



PARTNERSHIP HEALTHPLAN OF CALIFORNIA CONSUMER ADVISORY COMMITTEE

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

Thursday, September 2, 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		12:00
3.	Introductions Roll Call Ice Breaker Question: <i>What is the name of your favorite Fall dessert?</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 June 2021 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	3-11	12:20
I. Old Business				
1.	Follow up questions or issue(s) from June CAC meeting: <i>No Updates</i>	Jessica Stimson Supervisor Member Services		12:25
II. Standing Agenda Items				
1.	HealthPlan Update <i>Recap of HealthPlan Updates</i>	Wendi West Sr. Director of NR	12	12:30
2.	Report on Board Meeting from CAC Board Member <i>Highlights of the last Board Meeting held on August 25, 2021</i>	Wendy Longwell Consumer Board Member		12:40
III. New Business				
1.	2021 Grievance and Appeals Annual Report <i>Presentation on 2020's G&A Annual Report</i>	Kory Watkins Compliance Manager of Grievance & Appeals	13-31	12:50
2.	COVID-19 Vaccine Incentive Program <i>Overview of Program and PHCs Strategies in Approaching the Work</i>	Amanda Bernal Health Educator		1:10
3.	Transportation <i>Overview of Transportation Programs</i>	Aaron Maxwell Manager of Transportation Programs	32-41	1:25
4.	Remembering a CAC Member <i>Brief account of a CAC Member who has passed</i>	Jessica Stimson Supervisor of Member Services	42	1:40
IV. Additional Business/Other items				
1.	Open Forum <i>Information sharing by committee members</i>	Jessica Stimson Supervisor Member Services		1:45
V. Adjournment				
1.	Next Meeting: Thursday, December 2, 2021			



MEETING MINUTES

Partnership HealthPlan

Consumer Advisory Committee (Northern Region)

June 3, 2021, 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: Tahereh Daliri Sherafat, Jessica Stimson, Ryan Ciulla, Chelsea Breshears, Lauren Schauer, Priscilla Pittman, Jesse Benton, Sonja Bjork, Chloe Schafer, James Willis, Dr. David Glossbrenner, Elena Carter, Malania De Paul, Amanda Bernal, Penny Hartman, Susanna Sibilsky, Lisette Saldan, Jasleen Bains, Hannah Petersen

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

Humboldt CAC Participants: Amby Burum, Margaret Sager, Allysa Ivey, Julia Hostler
Absent:

Lassen CAC Participants: Ellen Payton
Absent:

Trinity CAC Participants:
Absent:

Siskiyou CAC Participants:
Absent:



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Agenda Topic	Topics	Comments/Discussions/Action Items
<p>2. Purpose of CAC <i>Jessica Stimson</i></p>	<p>Jessica Stimson, Supervisor 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. Introduction <i>Jessica Stimson</i></p>	<p>Introductions from all sites were conducted and each Member was asked to answer the following question: “In one word, what is something you look forward to this summer?”</p>	<p><i>None</i></p>
<p>4. Public Comments <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><i>Amby Burum had lots of questions regarding MTM. Sonja Bjork provided answers. It was also decided a Transportation presentation will be given at the September CAC meeting to provide an overview as well dedicated time for discussion and questions by all.</i></p>
<p>5. Approval of March 2021 Minutes <i>Jessica Stimson</i></p>	<p>The March 2021 meeting Minutes were reviewed and approved.</p>	<p><u>MOTION:</u> <i>Wendy Longwell motioned to approve the minutes. Becky Sherman seconded and the March 2021 minutes were approved.</i></p>



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<p>I. Old Business</p> <p>1. Follow-up from March CAC Meeting</p>	<p>Follow up questions from March’s CAC Meeting.</p>	<p><i>No follow-up items or items that needed action taken.</i></p>
<p>II. Standing Agenda Items</p> <p>1. HealthPlan Update <i>Sonja Bjork</i></p>	<p>Sonja Bjork, Chief Operating Officer, gave a brief recap of the HealthPlan Updates.</p> <p>California State Budget: State Legislative Update:</p> <ul style="list-style-type: none"> • Surplus Dollars \$75.7 Billion – some going to healthcare • \$3.5 Billion for teen mental health <p>Medi-Cal Rx:</p> <ul style="list-style-type: none"> • The plan was announced over a year ago but we are still waiting to hear from the State on when this will go into effect. <p>CalAim:</p> <ul style="list-style-type: none"> • Enhanced Case Management • In Lieu of Services 	<p><i>None</i></p>



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<p>III. New Business</p> <p>1. CAC Guiding Principles <i>Tahereh Daliri Sherafat</i></p>	<p>Tahereh Daliri Sherafat, Director of Member Service, provided a brief overview of the CAC Guiding Principles.</p> <p>What is the Purpose of CAC?</p> <ul style="list-style-type: none"> To capture the needs of members <p>A Few Examples of CAC Function</p> <ul style="list-style-type: none"> Feedback Identify Member’s concerns Serve as Advocates Review and provide input regarding Member Rights Review grievance and appeal data <p>Membership</p> <ul style="list-style-type: none"> 14 counties in 2 regions <ul style="list-style-type: none"> 7 Counties in NR 7 Counties in SR <p>Responsibilities of CAC Members</p> <ul style="list-style-type: none"> Notify PHC if you cannot attend a meeting Regularly attend meetings Arrive on time Participate and provide feedback Provide updated contact info <p>Term of Membership:</p> <ul style="list-style-type: none"> 4 year Term – effective 2022 	<p>Wendy Longwell wanted clarification regarding ‘Participants’ versus ‘Member.’ Tahereh clarified that if a CAC Member’s term has ended and there is no seat available for them to continue as a Member, they may still attend the meetings as a Participant (member of the public). The will not be compensated for attending like a Member would; however, still have the right to be a part of conversations and share ideas.</p> <p>Margaret Sager asked how many members are allowed in each county. Tahereh went through each Northern Region County PHC represents and provided those numbers: Shasta-5, Humboldt-4, Del Norte-2, Siskiyou-2, Modoc-2, Trinity-2, Lassen-2.</p>



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<p>CAC Guiding Principles Continued <i>Tahereh Daliri</i> <i>Sherafat</i></p>	<p>How to Become a CAC Member?</p> <ul style="list-style-type: none"> • Availability, application, PHC member or parent of a minor, commitment <p>Compensation, Regular Meetings, Quorum for Meetings and Majority of CAC Action:</p> <ul style="list-style-type: none"> • Stipend, Quarterly, at least ½ CAC membership to vote. <p>Facilitation of Meeting, Non-Liability of CAC Members, CAC Records and Guiding Principles:</p> <ul style="list-style-type: none"> • Brown Act meeting, • CAC Members are not liable, • Keep all records in Fairfield and Redding, • GP’s can be updated yearly. 	
<p>2. PHC Medical Equipment Distribution Program <i>Jasleen Bains</i></p>	<p>Jasleen Bains, Program Coordinator II provided a presentation on PHC’s Medical Equipment Distribution Program.</p> <p>Overview:</p> <ul style="list-style-type: none"> • Developed in response to COVID-19 • Became effective July 1, 2020 <p>Program Expansion:</p> <ul style="list-style-type: none"> • In March 2021, due to popularity and success, it provided additional access to more devices and services such as: nebulizers, humidifiers, scales, vaporizers, BP cuffs sizes, etc. 	



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<p>PHC Medical Equipment Distribution Program Continued <i>Jasleen Bains</i></p>	<p>Innovative:</p> <ul style="list-style-type: none"> Allows PHC to provide much needed medical equipment and services directly to members in a fast, easy and secure way. <p>Blood Pressure Monitors & Cuffs:</p> <ul style="list-style-type: none"> VIVE precision Blood Pressure Monitor RENPHO Talking Blood Pressure <p>Scales:</p> <ul style="list-style-type: none"> Vive Precision Digital Scales Vive Precision Digital Heavy Duty Scales SVYHUOK Talking Scales Greater Goods Smart Baby Scale <p>How to Request Devices</p> <ul style="list-style-type: none"> All PHC members can get equipment from PHC if they meet the rules. Members need to contact their Provider to see if they are eligible. 	<p><i>Wendy Longwell asked if the oximeter and thermometers were available for low vision members. Jasleen said currently, PHC only has the talking equipment for the blood pressure monitors and scales.</i></p>
<p>3. PHC Employee Resources Drive <i>Jessica Stimson</i></p>	<p>Jessica Stimson, Member Services Supervisor, provided a brief presentation on the resource drives PHC has organized and participated in.</p>	<p><i>None</i></p>



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<p>4. Population Health & Communication <i>Lisette Saldana Amanda Bernal & Susanna Sibilsky</i></p>	<p>Susanna Sibilsky, Health Educator II, presented member materials and surveys for member feedback.</p> <ul style="list-style-type: none"> • Colorectal Cancer • Flu 	
<p>5. Member Grievance Packet <i>Elena Carter</i></p>	<p>Elena Carter, Grievance & Appeals Manager provided a presentation and update on the Member Grievance Packet.</p> <ul style="list-style-type: none"> • Grievance form was condensed from six pages to two. The first page is instructions and the second page is the form. 	<p><i>Julia Hostler commented that she likes the condensed version.</i></p> <p><i>Monica Thoma asked if the form is in Spanish, Elena said it will be translated into all the threshold languages.</i></p> <p><i>Amby Burum really likes the condensed version as it is way less intimidating and appears more user friendly.</i></p> <p><i>Wendy Longwell said she didn’t see anywhere in the instructions how long it takes for a member to hear back the resolution of their grievance. Elena said it is 30 days, but will take that back to her team to possibly have it added into the form.</i></p>



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<p>IV. Additional Business/Other Items</p> <p>1. Open Forum for All</p>	<p>Margaret Sager, CAC Member, provided a brief update regarding the Association for Community Affiliated Plans (ACAP). The two applicants from Partnership were both thoughtful, intelligent, and caring. She said it was really nice to see how well they’ve done and she really hopes to see the person they chose win the scholarship competition.</p> <p><i>The Association for Community Affiliated Plans (ACAP) established a tuition scholarship in 2011 to provide financial assistance to an enrollee or family member of an ACAP health plan member who is seeking higher education to pursue a career in health care or social services. At present, one \$5,000 scholarship will be awarded to one enrollee at an ACAP health plan selected by the ACAP Scholarship Program Selection Committee, and the monies are sent directly to the higher education institution of the awardee’s choice to be applied to tuition costs. The scholarship was established to help strengthen the public health care and social services workforce and to highlight the benefits of Medicaid managed care. The ACAP Scholarship is sponsored by Altruista Health. https://www.communityplans.net/acap-scholarship-program/</i></p>	<p><i>None</i></p>



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<p>Open Forum for All Continued</p>	<p>Wendy Longwell, CAC Member, wanted to know if there was an update regarding other counties wanting to become managed under Partnership.</p>	<p><i>Sonja Bjork said many of the Northern Region counties expressed interest in having Partnership serve their area. Currently there are ten counties who are going through the process to switch plans.</i></p> <p><i>The counties must pass a county ordinance that says they are interested....all ten counties did it.</i></p> <p><i>The counties have to send a letter of interest to the state of California, saying they are interested...all ten counties sent their letter.</i></p> <p><i>The counties have to convince Partnership to send a letter of interest to the state, which PHC did.</i></p> <p><i>Now, the State is reviewing and we should hear something regarding it in October.</i></p>
<p>V. Adjournment</p> <p>Next Meeting</p>	<p>Meeting adjourned at 1:45 pm</p> <p>September 2, 2021</p> <p>Minuets recorded by: Chelsea Breshears</p>	



Consumer Advisory Committee

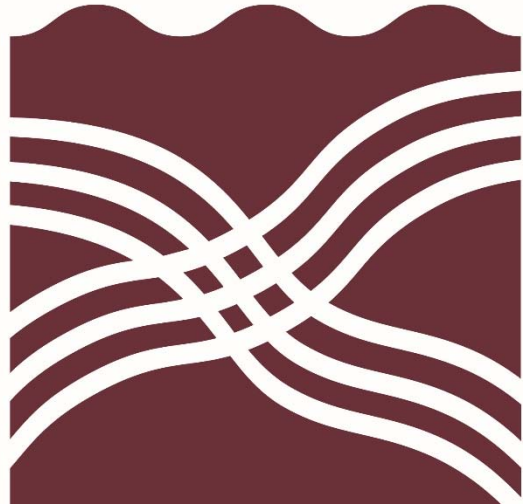
September 2, 2021

HealthPlan Update

Report by the NR Executive Director

- Response to pandemic and local disaster incidents
- Covid Vaccine member incentive programs
- Rx Carve-out
- ECM (Enhanced Case Management) ILOS (In lieu of Services)
- Phoenix Project- New Claims System

PARTNERSHIP



HEALTHPLAN

of CALIFORNIA

A Public Agency

Grievance & Appeals 2021 Annual Report

September 2021

La Rae Banks, DrPH(c), MBA-HM

Director of Grievance & Appeals

Kory Watkins

Compliance & Strategy Manager

...we are listening



Meeting Agenda



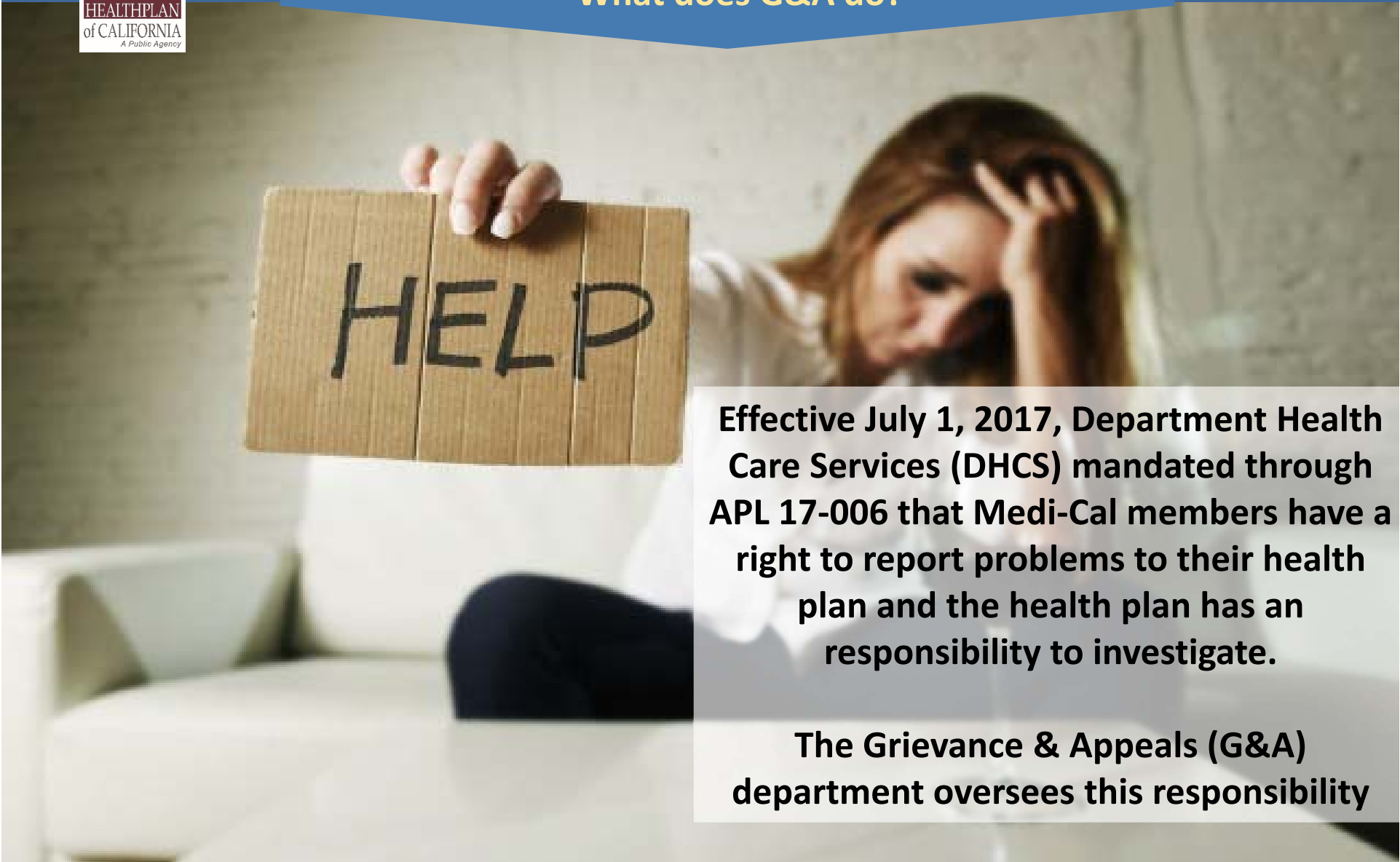
Notes & Disclaimers: the 2020 G&A Case Detail Report defined by APL 17-006 is available to PHC Board Members and Consumer Advisory Committee Members upon request. All statistics cited in this presentation are reported at a 95% confidence level due to fluctuations in data.

Eureka | Fairfield | Redding | Santa Rosa



Overview

What does G&A do?



Effective July 1, 2017, Department Health Care Services (DHCS) mandated through APL 17-006 that Medi-Cal members have a right to report problems to their health plan and the health plan has an responsibility to investigate.

The Grievance & Appeals (G&A) department oversees this responsibility



Overview

What is our opinion about the process?

PHC Welcomes the Grievance & Appeals Process!

- Healthcare system is complex
- Can be hard for members to understand it and obtain services
- Let's members tell us about problems and fix them peacefully
- Grievance & Appeal System has many benefits



Helps members' understand their benefits



Improves services to members



Improves how we deliver benefits



Fixes conflicts between people



Finds new training opportunities



Case is held confidentially in the G&A department



No retaliation policy

Understand

Educate

Rectify

Eureka | Fairfield | Redding | Santa Rosa

Overview

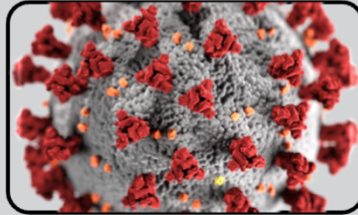
The Healthcare Ecosystem



language
sex
race
environment
disability
culture
nationality
sexual orientation
behaviors
religion
technology
gender
housing
poverty

Overview

Remembering 2020



COVID-19
Pandemic



Social
Pandemic



Stock
Market
Crash



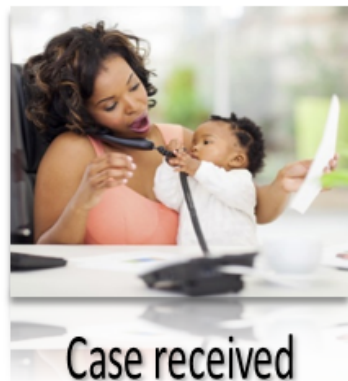
Wild Fires

- California reached 15.5% unemployment rate by April 2020, following a historic low of 3.9% in February 2020¹
- 2020 was California's largest wildfire season recorded in history with 9,639 reported fires totaling 100 million burned acres²

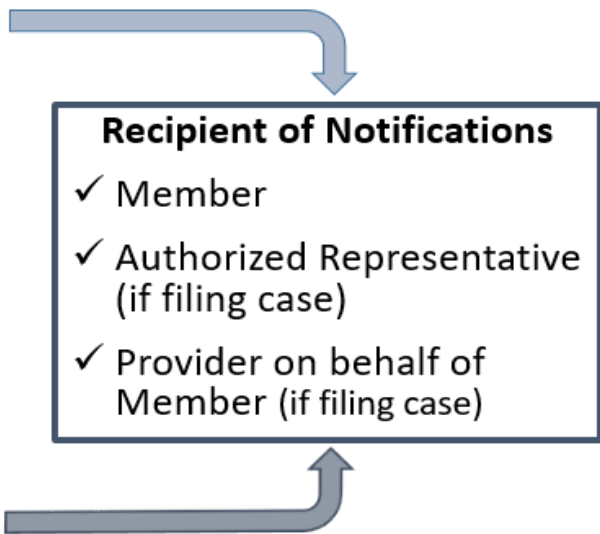
¹Source: Bureau of Labor Statistics. Retrieved 5/15/2021 <https://www.bls.gov/opub/ted/2020/43-states-at-historically-high-unemployment-rates-in-april-2020.htm>. ² Source: Wikipedia. 2020 California wildfires. Retrieved 5/15/2021 https://en.wikipedia.org/wiki/2020_California_wildfires

Overview

Grievance & Appeal Process



THE PROCESS: 72 hours – 44 Days



Summary of the standard process. Variations can occur depending on type of case, expedited status, case outcomes, or member's decisions

Appeal

Grievance

Exempt

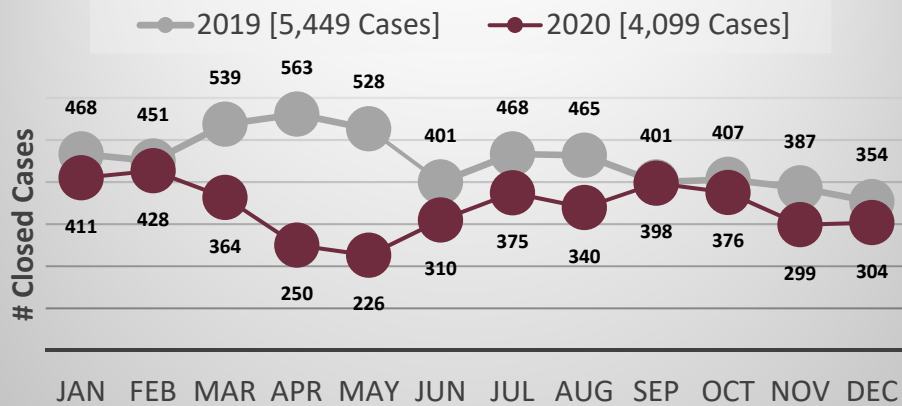
2nd Grievance

State Hearing

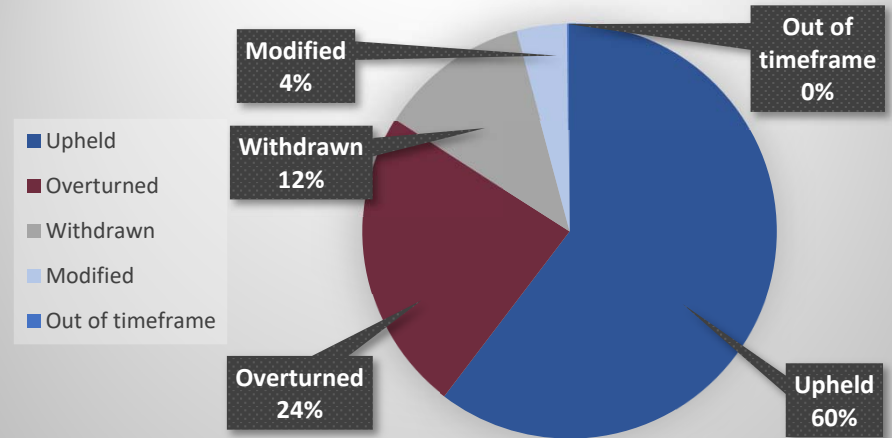
The Numbers

How many cases did we investigate?

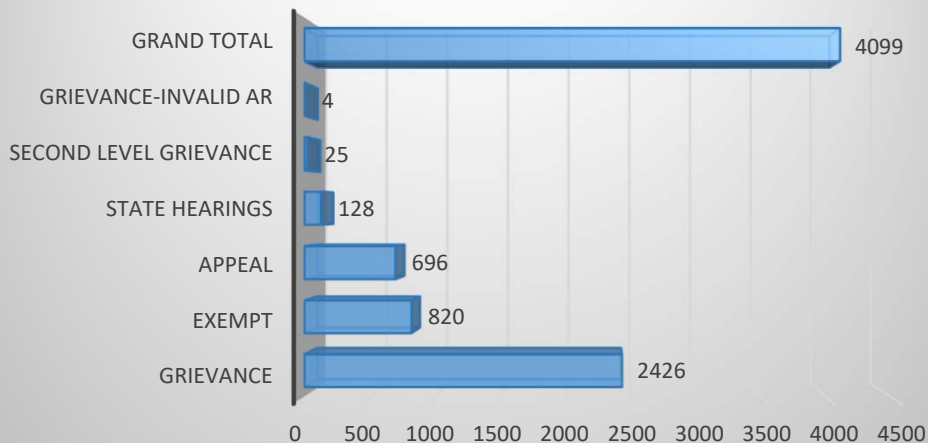
2019 vs 2020 Closed Cases Per Month



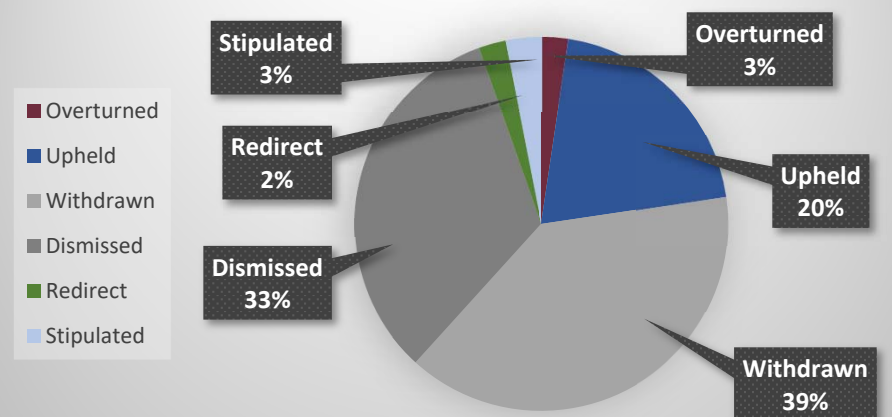
2020 Appeal Outcomes



Total Investigated Cases in 2020



2020 State Hearing Outcomes





The Numbers

Were cases investigated on time?

	Case Turnaround Times (TAT) ¹					Timely Mailing of Ack-Letters ²			
	# Closed	# Late	Goal	Performance	Status	# TTL	# Late	Performance	Status
YTD Totals	4,099	6	98%	99.9%		3,145	16	99.5%	

Case Turnaround Times (TAT)

- Expedited cases – goal to investigate 98% all cases within 72 hours
- Standard Cases – goal to investigate 98% all cases within 30 days
- Extended Cases – goal to investigate 98% all cases within 44 days

Acknowledgment Letters

- Goal to mail Acknowledgment Letters on or before the 5th calendar day after date of receipt

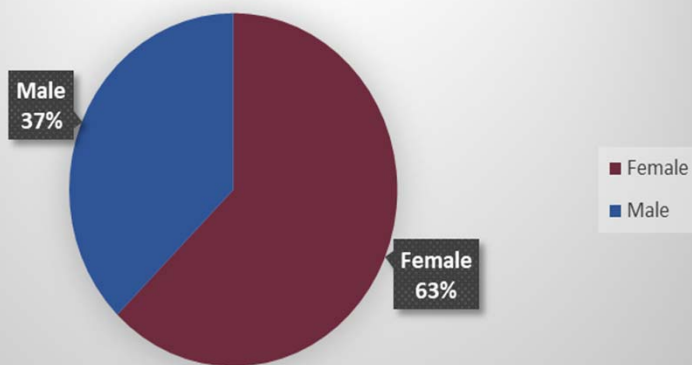
Notes: ¹ Excludes State Hearing cases. ²Excludes State Hearings and Exempt cases. ³Ack-letter refers to acknowledgment letters

The People

Who filed the cases?

Members who are White or African American filed more cases than they are represented by enrollment. Hispanics are underrepresented.

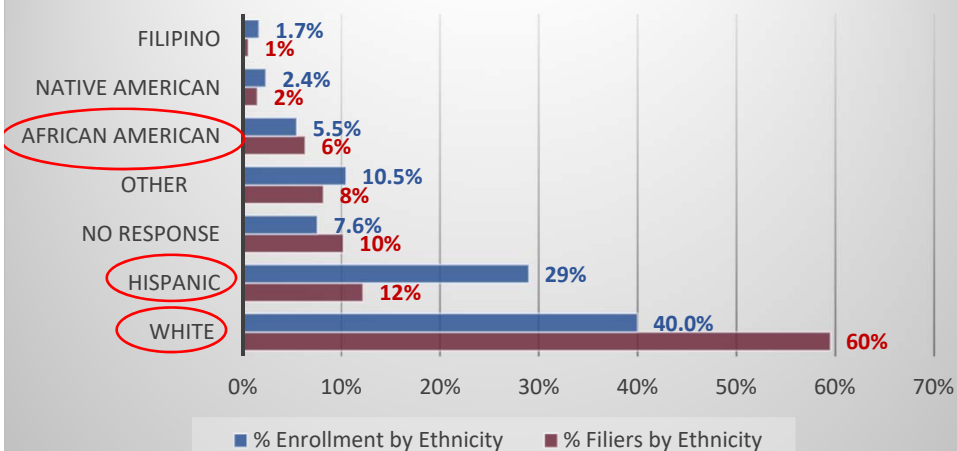
2020 Filers by Gender



Age of Filing Members

Age	# Cases	% Cases
0-18	500	12.2%
19-29	308	7.5%
30-39	474	11.6%
40-49	530	12.9%
50-59	976	23.8%
60-64	636	15.5%
65+	675	16.5%
Totals	4,099	100.0%

2020 Cases by Top 5 Ethnicities



2020 Filers by Language



The People

Who filed the cases?



The most common filer is a white female between 50-59 years old who speaks English and lives in Redding, CA

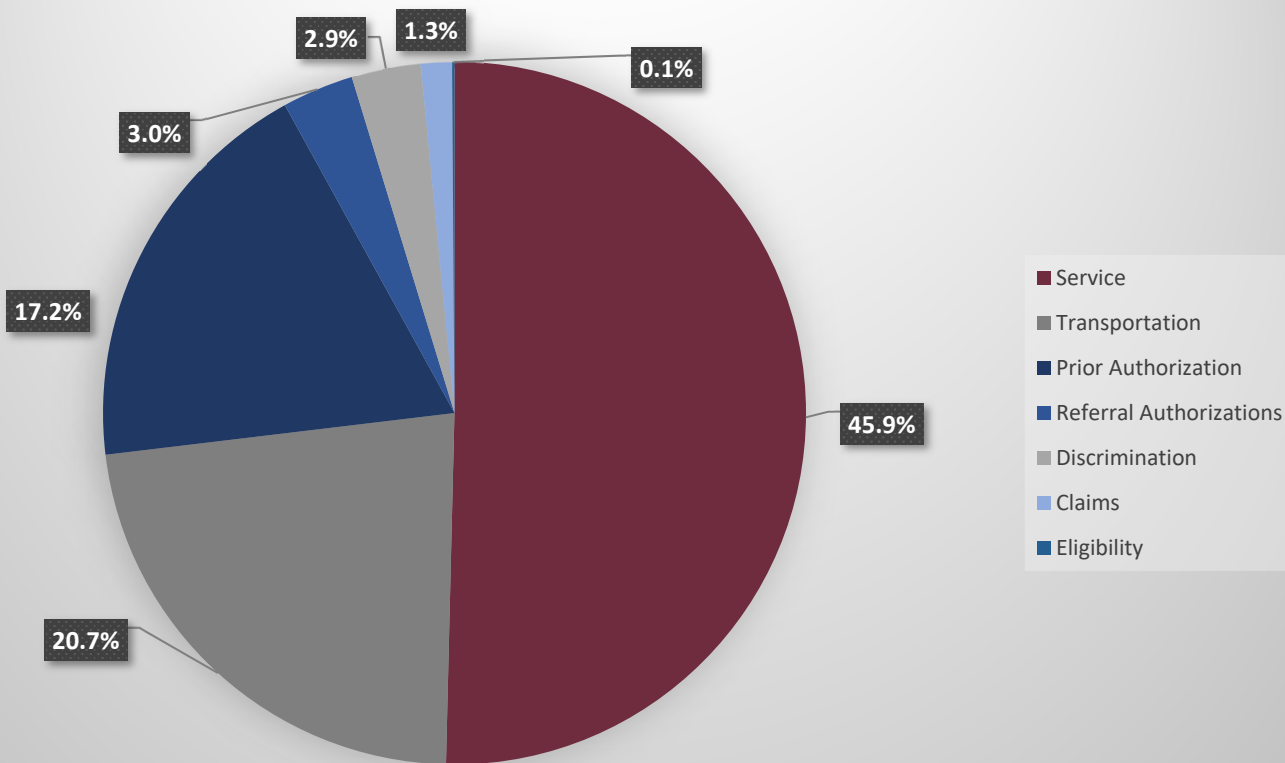
2020 Filers by County		
County	# Cases	% Cases
Solano	750	18.3%
Shasta	740	18.1%
Humboldt	499	12.2%
Sonoma	471	11.5%
Marin	340	8.3%
Yolo	267	6.5%
Lake	206	5.0%
Mendocino	197	4.8%
Siskiyou	185	4.5%
Napa	160	3.9%
Del Norte	126	3.1%
Lassen	87	2.1%
Modoc	39	1.0%
Trinity	32	0.8%
Totals	4,099	100.0%

2020 Filers by Top 10 Cities		
City	# Cases	% Cases
Redding	414	10.1%
Santa Rosa	251	6.1%
Fairfield	233	5.7%
Vallejo	219	5.3%
Anderson	148	3.6%
Eureka	137	3.3%
Vacaville	126	3.1%
Napa	121	3.0%
Crescent City	106	2.6%
Arcata	105	2.6%
Totals	1,860	45.4%

The Reasons

Categories for Member Dissatisfaction in 2020

2020 Core Categories of Dissatisfaction



**Services by
PHC**

**Services by
Provider**

**PCP
Enrollment**

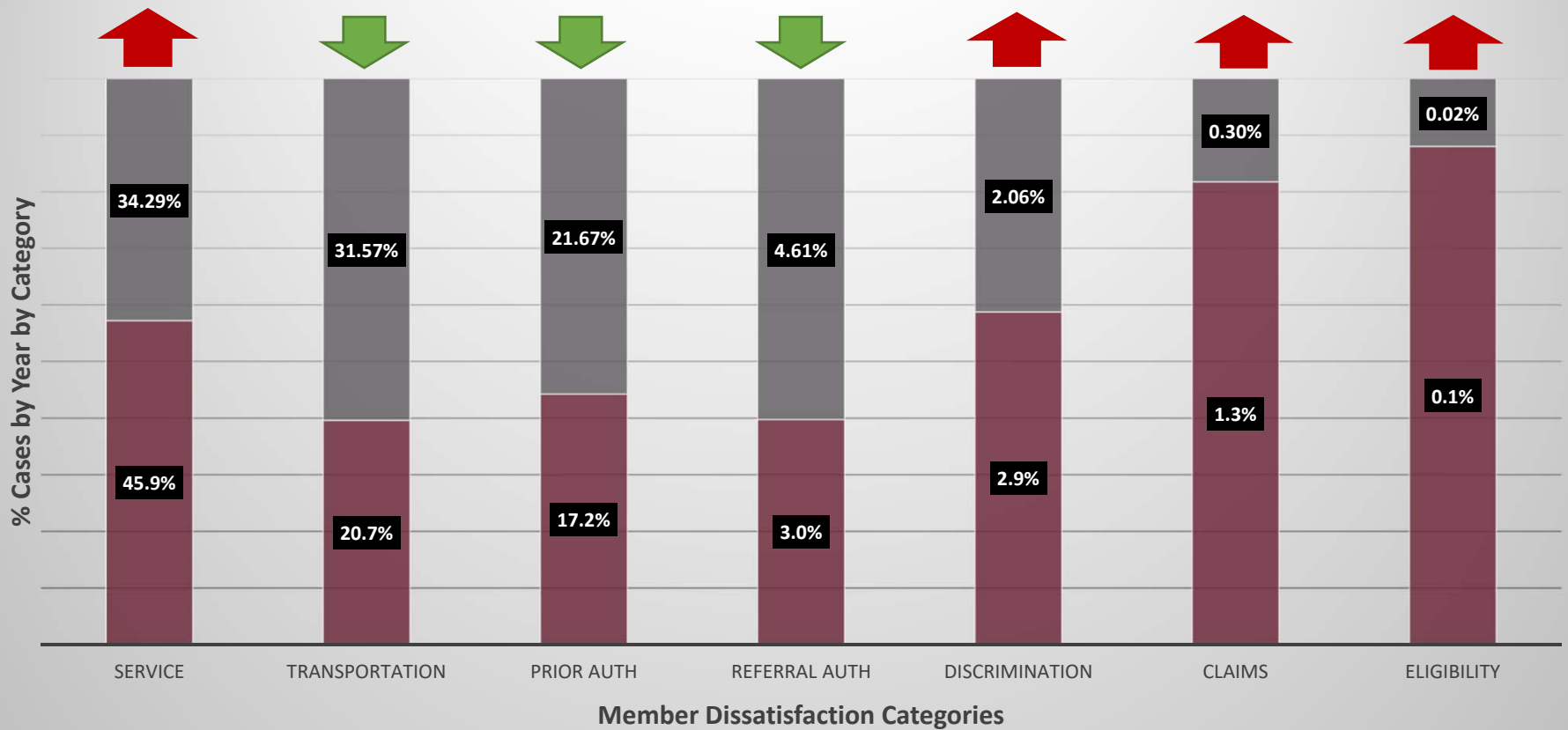
Other

The Reasons

Member Dissatisfaction

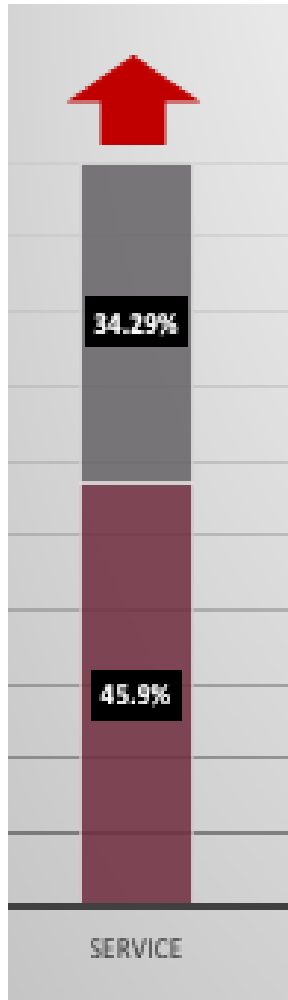
2020 vs 2019 Dissatisfaction Categories

■ 2020
 ■ 2019



The Reasons

Service by Provider

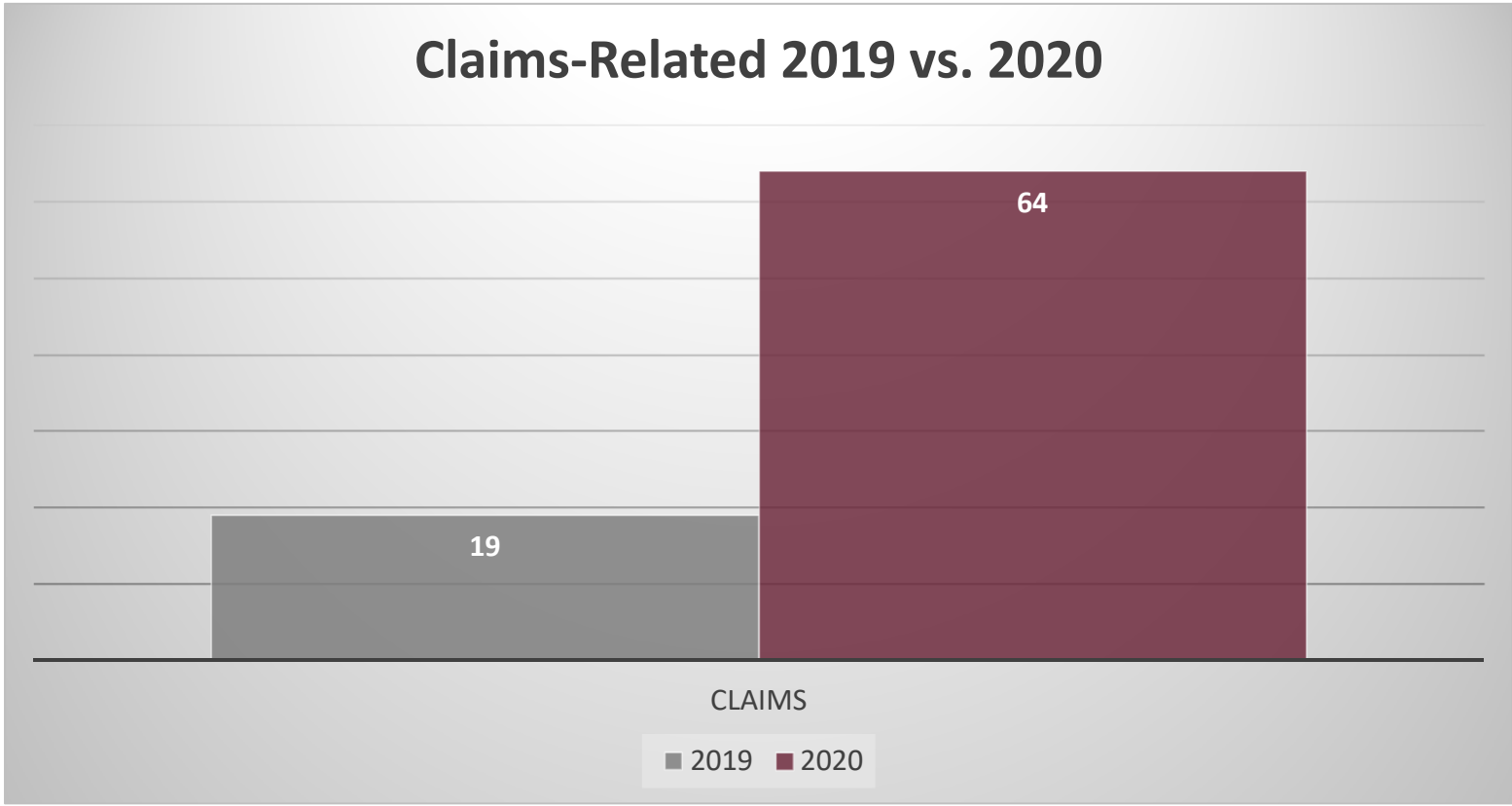
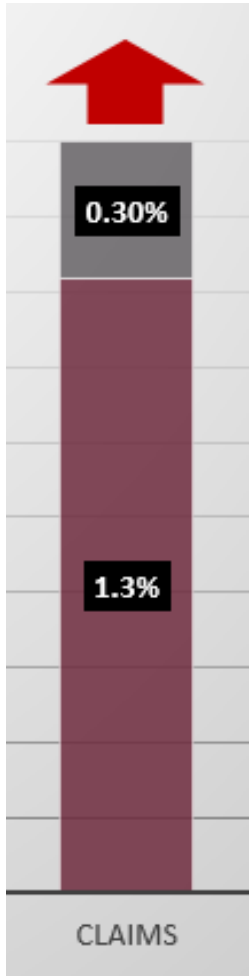


80% Service Issues Regarding Providers (1,754)

- Many signs of COVID-19 & fires
 - Providers responding slowly
 - Slow treatment or testing results
 - Problems getting needed care
 - Problems filling prescriptions
 - Rude or uncaring providers
- Disagree with provider's plan for their health
 - Do not agree with Prescription drug
 - Do not agree with needed tests
 - Unhappy with care

The Reasons

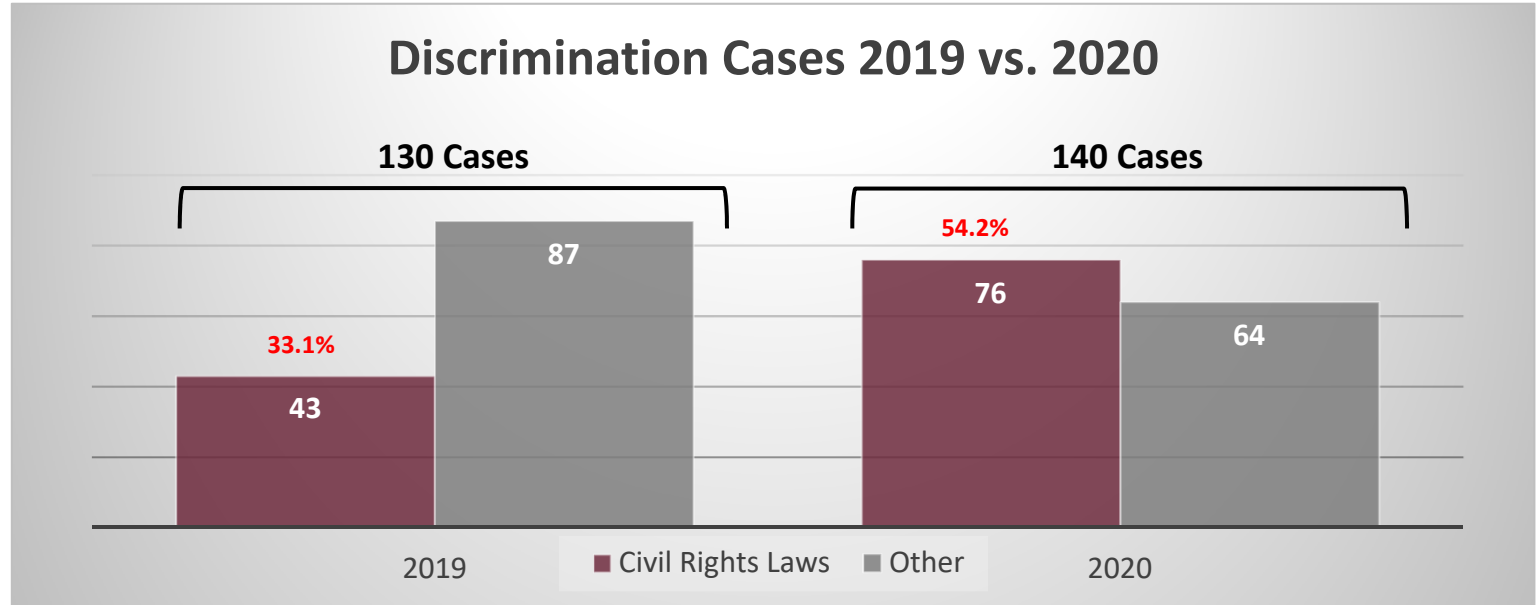
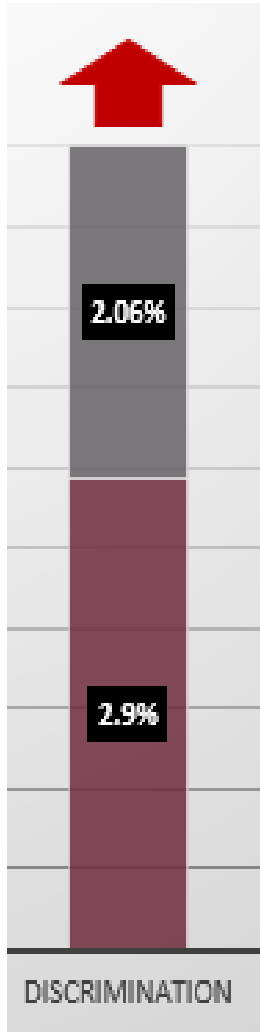
Claims



Balanced Billing & Collections represented 58%

The Reasons

Unfair Treatment



Race and Disability were the most commonly reported civil rights violations in 2020

2019 vs. 2020 Cases decreased 24.8%, yet...

- # Cases protected by Civil Rights Laws increased **43.4%**
- # Allegations not covered under Civil Rights Laws decreased by **15.8%**



Improvements

Upgrades to our work!

Improving Appeals & Grievances

- National Committee for Quality Assurance (NCQA) compliant cases
- Better processes
- Better letters

Medical Transportation Management (MTM)

- Better research
- Better coverage in West Sacramento, Sebastopol, and Vallejo

Investigating Discrimination Cases

- Current laws
- Trained employees
- No retaliation policy
- New Policy & Procedures

PHC stands strong against discrimination.

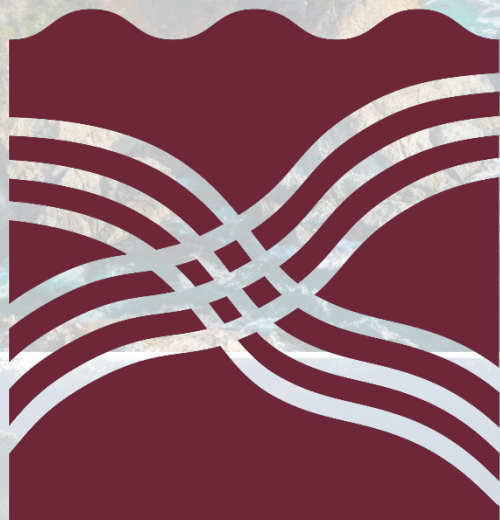
It clouds our vision – to be the most highly regarded managed care plan in California. It interrupts our mission – to help our members, and the communities we serve, be healthy. It interferes with our responsibility – we are proudly responsible for the health care of every single member in our diverse population.

Questions?

**Members'
point of view
matters at PHC**



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



NMT / NEMT Transportation Benefit

- *Aaron Maxwell*, Transportation Program Manager
- *September 2, 2021*

Transportation Benefits



Emergency
Medical
Transportation



Non-
Emergency
Medical
Transportation
(NEMT)



Non-Medical
Transportation
(NMT)



Early Periodic
Screening,
Diagnosis &
Testing
(EPSDT)**

Emergency Medical Transportation

- All ages
- Includes air and ground transport
- A TAR (Treatment Authorization Request) is NOT required
- Must be to the nearest hospital capable of meeting medical needs.
- Transportation to ED for psychiatric crisis evaluation and/or admission to psychiatric facility are covered without a TAR
- **Requested by calling 911**



Non-Emergency Medical Transportation (NEMT)

- All ages
- TAR is required with Provider Certification Statement (PCS)
- Door-to-Door assistance required; Medical management during transportation required
- Includes Ambulance, Litter Van, Wheelchair van, etc.
- Medi-Cal certified provider, Medi-Cal covered service
- **PHC Care Coordination: 1-800-809-1350**



Non-Medical Transportation (NMT)

- Went into effect 7/1/17
- Open to all ages
- No TAR required
- Least costliest mode – mileage reimbursement, bus pass, taxi, train ticket, etc.
- 5 days in advance of appointment
- **MTM: 1-888-828-1254**



Early, Periodic Screening, Diagnosis and Testing (EPSDT)

- Under 21 years old
- Medically necessary appointments (screening, diagnosis, treatment; including physical or mental illnesses)
- Mileage Reimbursement is available regardless of the families access to a vehicle
- Parking, Tolls, Meals & Lodging when medically necessary.
- 5 days in advance of appointment
- **MTM: 1-888-828-1254**

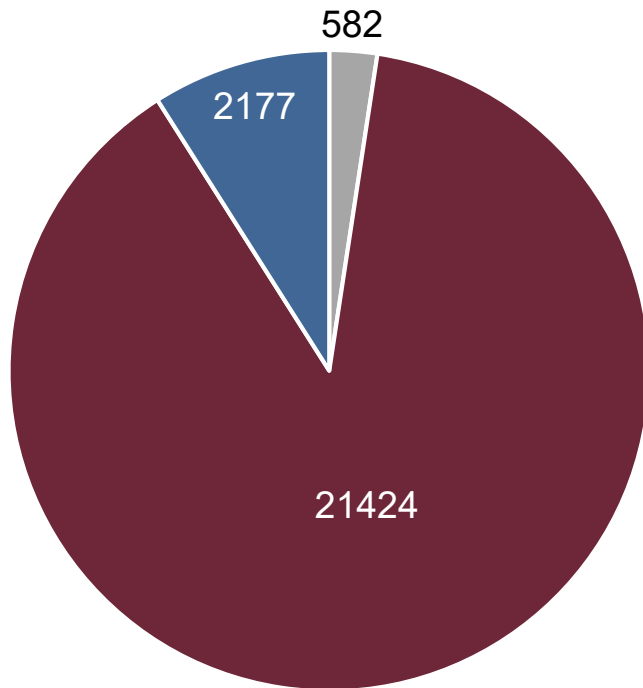


How to Access Transportation Benefits

- **How to Schedule Non-Medical Transport**
 - Patients or providers can contact MTM at **1-888-828-1254** to arrange NMT services.
- **How to Schedule Non-Emergency Medical Transport**
 - Patients and providers can contact PHC Care Coordination at **1-800-809-1350** to be connected with the appropriate NEMT provider.
- **If a member needs emergency transport, please dial 911**

MTM Utilization & Complaints

MTM Average Monthly Trips Jan 2021 - Jun 2021



■ Bus ■ Taxi ■ Gas Mileage

MTM Complaints Jan 2021 - Jun 2021

- Out of just over 194,000 requested trips during this time period, 99.87% were complaint free.
- Only 3 MTM transportation vendors had complaint ratio's over 1%
 - Over this 6 month time period the total combined complaints against these 3 vendors was 20.
- By far the most common complaint seen is for provider no shows. During this time period MTM's provider no shows accounted for 0.18% of scheduled transports.

Frequently Asked Questions

- Where can members find reviews on drivers?
 - Currently we do not have this functionality but we are looking into incorporating this in the future.
 - PHC monitors all member complaints to find trends and identify vendors receiving a higher than average number of complaints. PHC & MTM then addresses these issues with the vendors.
- How does MTM choose their drivers?
 - MTM does not operate their own fleet of vehicles or drivers, they contract with local transportation vendors. MTM does require background checks and drug testing to be completed before a driver can accept rides. PHC also requires the transportation vendors to have Medi-Cal certification through DHCS, during this process the drivers are screened as well.
- Is the transportation benefit only for doctors appointments?
 - PHC will provide transportation to eligible members for all appointments covered by Medi-Cal, Medi-Cal Dental or PHC.



Referrals or Questions

PHC Transportation Team

1-800-809-1350

Fax: 530-351-9055

Email: transportationhelpdesk@partnershiphp.org

Melissa McCartney, Director, Care Coordination Operations
Aaron Maxwell, Manager, Transportation Programs

Northern Region Team – Redding

Brandi Walker, Lead Transportation Specialist
Myron Carter, Transportation Specialist

Southern Region Team – Fairfield

Rosa Silva, Lead Transportation Specialist
Nefer Crayton, Transportation Specialist
Lizzy Nicolai, Transportation Specialist



Charles "Charlie" Bean 1956 - 2021

