



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, March 10, 2022, 12:00pm – 1:30pm

PHC Southeast Regional Office 4605 Business Center Drive, Fairfield CA 94534
East Building (Conference Room A, B & C – 1st floor)



Attendees: Beverly Franklin, Eugene Korte, Wendy Ostergaard, Darnice Richmond, Frances Porter, Lasonja Porter

Phone Attendees: William Remak, Lance LeClair, Michael Strain, Mariana Munguia, Marcelo (Nunie) Matta and Krissie Matta

Partnership Attendees: Sonja Bjork, Kevin Spencer, Cyress Mendiola, Peggy Hoover, Amanda Bernal, Mori McLennan, Janelle Ramirez, Paola Sanchez De La Cruz, John Lemoine, Joe Chiminiello, Araceli Gutierrez, Katrina Tagle, Melissa Schumann, Nicole Luna, Tommee Naenphan, Susanna Sibilsky, Mark Bontrager and Kaylee Baquiex

Absent: Stan Gow, Jeanette Perez

Agenda Topic	Minutes	Comments/Discussions/Action Items
Introduction <i>Araceli Gutierrez</i>	Housekeeping rules and directions were given. Roll Call and introductions from all participants were conducted. Each member was asked to answer the following question: "In one or two words, share what is one thing you have done or plan to do to improve your health?"	None
Public Comments <i>Araceli Gutierrez</i>	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.	None
Approval of December 2021 Minutes <i>Araceli Gutierrez</i>	The December 2021 Meeting Minutes were reviewed and approved	<i>MOTION:</i> <i>Darnice Richmond</i> motioned to approve the minutes. <i>Bill Remak</i> seconded the motion and the December 2021 minutes were approved



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Old Business		
<p>Follow-up from December's CAC meeting <i>Araceli Gutierrez</i></p>	<p>There were no follow up questions to be answered or updates needed.</p>	<p>None</p>
Standing Agenda Items		
<p>HealthPlan Update <i>Sonja Bjork</i></p>	<p>Sonja Bjork, Chief Operations Officer, gave a brief recap of the HealthPlan Updates</p> <ul style="list-style-type: none"> • Annual Strategic Planning: This is usually held annually in February, but because of Omicron, it was rescheduled to June. There will be lots of information to share at the September CAC meeting. • Medi-Cal Rx: Some things didn't go as well as we expected with the transition. • CalAIM: The first thing that rolled out was Enhanced Care Management and it started in January 2022. • AB1400 Single Payer Bill: It went to appropriations and the price tag was \$400 billion, so that bill is no longer moving forward. • Universal Health Care: CA is expanding Medi-Cal. It will provide care to anyone no matter what their immigration status is. These particular people won't have to go to the emergency room for care, they will be covered under PHC. This is really important for the health of our communities. This will start May 1, 2022 for people 50yrs and older who are undocumented, then January 2023 the rest will be added. • New PHC Claims and Eligibility System: New system starts July 2022, so right now we are in testing to make sure it goes well when it does go live. 	<p>Lance LeClair: Had concerns with Medi-Cal expanding. "It's already hard getting an appointment now. What's going to happen when we add more people?"</p>



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<p>Report on Board Meeting <i>Sonja Bjork</i></p>	<p>Brief highlights of the last Board Meeting</p>	<p><i>Sonja Bjork:</i> Recognized <i>Lance LeClair</i> for doing a great job and bringing great topics back to CAC and representing the Southern Region and all members of PHC.</p> <p><i>Sonja Bjork:</i> The board meeting open to the public. Communication is key to hearing our members. If you are facing any issues you don't have to wait until next board meeting. Contact MS for any daily concerns to help improve our services. The phone number to MS is 800-863-4155.</p> <p><i>Lance LeClair:</i> Shared his contact info and is open to any discussion or concerns that any other members want to bring to the board meetings. He can be that advocate for those who aren't able to attend the meeting. Also encouraged fellow CAC members to speak up when making decisions about the 10 county expansion. Email for anyone who needs it- lancel.php@outlook.com</p>
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New Business		
<p>Student Behavioral Health Schools Initiative Program <i>Mark Bontrager</i></p>	<p>Mark Bontrager, Behavioral Health Administrator, shared a presentation on the Student Behavioral Health Incentive Program.</p> <ul style="list-style-type: none"> • \$400 million statewide going to all managed healthcare plans. PHC is getting approximately \$21 million to be used across all 14 of our counties. • The intention of this is that the State wants to see more mental health and substance use treatment services in schools. • