

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
CONSUMER ADVISORY COMMITTEE**

Thursday June 6, 2019

12:00pm – 2:00pm

Held at: 3688 Avtech Parkway, Redding, CA 96002 Sundial Conference Room
1036 5th Street, Suite E, Eureka, CA 95501 (Video Conference Location)

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

		Lead		Time
1.	Introductions <i>Please state your name and one thing you are looking forward to this summer.</i>	All		12:00
2.	Public Comments <i>At this time, members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee. There will also be an opportunity to address the committee on a scheduled agenda item during the committee's consideration of that item. Speakers will be limited to three (3) minutes.</i>	All		12:10
3.	Approval of March 2019 Minutes <i>Need a CAC member to make a motion to accept the minutes and another member to second the motion.</i>	All		12:15
I. Old Business				
1.	Follow up of issue from March CAC meeting <i>None</i>	Michelle Mootz Manager Member Services		
II. Standing Agenda Items				
1.	Report on Board Meeting from CAC Board Member <i>Brief highlights of the last Board Meeting</i>	Joy Newcom-Wade Consumer Board Member		12:20
2.	HealthPlan Update <i>Brief Update of the HealthPlan</i>	Wendi West NR Executive Director, Administration		12:25
3.	Policy and Program Update <i>Brief update</i>	Sonja Bjork Chief Operating Officer		12:35
4.	Member Services Update <i>Brief Member Services report</i>	Michelle Mootz Manager Member Services		12:45
III. New Business				
1.	PHC 25th Anniversary pictures and video	Sonja Bjork		12:50
2.	Partnership HealthPlan in the Community <i>Presentation on PHC involvement on housing grants</i>	Jessica Delaney		1:05
3.	Member Material Review <i>Review of Shots for School and several Preventive Care Flyers & Surveys</i>	Sandra McMasters Sr. Health Educator		1:15
4.	Consumer Board Position <i>Reminder of new term</i>	Michelle Mootz		
IV. Additional Business/Other items				
1.	Open Forum for CAC Guest <i>Brief 5 minute questions or announcements</i>	All		1:25
2.	Open discussion at all location sites individually	All		1:30
V. Adjournment				
1.	Next Meeting: September 5, 2019			

Agenda Revised on June 4, 2019.

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

PHC meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Member Services Department at least two (2) working days before the meeting at (800) 863-4155 or by email at klarocca@partnershiphp.org. Notification in advance of the meeting will enable the Administrative Assistant to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it. This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

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PARTNERSHIP HEALTHPLAN – CONSUMER ADVISORY COMMITTEE MEETING MINUTES

March 7, 2019

Meetings held at:

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

Redding CAC Participants: Joy Newcom-Wade

Eureka CAC Participants via Video conference: Margaret Sager, Amby Burum

Redding PHC Staff: Wendi West, Michelle Mootz, Siobhan Shackelford, Ryan Ciulla, Hannah Moore, Jesse Benton, Josh Winders, Kerry LaRocca, Michael Vovakes, Sandra McMasters, Susanna Sibilsy, Christina Culbertson, Lauri Stevenson

Eureka PHC Staff: Cindy Ashton

Redding guest: Dan Murphy

Eureka guest: Mary McKenzie

Agenda Item	Discussion/Conclusions	Recommendations/Actions
<p>Introduction & Approval of Minutes</p> <p>Public Comments</p>	<p>Introductions from both sites were conducted, with each attendee answering the question what one change have you made regarding your health in 2019?</p> <p>Minutes of the December 2018 reviewed and approved.</p> <p>NONE</p>	<p>Amby Burum motioned to approve the minutes. Joy Newcom-Wade seconded, and the December 2018 minutes were approved.</p>
<p>Old Business</p>	<ul style="list-style-type: none"> • None 	
<p>Standing Agenda Items</p> <p>1. Commission Updates</p> <p>2. HealthPlan and Policy & Program Update</p>	<p>Joy Newcom-Wade, Consumer Board Member, gave a brief summary of important points from the February 7th Strategic Planning Board Meeting.</p> <ul style="list-style-type: none"> • 45,000 rides provided • Richard Figueroa – new deputy secretary • Maria Shriver – in charge of Brain Health • Arsenic in water in Coachella • Power outages in the NR • Member retention • Elderly and technology • <p>Wendi West, NR Director, gave the HealthPlan update for the ailing Sonja Bjork. She touched on the following information:</p> <ul style="list-style-type: none"> • CCS Whole Child Model • Pre- diabetes benefit • Wellness and Recovery 	<p>No comments.</p> <p>No comments.</p>

Agenda Item	Discussion/Conclusions	Recommendations/Actions
	<ul style="list-style-type: none"> • NCQA Certification • HEDIS Scores • Community Report • PHC's 25th Anniversary, Fairfield Open house 4/22 • Annual Board Strategic Planning Meeting <ul style="list-style-type: none"> ✓ Where is PHC going? ✓ Proposed carve-out services for RX services 	
3. Member Services Update	<p>Michelle Mootz, Member Services Manager provided the following:</p> <ul style="list-style-type: none"> • New Lead Representative in Redding • 3 new Member Service Representatives, 2 in Eureka, 1 in Redding • New phone system • Online directory has been updated with CCS providers 	No comments.
New Business 1. Quality Improvement “Communication and Motivation”	<p>Sandra McMasters, Senior Health Educator, discussed a PowerPoint presentation, on Communication and Motivation. She asked the following questions regarding methods of communication:</p> <ul style="list-style-type: none"> • Postcards • Letters • Phone calls • Land Line • Preferred times • Brochures • News letters • Survey's 	CAC answers: Postcards: 3 yes Letters: 2 yes, likes to reference the Web Phone calls: would answer if PHC number was on the ID Preferred times: 1 preferred mornings Brochures: 1 like with pictures and specific information Newsletters: 3 likes Survey's: 6 returned
2. Board of Commissioners CAC application	<p>Michelle Mootz, Manager Member Services, explained that Joy Newcom-Wade's term on the Board of Commissioners expires in June. Stated at this time we are accepting applications for the vacant position to begin at the June Board meeting. Applications are available at both the Redding and Eureka meeting, plus available online.</p>	Joy stated that is was a wonderful experience. Margaret the previous board representative, said there was a learning curve. But a good experience.
Additional Business Open Forum	<p>Open forum for CAC Guest Brief 5 minute questions or announcements. Dan Murphy representing Wendy Longwell for the Disability</p>	Question: Do you take children's DME? Answer: We have, we don't have many requests for children's equipment.

Agenda Item	Discussion/Conclusions	Recommendations/Actions
	<p>Action Center distributed 2 brochures regarding Vision Resources and Voice Options and provided explanations for both. (brochures mailed to Eureka attendees)</p> <p>Center location: Disability Action Center (Member of Independent Living Ctrs.) 2876 Park Marina Drive Redding, CA 96001 actionctr.org</p>	
Adjournment	<p>Next meeting: June 6, 2019 Meeting adjourned at 1:08 PM</p> <p>Minutes recorded by: Kerry LaRocca</p>	Arrivals and Departures: None



Report from the Chief Executive Officer, Liz Gibboney

Presented by NR Executive Director, Administration, Wendi West

May, 2019

May Revision to the Budget. Governor Newsom released his updated Budget proposal in early May. He proposes to add funds to the health care workforce and delay expanding MediCal to undocumented young adults (ages 19-26) from this July to next January, 2020.

State's "Future of MediCal" and the next Waiver. As the Department of Health Care Services (DHCS) gets ready for its public stakeholder process to define its next set of federal waivers, it has begun to publicly lay out priorities for the MediCal program for the next 5, 10 and 15 years. DHCS leadership has said it has three objectives: standardization, managing risk and improving quality.

Wellness and Recovery Program/Drug MediCal. We continue to meet with DHCS leadership and staff about our proposal for our Wellness and Recovery drug treatment benefit. We are also working on training for mental health services providers.

Governor's Executive Order (GEO) on Pharmacy. Governor Newsom is making a major effort to change the way MediCal pharmacy benefits are handled. He is proposing to move the oversight of pharmacy benefits from health plans like PHC, back to the State's "fee for service" MediCal program.

California Children's Services (CCS) Redesign/Whole Child Model. We continue to have a smooth roll-out of the Whole Child Model program in all fourteen counties, five months after the transition. We are facilitating Family Advisory Council and Pediatric Clinical Quality Committee meetings regularly.

Federal Activities. We are watching several federal issues including the Trump Administration's federal budget proposal, various state waiver applications on Medicaid, legal challenges to the Affordable Care Act (ACA), public charge policies, and drug pricing legislation.

Core Claims System. We have chosen a new computer system to process our claims. HealthEdge will be our new vendor, but the implementation should take about 24 months.

NCQA Accreditation/HEDIS. We are well positioned to successfully achieve "Interim" accreditation this summer and have an official survey date of June 4, 2019. We are already at work for our next level of accreditation, called "First" Survey.

25th Anniversary Community & Staff Events. We held a large "community" event and Grand Opening of our new "East" building on April 23rd and several staff celebrations in early May. Our Communications team developed a special anniversary video which we will share with the CAC at our meeting.

NO-COST WELL-CARE SERVICES FOR YOUR CHILDREN

To learn more about all available services, call **(800) 863-4155** 8 a.m.-5 p.m. Monday-Friday.

Available Service	Who Should Get It	
Asthma medication management	Age 5 and older	
Childhood immunizations (includes chicken pox, measles, whooping cough, flu)	Newborn up to 2nd birthday	
Adolescent immunizations (includes 7th grade immunizations)	Age 9 up to 13th birthday	
Infant well-child visits (includes 6 visits)	Newborn up to 15 months	
Well-child visits	Age 3 to 6, annually	
Adolescent well-care visits	Age 13 to 21, annually	

Talk to your doctor about how you can stay healthy. Your doctor's phone number is on the front of your Partnership HealthPlan of California ID card.

Partnership HealthPlan of California and your doctor are here to keep you healthy!

Together for YOUR Health



**FIELD TESTING:
MEMBER EDUCATIONAL
MATERIAL**



Educational Material Title: Well Care Services-Children

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:*

NO-COST WELL-CARE SERVICES FOR YOUR FAMILY

To learn more about all available well-care services, call **(800) 863-4155** 8 a.m.-5 p.m. Monday-Friday.

Men

- Asthma medication management
- Blood pressure
- Diabetes care
- Depression screening
- Drug/alcohol use or dependence treatment



Women

- Asthma medication management
- Birth control
- Blood pressure
- Breast cancer screenings
- Cervical cancer screenings
- Chlamydia screenings
- Depression screenings
- Diabetes care
- Drug/alcohol use or dependence treatment
- Care during and after pregnancy:
 - Prenatal and postpartum visits
 - Immunizations
 - Care coordination
 - Breast pumps/breastfeeding information
 - Gift cards for prenatal/postpartum visits



Children

- Asthma medication management
- Developmental screenings
- Immunizations
- Yearly well-child visits (0 – 6)
- Yearly adolescent well-care visits (13 – 21)



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FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: Well Care Services-Family

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- 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:

NO-COST WELL-CARE SERVICES FOR MEN

To learn more about all available services, call **(800) 863-4155** 8 a.m.-5 p.m. Monday-Friday.

Available Service	Who Should Get It	
Asthma medication management	Age 18 and older	
Blood pressure	Age 18 and older	
Obesity screening and counseling	Age 18 and older	
Diabetes care <ul style="list-style-type: none"> • A1c testing • Eye exam 	Age 18 to 75 with diabetes (type 1 and type 2)	
Depression screening and management	Age 18 and older	
Drug and alcohol use or dependence treatment	Age 18 and older	

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Together for YOUR Health



**FIELD TESTING:
MEMBER EDUCATIONAL
MATERIAL**



Educational Material Title: Well Care Services-Men

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:*

NO-COST WELL-CARE SERVICES FOR WOMEN

To learn more about all available services, call **(800) 863-4155** 8 a.m.-5 p.m. Monday-Friday.

Available Service	Who Should Get It
Asthma medication management	Age 18 and older
Blood pressure	Age 18 and older
Obesity screening and counseling	Age 18 and older
Breast cancer screening	Age 50 to 74
Cervical cancer screening	Age 21 to 64
Diabetes care <ul style="list-style-type: none"> • A1c testing • Eye exam 	Age 18 to 75 with diabetes (type 1 and 2)
Annual chlamydia screening	Age 15 to 24 who are sexually active
Care during and after pregnancy: prenatal/postpartum visits, immunizations, care coordination, breast pumps and breastfeeding information, gift cards for visits	Pregnant women and new mothers



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Together for YOUR Health



FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: Well Care Services-Women

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:*

YOUR CHILD NEEDS SHOTS FOR SCHOOL



Immunizations (shots) protect children from some diseases. To help students stay healthy, some shots are required to go to public school in California.

What do we need to do?

- Make sure your child has a Medical Home and a regular doctor.
- Call your child's regular doctor and find out what shots are needed.
- When shots are needed, make an appointment for a well check-up. Shots are an important part of that visit. Be sure to do this before school starts!
- Your child can get kindergarten shots as early as 4 years old.
- Your pre-teen can get middle school shots between 9 and 11 years old.



What if we cannot get an appointment before school starts?

- Call your child's regular doctor or medical home. Ask if they have a walk-in clinic for shots. Your doctor's phone number is on the front of your Partnership HealthPlan of California (PHC) ID card.
- Call your local Public Health Department. Most health departments have no-cost shots for PHC members.
- Call PHC Care Coordination at **(800) 809-1350** if you need help finding the phone number for your local health department.



For help, call our Member Services Department from 8 a.m. to 5 p.m. Monday through Friday at (800) 863-4155. TTY: (800) 735-2929 or 711. Visit us at www.partnershiphp.org



FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: School Shots

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
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 - List changes:
