



**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
CONSUMER ADVISORY COMMITTEE
THURSDAY, DECEMBER 10, 2020 12:00pm – 1:30pm
PHC’s Southeast Regional office at: 4605 Business Center Drive, Fairfield, CA 94534
East Building (Conference Room A, B & C– 1st floor)**

Due to COVID-19 and Social Distancing, Committee members, members of the public, and, Partnership staff are *strongly 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 the location 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.

Note: Per Governor Newsom Executive Order, N-29-20 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.

Ways to join the meeting remotely:

- **Webex Video link:** <https://partnershiphp.webex.com/meet/cac> **Access Code:** 809 817 218
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**See next page for detail instructions*

PHC’s Mission Statement is “to help our members, and the communities we serve, be healthy”

		Lead	Page	Time
1	Introductions <i>Introduce attendees and what area they represent. CAC members and Member Services staff only: In light of the current situation, in a few words, what you are grateful for this year?</i>	Araceli Gutierrez Member Services Supervisor		12:00
2	Public Comments <i>At this time, please review the agenda. Community advocates or members of the public who are usually not part of this committee may address the committee on any non-agenda item of interest that is within the subject matter jurisdiction of the committee. For agenda items, please wait until the committee’s consideration of that item. Speakers will be limited to three (3) minutes. Please note: Any new agenda items that require action will be scheduled for a future meeting.</i>	Araceli Gutierrez Member Services Supervisor		12:20
3	Approval of September 2020 Minutes <i>Need a CAC member to make a motion to accept the March minutes and another member to second the motion.</i>	All	3-7	
I. Old Business				
1	Follow up questions from September CAC meeting <i>No updates</i>	Araceli Gutierrez Member Services Supervisor		
III. Standing Agenda Items				
1	HealthPlan Update <i>Brief recap of latest Board meeting & HealthPlan Updates</i>	Liz Gibboney Chief Executive Officer	9	12:25
2	Policy and Program Update <i>Update on policies and programs</i>	Amy Turnipseed Director of Policy & Program Development	11	12:35
3	Report on Board Meeting from CAC Board Member & ACAP <i>Brief highlights of the last Board Meeting and ACAP information</i>	Bill Remak Consumer Board Member	13-15	12:45
II. New Business				
1	CAC Achievements for the Year <i>Brief summary</i>	Araceli Gutierrez Member Services Supervisor		12:55
2	Annual PHC Member Satisfaction Results <i>Informational Presentation</i>	Kevin Spencer Member Services Director	17-27	1:00
3	Pilot Interpreting Program & New PHC IVR <i>Brief update</i>	Kevin Spencer Member Services Director		1:05
4	Supportive Housing Program- Hope Center <i>Brief highlights of Hope Center tour</i>	Lynn Scuri Regional Director		1:10

5	Health Center Spotlight- Ole Health <i>Brief highlights</i>	Lance LeClair CAC Member	22	1:15
6	PHC Community Resources on PHC website <i>Brief demonstration on how to access</i>	Jessica Hackwell Population Health Manager		1:20
7	Population Health <i>HPV Member Material Review</i>	Catherine Thomas Sr. Health Educator		1:25
IV. Additional Business/Other items				
1	Open Forum <i>Thank you to CAC members</i>	Araceli Gutierrez Member Services Supervisor		1:30
V. Adjournment				
1	Next Meeting: Thursday March 11, 2021			

Government Code §54957.5 requires that public records related to items on the open session agenda for a regular Consumer Advisory Committee 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 committee has designated the Member Services Department 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 Consumer Advisory 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. This meeting may be recorded. Any audio or video tape record of this meeting made by or at the direction of PHC is subject to inspection under the Public Records Act and will be provided without charge, if requested.

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 agutierr@partnershipphp.org. Notification in advance of the meeting will enable the Member Services Department to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it.

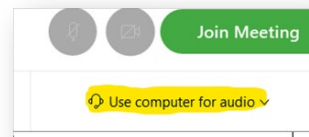
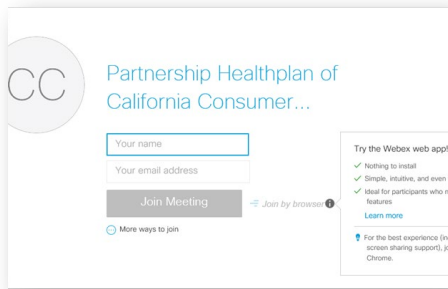
This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

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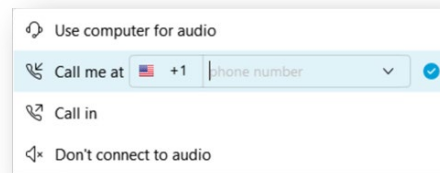
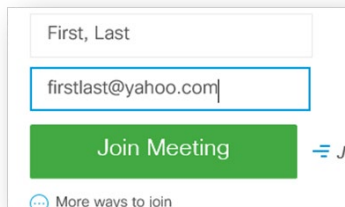
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MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, SEPTEMBER 10, 2020, 12:00pm – 1:30pm

PHC' Southeast Regional office at: 4605 Business Center Drive, Fairfield, CA 94534
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Attendees: Beverly Franklin, Darnice Richmond, Eugene Korte, Marcelo (Nunie) Matta, Krissie Matta, Wendy Ostergaard, Lance Leclair and Bill Remak, and Diana D'Amico.

Partnership Attendees: Liz Gibboney, Sonja Bjork, Amy Turnipseed, Catherine Thomas, Elena Carter, Lisette Saldana, Lynn Scuri, Amanda Bernal, Dr. Kubota, La Rae Banks, Margaret Kisliuk, Susanna Siblinsky, Jessica Hackwell, Benjamin Amparo, Araceli Gutierrez, Shauncey Jenkins, Kim Jaime and Catherine Esta.

Absent: Michael Strain, Stan Gow, Kevin Spencer, Peggy Hoover and Dr. Moore.

Agenda Topic	Discussion/Conclusions	Action Items
Introduction	Housekeeping rules and directions were given. Roll call and introductions from all participants were conducted.	
Public Comments	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.	No Public Comments
Approval of Minutes	The Minutes of the June 2020 meeting were reviewed and approved	Darnice Richmond motioned to approve minutes. Bill Remak seconded the June 2020 were approved.
Old Business <i>Araceli</i>	Follow up questions from September CAC meeting	No follow-up items or items that needed action taken.



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<p>Standing Agenda Items</p> <p>HealthPlan Update <i>Liz Gibboney</i></p>	<p>Liz Gibboney, Chief Executive Officer, gave a brief recap of the latest Board meeting & HealthPlan Updates.</p> <ul style="list-style-type: none"> • <i>PHC’s COVID-19 Response</i> • <i>State Programs</i> • <i>Major Projects Update</i> • <i>Racism and Health Equity Work</i> • <i>PHC’s Strategic Plan for 2020-2023</i> 	<p>Lance: Thank you for all the information. As always PHC continues to amaze me, how dedicated you are to your members.</p> <p>Diana: What was the program that was delayed for another year?</p> <p>Liz: CalAIM. Which stands for California Advancing and Innovating Medi-Cal.</p> <p>Nunie: I agree with Lance about PHC. My question was, “How will the presidential election affect the PHC?”</p> <p>Liz: We are looking at the Biden-Harris healthplan and what that might mean for healthplans like us. And in terms of a Trump Administration we are not sure if within a second term there would be another effort to repeal and replace the Affordable Care Act. That’s a pretty big deal. We spent a year and a half fighting that because it represents about 30% of our members who are on Partnership because of the Affordable Care Act. We don’t have any details regarding the Biden-Harris health proposals but we certainly don’t want to go through another repeal and replace effort again.</p> <p>Dr. Kubota: Do not forget to get your flu shots as soon as you can.</p>
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<p>Policy and Program Update <i>Amy Turnipseed</i></p>	<p>Amy Turnipseed, Director of Policy & Program, presented an update on policies and programs.</p> <ul style="list-style-type: none"> • <i>State Budget is Signed</i> • <i>Public Safety Power Shutoffs (PSPS) & Fire Season</i> • <i>Governor's Proposal to Carve Out Pharmacy</i> • <i>Wellness and Recovery (formerly Drug Medi-Cal)</i> 	<p>Amy: Regarding the State's pharmacy carve out, PHC is working with DHCS to make sure there is minimal impact to our members. But we know how important people's prescriptions are and making sure they are having proper care and taking care of themselves. This transition will impact a majority of our members and want to make sure our members are prepared for this transition.</p> <p>Bill: Does that include all medical devices and other equipment?</p> <p>Amy: It does not include DME but there are some medical supplies that are included.</p>
<p>Report on Board Meeting <i>Bill Remak</i></p>	<p>Bill Remak, Consumer Board Member, presented highlights of the last Board meeting.</p>	<p>No Questions or Comments</p>
<p>New Business</p> <p>2019 Grievance & Appeals Annual Report <i>La Rae Banks</i></p>	<p>La Rae Banks, Director of Grievance & Appeals, presented an update on the 2019 Grievance & Appeals Annual Report.</p> <ul style="list-style-type: none"> • <i>Grievance & Appeals Background</i> • <i>Member Filing & Investigation Process</i> • <i>Reasons</i> 	<p>Questions and comments will be emailed to Araceli Gutierrez for La Rae due to time limitations.</p>



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<p>Wellness & Recovery <i>Margaret Kisliuk</i></p>	<ul style="list-style-type: none"> • <i>Solutions</i> • <i>Internal Improvements</i> <ul style="list-style-type: none"> ○ <i>Investigations</i> ○ <i>Technical</i> ○ <i>Monitoring</i> <p>Margaret Kisliuk, Behavioral Health Administrator, presented a presentation on PHC’s Wellness and Recovery program.</p> <ul style="list-style-type: none"> • <i>PHC and the Wellness and Recovery Program Recap</i> • <i>Available Levels of Care</i> • <i>Who is Covered</i> • <i>Connections to Care to Date</i> • <i>Informing Materials</i> • <i>Other Resources</i> 	<p>Lance: Is there any plans to take over from the county at some point?</p> <p>Margaret: It is totally up to the county.</p>
<p>Population Health Assessment <i>Catherine Thomas</i></p>	<p>Catherine Thomas, Senior Health Educator presented member material surveys for member feedback.</p> <ul style="list-style-type: none"> • <i>Control Your Asthma Flyer & Survey</i> • <i>Managing Diabetes: Learning the ABCs for Diabetes Control Flyer & Survey</i> • <i>Managing Diabetes: Diet and Exercise Flyer & Survey</i> • <i>Managing Diabetes: Medication Records Flyer & Survey</i> 	<p>Lance: Are the flyers emailed to all members or are they available on the Web Portal? How will these get out?</p> <p>Catherine: It is in draft form but once finalized we will have it up on the Web Portal and also mail them out to members and provide them to out Providers.</p> <p>Darnice: The flyers are very informative and laid out very well.</p>



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		Beverly: I really like the flyers. PHC does a good job caring for people. I really enjoyed it and found them very helpful.
Additional Business/Other Items		
Open Discussion <i>All Sites</i>	Information sharing by committee members	No Comments
Adjournment Next Meeting	Meeting adjourned at 1:31pm December 10, 2020	

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Consumer Advisory Committee

Report from the Chief Executive Officer, Liz Gibboney

December 2020

1. National Election

2. PHC's COVID-19 Response

- Telehealth Promotion
- Vaccine Distribution

2. State Programs

- MediCal Rx
- Behavioral Health Grants

3. Major Projects Updates

- National Committee on Quality Assurance ("NCQA" Accreditation)
- Healthcare Effectiveness Data Information Set ("HEDIS" Scores)
- Drug Treatment Services (the "Wellness & Recovery Program")
- California Advancing and Innovating MediCal (the "CalAIM" Waiver)

4. Racism and Health Equity Work

5. PHC's Strategic Plan for 2020-2023

6. Questions & Answers

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**Consumer Advisory Committee:
Policy and Program Update
Dec 2020**

1. Governor's Proposal to Carve out Pharmacy

- In mid-November, DHCS announced the Medi-Cal Rx Transition has been postponed until **April 1, 2021.**
- PHC is assessing the impact of the timeline change on our members and operations.
- 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 member and to prevent any gaps in care.

2. 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.
- 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.
- Proposed changes include:
 - i. Move Medi-Cal to a more consistent and seamless system by reducing complexity (including standardizing enrollment into managed care)
 - ii. Add Population Health Management and Enhances Case Management to keep members health and identify and asses 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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PHC Members Can Apply Now for a \$5,000 Scholarship



Partnership HealthPlan of California (PHC) is accepting applications for the Association for Community Affiliated Plans (ACAP) Scholarship Program. The program provides a \$5,000 scholarship to an ACAP health plan enrollee or immediate family member who is seeking higher education and interested in pursuing a career in health care or social services.

Who can enter: Any current PHC member, or their immediate family member, can enter. The entrant must show they intend to pursue a career in health care or social services and must be enrolled at or applying to a higher education institution and enrolled within one year of application date.

How to enter: Respond to the three essay questions below. Email your responses, along with your contact information (full name, address, phone number, emails), to PHC at communications_team@partnershiphp.org. Please put “Scholarship” in the subject line. **The deadline for submission to PHC is November 2, 2020.**

Essay Questions: Applicants must answer all three questions, and each answer must be 650 words or less.

1. How have you benefited from the medical care, services and/or supports that have been provided by PHC? (This can be from medical care you may have received from your doctor, nurse, or other medical professional and/or any contact or experience you have had with PHC.)
2. How will your studies further your career in the health care and/or human/social services fields?
3. Why are you a good candidate to receive this award?

How the winner is chosen: PHC will review all entries and select finalists. The finalists will be required to complete an application and provide a letter of recommendation and school transcripts. PHC will choose one of those finalists to be our entrant in the ACAP contest. A panel of ACAP judges will select one national winner to receive the scholarship. The winner will be announced in late December 2020.

More information: If you have questions, email communications_team@partnershiphp.org.

NONDISCRIMINATION NOTICE

PHC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 863-4155 (TTY: (800) 735-2929 or 711).

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 863-4155 (TTY: (800) 735-2929 or 711).

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 863-4155 (TTY: (800) 735-2929 or 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電(800) 863-4155 (TTY: (800) 735-2929 or 711).

About the Scholarship

- **Purpose:** To help strengthen the public health care workforce AND to collect anecdotes highlighting the benefits of Medicaid managed care.
- **What:** One (1) \$5,000 tuition scholarship awarded to one (1) ACAP health plan enrollee or family member who is seeking higher education AND is interested in pursuing a career in health care or social services.

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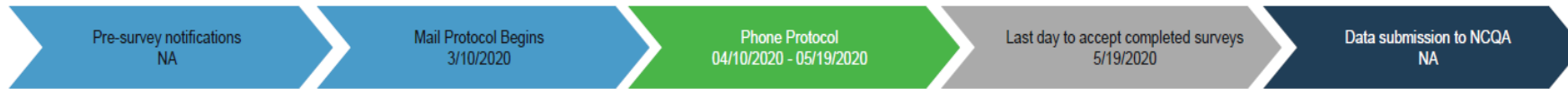
2020 Member Survey Review & Project Updates

Tahereh Daliri Sherafat and
Kevin Spencer

- 2020 CAHPS Survey Scores
 - Survey parameters and response rate
 - Current results and year to year comparison
- Interpreting Services Enhancement
 - Benefits of transitioning
 - Status
 - Next steps
- Interactive Voice Response (IVR) Snapshot

2020 CAHPS: Adult Parameters

SPH administered the 2020 Medicaid Adult 5.0 CAHPS survey using an NCQA approved methodology. Surveys were collected via a mail and phone methodology. Members eligible for the survey were those **18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.** A synopsis of the data collection methodology is outlined below:



VALID SURVEYS

- ✉ Total Number of Mail Completes = 223 (29 in Spanish)
- ☎ Total Number of Phone Completes = 75 (4 in Spanish)
- 💻 Total Number of Internet Completes = NA

2020 RESPONSE RATE

$$\text{Response Rate} = \frac{\text{Completed}}{\text{Sample size} - \text{Ineligible members}}$$

$$\frac{223 \text{ (Mail)} + 75 \text{ (Phone)} = 298}{2025 \text{ (Sample)} - 32 \text{ (Ineligible)} = 1993} = 15.0\%$$

RESPONSE RATE COMPARISON

The 2020 SPH Analytics Book of Business average response rate is **15.5%**.

		2018	2019	2020
Complete	Completed Survey	NA	313	298
	SUBTOTAL	NA	313	298
Ineligible	Does not Meet Eligibility Criteria (01)	NA	8	20
	Language Barrier (03)	NA	3	8
	Mentally/Physically Incapacitated (04)	NA	1	3
	Deceased (05)	NA	0	1
	SUBTOTAL	NA	12	32
Non-Response	Break-off/Incomplete (02)	NA	10	9
	Refusal (06)	NA	5	51
	Maximum Attempts Made (07)	NA	1408	1634
	Added to DNC List (08)	NA	7	1
	SUBTOTAL	NA	1430	1695
TOTAL	NA	1755	2025	
RESPONSE RATE		NA	18.0%	15.0%

2020 CAHPS: Results/Comparisons (Adult)

MEASURE	SUMMARY RATE		CHANGE	2020 SPH BENCHMARK		2019 QC BENCHMARK	
	2019	2020		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
Rating of Health Plan (% 8, 9 or 10)	72.5%	70.9%	-1.6%	80.3%	<5th	77.6%	10th
Rating of Health Care (% 8, 9 or 10)	73.2%	71.5%	-1.7%	76.9%	11th	75.4%	18th
Rating of Personal Doctor (% 8, 9 or 10)	79.8%	81.3%	1.5%	84.2%	17th	82.1%	37th
Rating of Specialist (% 8, 9 or 10)	82.6%	77.9%	-4.7%	84.7%	9th	82.3%	14th
Getting Needed Care (% Always or Usually)	78.2%	77.2%	-1.0%	83.5%	11th	82.5%	11th
Getting Care Quickly (% Always or Usually)	79.6%	78.4%	-1.2%	82.7%	14th	82.0%	16th
Coordination of Care (% Always or Usually)	84.0%	81.9%	-2.1%	85.9%	23rd	86.3%	29th
Customer Service (% Always or Usually)	90.8%	88.3%	-2.5%	89.4%	32nd	88.8%	39th

