners noted that DHA's phone number should be included on the flyer, the flyer should include a bright color like red or orange, and if possible add QR code to flyer with links/content in different languages.

Managed Care Plans will reach out to DHA and work on the flyer. Commissioners Nicholas Capistrano, Dr. Pan, and Dr. Malhotra expressed interest in participating in the meeting.

3. Discussion & Action: Troubleshooting Providers' CalAIM Challenges – Dr. Kirti Malhotra

Providers discussed CalAIM challenges that persist, including with authorization and claims payment timelines, and variation in home goods coverage (e.g., Molina does not cover bedding, Health Net reduced coverage of items), Molina still requires documentation in their system (CCA, and providers have been waiting over a year to be able to stop using it), Molina will no longer backdate to referral date as they had been for presumptive eligibility (but only the date it is processed) which results in missing clients, clients (almost 200) missing from Anthem's member list, issues with ILS' assignment of Kaiser members to providers drastically reducing in the last 5 months, and providers questioned whether their capacity reports are being looked at because some MIFs are much larger than their capacity (even accounting for low response rates).

Health Net and Kaiser Permanente representatives noted that providers should follow up with them to work on solutions.

CPC Chair Dr. Malhotra requested providers and MCPs to share updates at a future CPC meeting on the status of the issues raised and if they have been addressed and improving or if they have not been addressed. She also instructed DHS staff to invite all MCPs to the next CPC meeting.

4. Action: Approval of Meeting Minutes – DHS Staff

Action: Approval of September 19 meeting minutes.

Public comment: Chair called for public comment; none received.

Motion: Commissioner Dr. Pan

Second: Commissioner Margarita Dodatko

Vote: A roll call vote was taken.

Outcome: Motion carried.

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

No public comment.

6. Next Steps and Adjournment – *Dr. Kirti Malhotra*

Meeting adjourned at 2:55 pm.