

**Ventura County Medi-Cal Managed Care Commission (VCOMMCC)
dba Gold Coast Health Plan**

Community Advisory Committee (CAC) Special Meeting

Special Meeting

Wednesday, November 12, 2025 4:30 p.m. – 5:30 p.m.

**Gold Coast Health Plan,
Community Room**

711 E. Daily Drive, Suite 110, Camarillo, CA 93010

Conference Call Number: 1-805-324-7279

Conference ID Number: 466 621 207 #

Para interpretación al español, por favor llame al: 1-805-322-1542 clave: 1234

1151 Camelot Way
Oxnard, CA 93030

480 Pearl Drive
Lemoore CA 93245

1721 Saratoga Street
Oxnard, CA 93035

AGENDA

INTERPRETER ANNOUNCEMENT

CALL TO ORDER

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address the Community Advisory Committee (CAC). Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CAC are limited to three (3) minutes unless the Chair of the Committee extends time for good cause shown. Comments regarding items not on the agenda must be within the subject jurisdiction of the Committee.

Members of the public may call in, using the numbers above, or can submit public comments to the Committee via email by sending an email to ask@goldchp.org. If members of the public want to speak on a particular agenda item, please identify the agenda item number. Public comments submitted by email should be under 300 words.

Welcoming Remarks

Marlen Torres, Chief Member Experience & External Affairs Officer

PRESENTATIONS

1. Grievance & Appeals Overview

Staff: Stacy Luney, Director of Operations

RECOMMENDATION: Receive and file the presentation.

2. Member Outreach Strategy

Staff: Marlen Torres, Chief Member Experience & External Affairs Officer

RECOMMENDATION: Receive and file the report

COMMENTS FROM COMMITTEE MEMBERS / GCHP STAFF

CAC Feedback / Roundtable Discussion

ADJOURNMENT

Unless otherwise determined by the Committee, the next regular CAC meeting will be held on January 13, 2026 , from 4:30 PM – 6:30 PM in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Suite 110, Camarillo CA 93010.

Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on <http://goldcoasthealthplan.org>. Materials related to an agenda item submitted to the Committee after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Commission.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5512. Notification for accommodation must be made by the Monday prior to the meeting by 1:00 p.m. to enable the Clerk of the Commission to make reasonable arrangements for accessibility to this meeting.

**Comisión de Atención Administrada de Medi-Cal del Condado de
Ventura (VCMMCC)**

Que ejerce su actividad como Gold Coast Health Plan

Reunión Especial del Comité Asesor de la Comunidad (CAC)

Reunión Especial

Miércoles, 12 de noviembre de 2025, 4:30 p.m. – 5:30 p.m.

Gold Coast Health Plan,

Sala Comunitaria

711 E. Daily Drive, Suite 110, Camarillo, CA 93010

Número de Conferencia Telefónica: 1-805-324-7279

Número de Identificación de la Conferencia: 466 621 207 #

Para interpretación al español, por favor llame al: 1-805-322-1542 clave: 1234

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AGENDA

ANUNCIO DE INTÉRPRETE

LLAMADA AL ORDEN

PASE DE LISTA

COMENTARIOS DEL PÚBLICO

El público tiene la oportunidad de dirigirse al Comité Asesor de la Comunidad (CAC). Las personas que deseen dirigirse al Comité deben completar y entregar una Tarjeta de Orador.

Las personas que deseen dirigirse al CAC tienen un límite de tiempo de tres (3) minutos, a menos que la Presidencia del Comité amplíe el tiempo por motivos justificados que deberán mostrarse. Los comentarios sobre asuntos que no estén en la agenda deben pertenecer a la jurisdicción de las materias del Comité.

Los miembros del público pueden llamar, utilizando los números anteriores, o pueden enviar comentarios del público al Comité por correo electrónico, enviando un correo a ask@goldchp.org. Si los miembros del público desean hablar sobre un asunto particular de la agenda, se ruega que identifiquen el número de asunto de la agenda. Los comentarios del público presentados por correo electrónico deben ser de menos de 300 palabras.

Palabras de Bienvenida

Marlen Torres, Directora de Experiencia de Miembros y Asuntos Externos

PRESENTACIONES

1. Visión General de Quejas y Apelaciones

Personal: Stacy Luney, Directora de Operaciones

RECOMENDACIÓN: Recibir y archivar la presentación.

2. Estrategia de Difusión a Miembros

Personal: Marlen Torres, Directora de Experiencia de Miembros y Asuntos Externos

RECOMENDACIÓN: Recibir y archivar el informe

COMENTARIOS DE MIEMBROS DEL COMITÉ / PERSONAL DE GCHP

Comentarios del CAC / Discusión en Mesa Redonda

LEVANTAMIENTO DE SESIÓN

A menos que el Comité lo determine de otro modo, la próxima reunión ordinaria del CAC tendrá lugar el 13 de enero de 2026, de 4:30 PM a 6:30 PM, en la Sala Comunitaria ubicada en Gold Coast Health Plan, 711 E. Daily Drive, Suite 110, Camarillo CA 93010.

Los Informes Administrativos relativos a esta agenda están disponibles en 711 East Daily Drive, Suite #106, Camarillo, California, durante horario normal de oficina, y en la página <http://goldcoasthealthplan.org>. Los materiales relacionados con un asunto de la agenda presentado al Comité tras la distribución del paquete de la agenda están disponibles para revisión del público durante horario normal de oficina, en la oficina de la Secretaría de la Comisión.

En cumplimiento de la Ley de Estadounidenses con Discapacidades, si usted necesita ayuda para participar en esta reunión, por favor, contacte al (805) 437-5512. Las notificaciones para adaptaciones deben hacerse a más tardar el lunes anterior a la reunión a más tardar a la 1:00 p.m. para permitir a la Secretaría de la Comisión tomar las medidas adecuadas para la accesibilidad a esta reunión.



AGENDA ITEM NO. 1

TO: Community Advisory Committee (CAC)
FROM: Stacy Luney, Director of Operations
DATE: November 12, 2025
SUBJECT: Grievance and Appeals Overview

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

GCHP Grievance & Appeals

Gold Coast Health Plan Grievance & Appeals

November 12, 2025

Stacy Luney, Director of Operations

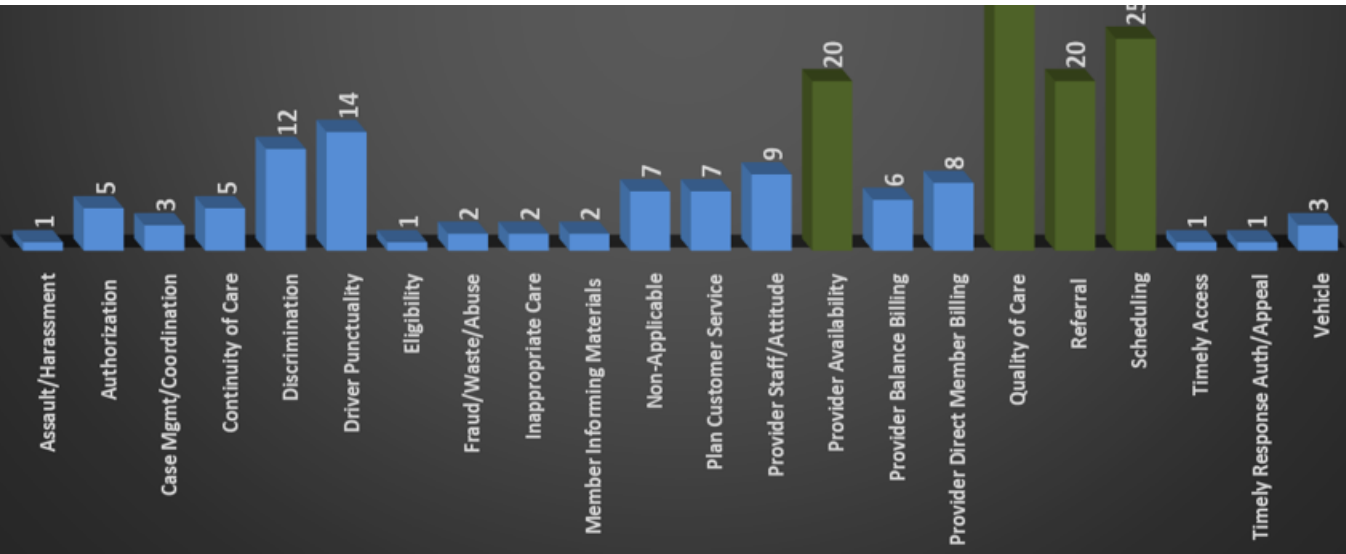
Grievance and Appeals Updates

In 3rd Quarter of 2025, total of 241 Member Grievances were reported. The data show large number of complaints were Quality of Care. The total was 87 cases reported under the main category reason being Outpatient Physical Health.

The categories highlight in green are the top reasons reported in second quarter of 2025.

- Quality of Care
- Scheduling
- Referrals & Provider Availability

The Quarterly Grievance log is attached for review.





AGENDA ITEM NO. 2

TO: Community Advisory Committee (CAC)
FROM: Marlen Torres, Chief Member Experience & External Affairs Officer
DATE: November 12, 2025
SUBJECT: Member Outreach Strategy

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Member Outreach Strategy

Member Outreach Strategy

Wednesday, November 12, 2025

Marlen Torres
Chief Member Experience and External Affairs Officer

Integrity

Accountability

Collaboration

Trust

Respect

Agenda

1. California Policy Changes

2. HR 1 Member Eligibility

3. Timeline

4. Media Campaign

5. Community Engagement

7. Member Care Ambassador Assistance

8. Community Based Organizations Grants

California Policy Changes for Unsatisfactory Immigration Status (UIS) Population

Policy	Summary of Changes	Implementation Date
Enrollment Freeze	Beginning January 1, 2026, there will be no new adult enrollees (ages 19+) who are UIS. For those who are currently enrolled in full scope Medi-Cal they must complete their annual renewal on time to remain enrolled.	January 1, 2026
Dental Benefit Elimination	As of July 1, 2026, most adults (19 and older) with UIS will lose dental benefits. Emergency dental care, and dental benefits for children and pregnant individuals, will still be covered.	July 1, 2026
Monthly Premiums	Starting July 1, 2027, eligible adults (19-59) with UIS and full scope Medi-Cal coverage will be required to pay a \$30 monthly premium.	July 1, 2027
Limited Scope Medi-Cal	No Change. Some individuals with UIS who lose full-scope Medi-Cal may be eligible for limited-scope coverage.	N/A
Emergency Services	No Change. Emergency dental care will still be covered for everyone, regardless of immigration status.	N/A

HR 1 Member Eligibility Changes to Medicaid

Policy	Summary of Changes	Implementation Date
Enacting Community Engagement Requirements	Requires Medicaid beneficiaries between the ages of 19-64 to complete community engagement requirements. For example, and individual must demonstrate they worked at least 80 hours per month. It exempts certain adults including parents with children ages 13 and under and those who are medically frail.	By December 31, 2026.
Increased Eligibility Verification	Requires states to conduct eligibility verifications for single adults between the ages of 19-64 every 6 months.	By December 31, 2026.
Modifies Retroactive Coverage During Presumptive Eligibility	Modifies the retroactive eligibility policy for beneficiaries between the ages of 19-64 from three months of retro active coverage to one month. For all other beneficiaries, it modifies retro active eligibility from three months of coverage to two months.	Effective for applications made on or after the first day of the first quarter that begins after December 31, 2026.
Cost Sharing for Expansion Population	Requires states to enact cost sharing for beneficiaries between the ages of 19-64 with incomes greater than 100% of federal poverty level (FPL) . Cost-sharing levels would be left to the discretion of the states but would be capped at \$35 per service; certain services are exempt from cost-sharing.	Beginning October 1, 2028.

Timeline

2025

- Develop outreach strategy
- Develop member facing materials

2026

- Enrollment Freeze
- Dental Benefit Elimination

2027

- Monthly Premiums
- Enacting Community Engagement Requirements
- Increased Eligibility Verification
- Modifies Retroactive Coverage During Presumptive Eligibility

2028

- Cost Sharing for Expansion Population

Media Campaign

Digital Ads (English and Spanish)

Billboards (English and Spanish)

Bus shelters (English and Spanish)

Four Ways to Complete Your Medi-Cal Renewal Form:

Choose how you want to renew and complete all the steps



ONLINE

This is the quickest and easiest way to complete your renewal. You can log in or create an account through **BenefitCal.com**.

BenefitCal.com has how-to videos to guide you through completing your renewal. You can renew online and make changes to your household, and change of address.



BY MAIL

- Follow the instructions on your renewal form.
- Update any information that is wrong or has changed required on the form.
- Include any required proof of regular income, assets, and household, and change of address with the form.
- Remember to sign and date your form before sending it back.
- Return it in the postage-paid, pre-addressed envelope.



BY PHONE

You can call your local Medi-Cal office for help or to provide your renewal information.

Call the phone number listed on your renewal form.

Make sure to have information about your income, changes to your household, and change of address ready to share.



IN PERSON

- You can get help and return your completed form to your local Medi-Cal office.
- If you don't have time to go visit local.Medi-Cal.gov and select "Find my local Medi-Cal office."
- Make sure you bring all the documents with you to update the information that you want to update.

Cuatro formas de completar su formulario de renovación de Medi-Cal:

Elija cómo quiere renovar y complete todos los pasos



EN LÍNEA

Esta es la forma más fácil y rápida de completar su renovación.

En BenefitCal.com puede:

- **Medi-Cal.officio.gov** tiene videos instructivos que le mostrarán cómo completar su formulario paso a paso.
- Adjunte sus pruebas de ingresos regulares, activos, cambios en su hogar o cualquier cambio de dirección.



POR CORREO

Siga las instrucciones que aparecen en su formulario de renovación.

Envíe su formulario con cualquier información que sea necesaria o haya cambiado.

Incluya cualquier prueba requerida de sus ingresos regulares, cambios en su hogar o cualquier cambio de dirección.

Recuerde firmar y fechar su formulario antes de enviarlo.

Envíelo de vuelta en el sobre prepagado con la dirección ya escrita.



POR TELÉFONO

Puede llamar a su oficina local de Medi-Cal si necesita ayuda o para comunicarse con el personal que le proporcionó la información en su formulario de renovación.

Asígnese de tener a la mano cualquier información sobre sus ingresos, cambios en su hogar o cambio de dirección.



EN PERSONA

Puede acudir a su oficina local de Medi-Cal para recibir ayuda o para entregar su formulario de renovación.

- Si no sabe a dónde ir, visite local.Medi-Cal.gov y seleccione "Find my local Medi-Cal office" (Buscar mi oficina local de Medi-Cal).
- Recuerde traer todos los documentos que necesite para actualizar la información que va a presentar.



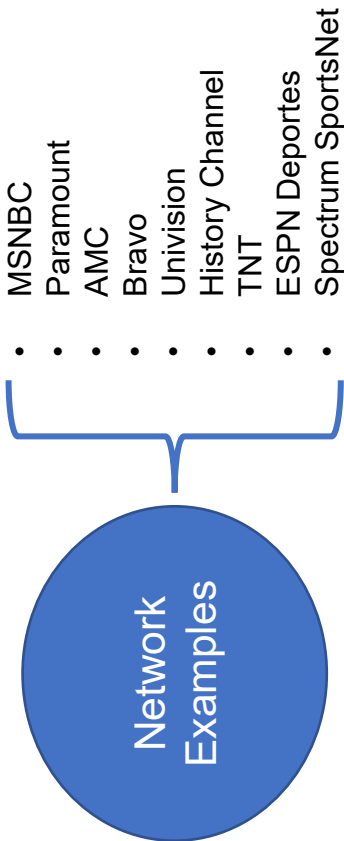
También puede comunicarse con un Health Enrollment Navigator si necesita algún tipo de asistencia o adaptación. Visite Medi-Cal.officio.gov y seleccione "Busque Ayuda Now".



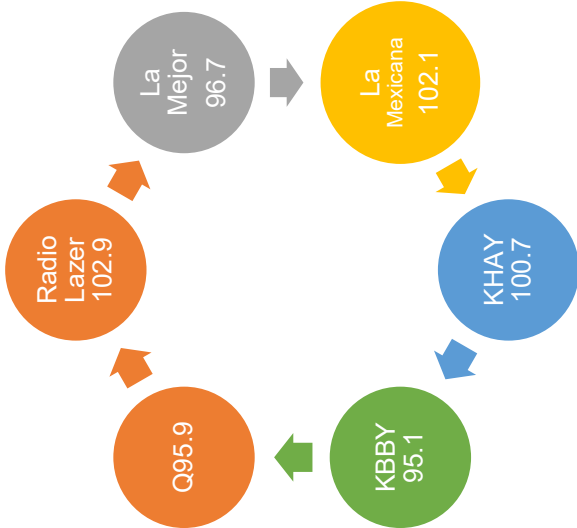


Media Campaign Cont.

TV and Streaming Commercials



Radio Ads (English and Spanish)



Printed Ads (English and Spanish)

Do you take care of a child With Medi-Cal?

Medi-Cal renewals happen every year.

Medi-Cal renews every member's eligibility every year. If your local Medi-Cal office sends you a renewal form in a yellow envelope or asks for more information, please respond right away. Otherwise, your child may lose coverage.

Even if you don't think you're eligible, complete the Medi-Cal renewal form.

- Medi-Cal income limits are different for kids. They may qualify even if the adults in the household do not.
- San Francisco, San Mateo and Santa Clara counties are participating through the County Children's Health Initiative Program (CCHIP). Call (833) 912-2447 for more information.

Submit the information by the due date listed.

- You can complete your renewal:
 - ONLINE - Log in or create an account with [BenefitsCal.com](https://benefitscal.com).
 - BY MAIL - Return the rapid envelope to the address on your form.
 - OVER THE PHONE - Call the number on your form.
 - IN PERSON - Visit your local Medi-Cal office.

HELP IS AVAILABLE

Health Enrollment Navigators can provide in-person assistance.

For more information, visit Medi-Cal.dhcs.ca.gov

Medi-Cal

Community Engagement

Community events

School events - back to school night / open house

Health fairs

Markets – Swap Meet
Justice / Garcia Market /
Adelante Comunidad
Conejo

Food distributions

Festivals

Material drop off / distribution

CBOs

Schools

Frequented areas –
Laundromats /
panaderias

Various workplaces –
ranchos / factories

Free clinics – WFC

Community presentations

CBO's offices

School Meetings
(ELAC, PTA, Migrant
Program, Afterschool
Program)

Virtual Presentations

Job placement referrals

Goodwill

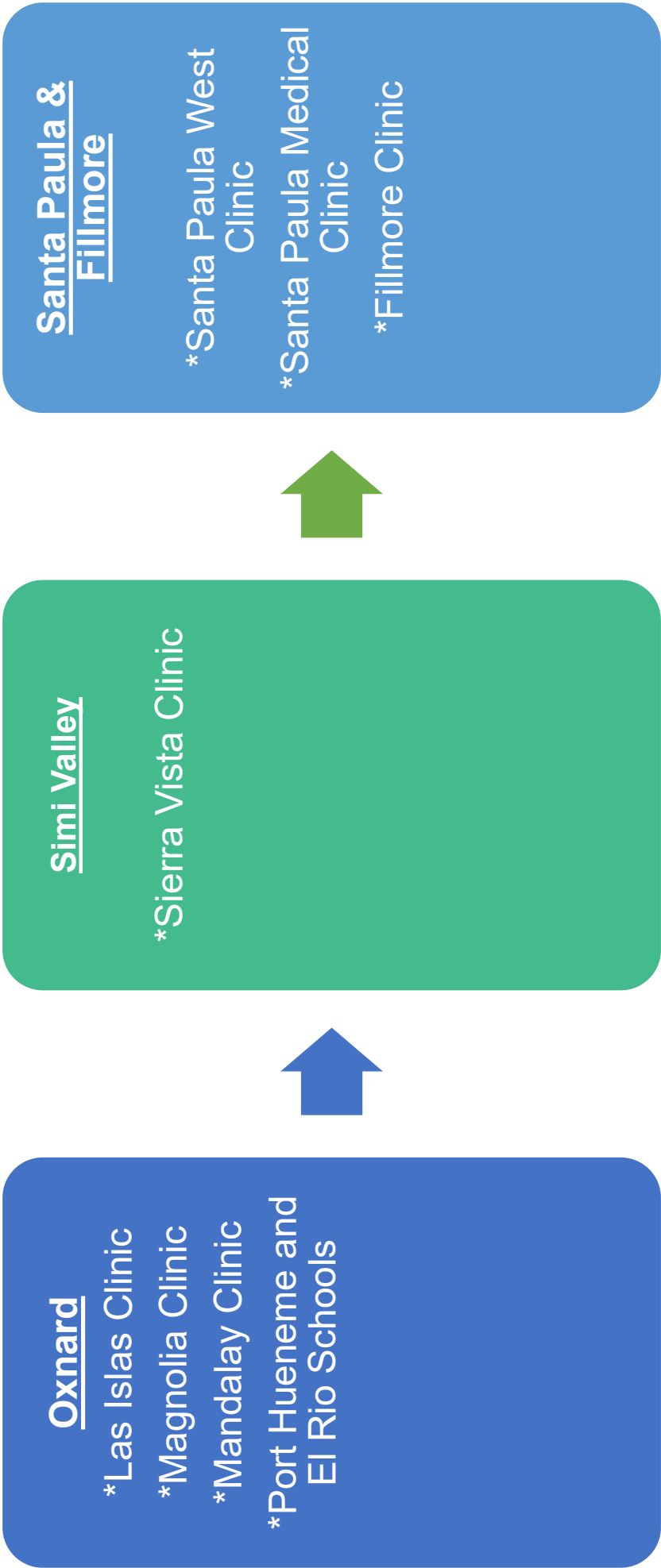
Center for Employment
Training (CET)

Workforce Development
Board of Ventura
County

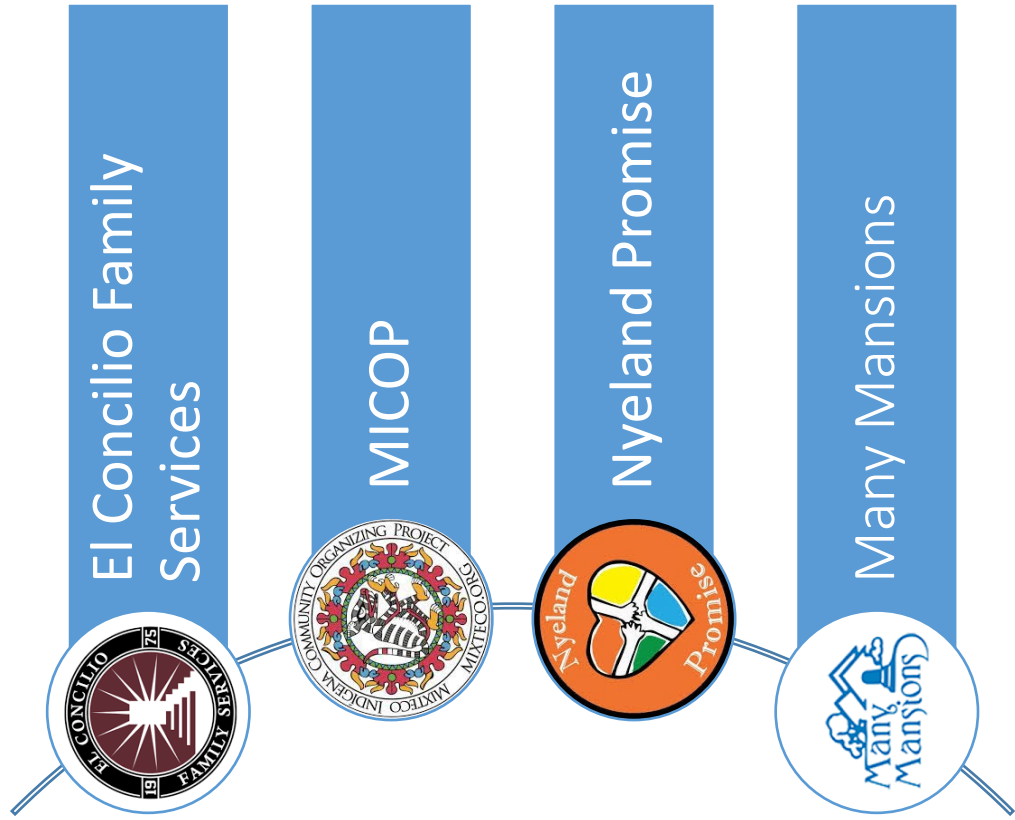
Ventura County
Colleges-Job and
Career Centers

Member Care Ambassador Assistance

Utilize Member Care Ambassadors at provider offices and school sites to assist members to renew their Medi-Cal application and answer questions related to redetermination and keeping Medi-Cal coverage.



Community Based Organizations Grants



Organization	Focus Area	Program Description and Impact	Geography
MICOP	Benefit Navigation	Support GCHP members with Medi-Cal enrollment, renewal, technical support and referring to GCHP services and benefits.	Oxnard and surrounding areas
El Concilio Family Services	Benefit Navigation, Member Journey Mapping	Support GCHP members with Medi-Cal enrollment, renewal, technical support and referring to GCHP services and benefits. Additionally, engage members to obtain information on social needs and refer to supporting agencies.	Fillmore, Oxnard, Port Hueneme, Santa Paula
Nyeland Promise	Benefit Navigation, Food Insecurity	Support GCHP members with Medi-Cal enrollment, renewal, technical support and referring to GCHP services and benefits. Additionally, will host workshops to help understand navigation of health care services.	Nyeland Acres, (unincorporated Oxnard)
Many Mansion	Social Service Navigation, Food Insecurity	Residents will gain equitable access to health and social resources, food support, and other essential needs through outreach at residential sites. Additionally, support Many Mansion residents with Medi-Cal renewals.	Fillmore, Oxnard, Santa Paula, Simi Valley, Thousand Oaks

Q&A