**Telehealth's Evolution in California:**

**Where Are We, and Where Do We Go from Here?**

Thursday, February 6, 2025

**Speaker Biographies**

**Natasha** **Arora, MS,** works as an evaluator at the Center for Community Health and Evaluation (CCHE), which designs and evaluates health-related programs and initiatives across the United States and is part of the Kaiser Permanente Washington Health Research Institute. Arora’s recent work has focused on evaluation of telehealth learning collaboratives, outcomes and implementation evaluation for health-tech startups, and evaluation of cross-sector collaborations focused on housing and health. She has a BA in applied mathematics from the University of California, Berkeley, and an MS in speech-language pathology from the University of Washington.

**Diana Camacho, MPH,** is a senior program officer for the California Health Care Foundation’s (CHCF’s) Improving Access team, which works to improve access to coverage and care for Californians with low incomes. Camacho leads work at CHCF focused on primary care, Latino/x health equity, and telehealth. She is serving as a managing partner for the California Improvement Network, a CHCF project managed by Healthforce Center at UCSF.

Camacho was previously at Kaiser Permanente, where she led Medicaid care delivery collaborations and national community benefit strategy and grantmaking within the health care safety net. Before that, she was director of community health at John Muir Health where, in addition to community grantmaking, she led cultural competency, language access, and community needs assessments. Camacho started her public health career supporting the needs of people living with HIV/AIDS as a social worker, health educator, and program coordinator.

Camacho earned a bachelor’s degree in psychology from the University of California, Santa Barbara, and a master’s degree in public health from the University of California, Berkeley.

**Erica** **Holmes, JD,** serves as division chief of the California Department of Health Care Services (DHCS) benefits division. Under her leadership, the benefits division is responsible for setting medical coverage and reimbursement policy for most health care services provided by Medi-Cal, including different delivery modalities, such as telehealth. Holmes has more than seven years of experience working for the State to support Medi-Cal eligibility and benefit policy development, including in executive leadership as the assistant deputy director of health care benefits and eligibility.

Prior to her current role with DHCS, Holmes served in a leadership capacity as the executive director of the office of health care financing at the New Jersey Department of Health. In this role, she managed and administered all activities and programs within the office, including but not limited to charity care; graduate medical education; and additional and/or expanded hospital-based programs, such as the Quality Improvement Program-New Jersey. Holmes holds a bachelor’s degree in criminal justice from California State University, Sacramento, and a juris doctor degree from University of the Pacific, McGeorge School of Law. She is a licensed California attorney.

**Elaine Khoong, MD, MS,** is associate professor of medicine at the UCSF School of Medicine. She is a general internist and clinical informaticist at Zuckerberg San Francisco General Hospital and Trauma Center, where she practices primary care and conducts health system-embedded research. Khoong is interested in leveraging technology and implementation science to increase health equity. Her research focuses on improving equity in hypertension and diabetes outcomes, advancing digital health equity and inclusion, and improving communication with patients who are language discordant with their care team. Khoong's research interests are driven by her experiences as a primary care clinician caring for diverse patients within a safety-net setting. She earned her MS and MD degrees from Washington University in St Louis, MO, and BS degrees from the University of Pennsylvania.

**Mei Wa Kwong, JD,** has over two decades of experience in state and federal policy work. She is the executive director for the Center for Connected Health Policy (CCHP), the federally designated National Telehealth Policy Resource Center. She has written policy briefs; crafted state legislation; led coalition efforts on a variety of issues; and assisted states in their telehealth efforts, particularly in Medicaid and public health.

Kwong is recognized as a national expert on telehealth policy. She helped create the model statute language that became the basis of the 2011 California state legislation that updated California telehealth law, published articles on telehealth and telehealth policy in peer reviewed journals, and co-created CCHP’s 50 State Medicaid Telehealth Reimbursement Survey. She has been consulted by state and federal lawmakers on telehealth legislation and policy and has spoken on telehealth to audiences including health industry executives, physicians, journalists, attorneys, and national organizations.

Prior to joining CCHP, Kwong was a policy analyst for the Children’s Home Society of California, where she worked on education and early childhood issues and was recognized for her work by the Child Development Policy Institute. Kwong is a graduate of the George Washington University Law School and has a BA in International Affairs.

**Barbara Rubino, MD,** is a board-certified internal medicine physician and primary care doctor who currently serves as the associate chief medical officer at Covered California. She started her career in primary care as a clinic medical director with the Los Angeles Department of Health Services, where she oversaw quality programs and the integration of behavioral and social health services into the primary care setting.

Prior to joining Covered California, Rubino worked as senior medical director for clinical strategy at Oscar Health, where she designed the model for Virtual Primary Care as well as the quality and population health programs that serve patients and members on health benefits exchanges across the nation. This gave her a unique perspective and understanding of the opportunities and needs of patients who receive coverage through the exchanges, which she brings to her work at Covered California. Rubino has a relentless focus on primary care access, high quality and equitable outcomes, and innovative approaches to quality delivery and measurement. Her broad perspective from across the health care industry is built upon a foundation of excellence in direct care delivery, as well as experience working with payers and within health tech.

**Mark Schweyer, MBA,** is the director of telehealth programs at Health Net of California/ Centene Corporation. He has over 30 years of health care experience, including over 20 years working in telehealth systems. Schweyer offers a unique and well-rounded perspective after managing telehealth operations in a number of settings, including primary care, inpatient, skilled nursing, remote patient monitoring, and emergency room settings. His programmatic leadership experience has included a large number of specialty disciplines and care delivery models. Additionally, he has led telehealth programs from originating sites and distant-site specialty care groups and currently leads from within the health care insurance industry. Schweyer has a passion for developing and leveraging innovative technologies and programs that promote access and capacity to quality health care in remote and frontier communities. Schweyer earned both a bachelor’s degree in science in nursing and a master’s degree in business administration from Grand Canyon University.