

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA  
CONSUMER ADVISORY COMMITTEE**

**Thursday March 5, 2020 12:00pm – 2:00pm**

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

**1036 5<sup>th</sup> Street, Suite E, Eureka, CA 95501 (Video Conference Location)**

**444 Bruce St. Yreka, CA 96097 (Video Conference Location)**

*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>
<b>1.</b>	<b>Introductions</b> <i>Ice Breaker Question: What activity helps you relieve stress?</i>	<b>Michelle Mootz</b> NR Manager Member Services		12:00
<b>2.</b>	<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>Michelle Mootz</b> NR Manager Member Services		12:10
<b>3.</b>	<b>Approval of December 2019 Minutes</b> <i>Need a CAC member to make a motion to accept the minutes and another member to second the motion.</i>	All		12:15
<b>I. Old Business</b>				
<b>1.</b>	<b>Follow up of issue from December CAC meeting:</b> <i>No updates</i>	<b>Michelle Mootz</b> NR Manager Member Services		
<b>II. Standing Agenda Items</b>				
<b>1.</b>	<b>HealthPlan Update</b> <i>Brief recap of latest Board meeting &amp; HealthPlan Updates</i>	N/A		
<b>2.</b>	<b>Policy and Program Update</b> <i>Update on policies and programs</i>	N/A		
<b>3.</b>	<b>Report of Board Meeting from CAC Board Member</b> <i>Brief highlights of the last Board Meeting</i>	N/A		
<b>III. New Business</b>				
<b>1.</b>	<b>Airpark in June</b> <i>June's CAC meeting will be held at: 2525 Airpark Dr. Redding, CA 96001</i>	<b>Michelle</b> NR Manager Member Services		12:20
<b>2.</b>	<b>Advise Nurse Postcard vs Magnets</b> <i>Discussion &amp; Survey</i>	<b>Michelle Mootz</b> NR Manager Member Services		12:30
<b>3.</b>	<b>2020-2023 Strategic Plan Discussion</b> <i>CAC member input on PHC's development of our next Strategic Plan</i>	<b>Amy Turnipseed</b> Sr. Director of Ext. and Regulatory Affairs		12:35
<b>IV. Additional Business/Other items</b>				
<b>1.</b>	<b>Open Forum for CAC Guests</b> <i>Thank you to the CAC members and Information sharing by committee members.</i>	All		1:50
<b>2.</b>	<b>Open Discussion at all Location Sites Individually</b>	All		1:55
<b>V. Adjournment</b>				
<b>1.</b>	<b>Next Meeting: June 4, 2020 @ 2525 Airpark Dr. Redding CA 96001</b>			

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.



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### Consumer Advisory Committee (Northern Region)

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**Redding CAC Participants:** Becky Sherman, Joy Newcom-Wade, Monica Thoma, Steve Riley

**Eureka CAC Participants via Video Conference:** Amby Burum, Margaret Sager, Mary McKenzie

**Absent :** Wendy Longwell, GeorgeAnn Wence

**PHC Redding Attendees:** Amanda Bernal, Amy Turnipseed, Araceli Gutierrez, Bobbi Sawtelle, Catherine Thomas, Chelsea Breshears, Colleen Valenti, Jessica Delaney, Jessee Benton, Kory Watkins, Michelle Mootz, Rebecca Boyd Anderson,

Ryan Ciulla, Siobhan Shackelford, Sonja Bjork, Susanna Sibilsky, Tahereh Daliri Sherafat, Tiffany Stetser, Wendi West

**PHC Eureka Attendees:** Chloe Schafer

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Agenda Topic	Discussion/Conclusions	Action Items
<p><b>Introduction</b></p> <p><b>Public Comments</b></p> <p><b>Approval of Minutes</b></p>	<p>Introductions from all sites were conducted and each attendee was asked to answer the following question: “<i>What is one thing you are thankful for?</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>The Minutes of the September 2019 meeting</b> were reviewed and approved.</p>	<p>No Comments</p> <p><i>Becky Sherman</i> motioned to approve minutes. <i>Margaret Sager</i> seconded and the September 2019 minutes were approved.</p>
<p><b>I. Old Business</b> <i>Michelle Mootz</i></p>	<p><b>Follow up of issues from September CAC meeting.</b></p>	<p><i>No Comments</i></p>



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II. Standing Agenda Items

Report on Board Meeting from CAC Board Member
Amby Burum

Amby Burum attended the December 4th Strategic Planning Board Meeting. She gave a brief summary of important points:

- Board member retiring, looking to fill position
Mad River award for scoring 100% in Quality Incentive Program
State working to impose tax on soda and alcohol: State would like to use the money for education, prevention and health.
PHC is working hard to get the new Claims system, Phoenix up and running. December 2021 is the goal release date.
Pharmacy Carve-Out: State wants to take back control beginning January 2021.
Retreat in February 2020.
PGE Power Outages

Wendi West and Sonja Bjork both commented on how well Amby presented each topic and appreciated her attention to detail with the many acronyms and matters discussed.

HealthPlan and Policy & Program Update
Amy Turnipseed

Amy Turnipseed, Director of Policy & Program Development gave the HealthPlan and Policy and Program update. She spoke on the following information:

- Governor's Proposal to Carve out Pharmacy
Wellness and Recovery (formerly Drug Medi-Cal Waiver) Going live is aimed at March 1, 2020.
CaAIM (California Advancing and Innovating Medi-Cal). 22 Initiatives to help improve healthcare for the Medi-Cal population.
Annual Community Report

Monica Thoma gave thanks to PHC for reaching out to members to make sure their medical needs are being taken care of during the times the power went out.

Monic Thoma stated she is curious to see what "significant changes" will look like with Beacon as far as helping families.

Rebecca Boyd Anderson, Director of Care Coordination responded to Monica and said Beacon is designed to do one-on-one interventions for a certain amount of time and wouldn't be the best option for large



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		<p><i>scale intervention. She said PHC would like to hear from members, what specific help is needed and would in turn think creatively about how to support that need.</i></p> <p><i><b>Monica</b> responded to <b>Rebecca</b> clarifying her question and wanting to know if there were more preventative measures to help children prior to becoming W&amp;I 5150(a). <b>Sonja Bjork</b> responded to <b>Monica</b> appreciated her concern.</i></p> <p><i><b>Mary McKenzie</b> responded to <b>Monica</b> and said there are many outreach programs available for preventative mental healthcare, but they are so siloed no one ever knows about them.</i></p> <p><i><b>Amy Turnipseed</b> responded and said PHC is looking at all the CalAIM proposals and finding out if we have local resources already in place and how to reach out to them.</i></p>
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<p><b>III. New Business</b></p> <p><b>Annual PHC Member Satisfaction Results</b> Michelle Mootz</p> <p><b>CAC Achievements for the Year</b> Siobhan Shackelford</p>	<p><b>Michelle Mootz</b>, NR Manager Member Services provided the following:</p> <ul style="list-style-type: none"> <li>• Member Satisfaction Results: Survey on Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS). Sent out in February 2019, Tailored to Adults and Children.</li> <li>• Adult surveys sent out: 1,751; Received back 316 Responses. Member Services fell below their benchmark in three categories. However, Member Services has a 91% rate overall.</li> <li>• Children surveys sent out: 2,145; Received back 365 responses. Member Services fell below their benchmark in two categories.</li> </ul> <p><b>Siobhan Shackelford</b>, Quality &amp; Training Supervisor of Member Services gave an update on all the pieces CAC has achieved for 2019:</p> <ul style="list-style-type: none"> <li>• Gained knowledge on what methods of communication is best for Members; such as, having local phone numbers on materials, colorful handouts.</li> <li>• PHC shared Immunization posters and received feedback from Members.</li> <li>• PHC shared Health Risk Assessment Form and received feedback from Members.</li> <li>• Joy Newcom-Wade completed her term as a Board Member and Amby Burum stepped up and is now filling that role.</li> </ul>	<p><i>No Comments</i></p> <p><i>No Comments</i></p>



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<p><b>Update on Strategic Use of Reserves</b> Sonja Bjork</p> <p><b>Shelter Presentation</b> Jessica Delaney &amp; Bobbi Sawtelle</p>	<p><b>Sonja Bjork</b>, Chief Operating Officer explained what Partnership HealthPlan does with Reserves (savings). She provided information on PHC housing project grants and Sober Circle.</p> <p><b>Jessica Delaney</b> Project Manager for Health Services and Quality Improvement, explained that in 2016 PHC’s Board of Commissioners approved a \$25 million dollar investment into a permanent housing innovations grant. In 2017, PHC received responses from every county covered by PHC, which resulted in 25 grantees. Jessica introduced <b>Bobbi Sawtelle</b>, Housing Director of North Valley Catholic Social Services as one of those grantees. <b>Bobbi</b> provided an Informational PowerPoint Presentation on how they used the reserve money and what their future goals are.</p>	<p><i>No comments</i></p> <p><i>Amy Turnipseed asked how someone applies and receive this type of housing. <b>Bobbi</b> responded stating, once they get closer to completion, they will put out a pre-waiting/interest list. The lists will be provided at the local levels through the Social Service Agencies that are present.</i></p>
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<p><b>Healthy Living Tools Demo</b> Amanda Bernal</p>	<p><b>Amanda Bernal</b>, Health Educator provided and informational Presentation on the new tools and resources available on the Member Portal.</p>	<p><i><b>Catherine Thomas, Sr. Health Educator</b> stated there is a low utilization rate for the Member Portal, and to be able to access this new information, Members need to be signed up on the Portal. She stressed the importance on signing up as soon as possible so they are familiar with the site prior to this new information coming out.</i></p> <p><i><b>Sonja Bjork</b> welcomed the present Members to sign up today if they weren't already and offered our assistance if needed.</i></p> <p><i><b>Amby Burum</b> asked if PHC's Member Portal provides a list of doctors and specialists of who the Member sees.</i></p> <p><i><b>Rebecca Boyd Anderson</b> responded and briefly went through the portals tools and resources. If the Portal doesn't currently have that option, PHC will look into adding that.</i></p>
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<p><b>V. Adjournment</b></p> <p><b>Next Meeting</b></p>	<p>Meeting adjourned at 1:56pm</p> <p>March 5, 2020</p> <p>Minutes recorded by: Chelsea Breshears</p>	<p><b>Arrivals and Departures:</b></p> <ul style="list-style-type: none"><li>• <i>Tahereh left at 12:04 and returned at 12:06pm.</i></li><li>• <i>Joy arrived at 12:04pm.</i></li><li>• <i>Chelsea left at 12:04 and returned at 12:07pm.</i></li><li>• <i>Tahereh left at 12:17 and returned at 12:23pm.</i></li><li>• <i>Amby left at 12:39 and returned at 12:55pm.</i></li><li>• <i>Wendi left at 12:46pm.</i></li><li>• <i>Amy left at 12:50 and returned at 12:51pm.</i></li><li>• <i>Steve left at 1:00 and returned at 1:08pm.</i></li><li>• <i>Chelsea left at 1:00 and returned at 1:10pm.</i></li><li>• <i>Tahereh left at 1:00 and returned at 1:10pm.</i></li><li>• <i>Chelsea left at 1:37 and returned at 1:39pm.</i></li><li>• <i>Jessica left at 1:37pm.</i></li><li>• <i>Bobbi left at 1:37pm.</i></li><li>• <i>Kory left at 1:37 pm.</i></li><li>• <i>Chelsea left at 1:45 and returned at 1:50pm.</i></li><li>• <i>Joy left at 1:45pm.</i></li></ul>
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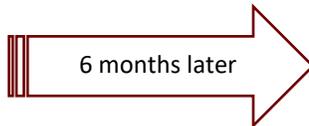


## *We are interested in your Feedback!*

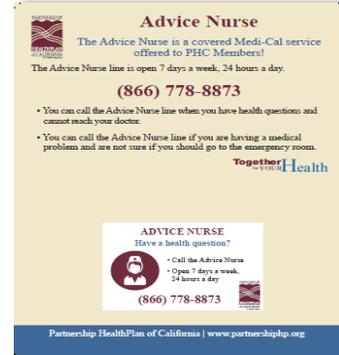
Please read this survey question and provide us with your feedback by checking the box for Option #1 or Option #2. This will ensure that PHC provides the best care to our members. Thank you for your valued participation!

**OPTION #1:** Members will receive 2 mailings

### Advice Nurse Postcard



### Advice Nurse Line Magnet



**OPTION #2:** Members will annually receive the Advice Nurse Line magnet

