



PARTNERSHIP HEALTHPLAN OF CALIFORNIA CONSUMER ADVISORY COMMITTEE

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

Thursday, March 4, 2021 12:00pm – 2:00pm

Due to COVID-19 and Social Distancing, Committee members, members of the public, and Partnership staff are encouraged to connect to the meeting remotely. Telephonic access is being published under PHC's website and on the meeting agenda. Members of the public who choose to attend the meeting in person, should do so at one of the locations listed on the meeting notice. In-person attendees must maintain a space of at least six feet apart from others, wear masks and follow local public health directives.

Meeting Locations

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

Attending Remotely via Webex

Meeting Link:

<https://partnershipphp.webex.com/join/cbreshears>

Meeting Number: 809 147 945

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

Access Code: 809 147 945

Note: Per Governor Newsom Executive Order, N-25-20 that relates to social distancing measures being taken for COVID-19. The Executive Order 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. However, the Executive Order requires at least one public location consistent with ADA requirements to be made available for members of the public to attend the meeting, so all PHC offices will be available for members of the public to attend the meeting in-person.

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.partnershipphp.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@partnershipphp.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.



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		Lead	Page	Time
1.	IT Support Available <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>	Jessee Benton PHC IT Support		11:45
2.	Purpose of Meeting <i>Brief description of what CAC is and its purpose including NR County Map of regional offices and member representation.</i>	Jessica Stimson Supervisor Member Services	4	12:00
3.	Introductions Roll Call Ice Breaker Question: <i>In one word, what is one thing that gives you joy?</i>	Jessica Stimson Supervisor Member Services		12:05
4.	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>	Jessica Stimson Supervisor Member Services		12:15
5.	Approval of December 2020 Minutes <i>Need a CAC member to make a motion to accept the December minutes and another member to second the motion.</i>	Jessica Stimson Supervisor Member Services	5-16	12:20
I. Old Business				
1.	Follow up issue(s) from December CAC meeting: <i>Update from December 2020 Meeting</i>	Michelle Mootz NR Manager Member Services		12:25
II. Standing Agenda Items				
1.	HealthPlan Update <i>Brief recap HealthPlan Updates</i>	Sonja Bjork Chief Operation Officer		12:30 *Go to COVID Update Next
2.	Policy and Program Update & 2020-2023 Strategic Plan Update <i>Update on policies and programs & update on 2020-2023 Strategic Plan</i>	Amy Turnipseed Sr. Director of Ext. and Regulatory Affairs	17	1:00
3.	Report on Board Meeting from CAC Board Member & ACAP Results <i>Brief highlights of the last Board Meeting</i>	Amby Burum Consumer Board Member		1:10
III. New Business				
1.	COVID Update & COVID Vaccine Experience <i>PowerPoint Presentation</i>	Dr. Moore Chief Medical Officer		12:45
2.	How to Apply for Consumer Seat on the Board of Commissioners <i>Brief description of how to apply and what the process requires</i>	Jessica Stimson Supervisor of Member Services		1:25
4.	Pharmacy Carve-Out Presentation <i>From member perspective- what does this mean to me as a member? Get acclimated with new support team.</i>	Ryan Ciulla Supervisor of Member Services	18-24	1:30
6.	Population Health <i>Member Material Review: Nebulizer and Digital Scale</i>	Susanna Sibilsky Health Educator II	25-31	1:40

IV. Additional Business/Other items			
1.	Open Forum <i>Information sharing by committee members</i>	Jessica Stimson NR Manager Member Services	1:45
V. Adjournment			
1.	Next Meeting: Thursday, June 3, 2021		



MEETING MINUTES

Partnership HealthPlan

Consumer Advisory Committee (Northern Region)

December 3, 2020, 12:00pm – 2:00pm

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



PHC Attendees: Amanda Bernal, Amy Turnipseed, Catherine Thomas, Chelsea Breshears, Chloe Schafer, Cody Thompson, Elena Carter, Jesse Benton, Jessica Hackwell, Mario Schettino, Michelle Mootz, Ryan Ciulla, Sonja Bjork, Susanna Sibilsky, Tahereh Daliri Sherafat, Wendi West.

