



Strategic Planning Committee

Wednesday, January 15, 2025

9:30 – 11:00 a.m.

Meeting Locations:

Partnership HealthPlan of California Offices

4665 Business Center Drive, Fairfield, CA (Board Room)

2525 Airpark Dr., Redding, CA

1036 Fifth Street, Eureka, CA

495 Tesconi Circle, Santa Rosa, CA

249-299 Nevada Street, Auburn, CA

2760 Esplanade Ave, Suite 130, Chico, CA

1. Welcome & Introductions..... Dean Germano, Chair
2. Resolution to Approve Wendy Longwell (Decision)Amy Turnipseed
Resolution to Approve Robin Schurig (Decision)
Resolution to Approve Tracy Mendez (Decision)
3. Committee Member Comments:

At this time committee members may provide comments and announcements.
4. Public Comments:

At this time members of the public may address the Committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the Committee.

Members of the public will have the opportunity to address the Committee on a scheduled agenda item during the Committee's consideration of that item. Speakers will be limited to three (3) minutes.
5. Approval of Agenda (Decision).....Dean Germano, Chair
6. Review & Approval of 7/17/24 and 10/16/24 Minutes (Decision).....Dean Germano
7. CEO Update.....Sonja Bjork
8. State Budget Update..... Dustin Lyda

- 9. Workforce Development Update.....David Lavine
- 10. Member Engagement Events.....Dr. Mohammad Jalloh and Dr. DeLorean Ruffin
- 11. Texting Campaigns Dustin Lyda
- 12. Board Retreat Planning..... Sonja Bjork & Amy Turnipseed
- 13. Adjournment..... Dean Germano, Chair

Upcoming meetings: April 16, 2025

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.

Government Code §54957.5 requires that public records related to items on the open session agenda for a regular 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 Administrative Assistant to the Senior Director of External and Regulatory Affairs 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 Strategic Planning 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.

In compliance with the Americans with Disabilities Act, 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 Jessica Cifoletti the Executive Assistant to the Chief Strategy and Government Affairs Office, at least two (2) working days before the meeting at (707) 420-7523 or by email at jcifoletti@partnershiphp.org. Notification in advance of the meeting will enable PHC to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it.



Meeting Minutes

Attendees:

Members or designee: Dean Germano, Nancy Starck, Doreen Bradshaw, Tim Rine, Kathryn Powell, Cathryn Couch, Sarah Eberhardt-Rios

Guest: Casey Fatch, CEO of Shasta Regional Medical Center

Staff: Katherine Barresi, Amy Turnipseed, Patti McFarland, Wendi West, Naomi Gordon, Dani Ogren, Dustin Lyda, Victoria Meyer, Jennifer Lopez, Jessica Cifolelli

Topic	Lead		Follow-up
Updates / Introductions	Dean Germano, Chair	Amy Turnipseed convened the meeting at 9:30 a.m. Amy Turnipseed introduced Casey Fatch, CEO of Shasta Regional Medical Center.	
Committee Member Comments	All	There were no comments.	
Public Comments	All	There were no public comments.	

Approval of the Agenda	Amy Turnipseed	<p>The committee approved the agenda for the Strategic Planning Committee meeting on July 17, 2024</p> <p><i>Cathryn Couch approved, and Tim Rine seconded.</i></p>	
Previous Minutes Approval	Amy Turnipseed	<p>The approval of meeting minutes for the Strategic Planning Committee meeting on April 17, 2023, were approved as written.</p> <p><i>Nancy Starck motioned to approve, and Cathryn Couch seconded.</i></p>	
HealthPlan Update	Amy Turnipseed	<p><u>Ms. Turnipseed gave the following updates:</u></p> <p>Amy Turnipseed provided an update on Partnership’s efforts to establish a Medicare/D-SNP line of business by 2026, as required by DHCS. There are currently 92,815 Partnership members over the age of 65 across our 24 counties who qualify for both Medi-Cal and Medicare. A Notice of Intent to Apply must be submitted to the Centers for Medicare and Medicaid Services (CMS) by November 2024, with the full application and Model of Care (MOC) due in February 2025. Plans may request an exemption from launching the D-SNP product in counties where significant financial losses are anticipated, although DHCS has not yet clarified the exemption process or criteria. Partnership is evaluating how to effectively launch the D-SNP and which counties might require an exemption.</p>	

<p>State Budget Update</p>	<p>Dustin Lyda</p>	<p>Proposition 56 Funding Reduction: Reduces funding for Proposition 56 supplemental payments for physician services by \$193.4 million (\$77.1 million Proposition 56 funding) in 2024-2025.</p> <ul style="list-style-type: none"> • All other Proposition 56 supplemental payments remain fully funded. • The Budget includes \$907.4 million (\$192.6 million General Fund) for all Proposition 56 supplemental payments, inclusive of \$465.2 million for physician services. • Certain providers currently receiving Proposition 56 supplemental payments, including physician services, will receive MCO Tax rate increases. <p>The budget shortfall and declining Proposition 56 revenue require the State to reduce its prior commitments to backfill Proposition 56 funding. Given the proposal to continue increasing physician services through MCO tax revenue in CY 2025, providers will still receive an increase in reimbursement; however, the proposal to reduce Proposition 56 funding will dampen this increase.</p> <p><i>Dean Germano raised concerns about the impact of Proposition 35, specifically noting that it seems like provider reimbursement is a reoccurring issue when new state budgets are released. More than 40 California hospitals have stopped offering labor and delivery services over the last few years. Patients wait months to see a doctor for important preventative care, and often cannot get an appointment for specialty care when needed.</i></p> <p><i>Dean Germano mentioned that the use of the MCO tax in relation to Proposition 35 protections might follow a pattern seen in past budgets.</i></p>	
<p>Board Retreat Discussion</p>		<p><u>Ms. Amy Turnipseed gave the following updates on the Board Retreat:</u></p> <p>The 2025 Board Retreat will take place in April of 2025. It has been shared that key topics of interest are Artificial Intelligence, Medicare Managed Care and Rural health benefits for our members. Amy requested to please email her with any potential guest speaker options.</p>	<p>More details to be provided.</p>

Adjournment	Dean Germano	Mr. Germano adjourned the meeting at 10:55 a.m.	
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Meeting Minutes

Attendees:

Members or designee: Dean Germano, Nancy Starck, T. Abraham

Staff: Katherine Barresi, Amy Turnipseed, Patti McFarland, Wendi West, Naomi Gordon, Dustin Lyda, Victoria Meyer, Mark Bontrager, Kathryn Power, Tina Buop, John Lemoine, Dr. Moore, Issac Brown, Jessica Cifoletti

Topic	Lead		Follow-up
Updates / Introductions	Dean Germano, Chair	Amy Turnipseed convened the meeting at 9:30 a.m.	
Committee Member Comments	All	<i>Dean Germano questioned if PHC has a workforce committee. If so, could this be a reporting piece to this committee?</i>	Amy Turnipseed and Naomi Gordon will work together to make this a standing item for meetings.
Public Comments	All	There were no public comments.	

Approval of the Agenda	Amy Turnipseed	A quorum was not present to approve the agenda of the Strategic Planning Committee meeting on October 16, 2024.	
Previous Minutes Approval	Amy Turnipseed	<p>A quorum was not present to approve the minutes of the Strategic Planning Committee meeting on July 17, 2024.</p> <p>We will move the approval of the meeting minutes to the next meeting.</p> <p><i>Dean would like us to solicit new membership at the next board meeting.</i></p>	
HealthPlan Update	Amy Turnipseed	<p><u>Ms. Turnipseed gave the following updates:</u></p> <p>Amy Turnipseed provided an update on Partnership’s efforts to establish a Medicare/D-SNP line of business by 2026, as required by DHCS. Here are key updates on our progress:</p> <ul style="list-style-type: none"> • Regional Model: On Friday, August 30, 2024, the Department of Health Care Services (DHCS) approved Partnership’s request for a phased-in approach to our D-SNP product. In 2026, Partnership will launch a D-SNP in eight counties: Marin, Sonoma, Solano, Napa, Mendocino, Lake, Humboldt, and Del Norte. Partnership intends to expand our D-SNP to all 24 counties over the next few years, building on our experience in these eight counties. • Contracting: Partnership launched its Medicare contracting efforts in late August. The Centers for Medicare and Medicaid Services (CMS) requires a D-SNP plan to have a network of appropriate providers that is sufficient to provide adequate access to covered services to meet the needs of the population served. The contracted network of providers must be consistent with the pattern of care in the network service area. This includes primary care, specialty, ancillary, hospitals, and behavioral health providers. As of October 1, 2024, we have engaged 306 organizations in Medicare contracting discussions and have 83 agreements signed. • Provider engagement: Partnership has launched external efforts to increase awareness about our D-SNP product and engaging key providers. Over the past month, Partnership has met with health center representatives at Aliados, the Alliance for Rural Community Health, Health Alliance of Northern California, and North Coast Clinic Network. 	

		<ul style="list-style-type: none">• Pharmacy Benefit Manager: Partnership will be required to provide Medicare pharmacy benefits (Part D) for D-SNP members. The Pharmacy Department is leading the pharmacy benefit manager procurement process. Our goal is to have a pharmacy benefit manager selected and announced by the end of 2024.• Model of Care: The model of care application is a quality improvement tool that CMS requires every D-SNP plan to submit to NCQA for evaluation and approval. Health plans must submit their model of care application to CMS by February 2025 in order to offer a Medicare program in 2026. The model of care application outlines how Partnership will design its D-SNP program and work with its provider network to coordinate care for the D-SNP population. Leaders from across the organization are working collaboratively to draft the model of care.	
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		<p><i>Nancy Starck has concerns about the prescription drug benefit and patient experience. Will members have to go through two separate entities? How do you enroll in the Advantage plan?</i></p> <p><i>Wendi Davis ensured that PHC is trying to make it as seamless as possible for a positive member experience.</i></p> <p><i>Amy Turnipseed shared that DHCS will be restarting the Listening Tour. DHCS meets with Medi-Cal members to hear about their firsthand experiences with the Medi-Cal health care delivery system.</i></p>	
<p>State Budget Update</p>	<p>Dustin Lyda</p>	<p><u>Dustin Lyda, Director of Communications and Public Affairs, gave the following update:</u></p> <p>Dustin presented a list of 117 legislative bills that Partnership is currently tracking. Many of these bills were either not passed in committee or were vetoed by the governor. Members of Partnership’s Executive Team have been actively meeting with legislators to discuss key priorities and opportunities. Three legislators from Partnership’s service area have either termed out or resigned, creating vacancies that will need to be filled. Additionally, as we enter the final two years of Governor Newsom’s term and approach the upcoming presidential election in November, there is an element of uncertainty regarding future priorities. We will be monitoring the evolving priorities of the new administration.</p> <p><i>Dr. Moore noted additional support in training for nurses in rural areas.</i></p> <p><i>Nancy Starck would like to thank Dr. Moore and Dustin for their assistance with perinatal care.</i></p>	
<p>Member Experience Discussion</p>	<p>Dr. Moore & Isaac Brown</p>	<p><u>Dr. Moore, CMO, gave the following presentation:</u></p> <p>In 2023, Partnership was only 0.059 points from rounding up to a 4.0 Star Rating!</p> <p>In 2024, Partnership is only 0.043 points from rounding up to a 4.0 Star Rating!</p>	

Previous Results encouraged action. The quality team oversees the administration of the surveys. Member Experience Improvement work belongs to the organization as a whole:

- Contract with Third Party Recruiter
- Provider Resident Retention Program
- Provider communication training
- Your Partner in Health Communication
- Texting platform

This year's Organizational goals include: *This fiscal year Partnership aims to achieve or exceed a 2.5 Star NCQA Patient Experience (CAHPS) rating and achieve or exceed a 4.0 Star NCQA Health Plan rating.*

- Strategic and Tactical plans for Workforce Development
- CAHPS strike team in conjunction with G&A data
- QIP enhancements
- Member Informative Session (MIS)
- Partnership App or App-like service

Isaac Brown, Director of Quality Improvement, gave the following presentation:

The CAHPS program is overseen by the United States Department of Health and Human Services—Agency for Healthcare Research and Quality (AHRQ). You may hear the CAHPS Survey being referred to as the Member Experience Survey or the regulated CAHPS survey.

NCQA uses the adult and child versions of the CAHPS Health Plan Surveys for HEDIS.

The regulated survey is administered by our third-party vendor, Press Ganey. Criteria: Adult – 18 years and older, currently enrolled at the time the sample is drawn, and have continuous enrollment the last 6 months. PHC does not know which members receive the survey. Their member id is blinded. There is a deduplication process Press Ganey uses, so the same family does not receive both an adult and child survey. Surveys are sent using mixed methodology or four-wave mail protocol. The protocol includes mailers, an online survey, QR-code smart device access, one (1) reminder phone call, and three (3) follow-up phone calls.

Survey questions range from asking about a member's personal doctor (both their experience with the doctor and the type of care received) to care they received from a specialist to experience with the health plan. Members are asked to share their experiences over the past six (6) months, consisting of dates of service between July 1st and December 31st of the prior year.

We can ask up to 12 supplemental questions. The survey already has 42-43 questions, so use caution when adding supplemental questions.

The CAHPS team's survey analyses for 2022 identified low adult responses for reportable measures, requiring a plan to obtain at least 100 responses for related rating and composite measures.

As a proactive strategy, the CAHPS team increased the 2023 Adult sample size from 100% to 150% above the required minimum sample frame with the intent to improve reportable survey responses (denominators) in the CAHPS domain and mitigate the risk of not meeting the minimum requirement. The CAHPS team has maintained an over-sampling strategy for several survey cycles.

Often, we speculate what our providers could do better to improve member experience or cite access as the

primary driver of our struggling CAHPS scores. While both play a significant role, this can often cause people to throw their hands up in dismay. However, the recent drill-down survey provides insight into a key area where we can directly influence improvement in our members' experience. We can take actionable steps to improve our members' understanding of their benefits.

Dean Germano mentioned it always comes down to access. Are members getting good quality and accessible care?

Nancy Strack mentioned access, wait times, and transportation influence the member responses.

Tina Buop mentioned that the website has been enhanced to increase understanding of benefits. The texting program uses consistent messaging and is awaiting DHCS approval.

Amy Turnipseed recommends taking this topic to the Board Retreat.

Nancy Starck mentioned it would be great if our consumer board members could take a leadership role around this discussion.

Adjournment	Dean Germano	Mr. Germano adjourned the meeting at 10:58 a.m.	
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CONSENT AGENDA REQUEST
for
PARTNERSHIP HEALTHPLAN OF CALIFORNIA

Board Meeting Date:
February 26, 2025

Agenda Item Number:

Resolution Sponsor:
Sonja Bjork, CEO, Partnership HealthPlan of CA

Recommendation by:
Strategic Planning Committee

Topic Description:

Wendy Longwell has expressed interest in joining the Strategic Planning Committee (SPC).

Reason for Resolution:

Wendy Longwell is a Parent Liaison at Rowell Family Empowerment of Northern California and former Partnership Board Commissioner. Wendy Longwell has expressed interest in joining the Strategic Planning Committee.

Financial Impact:

There is no financial impact to the HealthPlan.

Requested Action of the Board:

Based on the recommendation of the Strategic Planning Committee the board is being asked to accept the appointment of Wendy Longwell to the committee as a new member.

CONSENT AGENDA REQUEST
for
PARTNERSHIP HEALTHPLAN OF CALIFORNIA

Board Meeting Date:
February 26, 2025

Agenda Item Number:

Resolution Number:

IN THE MATTER OF: APPROVING THE NEW APPOINTMENT OF WENDY LONGWELL TO THE STRATEGIC PLANNING COMMITTEE

Recital: Whereas,

- A. Wendy Longwell is well qualified for the Strategic Planning Committee and has expressed an interest in joining the committee.
- B. The committee has a vacant seat available.
- C. The Board has authority to appoint advisory committee members.

Now, Therefore, It Is Hereby Resolved as Follows:

- 1. To accept the appointment of Wendy Longwell to the Strategic Planning Committee.

PASSED, APPROVED, AND ADOPTED by the Partnership HealthPlan of California this 26th day of February 2025 by motion of Commissioner, seconded by Commissioner, and by the following votes:

AYES: Commissioners:

NOES: Commissioners

ABSTAINED: Commissioners

ABSENT: Commissioners:

Kim Tangermann, Chair

Date

BY: _____
Ashlyn Scott, Clerk

CONSENT AGENDA REQUEST
for
PARTNERSHIP HEALTHPLAN OF CALIFORNIA

Board Meeting Date:
February 26, 2025

Agenda Item Number:

Resolution Sponsor:
Sonja Bjork, CEO, Partnership HealthPlan of CA

Recommendation by:
Strategic Planning Committee

Topic Description:
Robin Schurig has expressed interest in joining the Strategic Planning Committee (SPC).

Reason for Resolution:
Robin Schurig is the Executive Director of the Health Alliance of Northern California (HANC), a network of federally qualified health centers working to promote the health and well-being of our communities in rural and frontier Northern California. Robin Schurig has expressed interest in joining the Strategic Planning Committee.

Financial Impact:
There is no financial impact to the HealthPlan.

Requested Action of the Board:
Based on the recommendation of the Strategic Planning Committee the board is being asked to accept the appointment of Robin Schurig to the committee as a new member.

CONSENT AGENDA REQUEST
for
PARTNERSHIP HEALTHPLAN OF CALIFORNIA

Board Meeting Date:
February 26, 2025

Agenda Item Number:

Resolution Number:

IN THE MATTER OF: APPROVING THE NEW APPOINTMENT OF ROBIN SCHURIG TO THE STRATEGIC PLANNING COMMITTEE

Recital: Whereas,

- A. Robin Schurig is well qualified for the Strategic Planning Committee and has expressed an interest in joining the committee.
- B. The committee has a vacant seat available.
- C. The Board has authority to appoint advisory committee members.

Now, Therefore, It Is Hereby Resolved as Follows:

- 1. To accept the appointment of Robin Schurig to the Strategic Planning Committee.

PASSED, APPROVED, AND ADOPTED by the Partnership HealthPlan of California this 26th day of February 2025 by motion of Commissioner, seconded by Commissioner, and by the following votes:

AYES: Commissioners:

NOES: Commissioners

ABSTAINED: Commissioners

ABSENT: Commissioners:

Kim Tangermann, Chair

Date

BY: _____
Ashlyn Scott, Clerk

CONSENT AGENDA REQUEST
for
PARTNERSHIP HEALTHPLAN OF CALIFORNIA

Board Meeting Date:
February 26, 2025

Agenda Item Number:

Resolution Sponsor:
Sonja Bjork, CEO, Partnership HealthPlan of CA

Recommendation by:
Strategic Planning Committee

Topic Description:

Tracy Mendez has expressed interest in joining the Strategic Planning Committee (SPC).

Reason for Resolution:

Tracy Mendez is the Acting Chief Executive Officer for Aliados Health, a regional association of 17 community health centers with sites in Marin, Napa, Sonoma, Contra Costa, Solano, and Yolo counties. Tracy Mendez has expressed interest in joining the Strategic Planning Committee.

Financial Impact:

There is no financial impact to the HealthPlan.

Requested Action of the Board:

Based on the recommendation of the Strategic Planning Committee the board is being asked to accept the appointment of Tracy Mendez to the committee as a new member.

**CONSENT AGENDA REQUEST
for
PARTNERSHIP HEALTHPLAN OF CALIFORNIA**

Board Meeting Date:
February 26, 2025

Agenda Item Number:

Resolution Number:

IN THE MATTER OF: APPROVING THE NEW APPOINTMENT OF TRACY MENDEZ TO THE STRATEGIC PLANNING COMMITTEE

Recital: Whereas,

- A. Tracy Mendez is well qualified for the Strategic Planning Committee and has expressed an interest in joining the committee.
- B. The committee has a vacant seat available.
- C. The Board has authority to appoint advisory committee members.

Now, Therefore, It Is Hereby Resolved as Follows:

- 1. To accept the appointment of Tracy Mendez to the Strategic Planning Committee.

PASSED, APPROVED, AND ADOPTED by the Partnership HealthPlan of California this 26th day of February 2025 by motion of Commissioner, seconded by Commissioner, and by the following votes:

AYES: Commissioners:

NOES: Commissioners

ABSTAINED: Commissioners

ABSENT: Commissioners:

Kim Tangermann, Chair

Date

BY: _____
Ashlyn Scott, Clerk