



PARTNERSHIP HEALTHPLAN OF CALIFORNIA CONSUMER ADVISORY COMMITTEE

THURSDAY, March 11, 2021 12:00pm – 1:30pm
PHC 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
Enter your First name, Last name, email address and then click on the “Join Meeting” button
- **Phone Dial In:** 1 (415) 655-0001, **Meeting#/access code:** 809 817 218 then press #

**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.</i> <u>CAC members and designated staff only:</u> <i>In one word, what is one thing that gives you joy?</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 December 2020 Minutes <i>Need a CAC member to make a motion to accept the December minutes and another member to second the motion.</i>	All	1-7	
I. Old Business				
1	Follow up questions from December CAC meeting <i>No updates</i>	Araceli Gutierrez Member Services Supervisor		
II. Standing Agenda Items				
1	HealthPlan Update <i>Brief recap of latest Board meeting & HealthPlan Updates</i>	Liz Gibboney Chief Executive Officer	9	12:20
2	Policy and Program Update & 2020-2023 Strategic Plan Update <i>Update on policies and programs & update on 2020-2023 Strategic Plan</i>	Amy Turnipseed Director of Policy & Program Development	10	12:30 *Go to COVID update next.
3	Report on Board Meeting from CAC Board Member & ACAP results with Contestant Recognition <i>Brief highlights of the last Board Meeting</i>	Bill Remak Consumer Board Member		12:55
III. New Business				
1	COVID Update & COVID Vaccine Member Experience PowerPoint <i>Brief update on current situation & PowerPoint of member vaccine stories</i>	Dr. Moore Chief Medical Officer		12:40 *Go back up to item above next.
2	How to apply for the Consumer Seat on the Board of Commissioners <i>Brief description of how to apply and what the process requires</i>	Araceli Gutierrez Member Services Supervisor		1:00
3	Pilot Interpreting Program Results & New PHC IVR <i>Brief update</i>	Kevin Spencer Director of Member Services		1:05
4	Rx Carve-Out Presentation <i>Brief update on Rx Carve-Out Transition</i>	Maria Cabrera Member Services Supervisor	11-17	1:10

5	Kaiser East Bay HouseCalls Information <i>Brief summary of experience attending presentation (A Conversation on the Truth About COVID and the Vaccine)</i>	Jeanette Perez <i>CAC Member</i>		1:15
6	Davis Community Clinic Virtual Tour <i>Brief summary of tour</i>	Lance Leclair <i>CAC Member</i>		1:20
7	Population Health <i>Member Material Review - Nebulizer and Digital Scale</i>	Amanda Bernal <i>Health Educator</i>	19-25	1:25
IV. Additional Business/Other items				
1	Open Forum <i>Information sharing by committee members</i>	Araceli Gutierrez <i>Member Services Supervisor</i>		1:30
V. Adjournment				
1	Next Meeting: Thursday June 10, 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.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.

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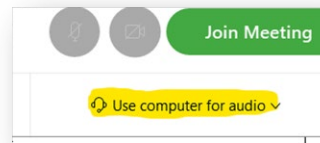
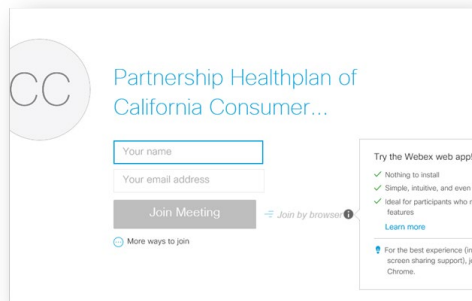
This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

How to Join Meeting by click the URL address

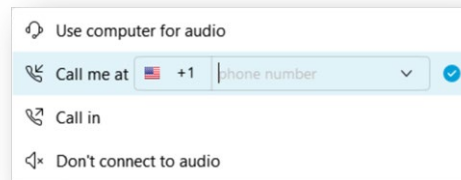
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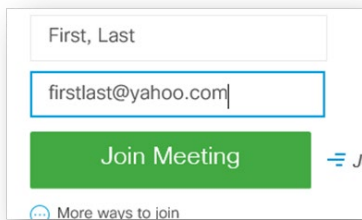
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MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, DECEMBER 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, Eugene Korte and Wendy Ostergaard.