Shasta CAC Participants: Becky Sherman, Joy Newcom-Wade, Monica Thoma, Steve Riley, Wendy Longwell
Absent:

Humboldt CAC Participants: Amby Burum, Margaret Sager
Absent:

Lassen CAC Participants: Ellen Payton
Absent:

Trinity CAC Participants: Robina Crockett
Absent:

Siskiyou CAC Participants:
Absent: Mary Brillante-Smith



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Agenda Topic	Topics	Comments/Discussions/Action Items
<p>1. Introduction Michelle Mootz</p>	<p>Introductions from all sites were conducted and each Member was asked to answer the following question: “In light of everything going on, what is one thing you’re grateful for this year?”</p>	<p><i>None</i></p>
<p>2. Purpose of CAC Michelle Mootz</p>	<p>Michelle Mootz, Manager of Member Services, 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 environments 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>3. Public Comments Michelle Mootz</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><i>None</i></p>
<p>3. Approval of September 2020 Minutes Michelle Mootz</p>	<p>The September 2020 meeting Minutes were reviewed and approved.</p>	<p><u>MOTION:</u> <i>Wendy Longwell</i> motioned to approve the minutes. <i>Becky Sherman</i> seconded and the September 2020 minutes were approved.</p>



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I. Old Business 1. Follow-up questions from September CAC meeting. <i>Michelle Mootz</i>	Follow-up questions from September 2020 CA Meeting.	<i>None</i>
II. New Business 1. HealthPlan Update <i>Sonja Bjork</i>	<p>Sonja Bjork, Chief Operating Officer, gave a brief recap of the latest Board meeting and HealthPlan Updates.</p> <p>1. National Election</p> <ul style="list-style-type: none"> • CA Vs. Texas Court Case - Affordable Care Act: Decision of this case will be held in June 2021. • Stimulus Package: PHC is watching closely. • CA Governor Newsom provided funds for Behavioral and Mental Health Services. <p>2. PHC’s COVID-19 Response</p> <ul style="list-style-type: none"> • Telehealth Promotion • Vaccine Distribution: First phase will be to healthcare workers, first responders, and at risk individuals in facilities. Member Services will be made aware of the phases and will be able to advise members on when they will be able to receive the vaccine. 	<p><i>Monica Thoma</i> asked about the Behavioral Health Grant and raised the concern that it takes approximately two years to be seen by a provider. Sonja Bjork responded and told her there were several agencies that were funded through those state grants; however, she would like Michelle Mootz to follow up with her to discuss this more about the delay in services and see if PHC can help in any way.</p> <p><i>Wendy Longwell</i> stated many providers right now due to COVID are providing Telehealth only and it doesn’t always work for certain people. Also, it sometimes takes up to six weeks to get an appointment for her son to see his primary care provider and their only solution is to go to an urgent care facility for a quicker appointment.</p>



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<p>HealthPlan Update <i>Continued</i> <i>Sonja Bjork</i></p>	<p>3. Major Project Updates</p> <ul style="list-style-type: none"> • National Committee on Quality Assurance (“NCQA” Accreditation): We should know if we got the accreditation by our March 2021 CAC meeting and it will be shared then. • Healthcare Effectiveness Data Information Set (“HEDIS” Scores) • Drug Treatment Services (“Wellness & Recovery Program”): Started in July. • California Advancing and Innovating Medi-Cal (“CalAIM” Waiver) <p>4. Racism and Health Equity Work</p> <p>5. PHC’s Strategic Plan for 2020-2023: Update should come in early 2021.</p>	<p><i>Sonja Bjork said some counties have tried getting creative with their patients by meeting at parks and other locations to help create a safe distance, they are also providing home delivery of meals. Unfortunately, not all providers are willing to go that far. Tahereh Daliri Sherafat explained the 3rd Next Appointment Survey process and said she would meet with Wendy after the meeting to discuss further and help find a solution or an answer to her son’s delay in service.</i></p> <p><i>Margaret Sager asked about the Drug Treatment program and how she can help her friend. Sonja Bjork said Chloe Schafer and/or Cody Thompson can provide her with contact information since Humboldt County participates.</i></p>



