



MEMBERS WANTED!

ValueOptions of California's ("VOC") Public Policy committee is in need of members.

Background: The Public Policy Committee is mandated by Section 1369 of the California Knox-Keene Health Plan Act of 1975 and Rule 1300.69 of Title 28 of the California Code of Regulations.

Purpose: The purpose of the committee is to provide a forum for the consideration and formulation of ValueOptions of California policy on issues affecting members, such as:

- Health care services (EAP and MH/SA) offered by the VOC;
- The structure and operation of the VOC's grievance process;
- Review and evaluation of quarterly reports of member satisfaction and grievance data;
- Review member literature for cultural sensitivity and readability levels;
- Review and evaluate demographic, linguistic, and cultural information related to VOC's population in order to make recommendations regarding:
 1. Linguistic needs of populations served and identify languages that VOC materials (e.g. EOC, grievance procedure, forms, and responses to grievances) should be published in and translation services needed at the Plan level.
 2. Policies needed for increasing member access to services where there may be barriers resulting from cultural or linguistic factors
 3. Changes needed to the provider network to accommodate cultural, linguistic, or other ethnic preferences.
- Review data/other VOC information and make recommendations for policy or Plan/provider network changes needed related to ADA requirements or to minimize barriers and increase access for members with disabilities;
- Evaluate summaries of VOC external forums, if any, held with employer groups or members for policy recommendations;
- Make recommendations or suggestions for member outreach activities, topics or articles/information for publication on the member website, in EAP or MHSA member education materials or newsletters, etc.
- Recommending review/revision and/or development of policies and procedures to the Board of Directors or other VOC committees as appropriate based on the Committee's review of grievance, member satisfaction, and other VOC data.

Frequency and Duration: Meetings are held quarterly via conference call, typically lasting no longer than one (1) hour.

If you are interested in becoming a Public Policy Committee member please send your contact information to Erin.Karnes@valueoptions.com. Thank you.