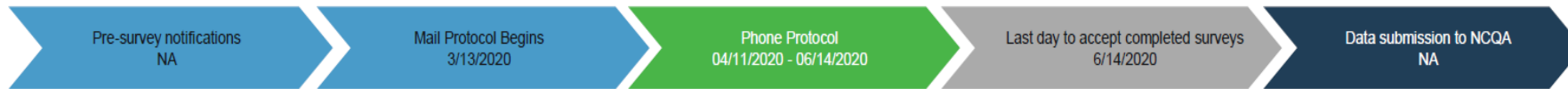
Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑) or benchmark (▲) score.




Red – Current year score is significantly lower than the 2019 score (↓) or benchmark (▼) score.

2020 CAHPS: Child Parameters

SPH administered the 2020 Medicaid Child 5.0 CAHPS survey using an NCQA approved methodology. Surveys were collected via a mail and phone methodology. Members eligible for the survey were **parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.** A synopsis of the data collection methodology is outlined below:



VALID SURVEYS

-  Total Number of Mail Completes = 289 (122 in Spanish)
-  Total Number of Phone Completes = 251 (155 in Spanish)
-  Total Number of Internet Completes = NA

2020 RESPONSE RATE

$$\text{Response Rate} = \frac{\text{Completed}}{\text{Sample size} - \text{Ineligible members}}$$

$$\frac{289 \text{ (Mail)} + 251 \text{ (Phone)} = 540}{3300 \text{ (Sample)} - 23 \text{ (Ineligible)} = 3277} = 16.5\%$$

RESPONSE RATE COMPARISON

The 2020 SPH Analytics Book of Business average response rate is **12.6%**.

		2018	2019	2020
Complete	Completed Survey	NA	365	540
	SUBTOTAL	NA	365	540
Ineligible	Does not Meet Eligibility Criteria (01)	NA	9	21
	Language Barrier (03)	NA	30	2
	Mentally/Physically Incapacitated (04)	NA	0	0
	Deceased (05)	NA	0	0
	SUBTOTAL	NA	39	23
Non-Response	Break-off/Incomplete (02)	NA	11	25
	Refusal (06)	NA	1	73
	Maximum Attempts Made (07)	NA	1722	2639
	Added to DNC List (08)	NA	7	0
	SUBTOTAL	NA	1741	2737
TOTAL		NA	2145	3300
RESPONSE RATE		NA	17.3%	16.5%

2020 CAHPS: Results/Comparisons (Child)



MEASURE	SUMMARY RATE		CHANGE	2020 SPH BENCHMARK		2019 QC BENCHMARK	
	2019	2020		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
Rating of Health Plan (% 9 or 10)	70.1%	72.1%	2.0%	73.0%	36 th	71.7%	50 th
Rating of Health Care (% 9 or 10)	63.8%	67.8%	4.0%	73.0%	15 th	70.4%	27 th
Rating of Personal Doctor (% 9 or 10)	77.2%	77.2%	0.0%	79.1%	28 th	77.3%	44 th
Rating of Specialist (% 9 or 10)	81.6%	74.4%	-7.2%	75.0%	51 st	74.1%	53 rd
Getting Needed Care (% Always or Usually)	81.7%	83.2%	1.5%	85.6%	28 th	84.5%	35 th
Getting Care Quickly (% Always or Usually)	87.4%	88.8%	1.4%	90.5%	27 th	89.4%	37 th
Coordination of Care (% Always or Usually)	86.4%	85.9%	-0.5%	85.0%	53 rd	83.8%	68 th
Customer Service (% Always or Usually)	89.2%	91.8%	2.6%	88.9%	80 th	88.4%	89 th

Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓) or benchmark (▼) score.



Language Services: Interpreting Pilot

Benefits

- Creates better access to interpreting services
- Ensures consistent quality level of interpreters
- Provides service on-demand & intuitive interface for providers
- Can be used in tele-health visits
- Significant cost reduction for the plan



Status

- Pilot underway with 5 providers
 - Associated Kidney Specialists of the North Bay: Dr. Nagarathna Manjappa (Napa)
 - Microtone Audiology (Napa)
 - Northeastern Rural Health Center (Lassen)
 - Shasta Community Health Center (Shasta)
 - Redding Rancheria Trinity Health Center (Trinity)



Next Steps

- Complete short term pilot & present results to the executive team
- Contract execution
- Implementation/Communication plan from executive approval (4-6 weeks)



Member satisfaction survey via the interactive voice response (IVR) went live 10/22

- Questions & Current Year to Date (43 surveys)
 - First call resolution – 81.4%
 - Satisfaction with the agent – 82.9%
 - Satisfaction with the plan – 87.2%

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OLE HEALTH - Brief Summary of Facts

1. There are six (6) open Ole Health Primary Care Provider (PCP) sites within PHC's network. The site's health center locations are within our Napa and Solano counties.
2. The site locations and number of PHC members assigned OLE Health for primary care are as follows:

County	Address	# PHC members assigned to site
Napa	911 Washington St Calistoga, CA	1095
Napa	1141 Pear Tree Ln Ste 100 Napa, CA	12,891
Napa	300 Hartle Court Napa, CA	2879
Napa	1222 Pine St Ste A St. Helena, CA	1348
Solano	470 Chadbourne Rd Ste A Fairfield, CA	3728
Solano	1101 B Gale Wilson Blvd Ste 101C Fairfield, CA	529
Napa	County Campus 2751 Napa Valley Corporate Dr. Ste Napa, CA	Closed due to COVID, no members assigned

3. The first Ole Health site to become part of PHC was the Pear Tree Lane site in Napa on **May 1, 1994**. The other site inception dates are:
 - St. Helena 3/1/1998
 - Calistoga 3/5/2007
 - Chadbourne Rd, Fairfield) 11/1/2015
 - County Campus, Napa 12/1/2016
 - Hartle Ct, Napa 4/1/2018
 - B. Gale Wilson, Fairfield 11/1/2018
4. Ole Health opened up additional sites in Solano County to increase access to primary care services.
5. Just a couple more ways Ole Health contributes to the community are the drive by food distributions and the mobile Covid testing.
 - Food giveaways: With hunger on the rise, OLE Health increased their monthly food giveaways to weekly during the first wave of the pandemic. Thus far OLE Health has helped feed **13,642 families** totaling **58,113 individuals**.
 - Covid testing: OLE Health increased its outreach to farmworkers and Napa's hundreds of individuals living in homelessness with accelerated virus testing and helped the newly uninsured get care.
 - For details visit Ole Health website at www.olehealth.org or call 707/254-1775 or any of the clinics.
6. Alicia Hardy, the CEO of Ole Health is on our board of commissioners. In fact, she is the Vice Chairperson.

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Community Resources: County-by-County Information

Looking for things your family need can take a lot of time. PHC has a social resource section on our website that can save you time. The resources are grouped by type to help you find what you need.

• Children and Families	• Clothing and Personal Care	• Crisis Services	• Dental
• Disabilities	• Food	• Housing	• LGBTQ+
• Mental Health	• Perinatal	• Providers	• Public Assistance
• Seniors	• Substance Abuse	• Support Groups	• Transportation
• Utilities	• Veteran Services	• Vision	• Youth
• Member Education	• Additional Resources	• National and Statewide Resources	

Where to Find these Resources Online

Go to www.partnershiphp.org > Hover over the Community Tab > Pick the county you need resources in. Click on the type of resource you need and a PDF form will open that lists resources of that type in the county.

Help Out PHC Members

Do you know of a resource that is not listed? Do you have updates on a resource listed on our website? Do you have a general question? If so, please contact PHC. We'd love to hear from you!

Email us at:

PopHealthOutreach@partnershiphp.org



An example of a County Resource Page

COMMUNITY RESOURCES

- Del Norte County
- Humboldt County Resources
- Lake County Resources
- Lassen County Resources
- Marin County Resources
- Mendocino County Resources
- Modoc County Resources
- Napa County Resources
- Shasta County Resources
- Siskiyou County Resources
- Solano County Resources
- Sonoma County Resources**
- Trinity County Resources
- Yolo County Resources

SEXUAL ASSAULT RESOURCES

EMERGENCY RESOURCES

APM PILOT PROGRAM

BEHAVIORAL HEALTH INTEGRATION GRANTS



Children and Families



Clothing and Personal Care



Crisis Services



Dental



Disabilities



Food



Housing



LGBTQ+



Mental Health



Perinatal



Providers



Public Assistance



Seniors



Substance Use



Support Groups



Transportation



Utilities



Veteran Services



Vision



Youth



Member Education

ADDITIONAL RESOURCES

- NorCal Resources
- County of Sonoma Website
- SoCo Emergency Alerts
- 2-1-1 Sonoma County
- First 5 Sonoma County Resource Guide
- Sonoma Senior Resource Guide
- Pink Spots - LGBT Directory
- Positive Images, LGBTQ+ Support
- LGBTQ Connection

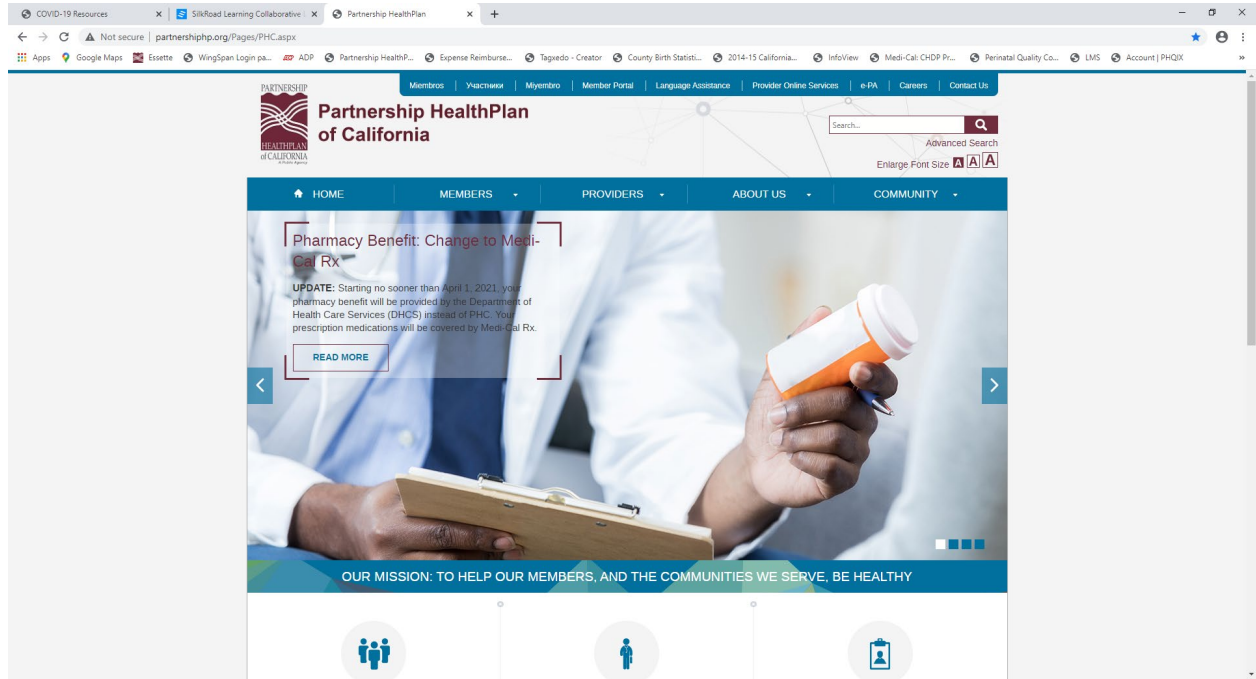
NATIONAL RESOURCES



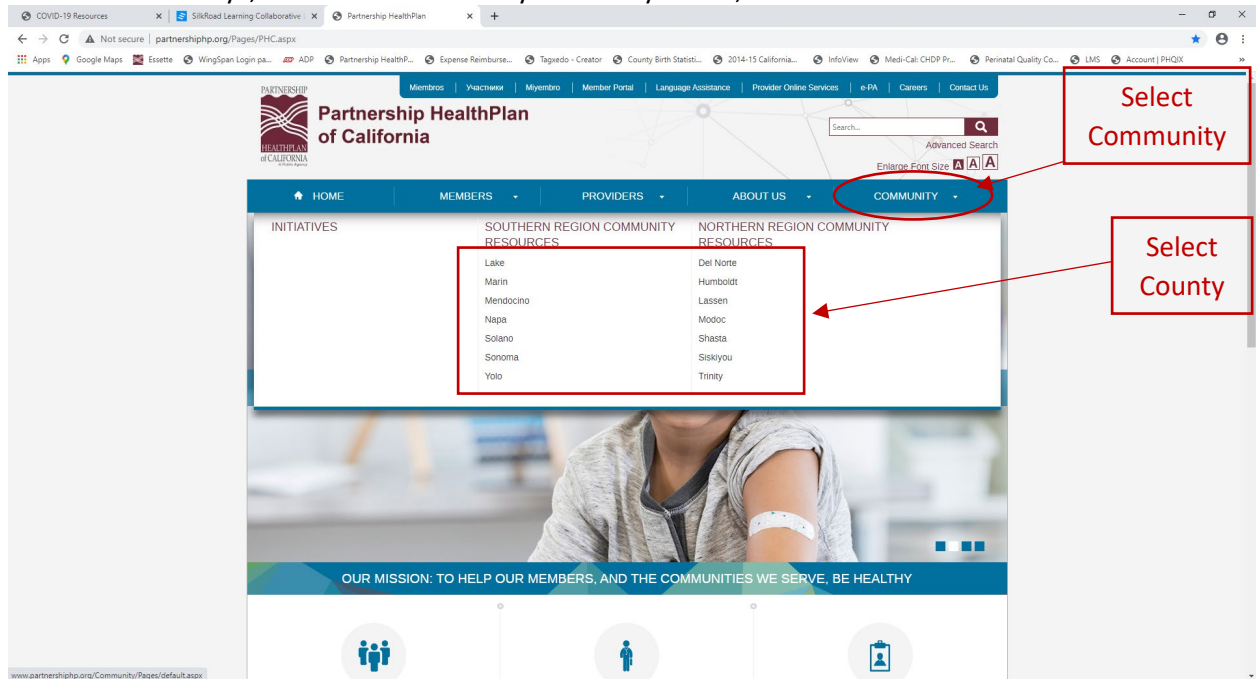
National and Statewide Resources

PHC Community Resources

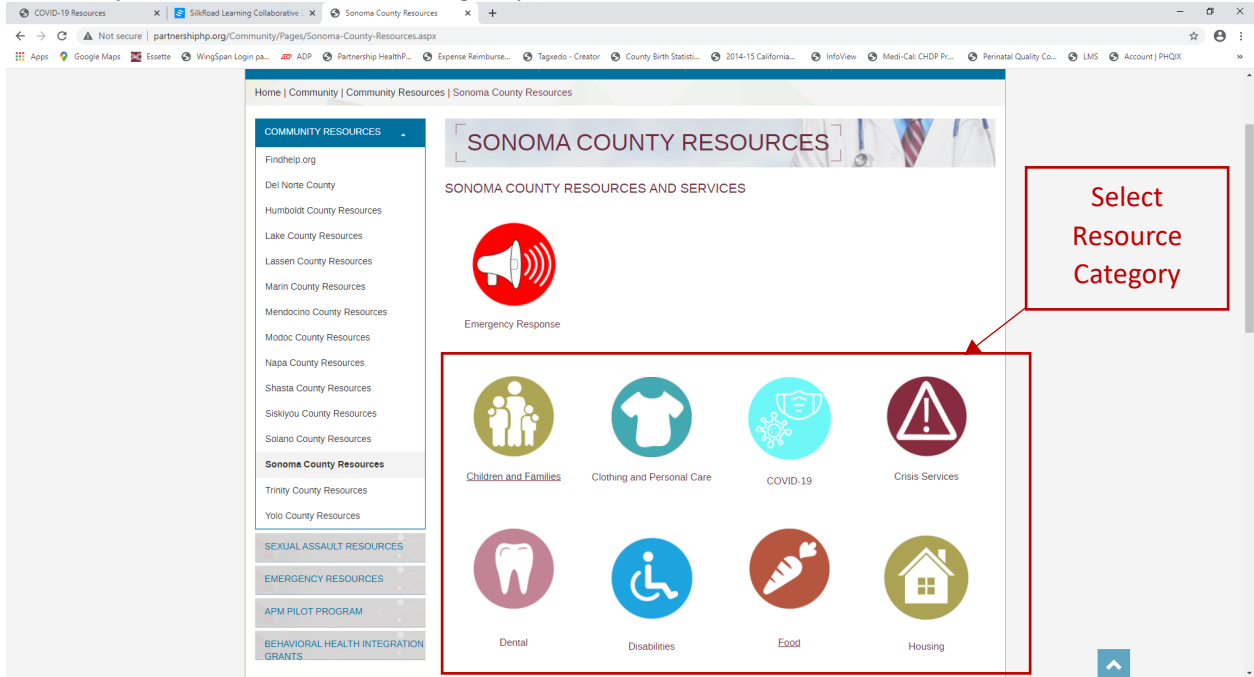
PHC has identified community resources within all the counties that we serve. In order to locate a resource near you, please go to the PHC website at: www.partnershiphp.org



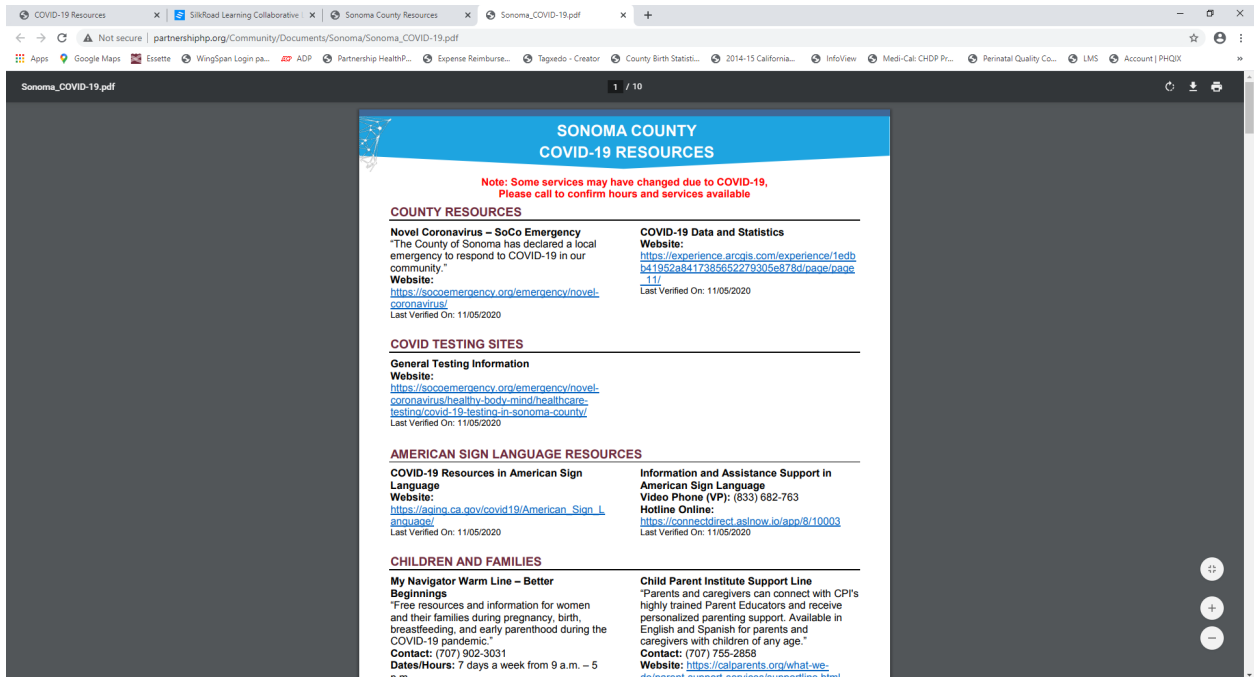
Select "Community", then select the county in which you live, or would like to view resource for.



Select what type of resources you are interested in finding. There are 22 categories of resources to select, as well as additional, state, and federal resources found at the bottom of the page. (When there is an emergency in your area, like a fire, the “Emergency Response” button will be added to your county for 90 days after the start of the emergency.)



A list of all the resources for that category will come up, and provide hyperlinks to the resources pages identified.



CARES

Financial Assistance Through the Family Resource Center (FRC)

- ◆ Vacaville residents economically impacted by COVID-19
- ◆ Maximum amount per family/resident is \$4,000 to assist with rent, utilities, or food
- ◆ Residents must show proof of their inability to pay rent, utilities, or food
- ◆ Proof that they were directly impacted by loss of job or reduction of hours due to COVID-19

Deadline: December 15, 2020

Contact:

Vacaville FRC

Monday-Friday

8:00am– 4:30pm

(707) 469-6608

FRC@cityofvacaville.com



Asistencia Economica de CARES , El Centro De Recursos Para familias (FRC)

- ♦ Residentes de Vacaville que han sido impactados por la pandemia, COVID-19
- ♦ Familias/personas pueden recibir hasta \$4,000 de asistencia para la renta, factura de servicios públicos, o comida
- ♦ Residentes tendrán que presentar prueba de su incapacidad de pagar renta, facturas, o comida
- ♦ Prueba que fueron impactados directamente por perdida de un trabajo o horas reducidas debido a la pandemia de COVID-19

Último Día: 15 de Diciembre 2020

Contacte:

Vacaville FRC

Lunes-Viernes

8:00am– 4:30pm

(707) 469-6608

FRC@cityofvacaville.com





If you need help, call Member Services at (800) 863-4155 Monday – Friday, 8 a.m. to 5 p.m.

TTY users can call the California Relay Service at (800) 735-2929 or call 711.

The HPV vaccine is a covered Medi-Cal service for PHC members.

Other questions or concerns?

Call us at (800) 863-4155, TTY users call (800) 735-2929 or 711.

We are available Monday through Friday from 8 a.m. to 5 p.m.

PHC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Se habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 863-4155. TTY: (800) 735-2929 or 711.

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 863-4155. TTY: (800) 735-2929 or 711.

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 863-4155. TTY: (800) 735-2929 or 711.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 863-4155. TTY: (800) 735-2929 or 711.

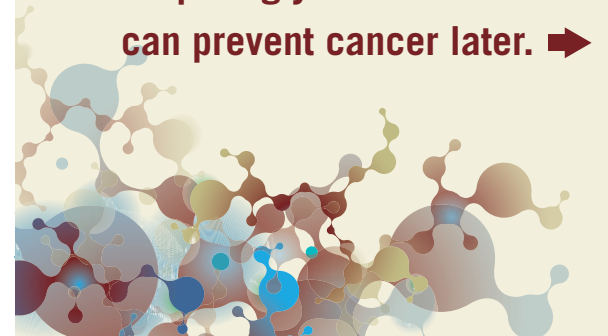


GET THE HPV VACCINE



Partnership HealthPlan of California

provides HPV vaccines. Preparing your child now can prevent cancer later. ➡



About HPV

- Human papillomavirus (HPV) is easily spread by sexual contact including skin-to-skin contact, and can be passed even when an infected person has no signs or symptoms.
- Certain types of HPV cause cancers of the cervix, mouth, throat, anus, and genitals.
- Getting two doses of HPV vaccine before someone is exposed to the virus can prevent cancers and genital warts.
- HPV vaccine is recommended for all children between the ages of 9 and 13 years old. The HPV vaccine works best to prevent cancer when given at this age rather than waiting until a child is older.

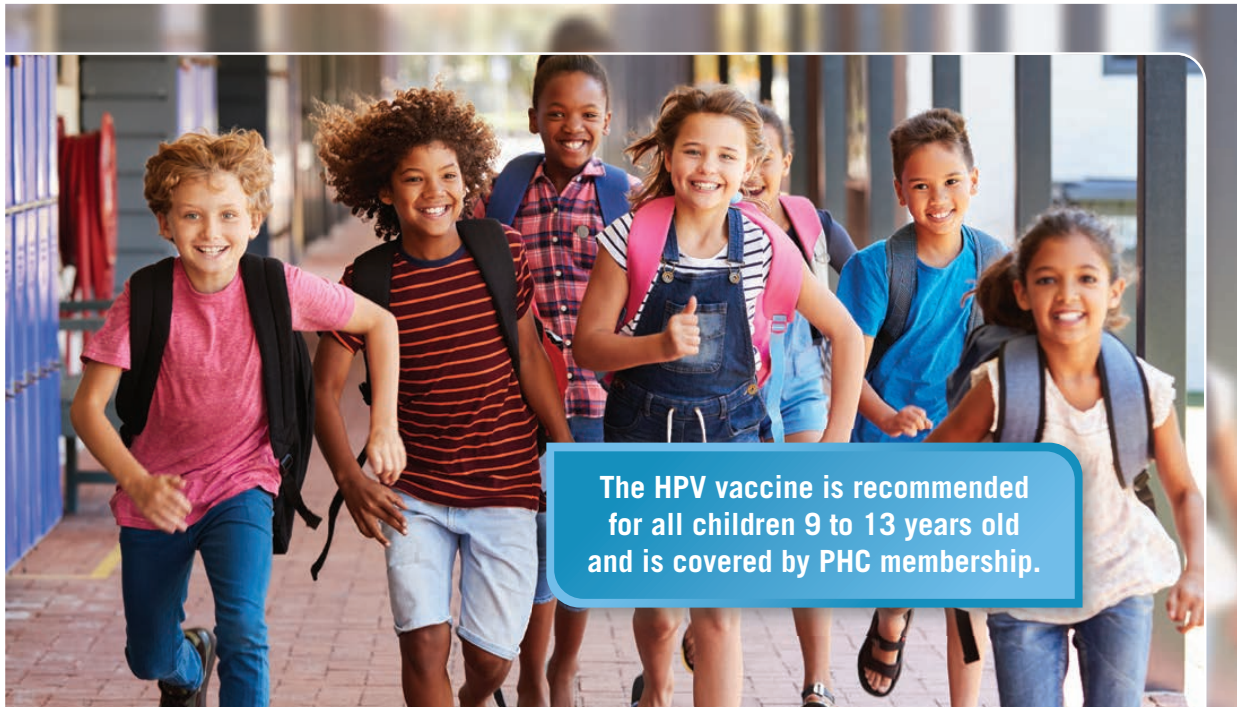


Data Highlights

- 4 out of 5 people will get the HPV infection in their lifetime.
- 9 out of 10 cases of cervical cancer are from an HPV infection. Most cervical cancer can be prevented by the HPV vaccine. – Centers for Disease Control and Prevention (CDC)
- With over 120 million doses given in the United States, HPV vaccine is safe. It is backed by more than 12 years of study and research.

Dose Recommendation

- The CDC recommends that all children between 9 and 13 years old get two doses of HPV vaccine 6 to 12 months apart.
- If your child is over the age of 13 and has not received the HPV vaccine, it is not too late. You should still talk to their doctor about getting the vaccine. The CDC recommends people up to the age of 26 can still get the vaccine if they did not when they were younger.



Educational Material Title: HPV Brochure

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 brochure grab your attention?*

Yes

Somewhat

No

2. *Is the brochure easy to understand?*

Yes

Somewhat

No

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

Yes

No

4. *Would you share this brochure?*

Yes

No

5. *Do you connect to the images on the brochure?*

Yes

Somewhat

Not at all

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

No changes

List changes: _____

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Preparing your child now
can prevent cancer later.

Make sure they get
the HPV vaccine.

4 out of **5**
people will get
an HPV infection
in their lifetime!



Between the ages of 9 and 13, all children should get two doses of HPV vaccine 6 to 12 months apart.

Schedule an appointment with your child's doctor today. The HPV vaccine is a covered Medi-Cal service for PHC members.

About 14 million people in the United States get Human Papillomavirus (HPV) each year, including young people.

While most HPV infections go away on their own, infections that don't go away can lead to certain types of cancer.

3 questions to ask your child's doctor

- When should my child get the HPV vaccine?
- Is it safe?
- Does it work?

Call Member Services at
(800) 863-4155
Monday - Friday, 8 a.m. to 5 p.m.
TTY: (800) 735-2929 or call 711.



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Educational Material Title: HPV Half Sheet

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 material grab your attention?*

Yes

Somewhat

No

2. *Is the material easy to understand?*

Yes

Somewhat

No

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

Yes

No

4. *Would you share this material?*

Yes

No

5. *Do you connect to the images on the materials?*

Yes

Somewhat

Not at all

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

No changes

List changes: _____



**Preparing your child now
can prevent cancer later.
Make sure they get the HPV vaccine.**

4 out of **5** people will get
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**Schedule an appointment with your
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TTY: (800) 735-2929 or call 711.



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PRSRT STD
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SACRAMENTO, CA
PERMIT NO. 1849

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Educational Material Title: HPV Postcard

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 postcard grab your attention?*

Yes

Somewhat

No

2. *Is the postcard easy to understand?*

Yes

Somewhat

No

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

Yes

No

4. *Would you share this postcard?*

Yes

No

5. *Do you connect to the images on the postcard?*

Yes

Somewhat

Not at all

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

No changes

List changes: _____

INTENTIONALLY LEFT BLANK



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TTY: (800) 735-2929 or call 711.



Educational Material Title: HPV Poster

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 poster grab your attention?*

Yes

Somewhat

No

2. *Is the poster easy to understand?*

Yes

Somewhat

No

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

Yes

No

4. *Would you share this poster?*

Yes

No

5. *Do you connect to the images on the poster?*

Yes

Somewhat

Not at all

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

No changes

List changes: _____