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<p>2. Report on Board Meeting from CAC Board Member <i>Amby Burum</i></p>	<p>Amby Burum, Consumer Board Member, provided a brief recap of the latest Board meetings.</p> <p>Awards were given to the top 5 hospital in the Northern Region who scored a 90% or higher on quality.</p> <ul style="list-style-type: none"> • Mendocino Coast Hospital (scored 100%) • Banner Lassen (scored 96%) • Adventist Hospital in Clearlake • General Hospital in Marin • Woodland Memorial in Yolo <p>Affordable Care Act: The case went before the Supreme Court and is still under discussion.</p> <p>Telehealth: Most providers are offering this due to COVID. There is an advocacy group in CA who are trying to retain Telehealth visits after COVID.</p> <p>Vaccine Update: There are three advisory groups at the State level who are working to check the safety and efficacy of the vaccine. Another group is creating the guidelines on who will receive it first.</p> <p>Pharmacy Carve out: Postponed to, April 1, 2021.</p>	<p><i>Wendi West asked Amby if she received her thermometer, blood pressure cuff and oximeter health kit as she knew she had a struggle getting them. Amby said she did approximately three days after receiving help from PHC.</i></p>



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<p>Report on Board Meeting from CAC Board Member <i>Continued</i> <i>Amy Burum</i></p>	<p>Behavioral Health Integration Grant: \$140 million was funded by the State and 51 PHC sites were approved for the funding which will launch, January 2021.</p> <p>Wellness & Recovery Program: Launched in, July 2020. There have been over 1,000 referrals sent for treatment.</p> <p>NCQA HealthPlan Accreditation: Outcome will be discussed in our March CAC meeting.</p> <p>ACAP Scholarship: There were 14 applicants and the winner will be announced in, February 2021.</p>	
<p>3. Policy and Program Update <i>Amy Turnipseed</i></p>	<p>Amy Turnipseed, Sr. Director of External and Regulatory Affairs provided a brief recap of the Policy and Program Updates.</p> <p>1. Governor’s Proposal to Carve out pharmacy:</p> <ul style="list-style-type: none"> • In mid-November, DHCS announced the Medi-Cal Rx Transition has been postponed until <u>April 1, 2021.</u> • PHC is assessing the impact of the timeline change on our members and operations. 	<p><i>Ellen Payton asked what the change was regarding the Pharmacy Carve out. Amy explained that the Pharmacy Benefit PHC currently manages will go to the State on, April 1, 2021 as a Fee for Service. Wendi West said another presentation will be given at our March CAC Meeting to help remind us all of the Carve out.</i></p>



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<p>Policy and Program Update <i>Continued</i> <i>Amy Turnipseed</i></p>	<ul style="list-style-type: none"> • Members did received a 90 and 60 day notice from DHCS, PHC is encouraging the State to send an additional notice to inform members of the date changed. • PHC continues to work with the state to ensure continuity of care for our members and to prevent any gaps in care. <p>2. California Advancing and Innovating Medi-Cal (CalAIM)</p> <ul style="list-style-type: none"> • CalAIM is a multi-year initiative by DHCS to improve the quality of life and health outcomes for the Medi-Cal populations. • This initiative was postponed in early 2020 due to COVID, but we expect it to restart in early 2021. • CalAIM is a series of proposals that would have significant changes to the Medi-Cal program. <ul style="list-style-type: none"> i. Move Medi-Cal to a more consistent and seamless system by reducing complexity. ii. Add Population Health Management and Enhances Case Management to keep members health and identify and assess member risks and needs. iii. Significant changes for County Behavioral Health programs including payment reform, revisions to BH medical necessity and integration. 	



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<p>3. Pilot Interpreting Program & New PHC IVR <i>Tahereh Daliri Sherafat</i></p>	<p>Tahereh Daliri Sherafat, Director of Member Services and Provider Relations, shared a presentation on the Pilot Interpreting program and New PHC IVR.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Creates better access to interpreting services • Ensures consistent quality level of interpreters • Provides service on-demand and intuitive interface for providers • Can be used in tele-health visits • Significant cost reduction for the plan <p>Status:</p> <ul style="list-style-type: none"> • Pilot is underway with 5 Providers. Results of the pilot will be shared in March CAC meeting. • Associated Kidney Specialists of North Bay (Napa) • Microtone Audiology (Napa) • Northeastern Rural Health Center (Lassen) • Shasta Community Health Center (Shasta) • Redding Rancheria Trinity Health Center (Trinity) <p>IVR Survey: Member satisfaction survey via the interactive voice response went live 10/22/20.</p> <ul style="list-style-type: none"> • First Call Resolution – 81.4% • Satisfaction with the Agent – 82.9% • Satisfaction with the Plan – 87.2% 	<p><i>None</i></p>



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<p>4. Population Health HPV Member Material Review <i>Catherine Thomas</i></p>	<p>Catherine Thomas, Sr. Health Educator, presented member materials and surveys for member feedback.</p> <ul style="list-style-type: none"> • HPV Brochure & Survey • HPV Half Sheet & Survey • HPV Postcard & Survey • HPV Poster & Survey 	<p><i>CAC members were asked to fill out each survey and send back in the provided pre-addressed and stamped envelope in their packets.</i></p>
<p>5. Workforce Development-Provider Recruitment <i>Chloe Schafer & Cody Thompson</i></p>	<p>Chloe Schafer, Regional Manager and Cody Thompson, Project Coordinator, shared a presentation on how PHC plans to increase member access to primary care providers in the Northern Region.</p> <p>Workforce Development Background</p> <ul style="list-style-type: none"> • We are listening to our community partners: At our annual Strategic Planning meeting in January, Workforce was identified as a primary driver for our providers to meeting quality and service goals. • Not a new problem: The final report found that California is expected to have a shortfall of 4,100 primary care clinicians, 600,000 homecare workers, and will only have two-thirds of the necessary psychiatrists. 	<p><i>None</i></p>



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<p>Workforce Development-Provider Recruitment <i>Continued</i> <i>Chloe Schafer & Cody Thompson</i></p>	<p>Community Health Worker Program (CHW) A CHW is a frontline health worker who is a trusted member of and generally has a solid understanding of the community.</p> <p>Next Steps</p> <ul style="list-style-type: none"> • Assess and endorse existing program. • Develop scholarship program-establish process to incorporate members into program. • Partners with providers to establish internship program. <p>Provider Recruitment Program</p> <ul style="list-style-type: none"> • History: The program was created as a pilot program in, September of 2014 with PHC board approved funding for our 14 county service area. To date more than \$8.2 million has been approved for the PRP to support hiring or primary care providers. • Success: As of 11/01/2020 PHC has supported 413 accepted offers since program creation. Acceptances include: 193 physicians and 220 advanced practice clinicians. • Enhancements: Expansion and increase of payout to spread over three year period versus one. Inclusion of Behavioral Health Professionals and Obstetrics and Gynecology specialists. <p>For more information on the CHW role: Workforce Development Team-Northern Region Chloe Schafer, Regional Manager Phone: 707-430-4841</p>	<p><i>None</i></p>



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<p>6. PHC Community Resource Pages on PHC Website <i>Jessica Hackwell</i></p>	<p>Jessica Hackwell, Manager of Population Health, provided a demo on how to access the PHC Community Resources page on PHC’s Website.</p> <p>PHC has identified community resources within all the counties that we serve. In order to locate a resource near you, please go to the PHC website at: www.partnershiphp.org.</p> <p>Once on the website, hover over “Community” and select the county in which you live, or would like to view resources for. Click on the type of resource you need and a PDF form will open that lists resources of that type in the county.</p>	<p><i>None</i></p>
<p>IV. Additional Business/Other Items</p> <p>Open Forum for All</p>	<p>Information sharing by committee members.</p>	<p><i>None</i></p>
<p>V. Adjournment</p> <p>Next Meeting</p>	<p>Meeting adjourned at 2:14 pm</p> <p>March 4, 2020</p> <p>Minutes recorded by: Chelsea Breshears</p>	<ul style="list-style-type: none"> • <i>Chelsea Breshears left at 12:20pm and returned @ 12:23pm.</i> • <i>Wendi West left @ 1:42pm.</i> • <i>Jessee Benton left @ 2:03pm and returned @ 2:05pm.</i> • <i>Wendy Longwell left @ 2:04pm.</i> • <i>Tahereh left @ 2:04pm.</i>

**Consumer Advisory Committee:
Policy and Program Update
March 2021**

1. Governor Released his Proposed Budget

- In January, the Governor’s proposed budget includes \$195.1 billion for all health and human services programs, excluding pandemic-related costs.
- Medi-Cal is projected to cover approximately 15.6 million Californians, nearly 40 percent of the state’s population in 2021-2022.
- The proposed budget includes \$1.1 billion for the implementation of CalAIM, beginning January 1, 2022.
- Investments in telehealth and Health Information Exchanges (HIEs) are priorities for the Governor.

2. Governor’s Proposal to Carve out Pharmacy

- In mid-February, DHCS announced the Medi-Cal Rx Transition has been postponed until a later date and **will not be moving forward April 1, 2021.**
- PHC is assessing the impact of the timeline change on our members and operations.
- PHC continues to work with the state to ensure our members are notified of these changes in a timely manner.

3. California Advancing and Innovating Medi-Cal (CalAIM)

- CalAIM is a multi-year initiative by DHCS to improve the quality of life and health outcomes for the Medi-Cal populations.
- CalAIM is a series of proposals that would have significant changes to the Medi-Cal program.
- Proposed changes include:
 - i. Enhanced Case Management Benefit & In Lieu of Services offered no sooner than January 2022.
 - ii. Standardizes the Medi-Cal benefit package across plans by January 1, 2023.
 - iii. Mandatory Managed Care Enrollment for certain populations.
 - iv. Dual-Eligible Special Needs Plan (DSNP) and plans aligned enrollment in 2025 for all plans.
 - v. NCQA Accreditation for all Medi-Cal plans required by 2026.

4. PHC’s Strategic Plan

- After putting our Strategic Planning on hold last Spring, PHC is restarting our process to look at how we plan for the next three years.
- Covid 19 and expanded use of telehealth have had significant impacts on health care and we will be integrating these changes into our plan.
- PHC will present an updated Three Year Strategic Plan to the Board in June.



RX Benefit Transition

Consumer Advisory Committee

March 2021

What is Changing?

- Medi-Cal pharmacy benefits will be provided by the Department of Health Care Services (DHCS) for all Medi-Cal members in California.
- The pharmacy benefit will now be called Medi-Cal Rx.
- Members will be updated once effective date is determined.

Why are pharmacy benefits changing?

- The governor issued an executive order.
- The goal of this change is to improve access and reduce costs to the Medi-Cal pharmacy services statewide.

What do members need to do?

- Most members will be able to use the same pharmacy (check with your pharmacy to see if they will accept Medi-Cal Rx).
- There will be a online Medi-Cal Rx Pharmacy Locator available prior to go live.
- You can call Medi-Cal Rx Customer Service at 1-800-977-2273.



Who do I call if I have questions or issues?

- Before Medi-Cal Rx goes live, If you have questions about your current pharmacy benefits, you can call PHC.
- If you have questions about the letter you received or have Medi-Cal Rx general questions, you can contact:
 - Medi-Cal Member Help Line at 1- 800-541-5555
 - Medi-Cal Rx Call Center Line at 1-800-977-2273
 - DHCS via email

Complaints/Concerns

Who do you contact if you want to report that you are not happy about this change?

- You can call the office of the Medi-Cal Ombudsman at 1-888-452-8609.
- On or After effective date: You may also call the Medi-Cal Rx Call Center Line at 1-800-977-2273.

Questions



Cardinal Health Essentials Compressor Nebulizer #ZRCN01

Equipment Information and Instructions

Cardinal Health Essentials Compressor Nebulizer

The nebulizer is used to treat asthma, allergies and other breathing problems. It gives medicine straight and quickly to the lungs.

What comes with the nebulizer?

- Piston style nebulizer
- 7 feet long tube
- Angled mouthpiece
- Nebulizer medicine cup
- 5 filters
- Instruction manual in English and Spanish



How to Use:

1. Plug in nebulizer.
2. Attach the tube and mouthpiece to the medicine cup and attach to the machine.
 - a. Make sure the medication chamber is not blocked.
 - b. If it is blocked and stopping the mist from coming out, then take the green colored cone out of the medication cup and rinse it off. Let it dry and try again.
3. Fill the medicine cup with your medicine.
4. Close the medicine cup tightly. Also, do not tilt the mouthpiece, keep it upright to prevent spills.
5. Put the mouthpiece in your mouth. Keep your lips firm around the mouthpiece so that all of the medicine goes into your lungs.
6. Locate the on button on the side of the device and press it firmly to turn on the nebulizer.
7. Breathe through your mouth until all the medicine is used. This takes 10 to 15 minutes.
 - a. Small children usually do better if they wear a mask. If a small mask is needed, please call your primary care doctor to have one sent to you.



Cardinal Health Essentials Compressor Nebulizer #ZRCN01

Equipment Information and Instructions

8. Press the “OFF” button to turn the machine off when all of the medicine is gone.
9. Wash the medicine cup and mouthpiece with water. Let them air dry until the next time you use the nebulizer.

Frequently Replaced Parts for your Nebulizer:

- Replacing some parts of the nebulizer will help to keep it working well and ready for use.
- Call your primary care provider to ask for replacement parts within 4-6 months if your device or parts are worn, broken, cracked, or not working.
- Parts that need to be replaced often include: tubing, filters, medicine cups/cones, masks, and mouth pieces.

Things to Keep In Mind:

- Always wash your hands with soap and water, and dry them completely with a clean towel before using your nebulizer, and again after your treatment.
- Measure your medicine carefully, as you have been told.
- You can use a clean eyedropper or syringe to help fill the cup with your medicine and decrease spilling. Eyedroppers and syringes do not come with the device.

How to Clean your Nebulizer:

- Clean your equipment after each use.
 - Rinse the medicine cup with warm water and let it air dry.
- Wash the medicine cup, mask or mouthpiece at the end of the day with warm soapy water, using a mild soap. Then rinse them with water and let them air dry.
- Keep your nebulizer equipment in a clean storage bag when you are not using it.
- The tube connecting the nebulizer to the air compressor does not need to be cleaned.
- Unplug the nebulizer before cleaning it. Wipe clean as needed and cover with a clean cloth.
- Do not put nebulizer parts in the dishwasher.

If you have questions, please call your Primary Care Physician (PCP).

Cardinal Health Essentials Compressor Nebulizer #ZRCN01

Equipment Information and Instructions

Literacy Review

Date: December 22, 2020

Name: Amanda Bernal

Title: Health Educator

Tool Used: Health Literacy Advisor

With the above edits, this document is 6th grade reading level.

FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: Nebulizer Equipment

Thank you for participating in our field testing survey. Your feedback will be used to better connect with our members. This survey should take no longer than 5 minutes to complete.

1. Does this educational handout grab your attention?

- Yes
- Somewhat
- No

2. Is the handout easy to understand?

- Yes
- Somewhat
- No

3. Does the message of the handout make you want to take action?

- Yes
- No

4. Would you share this handout?

- Yes
- No

5. Do you connect to the images on the handout?

- Yes
- Somewhat
- Not at all

6. If you could make changes to this handout, what would they be?

- No changes
- List changes:

Vive Precision Digital Scale DMD1002

Equipment Information and Instructions

Vive Precision Digital Scale DMD1002

The Vive precision digital scale gives a quick and true reading of your body weight.

Installing the battery:

1. Open battery door in the back of the scale.
2. Insert two CR2032 batteries.
3. Close the battery door.
4. Wait until you see “0.0kg” on the screen of the scale.



How to Use Your Vive Digital Scale:

1. Press the “UNIT” button on the back of the scale to select measurement unit.
 - When the scale is initially turned on, the scale will show in kilograms.



- You can press the “UNIT” button to reset the scale to show in other weight measures, such as: pound, stone or kilogram.
 - Select the unit of measure that is right for you.
2. Turn the scale to front position.
 3. Place the scale on a flat hard surface.
 4. Press the center of the scale with your foot to activate the scale, then remove your foot.
OR press the “UNIT” button to turn on the scale.
 5. The scale will switch on and is now ready for use.
 - “0.0” will show on the screen of the scale when it is ready for use.
 - If you move the scale, you will need to repeat steps 1-5.
 6. Step on the scale.
 7. Stand still until the numbers on the scale screen stop blinking.
 8. The result will show for about 10 seconds.
 - If the scale is not used in 10 seconds, the scale will turn off.

Vive Precision Digital Scale DMD1002

Equipment Information and Instructions

Things to keep in mind:

- Place the scale on a hard flat surface.
 - Soft surfaces like carpets or rugs will affect how your scale performs.
- Use the scale at least 2 hours after waking up or after eating.
- Try not to use the scale after exercising, bathing, sauna, jacuzzi, eating or drinking.
- Use the scale at the same time of day. Use the scale in the same place.
- If you have not used your scale for a long time or you moved it, you will need to reset it.
- When you are not using the scale, do not put anything on top of it.
- Use a dry cloth or damp soft cloth to wipe dust and dirt off the scale.

Changing the Battery:

- Change the battery when “Lo” appears on the screen.
- Open the battery door in the back of the scale.
- Replace the batteries with 2 new CR2032 batteries.
- Close battery door and wait until you see “0.0kg” on the screen.
- Do not put old batteries in the trash. Follow your local guidelines to recycle old batteries.
- Keep your batteries away from heat as they can leak or explode.

Do Not:

- Use any chemicals to clean the scale. This will damage the scale.
- Put the scale in or near water.
- Take the scale apart.
- Put the scale in the heat or direct sunlight.
- Put the scale in an area where it can be dropped.
- Put the scale near chemicals of any kind.
- Let babies or small children play with scale.
- Use the scale on a slippery floor like tile.
- Use the scale after bathing or with wet feet.
- Use the scale near a cellphone or microwave.

If you have questions, please call your Primary Care Physician (PCP).

FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: Vive Digital Scale

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Consumer Advisory Committee (CAC) Post Meeting Survey

Date: _____

Name (optional): _____

During this Meeting You Found:

Needs Improvement

Excellent

The information presented was clear:	1	2	3	4	5	N/A
The exercises and activities were engaging:	1	2	3	4	5	N/A
The meeting materials and/or videos were useful:	1	2	3	4	5	N/A
Overall the meeting was worth my time:	1	2	3	4	5	N/A

The Speakers

Communicated information in a way I understood:	1	2	3	4	5	N/A
Engaged with the CAC members:	1	2	3	4	5	N/A
Overall I enjoyed hearing from the speakers:	1	2	3	4	5	N/A

Participation Feedback

Did the meeting improve your knowledge such as provide skills, increase your knowledge, or introduce you to others?

What was your favorite part of the meeting?

Do you have any ideas for future meetings, such as speakers or topics?

What can we do to improve the meeting experience in the future?