

California Member Advisory Committee (English)

Date: March 26, 2025

Time: 10:00 AM - 11:00 AM (PST)

Location: Zoom (online)

Agenda

Topic	Presenter	Description
Attendance	Gabriella Djuarna	
10:00-10:05 (5 minutes)	Project Manager Intern	
Introduction	Gabriella Djuarna	
10:05-10:10 (5 minutes)	Project Manager Intern	
Question #1 10:10-10:25 (15 minutes)	All Members	"If you have called SCAN Member Services, what was positive about the experience? What would you change? Can you share your thoughts on the responsiveness of our SCAN Member Services?"
Question #2 10:25-10:40 (15 minutes)	All Members	"What issues has SCAN Member Services resolved for you? How was your experience?"
Question #3 10:40-10:55 (15 minutes)	All Members	"SCAN is launching a new member portal in April, what would you want to be able to do through the member portal? How was your experience with your PAL?"
Closing Remarks 10:55-11:00 (5 minutes)	Gabriella Djuarna Project Manager Intern	



California Member Advisory Committee (Spanish)

Date: April 8, 2025

Time: 10:00 AM - 11:00 AM (PST)

Location: Zoom (online)

Agenda

Topic	Presenter	Description
Attendance	Roxana Ayon	
10:00-10:05 (5 minutes)	PAL Specialist	
Introduction	Roxana Ayon	
10:05-10:10 (5 minutes)	PAL Specialist	
Question #1	All Members	"If you have called SCAN
10:10-10:25 (15 minutes)	All Wellibers	Member Services, what was
10.10 10.25 (15 minutes)		positive about the
		experience? What would you
		change? Can you share your
		thoughts on the
		responsiveness of our SCAN
		Member Services?"
Question #2	All Members	"What issues has SCAN
10:25-10:40 (15 minutes)		Member Services resolved
		for you? How was your
		experience?"
Question #3	All Members	"SCAN is launching a new
10:40-10:55 (15 minutes)		member portal in April, what
		would you want to be able to
		do through the member
		portal? How was your
		experience with your PAL?"
Closing Remarks	Roxana Ayon	
10:55-11:00 (5 minutes)	PAL Specialist	