



**PARTNERSHIP HEALTHPLAN OF CALIFORNIA  
CONSUMER ADVISORY COMMITTEE  
THURSDAY, March 12, 2020 12:00pm – 1:45pm**

**Held at PHC’s Southeast Regional office at  
4605 Business Center Drive, Fairfield, CA 94534  
(East Building Conference Room A & B – 1<sup>st</sup> floor)**

**(Video Conference Locations)  
495 Tesconi Circle, Santa Rosa, CA 95401**

*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>Please state your name and what area you represent.</i>	<b>Araceli Gutierrez</b> Member Services Supervisor		12:00
<b>2</b>	<b>Public Comments</b> <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>	<b>Araceli Gutierrez</b> Member Services Supervisor		12:10
<b>3</b>	<b>Approval of December 2019 Minutes</b> <i>Need a CAC member to make a motion to accept the December minutes and another member to second the motion.</i>	All	3-9	12:15
<b>I. Old Business</b>				
<b>1</b>	<b>Follow up questions from December CAC meeting</b> <i>No updates</i>	<b>Araceli Gutierrez</b> Member Services Supervisor		
<b>II. New Business</b>				
<b>1</b>	<b>Advice Nurse Postcard vs Magnets</b> <i>Discussion &amp; survey</i>	<b>Kevin Spencer</b> Member Services Director	11	12:15
<b>2</b>	<b>2020-2023 Strategic Plan Discussion</b> <i>CAC member input on PHC’s development of our next Strategic Plan</i>	<b>Rafael A. Gomez</b> Pacific Health Consulting Group	13-14	12:20
<b>III. 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 on Board Meeting from CAC Board Member</b> <i>Brief highlights of the last Board Meeting</i>	N/A		
<b>IV. Additional Business/Other items</b>				
<b>2</b>	<b>Open discussion at all location sites individually</b> <i>Thank you to the CAC members and Information sharing by committee members.</i>	All		1:45
<b>V. Adjournment</b>				
<b>1</b>	<b>Next Meeting: June 11, 2020</b>			

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.partnershiphp.org](http://www.partnershiphp.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@partnershiphp.org](mailto:agutierr@partnershiphp.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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## MEETING MINUTES

### Consumer Advisory Committee (Southern Region)

December 12, 2019, 12:00pm – 1:45pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A/B – 1st floor)

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**Attendees:** Beverly Franklin, Glenda Jones, Darnice Richmond, Belinda Coursey, Eugene Korte, Frances Porter, Jeanette Perez, La Sonja Porter, Lance Leclair, Marcelo (Nunie) Matta, Krissie Matta, Wendy Ostergaard, Donna Ostergaard, Michael Strain, Stan Gow, William Remak, Brandon Wirth, and Barbara Simpson.

**PHC Attendees:** Chelsea Bershears, Michelle Mootz, Amanda Bernal, Jose Puga, Ben Amparo, Patty Hayes, Cara De Luca, Liz Gibboney, Sonja Bjork, Amy Turnipseed, Catherine Thomas, La Rae Banks, Peggy Hoover, Rebecca Boyd Anderson, Kevin Spencer, Araceli Gutierrez, Shauncey Jenkins, Catherine Esta, Cynthia VanNostrand, Nicole Currie and Dr. Kubota.

**Absent:** Adrianna Dryden, Joyce Floyd, Patrick Stasio, David French, Dustin Lyda, Katherine Barresi, Lynn Scuri, Sheila Hakel, and Dr. Moore.



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Agenda Topic	Discussion/Conclusions	Action Items
<b>Introduction</b>	Housekeeping rules and directions were given. Introductions from all sites were conducted.	
<b>Public Comments</b>	<b>Darnice Richmond, CAC Member Solano County</b> , spoke in regards to her direct experience with those in need of shelter, the homeless near her home. She provided individuals with food and a promise to bring their situation to PHC’s attention.	
<b>Approval of Minutes</b>	<b>The Minutes of the September 2019 meeting</b> were reviewed and approved	<b>Lance Leclair</b> motioned to approve minutes. <b>Bill Remak</b> seconded and the Sept 2019 were approved
<b>Old Business</b> <i>Araceli Gutierrez</i>	<b>Follow up questions from September CAC meeting</b> <i>No updates</i>	
<b>New Business</b>		
<b>CAC Achievements for the Year</b> <i>Shauncey Jenkins</i>	<b>Shauncey Jenkins, MSR Supervisor of Member Services</b> , recognized <u>CAC</u> members and the achievements they accomplished for 2019.	No Comments
<b>Update on Strategic Use of Reserves</b>	<b>Sonja Bjork, Chief Operating Officer</b> , provided a presentation on the PHC housing project grants and Sober Circle.	Lance: Shared that he and Nunie belong to the In Home Health Support Services in



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<p><i>Sonja Bjork</i></p> <p><b>Shelter Solano Presentation</b> <i>Brandon Wirth</i></p> <p><b>Annual PHC Member Satisfaction Results</b></p>	<p><b>Brandon Wirth, Director of Shelter Services</b>, provided a presentation for Shelter Inc.</p> <ul style="list-style-type: none"> <li>• System of care</li> <li>• Shelter’s Services</li> <li>• Shelter Solano Programming</li> <li>• Community Partnerships</li> <li>• Participant Intakes</li> <li>• Intakes by City</li> <li>• Intakes by Source</li> <li>• Participant Exits</li> <li>• Advisory Council</li> <li>• Staffing</li> <li>• Shelter Kitchens</li> <li>• Community Engagement</li> </ul> <p><b>Kevin Spencer, Director of Member Services – Southern Region</b>, gave a presentation about PHC Member Experience.</p>	<p>Yolo County. The homeless coordinator for that county spoke to the Committee expressing the excitement regarding Paul’s Place.</p> <p>Wendy asked a question regarding the homeless and their medication.</p> <p>Barbara, Shelter Solano: Anyone who comes in with medication is logged and given at intake and placed in binders where all medication is recorded. These binders are kept in our Wellness Center where they are secured and handled by a care coordinator. Individuals are brought in one by one and oversee the meds.</p> <p>Darnice: Commented on seeing people newly released from the hospital who are homeless and Sonja provided an 800 number for Member Services where these members can call and to be connected to Care Coordination for assistance.</p> <p>Michael Strain: Is there data on second level grievances?</p>
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		<p>Catherine Thomas: Many of our members are not using the portal. Any suggestions from the CAC committee on how to get members to use the portal?</p> <p>Beverly: Great idea, PHC is a wonderful organization. Walking your body will help keep you healthy.</p>
<p><b><i>Standing Agenda Items</i></b></p> <p><b>HealthPlan Update &amp; Policy and Program Update</b>  <i>Liz Gibboney &amp; Amy Turnipseed</i></p>	<p><b>Liz Gibboney, Chief Executive Officer</b>, provided a brief recap of the HealthPlan &amp; the Policy and Program update.</p> <p><b>HealthPlan Update</b></p> <ul style="list-style-type: none"> <li>• State Department of Health Care Services (DHCS) <ul style="list-style-type: none"> <li>○ DHCS Leadership Changes</li> <li>○ Governor’s Executive Order on Pharmacy</li> <li>○ CalAIM “Waiver” Proposal</li> </ul> </li> <li>• General Topics <ul style="list-style-type: none"> <li>○ Planned Public Safety Power Shutoff/Kincade Fire</li> <li>○ PHC Board Strategic Planning Retreat</li> <li>○ Touro University Lamplighter Award</li> </ul> </li> </ul> <p><b>Policy and Program Update</b></p> <ul style="list-style-type: none"> <li>• Governor’s Proposal to Carve Out Pharmacy</li> </ul>	<p>Darnice: Can we send the governor a letter telling him we do not want the changes?</p> <p>Liz: Yes definitely and I will speak with you after the meeting.</p> <p>Lance: What are the 8 counties with Wellness &amp; Recovery?</p>



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<p><b>Report on Board Meeting from CAC Board Member</b> <i>Liz Gibboney on behalf of Bill Remak (due to technical issue)</i></p>	<ul style="list-style-type: none"> <li>• Wellness and Recovery (formerly Drug Medi-Cal)</li> <li>• CalAIM</li> </ul> <p>.</p> <p><b>Amy Turnipseed, Senior Director of Policy &amp; Program Development</b>, raised the question of “who has used PHC’s non-medical transportation benefit MTM, Uber Lift to CAC members. It has been 2 years since PHC has been offering this non-medical transportation. We have been asked by CHCS to participate in a report. We need to nominate members to be interviewed regarding the service. Looking for 20 members.</p> <p><b>Bill Remak, Consumer Board Member</b>, provided brief highlights of the last Board Meeting.</p> <ul style="list-style-type: none"> <li>• Awarding our Hospital Quality Improvement Program Awarding to the Top Performing Hospital QIP recipients.</li> <li>• DHCS is coming out for its annual medical audit in Fairfield.</li> <li>• Promoting State Funding for Behavioral Health Grants</li> <li>• Compliance Program Review</li> <li>• Board Member Retired: Ellen Yamashiro, Yolo County</li> <li>• Claims System Upgrade</li> </ul>	<p>Liz: Solano, Shasta Modoc Lassen, Siskiyou, Humboldt, Mendocino &amp; Trinity.</p> <p>LaSonja: Whom do we refer to about issues with this service?</p> <p>Amy: You can refer them to Member Services and issues can be filed with Grievances.</p> <p>No Comments</p>
<p><b>Additional Business/Other Items</b></p> <p><b>Thank you to the CAC Members</b></p>		





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<i>Araceli Gutierrez</i>		
<b>Open Discussion</b> <i>All Sites</i>		Lance: Thanked PHC for everything they do for their members.
<b>Adjournment</b> <b>Next Meeting</b>	Meeting adjourned at 1:56pm March 12, 2020	

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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.

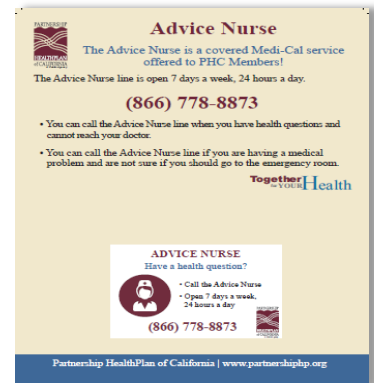
Thank you for your valued participation!

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

### Advice Nurse Postcard

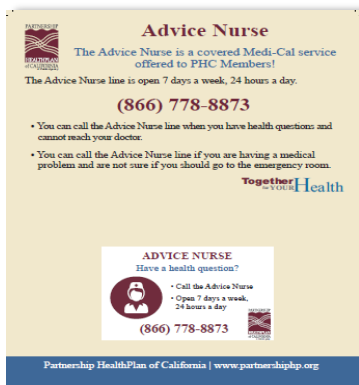
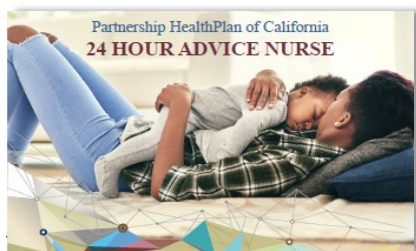


### Advice Nurse Line Magnet



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

### Advice Nurse Line Magnet



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Partnership HealthPlan of California  
Member Advisory Group  
FOCUS GROUP PROTOCOL  
*March 2020*

First of all, we want to thank you all for participating today. The reason we are speaking today is because Partnership is just beginning a strategic planning process to develop its major priorities and organizational focus for the next 3 years. Pacific Health Consulting Group is assisting the leadership in facilitating the strategic planning process.

Given your experience as Partnership members and representatives for members, we are extremely interested in hearing from you about your experience with Partnership, your perspective about where the plan is performing well and where there are opportunities for improvement, and your ideas and recommendations for what Partnership should prioritize for the future. The feedback we get today will be shared directly with the Partnership executive team and will inform their strategic planning discussions.

- 1) **Membership Experience:** To start, I'm interested in hearing from you about your overall experience with Partnership. This includes customer service, access, quality and other support. Overall, what do you think that the health plan does really well and what do you see as the biggest challenges and opportunities for improvement?
  - a) What do you think has been Partnership's biggest accomplishment or success over the last 2-3 years?
  - b) What do you see as the biggest opportunity for improvement?
  
- 2) **Access to Care:** Timely access to care is obviously a major priority for all health plans. As you consider your experience and the experience of other Partnership members, how would you describe the level of access to Partnership services?
  - a) For what services do members in your area face the biggest barriers or challenges to getting timely access (e.g. primary, specialty, other)? Why?
  - b) Has access improved or declined over the last 2-3 years? Why do you think that is?
  
- 3) **Barriers:** What additional steps do you think Partnership could or should take to improve access and reduce barriers for members?
  
- 4) **Technology:** One strategy that health plans are pursuing to increase access to needed services and respond to member preferences are telemedicine and other e-health tools (e.g. video visits, e-consults). How interested are you in

seeing Partnership expand its use of telehealth and other technology solutions to serve members?

a) What are some of the considerations from the member perspective that Partnership should think about if it expands the use of e-health / telehealth services?

5) **Community Health Issues:** Every community faces big challenges, such as homelessness, drug use, unemployment and housing affordability, among others. From your perspective, what are the 2 or 3 big community health issues impacting Partnership members in your communities?

a) How have those issues increased, decreased or changed in nature over the last 3 years? What's different now?

6) **Priorities:** Strategic planning is about identifying those 3 or 4 big choices, investments or improvements that an organization should take to better serve its clients and strengthen the organization. For you, what are the 2 or 3 big things that Partnership could or should do to improve the experience of members and support members in achieving better health?