



## PARTNERSHIP HEALTHPLAN OF CALIFORNIA CONSUMER ADVISORY COMMITTEE

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

**Thursday, June 2, 2022 12:00pm – 2:00pm**

### Meeting Locations

**3688 Avtech Parkway Redding, CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street, Suite E, Eureka, CA 95501 (Patrick's Point Conference Room)**

### Attending Remotely via Webex

#### Meeting Link:

<https://partnershiphp.webex.com/join/mmootz>

**Meeting Number: 808 699 570**

**Join by Phone: 1 (415) 655-0001 US Toll**

**Access Code: 808 699 570**

***\*\*\* As signed by the Governor on September 16, 2021, AB361, allows for Brown Act teleconferencing flexibilities during a state of emergency \*\*\****

*AB361 authorizes public meetings with Brown Act requirements to be held via teleconference or telephone. It waives the Brown Act requirement for physical presence at the meeting for members, the clerk, and/ or other personnel of the body as a condition of participation for a quorum, due to the state of emergency caused by the spread of COVID-19 and the risk to the health or safety of attendees meeting in person would present.*

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](http://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 [cbreshears@partnershiphp.org](mailto:cbreshears@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 OF CALIFORNIA  
CONSUMER ADVISORY COMMITTEE**

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

		<b>Lead</b>	<b>Page</b>	<b>Time</b>
1.	<b>IT Support Available</b> <i>Remote participants are encouraged to dial/video in right at 11:45 AM to ensure connectivity is established before the meeting begins at 12:00 PM.</i>	<b>Jessee Benton</b> PHC IT Support		11:45
2.	<b>Purpose of Meeting</b> <i>Brief description of what CAC is and its purpose including NR County Map of regional offices and member representation.</i>	<b>Jessica Stimson</b> Supervisor of NR Member Services	4	12:00
3.	<b>Introductions</b> Roll Call Ice Breaker Question: <i>In one words, share what is your favorite dish to bring to a BBQ/picnic?</i>	<b>Jessica Stimson</b> Supervisor of NR Member Services		12:05
4.	<b>Public Comments</b> <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>	<b>Jessica Stimson</b> Supervisor of NR Member Services		12:15
5.	<b>Approval of March 2022 Minutes</b> <i>Need a CAC member to make a motion to accept the March minutes and another member to second the motion.</i>	<b>Jessica Stimson</b> Supervisor of NR Member Services	5-17	12:20
<b>I. Standing Agenda Items</b>				
1.	<b>Report on Board Meeting from CAC Board Member</b> <i>Highlights of the last Board Meeting</i>	<b>Wendy Longwell</b> Consumer Board Member		12:25
2.	<b>HealthPlan Update</b> <i>Recap of HealthPlan Updates</i>	<b>Liz Gibboney</b> Chief Executive Officer		12:40
<b>II. Old Business</b>				
	<i>Student Behavioral Health Counties and Districts.</i>	<b>Jessica Stimson</b> Supervisor of NR Member Services	18-21	12:55

<b>III. New Business</b>				
1.	<b>CAC Membership</b> <i>Guiding principles</i>	<b>Wendy West</b> NR Executive Director		1:00
2.	<b>PHC System Disruption</b>	<b>Wendi West</b> NR Executive Director		1:25
3.	<b>ACAP Scholarship</b> <i>Ellen share her ACAP experience</i>	<b>Ryan Ciulla</b> Member Services Supervisor <b>Ellen Payton</b> CAC Member		1:30
5.	<b>Pharmacy Carve Out Check-In</b> <i>Presentation on how the carve out has been going.</i>	<b>Athena Beltran-Nampraseut</b> Pharmacy Operations Manager	22-27	1:40
6.				
<b>IV. Additional Business/Other items</b>				
1.	<b>Open Forum</b> <i>Information sharing by committee members</i>	<b>Jessica Stimson</b> Supervisor of NR Member Services		1:55
<b>V. Adjournment</b>				
1.	Next Meeting: Thursday, September 1, 2022			



**○ Regional Offices**

**Humboldt:** Allysa, Amby, Julia, Margaret

**Shasta:** Becky, Crystal, Joy, Monica, Wendy

**Lassen:** Ellen

**Del Norte:**

**Siskiyou:**

**Modoc:**

**Trinity:**



## MEETING MINUTES

### Partnership HealthPlan

#### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



---

**PHC Attendees:** Amanda Bernal, Araceli Gutierrez, Amy Turnipseed, Brittany Spears, Brittney Grace, Chelsea Breshears, Chloe Schafer, Danielle Biasotti, Janelle Ramirez, Jesse Benton, Jessica Hackwell, Jessica Stimson, Jessie Goble, Katrina Tagle, Malania De Paul, Mark Bontrager, Melissa Schumann, Michelle Mootz, Ryan Ciulla, Sonja Bjork, Susanna Sibilsky, Tahereh Daliri Sherafat

**Shasta CAC Participants:** Becky Sherman, Joy Newcom-Wade, Monica Thoma, Wendy Longwell

**Absent:** Crystal Chavez

**Humboldt CAC Participants:** Amby Burum, Margaret Sager, Julia Hostler

**Absent:** Allysa Ivey

**Lassen CAC Participants:** Ellen Payton

**Absent:**

---



## MEETING MINUTES

### Partnership HealthPlan

#### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>2. Purpose of CAC</b>  <i>Jessica Stimson</i></p>	<p><b>Jessica Stimson, Supervisor of Member Services</b>, reminded everyone what the purpose of the Consumer Advisory Committee was. <i>“The purpose of CAC is to act as a liaison between the HealthPlan and the HealthPlan members, to provide a forum to discuss common issues of interest and importance, to create a supportive and informative networking environment and to advocate for members by ensuring that PHC is responsive to the diversity of health care needs of all members.”</i></p>	<p><i>None</i></p>
<p><b>3. Introduction</b>  <i>Jessica Stimson</i></p>	<p>Introductions from all sites were conducted and each Member was asked to answer the following question: <i>“In one or two words, share what is one thing you have done or plan to do to improve your health?”</i></p>	<p><i>None</i></p>
<p><b>4. Public Comments</b>  <i>Jessica Stimson</i></p>	<p>The committee was provided with an opportunity to present any comments regarding the agenda. Advocates and members of the public were also given an opportunity to address any comments pertaining to any non-agenda items.</p>	<p><b><i>Amby Burum:</i></b> <i>It’s important for consumers to advocate for themselves; it helps to know your rights and speak up.</i></p> <p><b><i>Sonja Bjork:</i></b> <i>Reference tools or workshops with the basics of how to handle a healthcare appointment or assist in getting their needs heard is a great idea. Our communications team would be happy to see if PHC can incorporate it into member materials.</i></p>



**MEETING MINUTES**

**Partnership HealthPlan**

**Consumer Advisory Committee (Northern Region)**

**March 3, 2022, 12:00pm – 2:00pm**

**3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)**



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>4. Public Comments</b>  <b>Continued</b>  <i>Jessica Stimson</i></p>	<p><i>Continued</i></p>	<p><i><b>Ellen Payton:</b> There are not a lot of options for women for drug &amp; alcohol rehab residential facilities (treatment center) in CA, especially not in her home town in Susanville. Visions of the Cross in Redding, New Bridge Foundation in Berkley, and Janus of Santa Cruz are the best, but hours away.</i></p> <p><i><b>Mark Bontrager:</b> Tonight, all drug &amp; alcohol providers are getting new information regarding funding so they can expand their treatment programs. It's called the, Behavioral Health Continuum Infrastructure Program (BHCIP). There is \$800 million in funding available to expand their facilities, housing, and recovery residences. PHC is hopeful they will take advantage of this program to not only expand their current facilities but to add new locations too. PHC will follow up with them to help support their application because we want to expand our providers and their locations as well. People who qualify are: County Providers, Non-Profit and For-Profit entities.</i></p>



**MEETING MINUTES**

**Partnership HealthPlan**

**Consumer Advisory Committee (Northern Region)**

**March 3, 2022, 12:00pm – 2:00pm**

**3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)**



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>5. Approval of December 2021 Minutes</b> <i>Jessica Stimson</i></p>	<p>The December 2021 meeting Minutes were reviewed and approved.</p>	<p><b><i>MOTION:</i></b> <i>Becky Sherman</i> motioned to approve the minutes. <i>Joy Newcom-Wade</i> seconded and the December 2021 minutes were approved.</p>
<p><b>I. Old Business</b></p> <p><b>1. Follow-up from December’s CAC meeting.</b> <i>Jessica Stimson</i></p>	<p>Follow up questions or issues from December’s CAC meeting.</p> <ul style="list-style-type: none"> <li>Jessica Stimson acknowledged Amby’s struggles with Transportation and appreciated her working with PHC to make sure they were taken care of.</li> </ul>	<p><i>None</i></p>
<p><b>II. Standing Agenda Items</b></p> <p><b>1. Report on Board Meeting from Consumer Board Member</b> <i>Wendy Longwell</i></p>	<p><b>Wendy Longwell, Consumer Board Member,</b> gave a brief recap from the Board Meeting.</p> <ul style="list-style-type: none"> <li><b>Self-Advocacy:</b> Her personal experience with Medi-Cal Rx has not gone smoothly and PHC has been working with her to make it better. Learning to self-advocate is important especially when there shouldn’t be a co-pay. She highly encourages members to ask questions in order to get exactly what you need.</li> </ul>	





**MEETING MINUTES**

**Partnership HealthPlan**

**Consumer Advisory Committee (Northern Region)**

**March 3, 2022, 12:00pm – 2:00pm**

**3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)**



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>1. Report on Board Meeting from Consumer Board Member <i>Continued</i></b> <i>Wendy Longwell</i></p>	<ul style="list-style-type: none"> <li>Enhanced Care Management: Her son was enrolled in this program before there was a term for it. He was switching over from CCS and she knew he needed more complex case management than the average consumer. It’s exciting to see PHC is building this program so that others can get the attention they need.</li> </ul>	<p><i>Wendy Longwell: Recommended not pulling the member completely from the program when they are doing good, rather put them on hold and check in quarterly. If the member needs ECM again, it would be easy for them to go back with the same person who knows their case rather than starting all over.</i></p>
<p><b>2. HealthPlan Update</b> <i>Sonja Bjork</i></p>	<p><b>Sonja Bjork, Chief Operations Officer</b>, gave a brief recap of the HealthPlan Updates.</p> <ul style="list-style-type: none"> <li>Annual Strategic Planning: This is usually held annually in February, but because of Omicron, it was rescheduled to June. There will be lots of information share at the September CAC meeting.</li> <li>Medi-Cal Rx: Some things didn’t go as well as expected with the transition.</li> <li>CalAIM: The first item rolled out was Enhanced Care Management and it started in January 2022.</li> <li>AB1400 Single Payer Bill: It went to appropriations and the price tag was \$400 billion, so that bill is no longer moving forward.</li> </ul>	<p><i>Sonja Bjork recognized Wendy Longwell for doing a great job as a Consumer Board Member and bringing great topics back to CAC and representing the Northern Region and all members of PHC.</i></p> <p><i>There will be another Rx update at the June 2022 CAC Meeting.</i></p>



## MEETING MINUTES

### Partnership HealthPlan

#### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>2. HealthPlan Update</b>  <i>Continued</i>  <i>Sonja Bjork</i></p>	<ul style="list-style-type: none"> <li>• Universal Health Care: CA is expanding Medi-Cal; It will provide care to anyone no matter what their immigration status is. These particular people won't have to go to the emergency room for care, they will be covered under PHC. This is really important for the health of our communities. This will start May 1, 2022 for people 50yrs and older who are undocumented, then January 2023, the rest will be added.</li> <li>• New PHC Claims and Eligibility System: New system should go-live July 2022, so right now we are in testing to make sure it goes well when it does.</li> </ul>	
<p><b>III. New Business</b></p> <p><b>1. Student Behavioral Health Incentive Program</b>  <i>Mark Bontrager</i></p>	<p><b>Mark Bontrager, Behavioral Health Administrator</b>, shared a presentation on the Student Behavioral Health Incentive Program.</p> <ul style="list-style-type: none"> <li>• \$400 million statewide going to all managed healthcare plans. PHC is getting approximately \$21 million of that to be used across all 14 of our managed counties.</li> <li>• The intention of this is that the State wants to see more mental health and substance use treatment services in schools.</li> </ul>	<p><i>Wendy Longwell: What does it mean by, 'selected schools?' There are kids with behaviors within their standard classroom, then there are certain sites that kids who have gotten in too much trouble and they go to a classroom away from others, then you have the kids who are in juvenile detention. In addition, in Shasta County there is IEP for kids with behavioral issues.</i></p>



**MEETING MINUTES**

**Partnership HealthPlan**

**Consumer Advisory Committee (Northern Region)**

**March 3, 2022, 12:00pm – 2:00pm**

**3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)**



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>1. Student Behavioral Health Incentive Program <i>Continued</i></b> <i>Mark Bontrager</i></p>	<ul style="list-style-type: none"> <li>• Department of Health Care Services provides funds to PHC and in turn we work with Counties of Education who partner with at least 10% of the school districts in their county.</li> </ul> <p><b>Intervention List</b> There are 14 interventions that DHCS say are appropriate, but not every school or county will do <u>all</u> 14. Each school chooses which ones they want to incorporate based on an assessment they conduct.</p> <ol style="list-style-type: none"> <li>1. Behavioral Health Wellness Programs</li> <li>2. Telehealth Infrastructure</li> <li>3. Behavioral Health Screening &amp; Referrals</li> <li>4. Suicide Prevention Strategies</li> <li>5. Substance Use Disorders (SUD)</li> <li>6. Build Stronger Partnerships to increase Access to Medi-Cal Services</li> <li>7. Culturally Appropriate &amp; Target Populations</li> <li>8. Behavior Health Public Dashboards &amp; Reporting</li> <li>9. Technical Assistance Support for Contracts</li> <li>10. Expand Behavioral Health Workforce</li> <li>11. Care Teams</li> <li>12. IT Enhancements for Behavioral Health Services</li> <li>13. Pregnant Students &amp; Teen Parents</li> <li>14. Parenting &amp; Family Services</li> </ol>	<p><b>Mark Bontrager:</b> <i>It's up to the County Office of Education to decide which schools they choose and they choose based on a gap assessment. This program is not for students who are already eligible to receive special education services.</i></p> <p><b>Monica Thoma:</b> <i>Helps families who have IEPs and 504s. Is this program more for response to intervention or student study teams that may need a behavior plan or need support with behavior or accommodations in the classroom?</i></p> <p><b>Mark Bontrager:</b> <i>The target audience is what they refer to as Constant Behavioral Health Intervention Strategy (CBHIS). Tier 1 and Tier 2 services provide broad based, early prevention and short-term therapy.</i></p> <p><b>Wendy Longwell:</b> <i>Will the interventions be one-on-one in the classroom, pull-out, group, in the home, etc.; how is it going to be administered?</i></p> <p><b>Mark Bontrager:</b> <i>Yes to all of those, it just depends on the intervention.</i></p>



# MEETING MINUTES

## Partnership HealthPlan

### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>1. Student Behavioral Health Incentive Program <i>Continued</i></b>  <i>Mark Bontrager</i></p>	<p><b>Funding Details</b></p> <ul style="list-style-type: none"> <li>Total: \$21.3 million</li> <li>Each county has a minimum number of school districts they must work with. They can work with more if they choose.</li> </ul>	
<p><b>2. PHC Community Resources</b>  <i>Susanna Sibilsky</i></p>	<p><b>Susanna Sibilsky, Health Educator</b>, shared a presentation on PHC’s Community Resources website.</p> <p><b>Community Resources:</b>  <a href="http://www.partnershiphp.org/Community/Pages/Community-Resources.aspx">http://www.partnershiphp.org/Community/Pages/Community-Resources.aspx</a></p> <ul style="list-style-type: none"> <li>There are 23 different topic areas to choose from. <i>Examples: Covid-19, Food, Dental, Housing, Prenatal, Mental Health, Re-Entry, Transportation, Substance Use, Youth, etc.</i></li> </ul> <p><b>Emergency Response Button:</b>  <a href="http://www.partnershiphp.org/Community/Documents/Shasta/Shasta_EmergencyResponse.pdf">http://www.partnershiphp.org/Community/Documents/Shasta/Shasta_EmergencyResponse.pdf</a></p> <ul style="list-style-type: none"> <li>This provides emergency services that are available during an emergency.           <ul style="list-style-type: none"> <li>Replacing Lost Documents: This is a great page to print out and have on-hand.</li> </ul> </li> <li>Member Education: This is the page for PHC’s Health Education Team.</li> </ul>	<p><i>Wendy Longwell: Anytime there is an emergency, a team called the Voluntary Organizations Active in Disaster (VOAD) activates and sets up so the community that’s affected by the emergency can go to one location. It’s great as a, “one-stop-shop.”</i>  <a href="http://www.calvoad.org/">http://www.calvoad.org/</a></p> <p><i>Ellen Payton: Does PHC have community outreach staff who go out to each county and touch base with each resource?</i></p> <p><i>Susanna Sibilsky: Yes, PHC has a dedicated team in our Population Health Department called Community Outreach Representatives who go out and create relationships with those resources.</i></p> <p><i>Monica Thoma: Complimented Susanna and her team on the great website. Pictures are colorful, they meet different levels of needs for those navigating the internet, and it is well organized.</i></p>



**MEETING MINUTES**

**Partnership HealthPlan**

**Consumer Advisory Committee (Northern Region)**

**March 3, 2022, 12:00pm – 2:00pm**

**3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)**



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>3. Population Needs Assessment Action Plan (PNA)</b> <i>Susanna Sibilsky</i></p>	<p><b>Susanna Sibilsky, Health Educator</b>, shared a presentation on the specific work PHC will do to address the gaps in services and health disparities.</p> <p><b>Objective:</b> Increase the proportion of Non-English speaking/Non-White members reporting grievances from 40% to 42.5% by March 2022.</p> <p>2022 PNA Action Plan:</p> <ul style="list-style-type: none"> <li>• Community Health Worker (CHW) Scholarship</li> <li>• Preparing for Disasters</li> <li>• Asthma Self-Management</li> <li>• Engage with Native American Communities</li> <li>• Help Control High Blood Pressure</li> <li>• Increase Grievance Reporting</li> <li>• Staff Training on Health Equity</li> </ul>	<p><i>None</i></p>



# MEETING MINUTES

## Partnership HealthPlan

### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>4. Cal AIM Enhanced Care Management (ECM) Update</b>  <i>Danielle Biasotti</i></p>	<p><b>Danielle Biasotti, Sr. Program Manager of Care Coordination</b> provided an update on how ECM has progressed since its launch in January 2022.</p> <ul style="list-style-type: none"> <li>• ECM went live in January in Marin, Mendocino, Shasta, Napa, &amp; Sonoma counties.</li> <li>• This program helps coordinate services and care to address social and medical needs for our most vulnerable members.</li> <li>• It starts with an ECM referral to PHC. PHC has received approximately 72 referrals thus far, which is about two per day since January.</li> </ul> <p><b>Member Experience:</b>            Danielle shared a story of a member who was referred to the ECM program. A PHC Lead Care Manager helped the member with health needs that had gone unaddressed. The member was connected with housing services as well as linked with mental health counseling which included rides to those appointments.</p>	<p><b>Ellen Payton:</b> <i>Is ECM the replacement for Whole Person Care?</i></p> <p><b>Danielle Biasotti:</b> <i>Yes, Whole Person Care set the framework for what ECM is now.</i></p> <p><b>Julia Hostler:</b> <i>Who are the primary referrals coming from and is there a screening process?</i></p> <p><b>Danielle Biasotti:</b> <i>Referrals are coming in from a mix of members and providers; there is no wrong door for referrals. As for screening, yes, PHC has Care Coordination staff who speak with the member to address their needs and go through the steps for ECM.</i></p> <p><b>Ellen Payton:</b> <i>Who are the ECM leaders? Do they go through training?</i></p> <p><b>Danielle Biasotti:</b> <i>Internally, there has been a lot of hiring specifically for this team and everyone receives a lot of training. Externally, PHC is training community partners and ECM Providers.</i></p> <p><b>Monica Thoma:</b> <i>Would one of the barriers be if the member needs a phone?</i></p> <p><b>Danielle Biasotti:</b> <i>It could be. A Lead Care Manager would work with the member about the barriers they are having. The focus of ECM is in-person, but maybe in the future or because of Covid, talking over the phone or via text would be an option to eliminate that barrier.</i></p>



**MEETING MINUTES**

**Partnership HealthPlan**

**Consumer Advisory Committee (Northern Region)**

**March 3, 2022, 12:00pm – 2:00pm**

**3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)**



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>5. Pharmacy Carve Out Check-In</b> <i>Ryan Ciulla</i></p>	<p><b>Ryan Ciulla, Supervisor of Member Services</b> provided an update on how the Pharmacy Carve Out has been going thus far as well as a member experience story.</p> <ul style="list-style-type: none"> <li>• Went into effect: January 1, 2022</li> <li>• The Pharmacy benefit referred to as Medi-Cal Rx is now being provided by the Department of Health Care Services for all Medi-Cal members in California.</li> <li>• This was implemented to improve access and reduce cost to Medi-cal pharmacies state-wide.</li> <li>• There has been some complications with the transition and it hasn't been as smooth as we hoped. Ex. Long hold times with Medi-Cal Rx, Pharmacies don't know who to bill, no follow-up, etc.             <ul style="list-style-type: none"> <li>○ PHC member should first work with Medi-Cal Rx to correct any issues, but if Medi-Cal Rx is not providing the help they need, they are welcome to call PHC Member Services for further assistance.</li> </ul> </li> </ul>	<p><b>Tahereh Daliri Sherafat:</b> <i>Thank you to all the members who participated in trying to get an At-Home Covid Test Kit and letting us know how your experience went. We appreciate the time it took you to do it and we got a lot of great feedback that we shared it with our Pharmacy team.</i></p> <p><b>Amby Burum:</b> <i>It's nice to hear some people are having a positive experience, but that's not the same in her case. Her Pharmacist and Doctor both have had bad experiences too. Her Pharmacist told her she doesn't like Medi-Cal Rx and prefers PHC.</i></p> <p><b>Sonja Bjork:</b> <i>When things are new, there are usually, 'bumps in the road' so we are trying to stay optimistic. We would like to hear from our members if things are getting better, so please feel free to bring follow-up stories in June.</i></p>



# MEETING MINUTES

## Partnership HealthPlan

### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>6. Population Health</b>  <i>Susanna Sibilsky</i></p> <p><b>IV. Additional Business/Other Items</b></p> <p><b>1. Open Forum for All</b></p>	<p><b>Susanna Sibilsky, Health Educator</b> acknowledged the CAC members who responded to the member material review: Learning the ABC’s of Diabetes, Managing Diabetes, and MistAire Cool Mist Humidifier.</p> <p>Thank you for reviewing the materials and the feedback is very much appreciated! PHC does cover medical equipment at home. Members can have the conversation with their provider and PHC will work to get that to them.</p> <p><b>Wendy Longwell:</b> Disability Action Center (DAC) has PPE (gloves, hand sanitizer, cloth/surgical N95 masks, face shields, disinfectant wipes and Covid Tests) that they can give out to clients of theirs. At-home Covid Test Kits have two test kits in it, and can be given to one per person per family per month. Also, while you’re waiting for insurance to kick in, DAC can provide durable medical equipment and other supplies.</p> <p><b>Amby Burum:</b> Shared a bad experience she had with a specialist and expressed how members don’t have to put up with it. She used her rights as a member and filed a grievance.</p>	<p><b>Wendy Longwell:</b> Her doctor is still unclear on how to get the devices for their patients.</p> <p><b>Tahereh Daliri Sherafat:</b> PHC has personally discussed this with her doctor but will follow-up again.</p> <p><b>Margaret Sager:</b> In order to get equipment, get the prescription from your doctor. It needs to state why you need it, how your healthcare is going to support you and provide information on it, and then take it to the medical supply store.</p>





## MEETING MINUTES

### Partnership HealthPlan

#### Consumer Advisory Committee (Northern Region)

March 3, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Agenda Topic	Topics	Comments/Discussions/Action Items
<b>V. Adjournment</b>	Meeting adjourned at 2:15 pm	<i>None</i>
<b>Next Meeting</b>	June 2, 2022 Minuets recorded by: Chelsea Breshears	

**Partnership Health Plan of CA – Student Behavioral Health Incentives Program (SBHIP)**

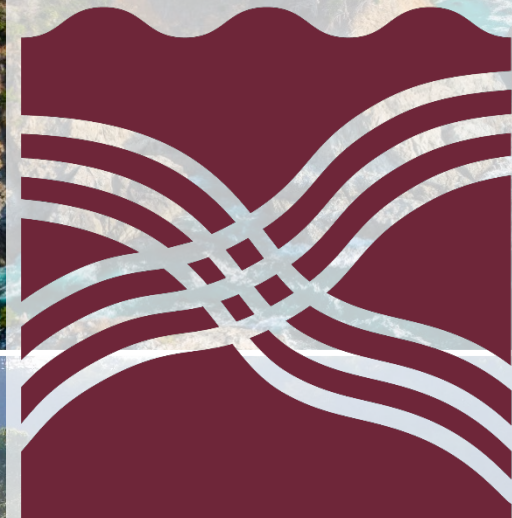
County Offices of Education:	Selected Partners:	Minimum # of LEAs	Interventions
<b>Solano</b>	<ul style="list-style-type: none"> <li>• <b>Solano County Office of Education</b></li> <li>• Dixon Unified School District</li> <li>• Elite Public Schools</li> <li>• Fairfield-Suisun Unified School District</li> <li>• Vallejo City Unified School District</li> </ul>	1	
<b>Napa</b>	<ul style="list-style-type: none"> <li>• <b>Napa County Office of Education</b></li> <li>• Napa Valley Unified School District</li> <li>• St. Helena Unified School District</li> <li>• Calistoga Joint Unified School District</li> <li>• Howell Mountain Elementary School District</li> <li>• Pope Valley Union School District</li> </ul>	1	
<b>Yolo</b>	<ul style="list-style-type: none"> <li>• <b>Yolo County Office of Education</b></li> <li>• Woodland Joint Unified School District</li> <li>• Washington Unified School District</li> <li>• Davis Joint Unified School District</li> <li>• Winters Joint Unified School District</li> <li>• Esparto Unified School District</li> <li>• Communicare Health Centers</li> <li>• Rise, Inc.</li> <li>• Victor Community Support Services</li> <li>• Yolo County Health &amp; Human Services, Child, Youth, and Family Branch</li> <li>• Northern Valley Indian Health</li> </ul>	1	
<b>Marin</b>	<ul style="list-style-type: none"> <li>• <b>Marin County Office of Education</b></li> <li>• San Rafael Elementary School District</li> <li>• San Rafael High School District</li> <li>• Miller Creek School District</li> <li>• Marin County Behavioral Health and Recovery Services</li> </ul>	2	
<b>Lake</b>	<ul style="list-style-type: none"> <li>• <b>Lake County Office of Education</b></li> </ul>	1	

	<ul style="list-style-type: none"> <li>• Lucerne Elementary School District</li> </ul>		
<b>Mendocino</b>	<ul style="list-style-type: none"> <li>• <b>Mendocino County Office of Education</b></li> <li>• Round Valley Unified School District</li> <li>• Laytonville Unified School District</li> <li>• Ukiah Unified School District</li> <li>• Mendocino County SELPA</li> </ul>	1	
<b>Sonoma</b>	<ul style="list-style-type: none"> <li>• <b>Sonoma County Office of Education</b></li> <li>• Bellevue Union High School District</li> <li>• Guerneville School District</li> <li>• Monte Rio Union School District</li> <li>• Fort Ross Elementary School District</li> <li>• Wright School District</li> <li>• Roseland School District</li> <li>• Montgomery Elementary School District</li> <li>• Horicon School District</li> <li>• Sonoma COE Alternative Education Program</li> <li>• Sonoma County Behavioral Health</li> </ul>	4	
<b>Humboldt</b>	<ul style="list-style-type: none"> <li>• <b>Humboldt County Office of Education</b></li> <li>• Klamath-Trinity Joint Unified School District</li> <li>• Humboldt County Court and Community School</li> <li>• Blue Lake Union Elementary School District</li> <li>• Humboldt County Behavioral Health</li> <li>• Two Feathers Native American Family Services</li> <li>• Northcoast Improvement and Information Network (NCHIIN)</li> <li>• Humboldt Del-Norte SELPA</li> </ul>	3	
<b>Del Norte</b>	<ul style="list-style-type: none"> <li>• <b>Del Norte County Office of Education</b></li> <li>• Del Norte County Unified School District</li> <li>• Castle Rock Charter</li> <li>• Del Norte Behavioral Health</li> <li>• Remi Vista Inc.</li> <li>• Two Feathers Native American Family Services</li> </ul>	1	
<b>Lassen</b>	<ul style="list-style-type: none"> <li>• <b>Lassen County Office of Education</b></li> <li>• Susanville School District</li> </ul>	1	

	<ul style="list-style-type: none"> <li>• Lassen County Behavioral Health</li> <li>• Lassen Intervention and Education and Counseling</li> </ul>		
<b>Siskiyou</b>	<ul style="list-style-type: none"> <li>• <b>Siskiyou County Office of Education</b></li> <li>• Grenada Elementary School District</li> <li>• Yreka Union High School District</li> <li>• Mount Shasta Union Elementary School District</li> <li>• Scott Valley Unified School District</li> <li>• Northern United Charter School – Siskiyou</li> <li>• Siskiyou County Behavioral Health Dept.</li> </ul>	3	
<b>Shasta</b>	<ul style="list-style-type: none"> <li>• <b>Shasta County Office of Education</b></li> <li>• Anderson New Tech</li> <li>• Anderson Union High School District</li> <li>• Bella Vista Elementary School District</li> <li>• Black Butte Union Elementary School District</li> <li>• Cascade Union Elementary School District</li> <li>• Castle Rock Union Elementary School District</li> <li>• Columbia Elementary School District</li> <li>• Cottonwood Union Elementary School District</li> <li>• Enterprise Elementary School District</li> <li>• Fall River Joint Unified School District</li> <li>• French Gulch-Whiskeytown Elementary School District</li> <li>• Gateway Unified School District</li> <li>• Grant Elementary School District</li> <li>• Happy Valley Union Elementary School District</li> <li>• Igo, Ono, Platina Union Elementary School District</li> <li>• Indian Springs Elementary School District</li> <li>• Junction Elementary School District</li> <li>• Millville Elementary School District</li> <li>• Mountain Union Elementary School District</li> <li>• North Cow Creek Elementary School District</li> <li>• Northern Summit Academy</li> <li>• Oak Run Elementary School District</li> <li>• Pace Academy</li> </ul>	3	

	<ul style="list-style-type: none"> <li>• Pacheco Union Elementary School District</li> <li>• Redding STEM Academy</li> <li>• Redding Elementary School District</li> <li>• Rocky Point Charter</li> <li>• Shasta Union Elementary School District</li> <li>• Shasta Union High School District</li> <li>• Whitmore Union Elementary School District</li> <li>• Chrysalis Charter</li> <li>• Shasta County Mental Health</li> <li>• Shasta County Probation</li> <li>• CBO – Children’s Legacy Center</li> <li>• CBO – Pathways to Hope for Children</li> <li>• CBO – Youth Options</li> <li>• SELPA Contract - Dunamis</li> </ul>		
<b>Trinity</b>	<ul style="list-style-type: none"> <li>• <b>Trinity County Office of Education/SELPA</b></li> <li>• Lewiston Elementary School District</li> <li>• Trinity Alps Unified School District</li> <li>• Trinity County Behavioral Health</li> <li>• Junction City Elementary School District</li> <li>• Douglas City Elementary School District</li> <li>• Burnt Ranch Elementary School District</li> <li>• Coffee Creek Elementary School District</li> <li>• Trinity Center Elementary School District</li> <li>• Mountain Valley Elementary School District</li> <li>• Southern Trinity Joint Unified School District</li> </ul>	1	
<b>Modoc</b>	<ul style="list-style-type: none"> <li>• <b>Modoc County Office of Education</b></li> <li>• Modoc Joint Unified School District</li> <li>• Surprise Valley Unified School District</li> <li>• Tulelake Unified School District</li> <li>• Modoc County Behavioral Health</li> </ul>	1	

PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*



# Medi-Cal Rx Updates

Pharmacy Department  
June 2, 2022

# Medi-Cal Rx

## Pharmacy Benefit Carve Out

- **Governors Executive Order January 2019.**
  - Create standard formulary, increase access & save money.
  - Administered by Magellan Health
- **What it covers:**
  - Medications filled by pharmacies, some medical supplies and equipment (blood glucose monitors & supplies, spacers/peak flow meters, therapeutic continuous glucose monitoring systems, some insulin delivery systems)



# Medi-Cal Rx Operations

- As of May 6, Medi-Cal Rx has:
  - Processed more than 42.14 million point-of-sale pharmacy paid claims to participating pharmacies totaling more than \$4.98 billion in payments
  - Processed 189,488 prior authorization requests
  - Answered 227,344 calls and 100 percent of virtual hold calls and voicemails have been returned



# What is new

- Medi-Cal Rx has created a Special Populations Clinical Liaison team to serve the needs of specific populations:
  - California Children's Services (CCS) , the Genetically Handicapped Persons Program (GHPP), and specialty behavioral health conditions.
- Until further notice, claim edits due to reinstate May 1, 2022 and the 180-day grandfathering period will be extended.
- Effective June 1, 2022, select personal home use blood pressure monitors and blood pressure cuffs will be a covered benefit under Medi-Cal Rx as a pharmacy-billed item.

# How PHC is supporting Members

- Provider communication/education: PHC provider, webinars, newsletter, pharmacy communications
- Monitoring pharmacy utilization and prior authorization to assist members with access to their medications.
- PHC Care Coordination team will assist members with coordinating care and access to medications with TAR or prescriber issues
- PHC Pharmacy department continues to support members and providers on Medi-Cal Rx related issues.



# Questions