Phone Attendees: Jeanette Perez, Bill Remak, Darnice Richmond, Lasonja Porter, Frances Porter and Stan Gow.

Partnership Attendees: Liz Gibboney, Sonja Bjork, Kevin Spencer, Amy Turnipseed, Jessica Hackwell, Lynn Scuri, Catherine Thomas, Elena Carter, Lisette Saldana, Shauncey Jenkins, Amanda Bernal, Dr. Kubota, Susanna Sibilsky, Jose Puga, Araceli Gutierrez, Maria Cabrera and Catherine Esta.

Absent: Lance LeClair, Michael Strain, Marcelo Matta, Dr. Moore, La Rae Banks, Peggy Hoover, Erika Robinson, Sheila Hakel and Ashley Jackson.

Agenda Topic	Topics	Comments/Discussions/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.	<i>No Public Comments</i>
Approval of Minutes	The Minutes of the September 2020 meeting were reviewed and approved	Bill Remak motioned to approve minutes. Darnice Richmond seconded the September 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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Standing Agenda Items		
<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>National Election</i> • <i>PHC’s COVID-19 Response</i> • <i>State Programs</i> <ul style="list-style-type: none"> ○ <i>MediCal Rx</i> ○ <i>Behavioral Health Grants</i> • <i>Major Projects Update</i> <ul style="list-style-type: none"> ○ <i>National Committee on Quality Assurance (“NCQA” Accreditation)</i> ○ <i>Healthcare Effectiveness Data Information Set (“HEDIS” Scores)</i> ○ <i>Drug Treatment Services (the “Wellness & Recovery Program”)</i> ○ <i>California Advancing and Innovating MediCal (the “CalAIM” Waiver)</i> • <i>Racism and Health Equity Work</i> • <i>PHC’s Strategic Plan for 2020-2023</i> 	<p><i>Liz: Has anyone had a doctor’s video appointment? How did it go?</i></p> <p><i>Jeanette: It was fine, I did my blood work and we talked about it. I like both, seeing a doctor personally or over the phone/video.</i></p> <p><i>Bill: I had my 3-month routine Zoom meeting with my doctor in San Francisco. We covered everything. If the doctor needs to look at something on my body, I have my camera. Very convenient and thorough. They have a checklist they need to go through and it actually seems that you have better focus on you. I can do the vitals myself and provide it to the doctor.</i></p> <p><i>Lasonja Porter: Regarding the vaccine. People that have allergies cannot take the shot. Do you have more information about that? Is there an alternative?</i></p> <p><i>Liz: There should be clinical guidance coming addressing that.</i></p>



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<p>Policy and Program Update <i>Amy Turnipseed</i></p> <p>Report on Board Meeting <i>Bill Remak</i></p>	<p>Amy Turnipseed, Director of Policy & Program, presented an update on policies and programs.</p> <ul style="list-style-type: none"> • <i>Governor’s Proposal to Carve Out Pharmacy</i> • <i>California Advancing and Innovating Medi-Cal (CalAIM)</i> <p>Bill Remak, Consumer Board Member, presented highlights of the last Board meeting.</p> <ul style="list-style-type: none"> • <i>ACAP Scholarship Program</i> 	<p><i>No Questions or Comments</i></p> <p><i>Sonja: I wanted to express my appreciation to Bill presenting this ACAP scholarship to the members. If you have someone in your life who is pursuing higher education let them know about this scholarship.</i></p>
New Business		
<p>CAC Achievements for the Year <i>Araceli Gutierrez</i></p> <p>Annual PHC Member Satisfaction Results <i>Kevin Spencer</i></p>	<p>Araceli Gutierrez, Member Services Supervisor, presented the CAC Achievements for the Year.</p> <p>Kevin Spencer, Directory of Member Services, provided a presentation on the Annual PHC Member Satisfaction Results.</p> <ul style="list-style-type: none"> • <i>2020 CAHP Survey Scores</i> • <i>Interpreting Services Enhancement</i> • <i>Interactive Voice Response (IVR) Snapshot</i> 	<p><i>No Questions or Comments</i></p> <p><i>No Questions or Comments</i></p>



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<p>Pilot Interpreting Program & New PHC IVR <i>Kevin Spencer</i></p>	<p>Kevin Spencer, Directory of Member Services, provided a presentation on the Pilot Interpreting Program & New PHC IVR.</p> <ul style="list-style-type: none"> • <i>Interpreting Pilot</i> <ul style="list-style-type: none"> ○ <i>Benefits</i> ○ <i>Status</i> ○ <i>Next Steps</i> • <i>IVR Survey</i> 	<p><i>Bill: Is the IVR survey done by robo-calls or a direct personal surveyor?</i></p> <p><i>Kevin: It is actually done at the end of a member services call.</i></p> <p><i>Bill: Is it automated or you do you speak to a live person?</i></p> <p><i>Kevin: Text to speech.</i></p> <p><i>Bill: Do you think if it were a person would the scores be higher? Or should it be done by a third party?</i></p> <p><i>Kevin: I would not have my agents do that. It would have to be a third party.</i></p>
<p>Supportive Housing Program – Hope Center <i>Lynn Scuri</i></p>	<p>Lynn Scuri, Regional Director, presented the Supportive Housing Program – Hope Center to the Committee.</p>	<p><i>No Questions or Comments</i></p>
<p>Health Center Spotlight – Ole Health <i>Lance Leclair</i></p>	<p>Lance Leclair, Consumer Advisory Committee Member, presented the Health Center Spotlight – Ole Health.</p>	<p><i>Sonja spoke on behalf of Lance.</i></p> <p><i>No Questions or Comments</i></p>



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<p>HC Community Resources on PHC website <i>Jessica Hackwell</i></p> <p>Population Health HPV Member Material Review <i>Catherine Thomas</i></p>	<p>Jessica Hackwell, Population Health Manager, presented a brief demonstration on the PHC Community Resources on the PHC website.</p> <p>Catherine Thomas, Senior Health Educator presented member material surveys for member feedback.</p> <ul style="list-style-type: none"> • <i>HPV Brochure & Survey</i> • <i>HPV Half Sheet & Survey</i> • <i>HPV Postcard & Survey</i> • <i>HPV Poster & Survey</i> 	<p><i>No Questions or Comments</i></p> <p><i>No Questions or Comments</i></p>
<p>Additional Business/Other Items</p>		
<p>Open Discussion <i>All Sites</i></p>	<p>Information sharing by committee members</p>	<p>No Comments</p>
<p>Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:40 pm March 11, 2021</p>	

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Consumer Advisory Committee

Report from the Chief Executive Officer, Liz Gibboney

March, 2021

1. President Biden Administration & Key Appointments



2. PHC's COVID-19 Response & CA State Budget: Telehealth & Vaccines

3. State Programs: MediCal Rx and the CalAIM Waiver

4. Racism and Health Equity Work

5. PHC's Strategic Plan for 2020-2023

6. NCQA Accreditation



7. Questions & Answers

**Consumer Advisory Committee:
Policy and Program Update
March 2021**

1. Governor Released his Proposed Budget

- In January, the Governor's proposed budget includes \$195.1 billion for all health and human services programs, excluding pandemic-related costs.
- Medi-Cal is projected to cover approximately 15.6 million Californians, nearly 40 percent of the state's population in 2021-2022.
- The proposed budget includes \$1.1 billion for the implementation of CalAIM, beginning January 1, 2022.
- Investments in telehealth and Health Information Exchanges (HIEs) are priorities for the Governor.

2. Governor's Proposal to Carve out Pharmacy

- In mid-February, DHCS announced the Medi-Cal Rx Transition has been postponed until a later date and **will not be moving forward April 1, 2021.**
- PHC is assessing the impact of the timeline change on our members and operations.
- PHC continues to work with the state to ensure our members are notified of these changes in a timely manner.

3. 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.
- CalAIM is a series of proposals that would have significant changes to the Medi-Cal program.
- Proposed changes include:
 - i. Enhanced Case Management Benefit & In Lieu of Services offered no sooner than January 2022.
 - ii. Standardizes the Medi-Cal benefit package across plans by January 1, 2023.
 - iii. Mandatory Managed Care Enrollment for certain populations.
 - iv. Dual-Eligible Special Needs Plan (DSNP) and plans aligned enrollment in 2025 for all plans.
 - v. NCQA Accreditation for all Medi-Cal plans required by 2026.

4. PHC's Strategic Plan

- After putting our Strategic Planning on hold last Spring, PHC is restarting our process to look at how we plan for the next three years.
- Covid 19 and expanded use of telehealth have had significant impacts on health care and we will be integrating these changes into our plan.
- PHC will present an updated Three Year Strategic Plan to the Board in June.



Rx Benefit Transition

Consumer Advisory Committee March 2021



What is Changing?

- Medi-Cal pharmacy benefits will be provided by the Department of Health Care Services (DHCS) for all Medi-Cal members in California.
- The pharmacy benefit will now be called Medi-Cal Rx.
- Members will be updated once effective date is determined.



Why are pharmacy benefits changing?

- The governor issued an executive order.
- The goal of this change is to improve access and reduce costs to the Medi-Cal pharmacy services statewide.



What do members need to do?

- Most members will be able to use the same pharmacy (check with your pharmacy to see if they will accept Medi-Cal Rx).
- There will be an online Medi-Cal Rx Pharmacy Locator available prior to go live.
- You can call Medi-Cal Rx Customer Service at 1-800-977-2273.



Who do I call if I have questions or issues?

- Before Medi-Cal Rx goes live:
 - If you have questions about your current pharmacy benefits, you can call PHC.
- If you have questions about the letter you received or have Medi-Cal Rx general questions, you can contact:
 - Medi-Cal Member Help Line at 1- 800-541-5555
 - Medi-Cal Rx Call Center Line at 1-800-977-2273
 - DHCS via email



Complaints/Concerns

Who do you contact if you want to report that you are not happy about this change?

- You can call the office of the Medi-Cal Ombudsman at 1-888-452-8609.
- On or After effective date: You may also call the Medi-Cal Rx Call Center Line at 1-800-977-2273.

Questions



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Cardinal Health Essentials Compressor Nebulizer #ZRCN01

Equipment Information and Instructions

Cardinal Health Essentials Compressor Nebulizer

The nebulizer is used to treat asthma, allergies and other breathing problems. It gives medicine straight and quickly to the lungs.

What comes with the nebulizer?

- Piston style nebulizer
- 7 feet long tube
- Angled mouthpiece
- Nebulizer medicine cup
- 5 filters
- Instruction manual in English and Spanish



How to Use:

1. Plug in nebulizer.
2. Attach the tube and mouthpiece to the medicine cup and attach to the machine.
 - a. Make sure the medication chamber is not blocked.
 - b. If it is blocked and stopping the mist from coming out, then take the green colored cone out of the medication cup and rinse it off. Let it dry and try again.
3. Fill the medicine cup with your medicine.
4. Close the medicine cup tightly. Also, do not tilt the mouthpiece, keep it upright to prevent spills.
5. Put the mouthpiece in your mouth. Keep your lips firm around the mouthpiece so that all of the medicine goes into your lungs.
6. Locate the on button on the side of the device and press it firmly to turn on the nebulizer.
7. Breathe through your mouth until all the medicine is used. This takes 10 to 15 minutes.
 - a. Small children usually do better if they wear a mask. If a small mask is needed, please call your primary care doctor to have one sent to you.





Cardinal Health Essentials Compressor Nebulizer #ZRCN01

Equipment Information and Instructions

8. Press the “OFF” button to turn the machine off when all of the medicine is gone.
9. Wash the medicine cup and mouthpiece with water. Let them air dry until the next time you use the nebulizer.

Frequently Replaced Parts for your Nebulizer:

- Replacing some parts of the nebulizer will help to keep it working well and ready for use.
- Call your primary care provider to ask for replacement parts within 4-6 months if your device or parts are worn, broken, cracked, or not working.
- Parts that need to be replaced often include: tubing, filters, medicine cups/cones, masks, and mouth pieces.

Things to Keep In Mind:

- Always wash your hands with soap and water, and dry them completely with a clean towel before using your nebulizer, and again after your treatment.
- Measure your medicine carefully, as you have been told.
- You can use a clean eyedropper or syringe to help fill the cup with your medicine and decrease spilling. Eyedroppers and syringes do not come with the device.

How to Clean your Nebulizer:

- Clean your equipment after each use.
 - Rinse the medicine cup with warm water and let it air dry.
- Wash the medicine cup, mask or mouthpiece at the end of the day with warm soapy water, using a mild soap. Then rinse them with water and let them air dry.
- Keep your nebulizer equipment in a clean storage bag when you are not using it.
- The tube connecting the nebulizer to the air compressor does not need to be cleaned.
- Unplug the nebulizer before cleaning it. Wipe clean as needed and cover with a clean cloth.
- Do not put nebulizer parts in the dishwasher.

If you have questions, please call your Primary Care Physician (PCP).



Cardinal Health Essentials Compressor Nebulizer #ZRCN01

Equipment Information and Instructions

Literacy Review

Date: December 22, 2020

Name: Amanda Bernal

Title: Health Educator

Tool Used: Health Literacy Advisor

With the above edits, this document is 6th grade reading level.

FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: Nebulizer Equipment

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:

Vive Precision Digital Scale DMD1002

Equipment Information and Instructions

Vive Precision Digital Scale DMD1002


The Vive precision digital scale gives a quick and true reading of your body weight.

Installing the battery:

1. Open battery door in the back of the scale.
2. Insert two CR2032 batteries.
3. Close the battery door.
4. Wait until you see “0.0kg” on the screen of the scale.



How to Use Your Vive Digital Scale:

1. Press the “UNIT” button on the back of the scale to select measurement unit.
 - When the scale is initially turned on, the scale will show in kilograms.
- 
- The image shows a close-up of the digital scale's LCD screen. The screen displays "0.0" in large black digits, with a small "kg" unit indicator to the right of the second zero. The screen is framed by a dashed white border.
- You can press the “UNIT” button to reset the scale to show in other weight measures, such as: pound, stone or kilogram.
 - Select the unit of measure that is right for you.
2. Turn the scale to front position.
 3. Place the scale on a flat hard surface.
 4. Press the center of the scale with your foot to activate the scale, then remove your foot.
OR press the “UNIT” button to turn on the scale.
 5. The scale will switch on and is now ready for use.
 - “0.0” will show on the screen of the scale when it is ready for use.
 - If you move the scale, you will need to repeat steps 1-5.
 6. Step on the scale.
 7. Stand still until the numbers on the scale screen stop blinking.
 8. The result will show for about 10 seconds.
 - If the scale is not used in 10 seconds, the scale will turn off.



Vive Precision Digital Scale DMD1002

Equipment Information and Instructions

Things to keep in mind:

- Place the scale on a hard flat surface.
 - Soft surfaces like carpets or rugs will affect how your scale performs.
- Use the scale at least 2 hours after waking up or after eating.
- Try not to use the scale after exercising, bathing, sauna, jacuzzi, eating or drinking.
- Use the scale at the same time of day. Use the scale in the same place.
- If you have not used your scale for a long time or you moved it, you will need to reset it.
- When you are not using the scale, do not put anything on top of it.
- Use a dry cloth or damp soft cloth to wipe dust and dirt off the scale.

Changing the Battery:

- Change the battery when “Lo” appears on the screen.
- Open the battery door in the back of the scale.
- Replace the batteries with 2 new CR2032 batteries.
- Close battery door and wait until you see “0.0kg” on the screen.
- Do not put old batteries in the trash. Follow your local guidelines to recycle old batteries.
- Keep your batteries away from heat as they can leak or explode.

Do Not:

- Use any chemicals to clean the scale. This will damage the scale.
- Put the scale in or near water.
- Take the scale apart.
- Put the scale in the heat or direct sunlight.
- Put the scale in an area where it can be dropped.
- Put the scale near chemicals of any kind.
- Let babies or small children play with scale.
- Use the scale on a slippery floor like tile.
- Use the scale after bathing or with wet feet.
- Use the scale near a cellphone or microwave.

If you have questions, please call your Primary Care Physician (PCP).

FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



Educational Material Title: Vive Digital Scale

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 - Yes
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 - 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:
