

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
CONSUMER ADVISORY COMMITTEE**

Thursday December 5, 2019

12:00pm – 2:00pm

Held at: 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)

1036 5th Street, Suite E, Eureka, CA 95501 (Video Conference Location)

PHC's Mission Statement is "to help our members, and the communities we serve, be healthy."

		Lead	Time
1.	Introductions <i>Please state your name and one thing you are thankful for.</i>	Michelle Mootz NR Manager Member Services	12:00
2.	Public Comments <i>At this time, members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee. There will also be an opportunity to address the committee on a scheduled agenda item during the committee's consideration of that item. Speakers will be limited to three (3) minutes.</i>	Michelle Mootz NR Manager Member Services	12:05
3.	Approval of September 2019 Minutes <i>Need a CAC member to make a motion to accept the minutes and another member to second the motion.</i>	All	12:10
I. Old Business			
1.	Follow up of issue from September CAC meeting: <i>None</i>	Michelle Mootz NR Manager Member Services	12:15
II. Standing Agenda Items			
1.	Report on Board Meeting from CAC Board Member <i>Brief highlights of the last Board Meeting</i>	Amby Burum Consumer Board Member	12:20
2.	HealthPlan Update <i>Brief Recap of plan updates</i>	Amy Turnipseed Director of Policy & Program Development	12:25
3.	Policy and Program Update <i>Brief update</i>	Amy Turnipseed Director of Policy & Program Development	12:35
III. New Business			
1.	Annual PHC Member Satisfaction Results <i>Informational Presentation</i>	Michelle Mootz NR Manager Member Services	12:45
2.	CAC achievements for the year <i>Informational Presentation</i>	Siobhan Shackelford Quality and Training Supervisor	1:00
3.	Update on Strategic Use of Reserves <i>Information on PHC housing project grants and Sober Circle</i>	Sonja Chief Operating Officer	1:05
4.	Shelter Presentation <i>Informational Presentation</i>	Bobbi Sawtelle Housing Director	1:10
5.	Healthy Living Tools Demo <i>Informational Presentation</i>	Amanda Bernal Health Educator	1:30
IV. Additional Business/Other items			
1.	Open Forum for CAC Guests <i>Brief 5 minute questions or announcements</i>	All	1:40
2.	Open discussion at all location sites individually	All	1:45
V. Adjournment			
1.	Next Meeting: March 5, 2020		

Government Code §54957.5 requires that public records related to items on the open session agenda for a regular finance meeting be made available for public inspection. Records distributed less than 72 hours prior to the meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members of the committee. The Finance Committee has designated the Administrative Assistant to the CFO as the contact for Partnership HealthPlan of California located at 4665 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Finance Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all PHC regional offices (see locations above). It can also be found online at www.partnershiphp.org.

PHC meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Member Services Department at least two (2) working days before the meeting at (800) 863-4155 or by email at klarocca@partnershiphp.org. Notification in advance of the meeting will enable the Administrative Assistant to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it.

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

PARTNERSHIP HEALTHPLAN – CONSUMER ADVISORY COMMITTEE MEETING MINUTES

September 5, 2019

Meetings held at:

**3688 Avtech Parkway, Redding, CA 96002 Sundial Conference Room
 1036 5th Street, Suite E, Eureka, CA 95501 (Video Conference Location)
 444 Bruce St. Yreka, CA 95501 (Video Conference Location)**

Redding CAC Participants: Becky Sherman, Joy Newcom-Wade, Monica Thoma, Steve Riley, Wendy Longwell,
 Eureka CAC Participants via Video conference: Amby Burum, GeorgeAnn Wence, Margaret Sager,
 Redding PHC Staff: Amanda Bernal, Amy Turnipseed, Catherine Thomas, Chelsea Breshears, Chelsea Serafin, David
 Glossbrenner, Elena Carter, Jessee Benton, Kory Watkins, La Rae Banks, Michelle Mootz, Rebecca Boyd
 Anderson, Siobhan Shackelford, Susanna Sibilsky, Tahereh Daliri Sherafat
 Eureka PHC Staff: Chloe Schafer, James Willis, Jeff Ribordy
 Siskiyou PHC Staff: Ryan Ciulla

Agenda Item	Discussion/Conclusions	Recommendations/Actions
1. Introductions	Introductions from both sites were conducted, with each attendee answering the question: “What is the healthiest thing you’ve eaten this summer?”	
2. Public Comments	None	
3. Approval of June 2019 Minutes	Minutes of the June 2019 reviewed and approved.	Becky Sherman motioned to approve the minutes. Joy Newcom-Wade seconded, and the June 2019 minutes were approved.
I. Old Business 1. Follow-up of issues from June CAC Meeting	None	
II. Standing Agenda Items 1. Report on Board Meeting from CAC Board Member	Michelle Mootz , NR Manager Member Services introduced Amby Burum as the new Consumer Board Member. Amby attended the August 28 th Strategic Planning Board Meeting. Dr. David Glossbrenner , Medical Director gave a brief summary of important points: <ul style="list-style-type: none"> • Financials: Cash flow is up from previous year • Lots of discussion on Government Agenda • Membership is down from previous year • How to get more members • How to engage members 	No comments.

Agenda Item	Discussion/Conclusions	Recommendations/Actions
<p data-bbox="128 77 388 172">2. / 3. HealthPlan and Policy & Program Update</p> <p data-bbox="128 342 388 402">4. Member Services Update</p>	<p data-bbox="436 77 1409 293">Amy Turnipseed, Director of Policy & Program Development gave the HealthPlan and Policy and Program update. She spoke on the following information:</p> <ul data-bbox="485 152 1276 293" style="list-style-type: none"> • Governor’s Proposal to Carve out Pharmacy • Medi-Cal Expansion to Undocumented Young Adults • Wellness and Recovery (formerly Drug Medi-Cal) • Nation Committee for Quality Assurance (NCQA) Accreditation <p data-bbox="436 334 1409 472">Michelle Mootz, NR Manager Member Services provided the following:</p> <ul data-bbox="485 370 1409 472" style="list-style-type: none"> • Went live with a new phone system on July 29th. • Currently interviewing for one Member Services Representative position in Eureka. 	<p data-bbox="1451 77 1629 107">No comments.</p> <p data-bbox="1451 326 1520 355">None</p>
<p data-bbox="79 532 289 561">III. New Business</p> <p data-bbox="128 591 348 620">1. CCS Transition</p> <p data-bbox="128 857 401 987">2. Cultural & Linguistics / Health Education Policy and Update</p> <p data-bbox="128 1052 384 1081">3. Grievance Report</p>	<p data-bbox="436 581 1409 833">Rebecca Boyd Anderson, Director of Care Coordination & Health Services, discussed a PowerPoint presentation on PHC’s Family Advisory Committee (FAC). She provided the following additional information:</p> <ul data-bbox="485 691 1409 833" style="list-style-type: none"> • Specific to Pediatric Members • Child needs to be CCS • Looking for new Members and participants to be a part of the Committee. Currently has 14 participants, can have up to 28. <p data-bbox="436 865 1409 967">Susanna Sibilsky, Senior Health Educator spoke on updates to policies:</p> <ul data-bbox="485 902 1276 967" style="list-style-type: none"> • The All Plan Letter was updated for readability and suitability • Removed non-applicable sections from Grievance and Appeals <p data-bbox="436 1052 1409 1479">La Rae Banks, Associate Director of Grievance and Appeals spoke on the Grievance & Appeals (G&A) Annual Report Jan. 1, 2018 – Dec. 31, 2018. She provided the following information:</p> <ul data-bbox="485 1162 1409 1479" style="list-style-type: none"> • Background: PCH successfully completed the 2019 annual Department of Health Care Services (DHCS) audit without any finding for the G&A Department. • Introduction to G&A • Process & Definitions of G&A: Appeal, State Hearing, Grievance, Exempt • G&A Trends: 2018 Closed Cases, 2018 Appeal Outcomes, State Hearing Outcomes • Key Drivers: Accessibility, Benefits/Coverage, Referrals, Quality of Care/Services, Other 	<p data-bbox="1451 594 1520 623">None</p> <p data-bbox="1451 873 1520 902">None</p> <p data-bbox="1451 1044 1997 1276">Question: When should a member file a grievance? Answer: A grievance is appropriate anytime a Member feels their care is unsuitable. A grievance is a way for PHC to follow up with providers and break any barriers of care.</p>

Agenda Item	Discussion/Conclusions	Recommendations/Actions
<p>IV. Additional Business/Other Items</p> <p>1. Health Risk Assessment Tool</p> <p>2. Open forum for CAC Guest</p>	<p>Catherine Thomas, Sr. Health Educator and Rebecca Boyd Anderson Director of Care Coordination & Health Services, introduced the Health Risk Assessment Form. A survey was also provided for the Members who were present and asked to complete with their feedback. Catherine Thomas and Amanda Bernal collected the completed surveys.</p> <ul style="list-style-type: none"> • PHC is required by the State to provide members with an evaluation of their health risks and quality of life. • The form is intended to help Partnership HealthPlan of California (PHC) learn about Member’s health and wellness needs and find ways to help. <p>Brief 5 minute questions or announcements.</p>	<p>Question: Is there another way the Form can be completed other than filling it out? Answer: The Member or Authorized Representative could call in and a Partnership HealthPlan staff member can read the questions and input the information electronically.</p> <p>Question: Can an additional answer box be added to question number five? Answer: An additional answer box of, “Complex but Managed” will be added.</p> <p>Wendy provided flyers for an Emergency Preparedness Event (Camp & Carr Fires awareness) and would like PHC to attend. She informed both local and state representatives will be present. Dignity Health is providing transportation. Rebecca Boyd Anderson said Health Services will attend.</p>
<p>V. Adjournment</p>	<p>Next meeting: December 5, 2019 Meeting adjourned at 1:19 PM</p> <p>Minutes recorded by: Chelsea Breshears</p>	<p>Arrivals and Departures:</p> <ul style="list-style-type: none"> • La Rae Banks arrived at 12:30pm. • Tahereh left at 12:44 and returned at 12:50pm. • Chelsea Breshears left at 12:47 and returned at 12:49pm. • Amanda Bernal left at 12:58 and returned at 1:03pm. • Jesse left at 1:10 and returned at 1:16pm.

**Consumer Advisory Committee:
Policy and Program Update
December 2019**

1. Governor's Proposal to Carve out Pharmacy

- In January 2019, Governor Newsom released an Executive Order requiring the Department of Health Care Services (DHCS) to transition Medi-Cal pharmacy services for Medi-Cal managed care to fee-for-service (FFS) January 1, 2021.
- A few weeks ago, DHCS announced Magellan had been awarded the vendor contract.
- PHC continues to work with the state to ensure continuity of care for our member and to prevent any gaps in care.

2. Wellness and Recovery (formerly Drug Medi-Cal)

- The Drug Medi-Cal Waiver would allow counties to increase access to substance use disorder (SUD) services for adolescents and adults who are eligible for Medi-Cal.
- A group of PHC counties are working together with PHC to prepare a Regional Implementation Plan better integrate SUD services provided to our members. We are calling our program *Wellness and Recovery*.
- We continue to work with the state on getting our financial proposal approved.
- We hope to have the Wellness and Recovery benefit starting in early 2020.

3. CalAIM

- CalAIM is a multi-year initiative by DHCS to improve the quality of life and health outcomes for the MediCal populations.
- CalAIM is a series of proposals that would have significant changes to the Medi-Cal program.
- Proposed changes include:
 - Move Medi-Cal to a more consistent and seamless system by reducing complexity (including standardizing enrollment into managed care)
 - Add Population Health Management and Enhances Case Management to keep members health and identify and asses member risks and needs
 - Significant changes for County Behavioral Health programs including payment reform, revisions to BH medical necessity and integration.