



Member Advisory Committee (MAC) Meeting

Thursday, June 14, 2018

10:00 am – Noon

Location: 1240 South Loop Road, Alameda, CA 94502

Committee Leadership: Melinda Mello, Chair
Natalie Williams, Vice-Chair

Recorder of Meeting Minutes: Linda Ayala, Manager, Health Education

AGENDA

Item	Presenter	Action	Time
1. Welcome and Introductions - New Members	Melinda Mello, Chair Natalie Williams, Vice-Chair		5
2. Approval of Agenda and Minutes	Melinda Mello, Chair Natalie Williams, Vice-Chair	Vote	5
3. Standing Reports			
<ul style="list-style-type: none"> Alliance Update Department of Managed Health Care Audit 	Scott Coffin, Chief Executive Officer	Report	15
<ul style="list-style-type: none"> Grievances and Appeals 	Jennifer Karmelich, Director of Complaints and Resolutions	Report	10
<ul style="list-style-type: none"> Outreach 	Michelle Lewis, Communications Manager	Report	10
<ul style="list-style-type: none"> Health Education 	Linda Ayala, Health Education Manager	Report and Discussion	15

4. New Business

<ul style="list-style-type: none"> MAC Chair and Vice Chair Recommendation 	Michelle Lewis, Community Relations Manager and Linda Ayala, Health Education Manager	Vote	15
<ul style="list-style-type: none"> Update MAC Charter 	Michelle Lewis, Community Relations Manager and Linda Ayala, Health Education Manager	Discussion/ Vote	15
<ul style="list-style-type: none"> Quality Program Input 	Nicole Sardella	Discussion	10
<ul style="list-style-type: none"> Quality Improvement Report 	Kathleen Dalziel, Director of Accreditation and Health Education	Presentation	15

5. Unfinished Business –None

6. Public Comments

7. Adjournment

<ul style="list-style-type: none"> Items for future agenda(s) Next meeting: September 20, 2018 	Melinda Mello, Chair Natalie Williams, Vice-Chair	Vote	5
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You are invited! Member Advisory Committee Members, please join us for a recognition lunch, immediately following the meeting from 12:00 – 1:00 pm.

Attachments:

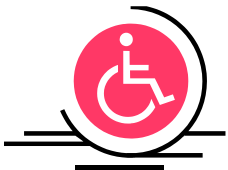
- Grievance and Appeals Report
- Outreach Report
- Health Education Report & Work Plan Highlights
- Quality Improvement Presentation
- Member Advisory Committee Charter

Member Advisory Committee Purpose:

The Alliance maintains a Member Advisory Committee to gather cultural and linguistic information from stakeholders and the community that the Alliance serves. The committee's responsibilities include advising on cultural competency issues, and educational and operational issues affecting seniors, people who speak a primary language other than English, and people who have a disability. The Member Advisory Committee encourages Alliance members and others to participate in public policy of the health plan to ensure the comfort, dignity, and convenience of members.

The Member Advisory Committee is open to the public. Anyone wishing to speak on a matter on the agenda will have the opportunity to do so in the order determined by the Chair. Anyone wishing to speak on a matter not on the agenda should wait until the Chair asks for public comments at the end of the agenda. Comments should be brief and limited to the specific subject under discussion.

Note: Only matters within the Member Advisory Committee's jurisdiction may be addressed at the meetings. If necessary, the Chair may limit the total time to be devoted to public comment on any item, and the time allotted to individual speakers, to ensure sufficient time for the consideration of all matters on the agenda.



- ✓ This meeting is wheelchair accessible.
- ✓ Alternative formats or any other disability-related accommodations or services: Please contact Cindy Brazil at the Alameda Alliance for Health at 510-747-6166 or cbrazil@alamedaalliance.org at least 72 hours before the meeting to request agenda materials in an alternative format or to request other accommodations.