



**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
CONSUMER ADVISORY COMMITTEE**

THURSDAY, SEPTEMBER 9, 2021 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.**

Ways to join the meeting remotely:

- **Webex Video link:** <https://partnershipphp.webex.com/meet/cac> **Access Code:** 809 817 218
Enter Your name (First, Last), your email address 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”

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.

		Lead	Page	Time
1	Introductions <i>Introduce attendees and what area they represent. CAC members and PHC <u>Member Services</u> staff: What is the name of your favorite Fall dessert?</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		
3	Approval of June 2021 Minutes <i>Need a CAC member to make a motion to accept the March minutes and another member to second the motion.</i>	All	3-9	12:20
I. Old Business				
	Follow up questions from June CAC meeting <i>No updates</i>	Araceli Gutierrez Member Services Supervisor		12:25
II. Standing Agenda Items				
1	HealthPlan Update <i>Brief recap of latest Board meeting & HealthPlan Updates</i>	Sonja Bjork Chief Operation Officer	10	12:25
2	Report on Board Meeting from CAC Board Member <i>Brief highlights of the last Board Meeting</i>	Lance LeClair Consumer Board Member		12:35
III. New Business				
1	2020 Grievance & Appeals Annual Report <i>PHC Grievance Presentation</i>	Kory Watkins Grievance & Appeals Compliance Manager	12-30	12:45
2	COVID-19 Vaccine Promotion <i>Group input on ideas for vaccine promotion & survey</i>	Amanda Bernal Health Educator		1:05
3	Transportation <i>Overview of Transportation Programs</i>	Aaron Maxwell Manager of Transportation Programs	31-40	1:20

IV. Additional Business/Other items			
	Open discussion <i>Information sharing by committee members</i>	All	1:30
V. Adjournment			
	Next Meeting: Thursday December 9, 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.

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. 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.

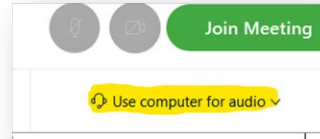
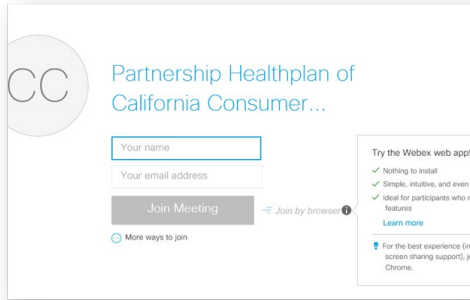
This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

How to Join Meeting by click the URL address

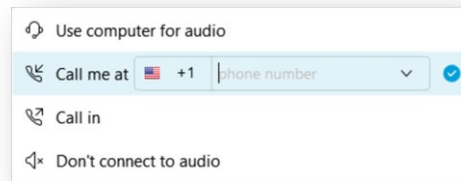
Click on the URL.

Webex Video by browser:
<https://partnershiphp.webex.com/meet/cac> | 809817218

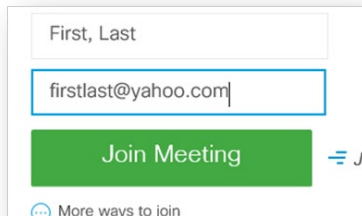
If your computer or device does NOT have a microphone do the following:



Click on "Call Me"



Enter Your Name (First, Last) and email address, then click on the "Join Meeting button"



Enter your phone number then Webex will call you.



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)**

Attendees: Beverly Franklin, Eugene Korte, Wendy Ostergaard and Donna Ostergaard (guest)

Phone Attendees: Jeanette Perez, Stan Gow, William Remak, Darnice Richmond, LanceLeclair, Michael Strain and Mariana Munguia.

Partnership Attendees: Sonja Bjork, Kevin Spencer, Dr. Moore, Jessica Hackwell, Catherine Thomas, Lynn Scuri, Elena Carter, Lisette Saldana, Peggy Hoover, Amanda Bernal, Dr. Kubota, Susanna Sibilsky, Malania DePaul, LaRae Banks, Jasleen Bains, Jay Navarrete, John Lemoine, Ben Amparo, Araceli Gutierrez, Natasha Dickinson, Maria Cabrera and Catherine Esta

Absent: Lasonja Porter, Frances Porter, Marcelo Matta, Liz Gibboney

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.	<p><i>Lance Leclair: Asked PHC for suggestions/input regarding a project for Emergency Preparedness and evacuation. or if we can discuss this in the future if there is a desire to be involved in it.</i></p> <p><i>Kevin: PHC discuss Fire preparedness. Would like to discuss that with you.</i></p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)**

<p>Approval of Minutes</p> <p>Old Business <i>Araceli</i></p>	<p>The Minutes of the March 2021 meeting were reviewed and approved</p> <p>Follow up questions from December's CAC meeting</p>	<p>Darnice motioned to approve minutes. Eugene Korte seconded the March 2021 were approved.</p> <p>No follow-up items or items that needed action taken.</p>
---	--	--



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)**

Standing Agenda Items		
<p>HealthPlan Update <i>Sonja Bjork</i></p>	<p>Sonja Bjork, Chief Operation Officer, gave a brief recap of the latest Board meeting & health plan updates.</p> <ul style="list-style-type: none"> • California State Budget <ul style="list-style-type: none"> • In May the governor release the state budget and in June there is big rush for the governor to sign all the bills • State Legislative Update <ul style="list-style-type: none"> • <i>There is a surplus of 75.7 billion dollars with some going to healthcare, some of the healthcare bills that will be funded are:</i> <ul style="list-style-type: none"> • <i>3.5 billion for youth mental health</i> • <i>New types of providers that will be able to be paid</i> <ul style="list-style-type: none"> • <i>Doulas</i> • <i>Community Health Workers (CHW)</i> • Medi-Cal Rx • CalAIM <ul style="list-style-type: none"> • Enhanced Case Management • In Lieu of Services 	<p><i>Lance: Would it be helpful if members of the public show up [at the capitol] to support the bill and advocate?</i></p> <p><i>Sonja: We used to mobilize this group by writing a letter but this time around, we may not need to do this.</i></p> <p><i>Bill: Asked if any funding is being directed to Health literacy.</i></p> <p><i>Sonja: Confirmed yes.</i></p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)**

<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><i>Araceli: Announced Bill's 2-year term as Consumer Board Representative is up and this is the last meeting in this position. Thanked bill for his commitment and dedication.</i></p> <p><i>Bill: Shared briefly his experience as a Board Member and working with Partnership HealthPlan of California. Thanked group for the opportunity to serve on the Board and stated it was a true honor to work with such great employees at PHC.</i></p>
New Business		
<p>CAC Guiding Principles <i>Kevin Spencer</i></p>	<p>Kevin Spencer, Director of Member Services, presented a brief overview of Consumer Advisory Committee updated guiding principles.</p> <ul style="list-style-type: none"> • What is the purpose of CAC? <ul style="list-style-type: none"> • <i>To capture the needs of the member</i> • A Few examples of CAC function <ul style="list-style-type: none"> • <i>Feedback</i> • <i>Identify Member's concerns</i> • <i>Serves as advocates</i> • <i>Review and provide input regarding member rights</i> • <i>Review grievance and appeal data</i> 	<p><i>Lance: What the difference between participant and a CAC member?</i></p> <p><i>Kevin: CAC committee member needs to apply.</i></p> <p><i>Lance: When will the limits start? When we first started or next year.</i></p> <p><i>Araceli: It is to be determined, most likely next year and to be announced at a future meeting.</i></p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)**

<p>PHC Medical Equipment Distribution Program <i>Jasleen Bains</i></p>	<ul style="list-style-type: none"> • Membership <ul style="list-style-type: none"> • <i>14 counties in 2 regions</i> • Responsibilities of CAC members <ul style="list-style-type: none"> • <i>Notify PHC if you cannot attend a meeting</i> • <i>Regularly attend meetings</i> • <i>Be on time</i> • <i>Participating</i> • <i>Updated contact information</i> • Term of membership <ul style="list-style-type: none"> • <i>4 year Term/Seat limits – effective 2022</i> • How to become a CAC member? <ul style="list-style-type: none"> • <i>Availability, application, PHC member or parent of a minor, commitment</i> • Compensation, regular meetings, quorum for meetings majority action of CAC action <ul style="list-style-type: none"> • <i>Stipend, quarterly, at least ½ CAC membership to vote.</i> • Facilitation of meeting, non-liability of CAC members CAC records guiding principles <ul style="list-style-type: none"> • <i>Brown Act meeting, CAC members are not liable, keep all records in Fairfield and Redding, can be updated yearly.</i> <p>Jasleen Bains, Program Coordinator II of OpEx/PMO, provided a brief summary of PHC's Medical Equipment Distribution Program.</p>	<p><i>Dr. Kubota: Commented on the Consumer Board position, stating that this is a very important position and should not be taken lightly. You will be the voice of our</i></p>
---	--	--



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)

<p>PHC Employee Resources Drives <i>Araceli Gutierrez</i></p> <p>Population Health <i>Lisette Saldana & Amanda Bernal</i></p>	<ul style="list-style-type: none"> • Program overview • Program expansion • Why this initiative is innovative? <ul style="list-style-type: none"> • <i>Fast and easy, deliver to the home.</i> • Blood pressure monitors & cuffs • Scales • Air therapy devices, replacement parts and more • How to request devices • Member testimonials <p>Araceli Gutierrez, Member Services Supervisor, gave a presentation on PHC employee resource drives.</p> <p>Lisette Saldana, Communication Specialist and Amanda Bernal, Health Educator, held a presentation on member material and surveys.</p> <ul style="list-style-type: none"> • Breast cancer • Back to school 	<p><i>membership and will be the one talking to the board.</i></p> <p><i>No questions or comments.</i></p> <p><i>Lance: Asked where to find the materials and he was directed to where in the packet to find them.</i></p> <p><i>Jeanette: Asked if any of this [material] is in Spanish.</i></p> <p><i>Amanda: Yes, once we get feedback we send them out for translation.</i></p> <p><i>Jeanette: Stated it looks good and likes how simple it is.</i></p>
--	--	---



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, JUNE 10, 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)**

<p>Member Grievance Packet <i>Elena Carter</i></p>	<p>Elena Carter, Grievance & Appeals Manager, held a brief review and member feedback of grievance packet revisions.</p>	<p><i>Michael: Stated he likes the form, it's a good form. Suggested to add a line on the bottom saying that if more space is needed for writing to use the back of the form.</i></p> <p><i>LaRae: There is a tiny paragraph at the top explaining how to fill out.</i></p>
---	---	---

Additional Business/Other Items		
<p>Open Discussion <i>All Sites</i></p>	<p>Information sharing by committee members</p>	<p><i>No questions or comments</i></p>
<p>Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:31 pm September 9, 2021</p>	



Consumer Advisory Committee

September 9, 2021

HealthPlan Update

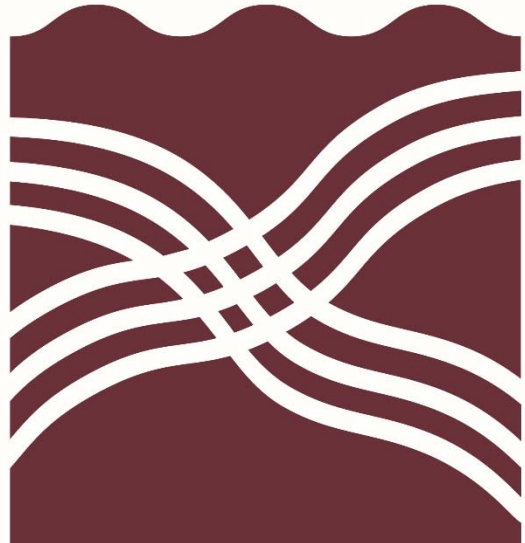
Report by the Chief Operating Officer

- FY 2021-22 State Budget & Legislation
- Response to pandemic and local disaster incidents
- Rx Carve-out
- ECM (Enhanced Case Management) ILOS (In lieu of Services)
- Phoenix Project- New Claims System

INTENTIONALLY LEFT BLANK



PARTNERSHIP



HEALTHPLAN

of CALIFORNIA

A Public Agency

Grievance & Appeals 2021 Annual Report

September 2021

La Rae Banks, DrPH(c), MBA-HM

Director of Grievance & Appeals

Kory Watkins

Compliance & Strategy Manager

...we are listening



Meeting Agenda



Notes & Disclaimers: the 2020 G&A Case Detail Report defined by APL 17-006 is available to PHC Board Members and Consumer Advisory Committee Members upon request. All statistics cited in this presentation are reported at a 95% confidence level due to fluctuations in data.



Overview

What does G&A do?



Effective July 1, 2017, Department Health Care Services (DHCS) mandated through APL 17-006 that Medi-Cal members have a right to report problems to their health plan and the health plan has an responsibility to investigate.

The Grievance & Appeals (G&A) department oversees this responsibility



Overview

What is our opinion about the process?

PHC Welcomes the Grievance & Appeals Process!

- Healthcare system is complex
- Can be hard for members to understand it and obtain services
- Let's members tell us about problems and fix them peacefully
- Grievance & Appeal System has many benefits



Helps members' understand their benefits



Improves services to members



Improves how we deliver benefits



Fixes conflicts between people



Finds new training opportunities



Case is held confidentially in the G&A department



No retaliation policy

Understand

Educate

Rectify

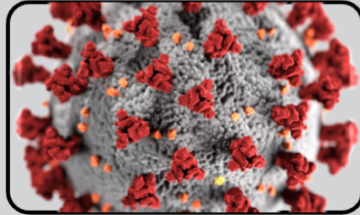
Overview

The Healthcare Ecosystem



Overview

Remembering 2020



COVID-19
Pandemic



Social
Pandemic



Stock
Market
Crash



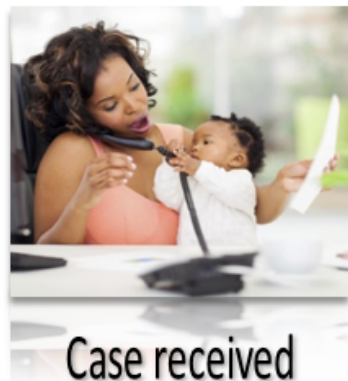
Wild Fires

- California reached 15.5% unemployment rate by April 2020, following a historic low of 3.9% in February 2020¹
- 2020 was California's largest wildfire season recorded in history with 9,639 reported fires totaling 100 million burned acres²

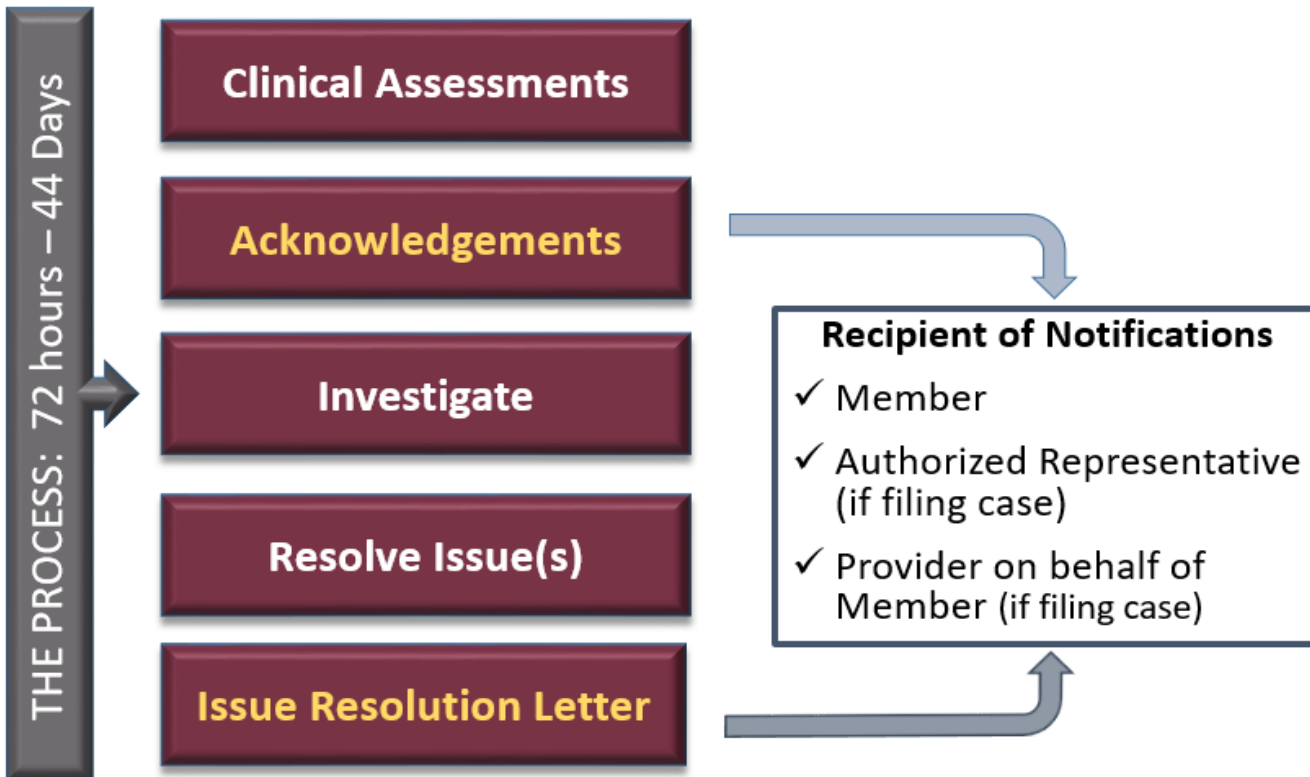
¹Source: Bureau of Labor Statistics. Retrieved 5/15/2021 <https://www.bls.gov/opub/ted/2020/43-states-at-historically-high-unemployment-rates-in-april-2020.htm>. ² Source: Wikipedia. 2020 California wildfires. Retrieved 5/15/2021 https://en.wikipedia.org/wiki/2020_California_wildfires

Overview

Grievance & Appeal Process



Case received



Summary of the standard process. Variations can occur depending on type of case, expedited status, case outcomes, or member's decisions

Appeal

Grievance

Exempt

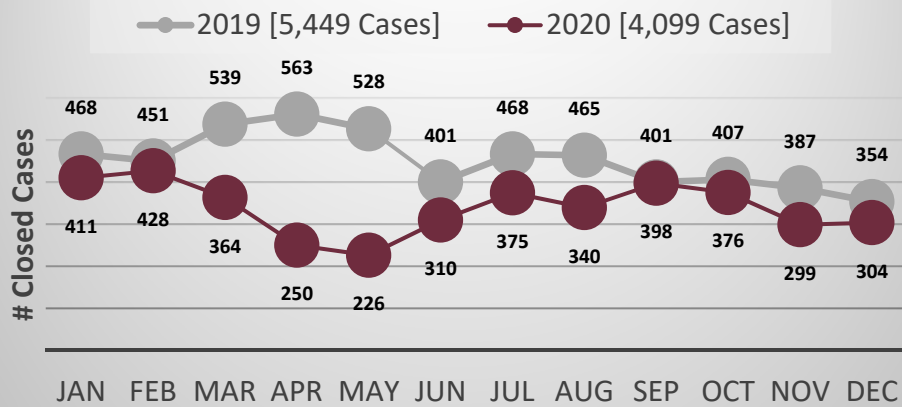
2nd Grievance

State Hearing

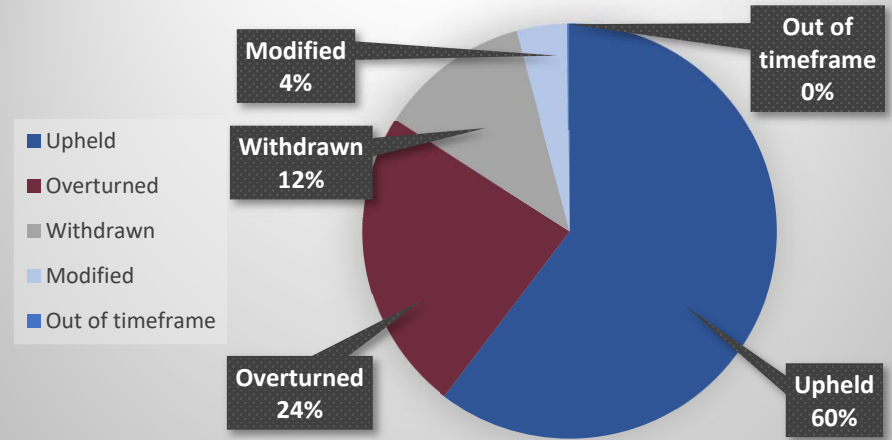
The Numbers

How many cases did we investigate?

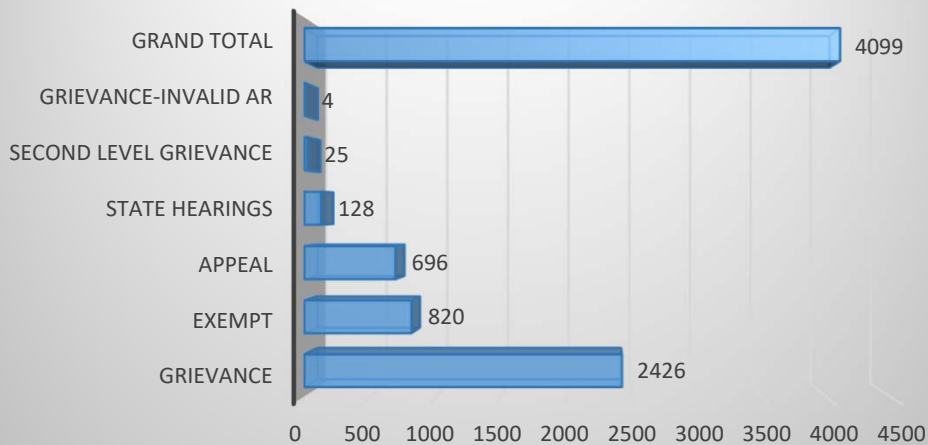
2019 vs 2020 Closed Cases Per Month



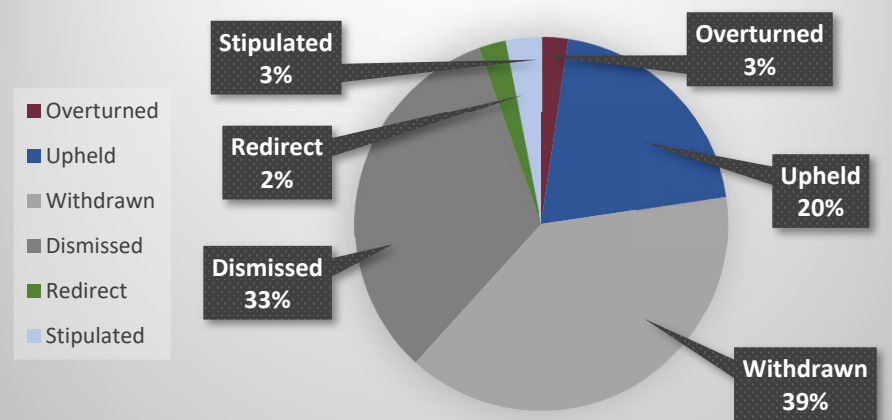
2020 Appeal Outcomes



Total Investigated Cases in 2020



2020 State Hearing Outcomes





The Numbers

Were cases investigated on time?

	Case Turnaround Times (TAT) ¹					Timely Mailing of Ack-Letters ²			
	# Closed	# Late	Goal	Performance	Status	# TTL	# Late	Performance	Status
YTD Totals	4,099	6	98%	99.9%		3,145	16	99.5%	

Case Turnaround Times (TAT)

- Expedited cases – goal to investigate 98% all cases within 72 hours
- Standard Cases – goal to investigate 98% all cases within 30 days
- Extended Cases – goal to investigate 98% all cases within 44 days

Acknowledgment Letters

- Goal to mail Acknowledgment Letters on or before the 5th calendar day after date of receipt

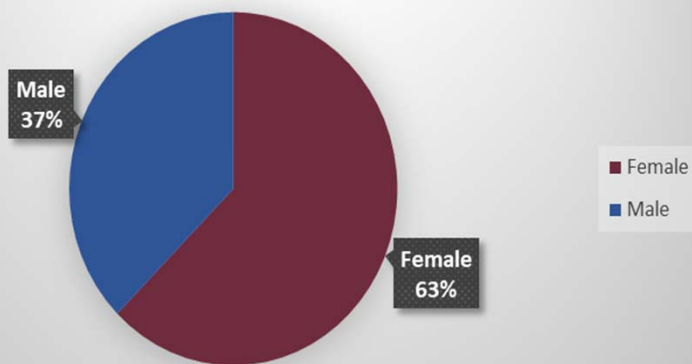
Notes: ¹ Excludes State Hearing cases. ²Excludes State Hearings and Exempt cases. ³Ack-letter refers to acknowledgment letters

The People

Who filed the cases?

Members who are White or African American filed more cases than they are represented by enrollment. Hispanics are underrepresented.

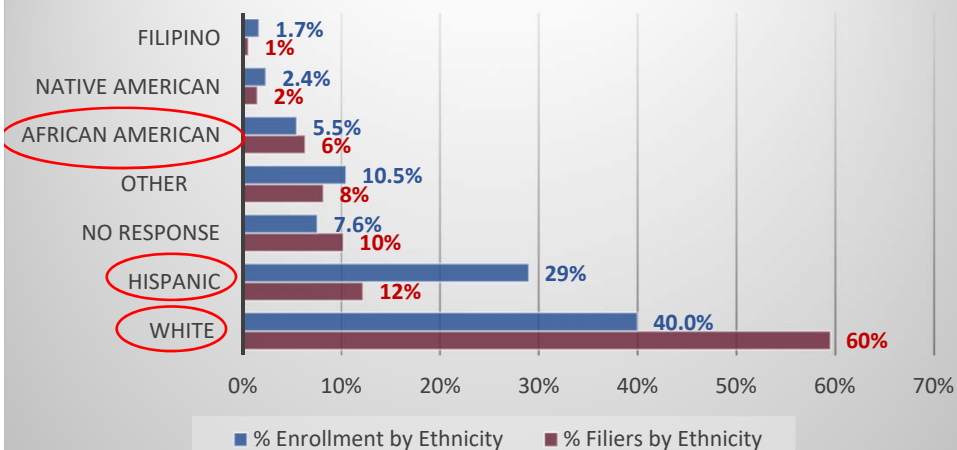
2020 Filers by Gender



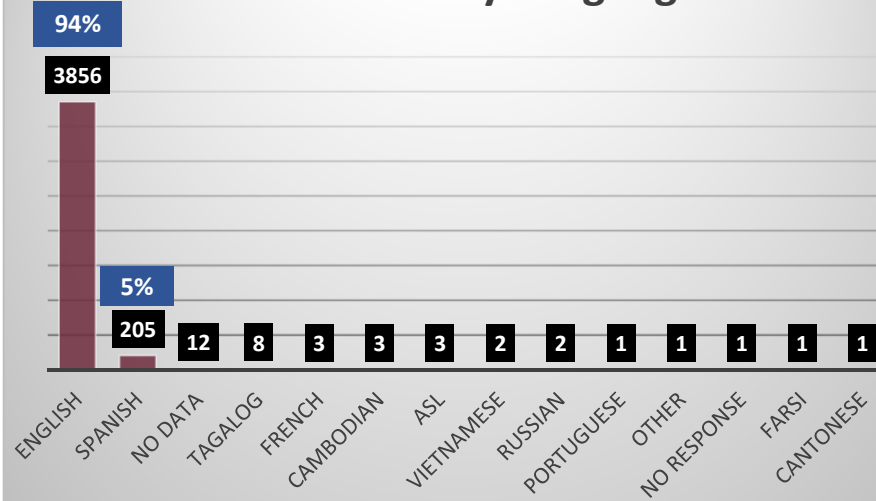
Age of Filing Members

Age	# Cases	% Cases
0-18	500	12.2%
19-29	308	7.5%
30-39	474	11.6%
40-49	530	12.9%
50-59	976	23.8%
60-64	636	15.5%
65+	675	16.5%
Totals	4,099	100.0%

2020 Cases by Top 5 Ethnicities



2020 Filers by Language



The People

Who filed the cases?



The most common filer is a white female between 50-59 years old who speaks English and lives in Redding, CA

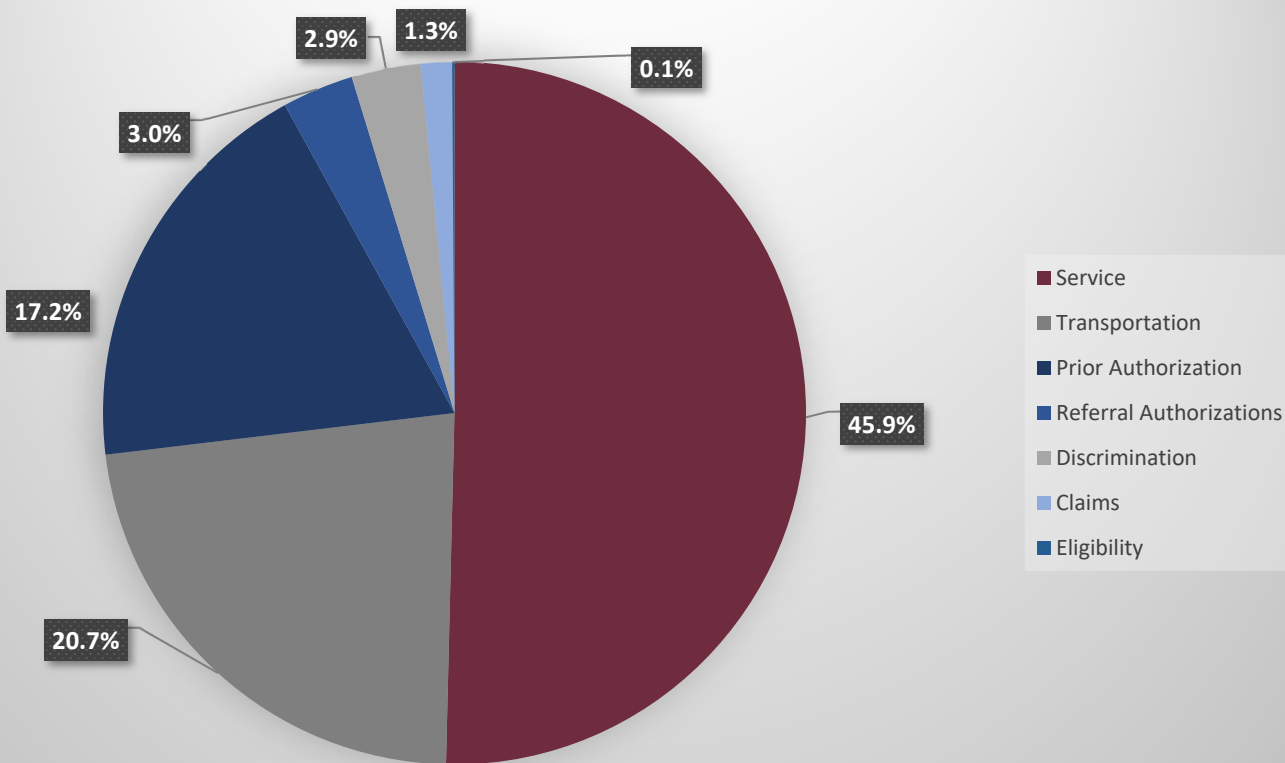
2020 Filers by County		
County	# Cases	% Cases
Solano	750	18.3%
Shasta	740	18.1%
Humboldt	499	12.2%
Sonoma	471	11.5%
Marin	340	8.3%
Yolo	267	6.5%
Lake	206	5.0%
Mendocino	197	4.8%
Siskiyou	185	4.5%
Napa	160	3.9%
Del Norte	126	3.1%
Lassen	87	2.1%
Modoc	39	1.0%
Trinity	32	0.8%
Totals	4,099	100.0%

2020 Filers by Top 10 Cities		
City	# Cases	% Cases
Redding	414	10.1%
Santa Rosa	251	6.1%
Fairfield	233	5.7%
Vallejo	219	5.3%
Anderson	148	3.6%
Eureka	137	3.3%
Vacaville	126	3.1%
Napa	121	3.0%
Crescent City	106	2.6%
Arcata	105	2.6%
Totals	1,860	45.4%

The Reasons

Categories for Member Dissatisfaction in 2020

2020 Core Categories of Dissatisfaction



**Services by
PHC**

**Services by
Provider**

**PCP
Enrollment**

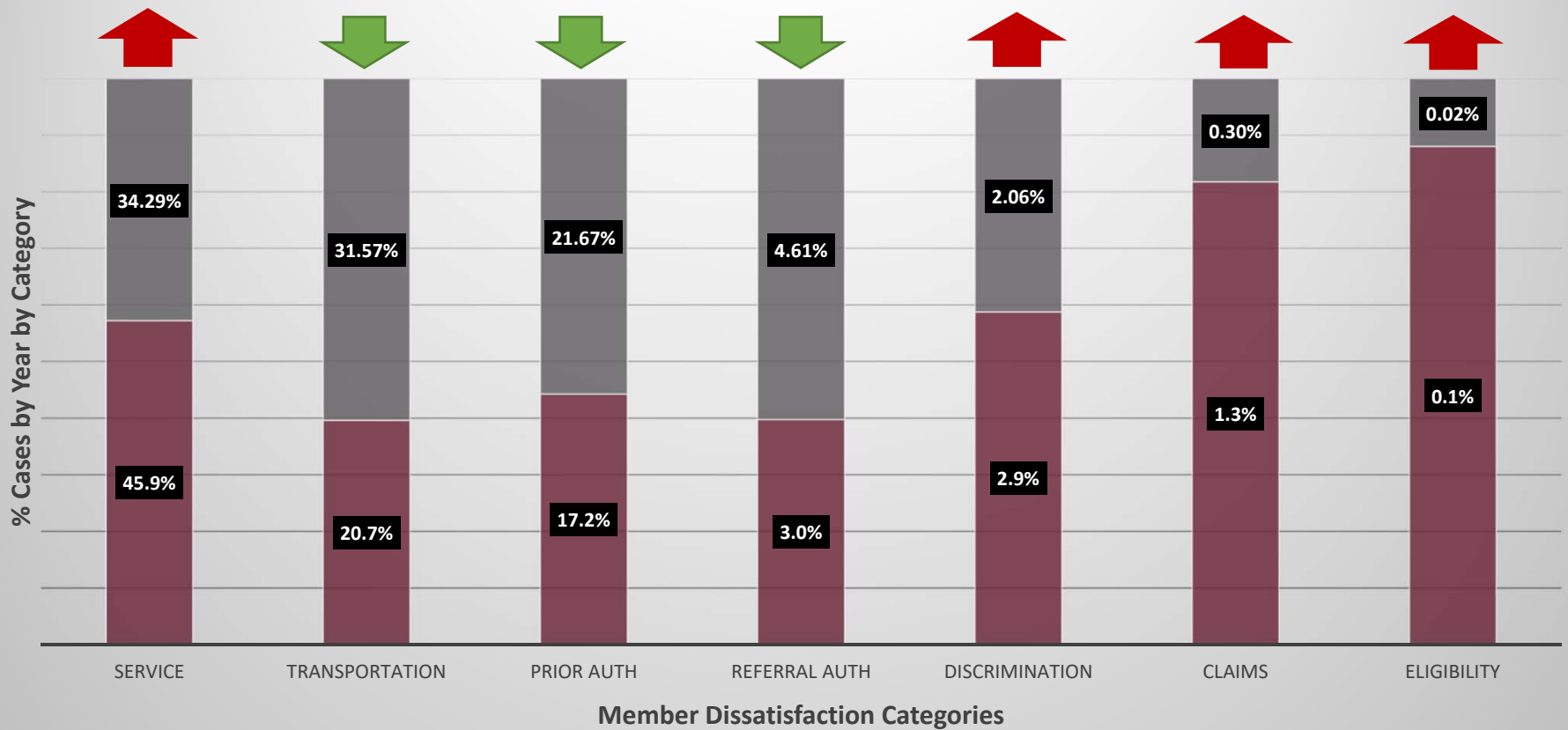
Other

The Reasons

Member Dissatisfaction

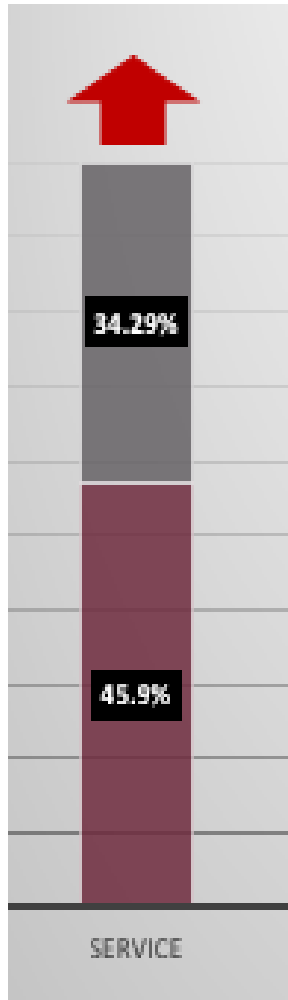
2020 vs 2019 Dissatisfaction Categories

■ 2020
 ■ 2019



The Reasons

Service by Provider

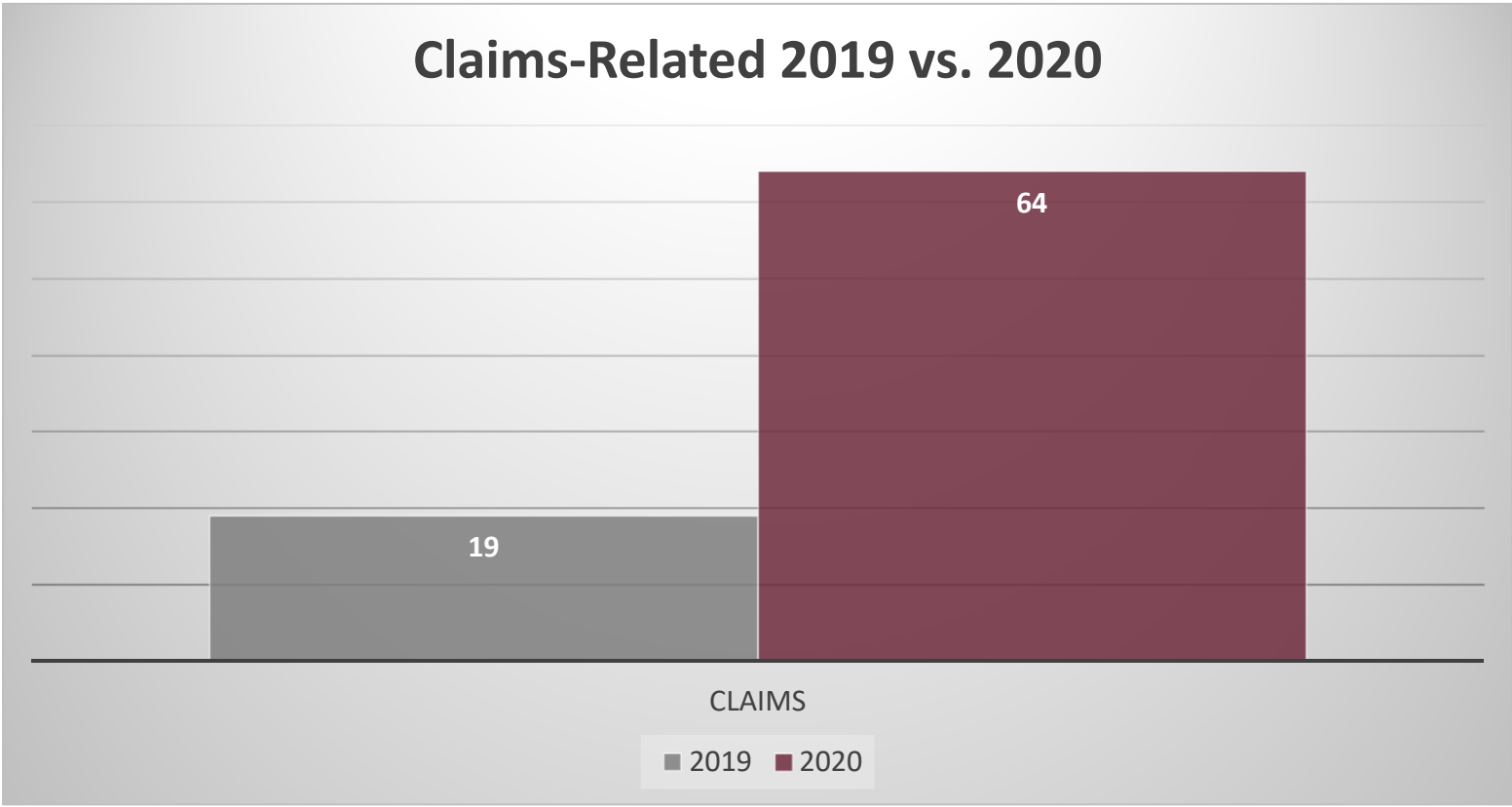
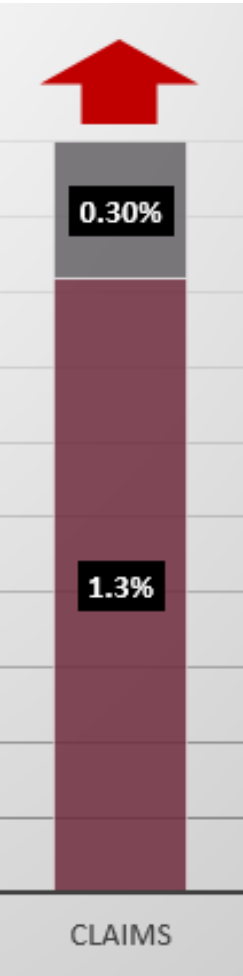


80% Service Issues Regarding Providers (1,754)

- Many signs of COVID-19 & fires
 - Providers responding slowly
 - Slow treatment or testing results
 - Problems getting needed care
 - Problems filling prescriptions
 - Rude or uncaring providers
- Disagree with provider's plan for their health
 - Do not agree with Prescription drug
 - Do not agree with needed tests
 - Unhappy with care

The Reasons

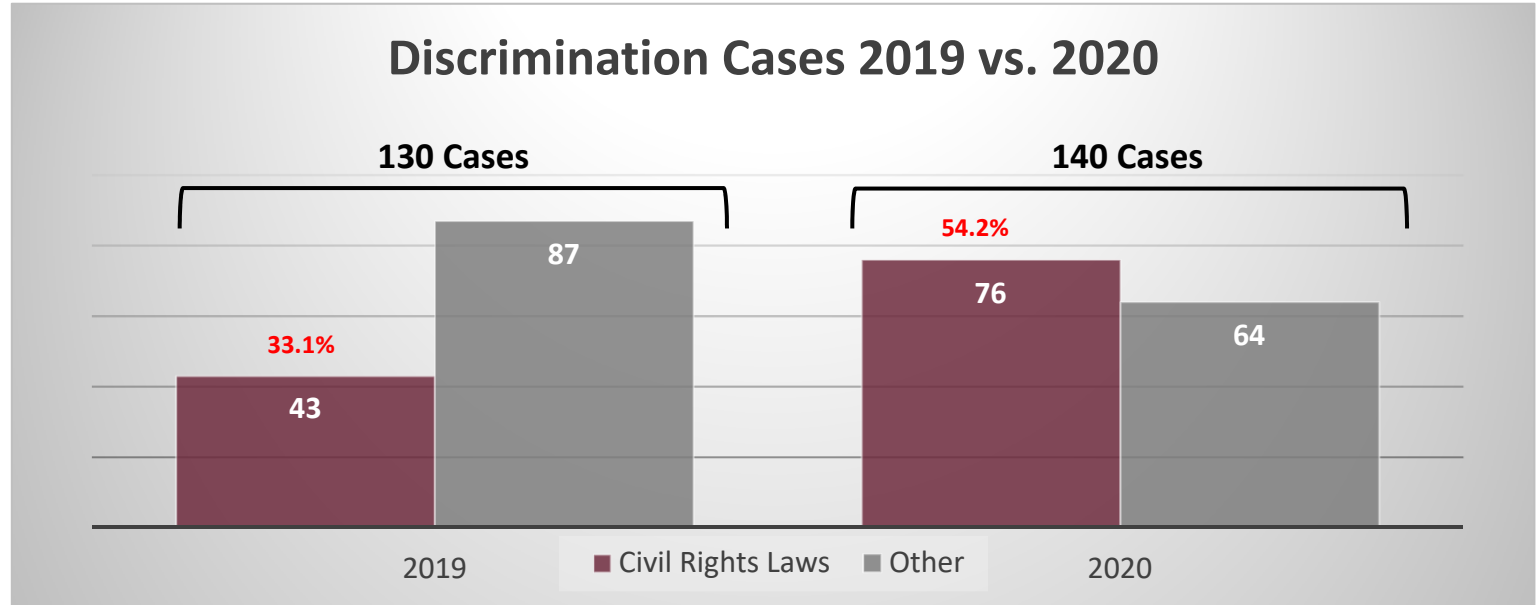
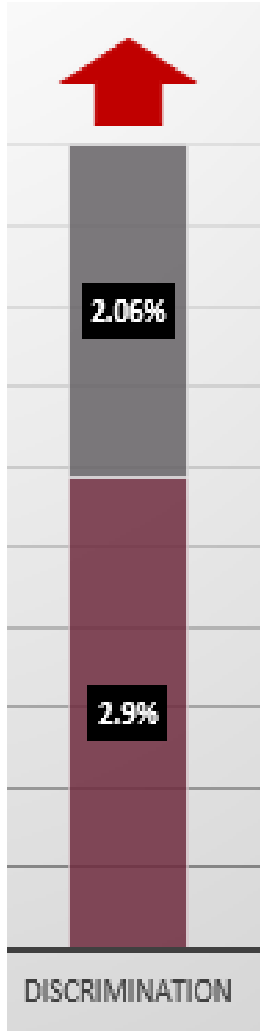
Claims



Balanced Billing & Collections represented 58%

The Reasons

Unfair Treatment



Race and Disability were the most commonly reported civil rights violations in 2020

2019 vs. 2020 Cases decreased 24.8%, yet...

- # Cases protected by Civil Rights Laws increased **43.4%**
- # Allegations not covered under Civil Rights Laws decreased by **15.8%**



Improvements

Upgrades to our work!

Improving Appeals & Grievances

- National Committee for Quality Assurance (NCQA) compliant cases
- Better processes
- Better letters

Medical Transportation Management (MTM)

- Better research
- Better coverage in West Sacramento, Sebastopol, and Vallejo

Investigating Discrimination Cases

- Current laws
- Trained employees
- No retaliation policy
- New Policy & Procedures

PHC stands strong against discrimination.

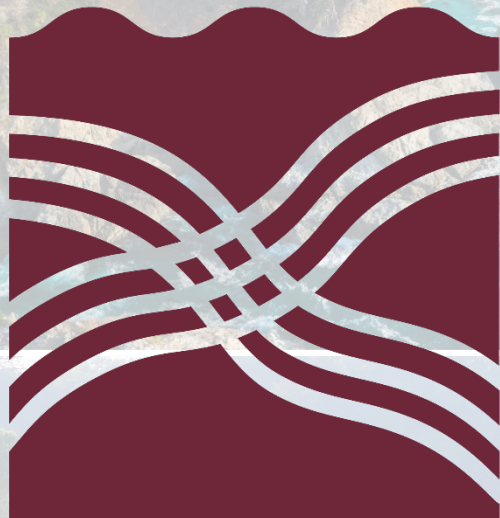
It clouds our vision – to be the most highly regarded managed care plan in California. It interrupts our mission – to help our members, and the communities we serve, be healthy. It interferes with our responsibility – we are proudly responsible for the health care of every single member in our diverse population.

Questions?

**Members'
point of view
matters at PHC**



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



NMT / NEMT Transportation Benefit

- *Aaron Maxwell*, Transportation Program Manager
- *September 9, 2021*

Transportation Benefits



Emergency
Medical
Transportation



Non-
Emergency
Medical
Transportation
(NEMT)



Non-Medical
Transportation
(NMT)



Early Periodic
Screening,
Diagnosis &
Testing
(EPSDT)**

Emergency Medical Transportation

- All ages
- Includes air and ground transport
- A TAR (Treatment Authorization Request) is NOT required
- Must be to the nearest hospital capable of meeting medical needs.
- Transportation to ED for psychiatric crisis evaluation and/or admission to psychiatric facility are covered without a TAR
- **Requested by calling 911**



Non-Emergency Medical Transportation (NEMT)

- All ages
- TAR is required with Provider Certification Statement (PCS)
- Door-to-Door assistance required; Medical management during transportation required
- Includes Ambulance, Litter Van, Wheelchair van, etc.
- Medi-Cal certified provider, Medi-Cal covered service
- **PHC Care Coordination: 1-800-809-1350**



Non-Medical Transportation (NMT)

- Went into effect 7/1/17
- Open to all ages
- No TAR required
- Least costliest mode – mileage reimbursement, bus pass, taxi, train ticket, etc.
- 5 days in advance of appointment
- **MTM: 1-888-828-1254**



Early, Periodic Screening, Diagnosis and Testing (EPSDT)

- Under 21 years old
- Medically necessary appointments (screening, diagnosis, treatment; including physical or mental illnesses)
- Mileage Reimbursement is available regardless of the families access to a vehicle
- Parking, Tolls, Meals & Lodging when medically necessary.
- 5 days in advance of appointment
- **MTM: 1-888-828-1254**

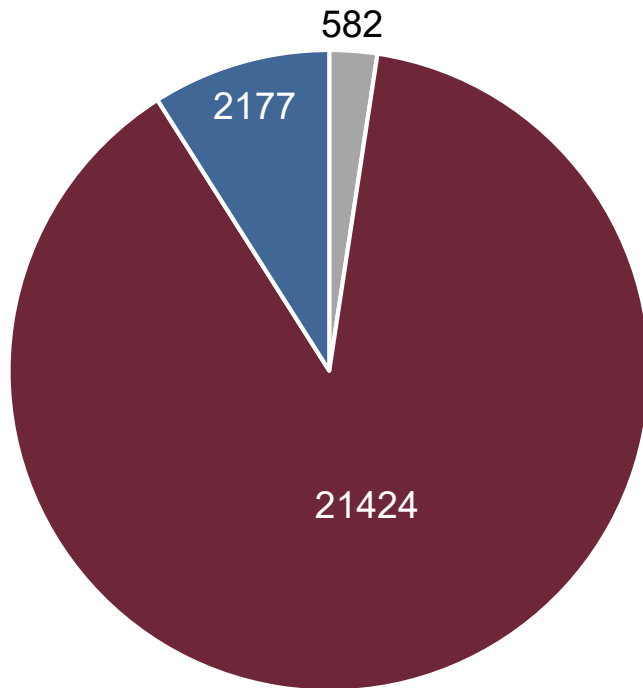


How to Access Transportation Benefits

- **How to Schedule Non-Medical Transport**
 - Patients or providers can contact MTM at **1-888-828-1254** to arrange NMT services.
- **How to Schedule Non-Emergency Medical Transport**
 - Patients and providers can contact PHC Care Coordination at **1-800-809-1350** to be connected with the appropriate NEMT provider.
- **If a member needs emergency transport, please dial 911**

MTM Utilization & Complaints

MTM Average Monthly Trips Jan 2021 - Jun 2021



■ Bus ■ Taxi ■ Gas Mileage

MTM Complaints Jan 2021 - Jun 2021

- Out of just over 194,000 requested trips during this time period, 99.87% were complaint free.
- Only 3 MTM transportation vendors had complaint ratio's over 1%
 - Over this 6 month time period the total combined complaints against these 3 vendors was 20.
- By far the most common complaint seen is for provider no shows. During this time period MTM's provider no shows accounted for 0.18% of scheduled transports.

Frequently Asked Questions

- Where can members find reviews on drivers?
 - Currently we do not have this functionality but we are looking into incorporating this in the future.
 - PHC monitors all member complaints to find trends and identify vendors receiving a higher than average number of complaints. PHC & MTM then addresses these issues with the vendors.
- How does MTM choose their drivers?
 - MTM does not operate their own fleet of vehicles or drivers, they contract with local transportation vendors. MTM does require background checks and drug testing to be completed before a driver can accept rides. PHC also requires the transportation vendors to have Medi-Cal certification through DHCS, during this process the drivers are screened as well.
- Is the transportation benefit only for doctors appointments?
 - PHC will provide transportation to eligible members for all appointments covered by Medi-Cal, Medi-Cal Dental or PHC.



Referrals or Questions

PHC Transportation Team

1-800-809-1350

Fax: 530-351-9055

Email: transportationhelpdesk@partnershiphp.org

Melissa McCartney, Director, Care Coordination Operations
Aaron Maxwell, Manager, Transportation Programs

Northern Region Team – Redding

Brandi Walker, Lead Transportation Specialist
Myron Carter, Transportation Specialist

Southern Region Team – Fairfield

Rosa Silva, Lead Transportation Specialist
Nefer Crayton, Transportation Specialist
Lizzy Nicolai, Transportation Specialist

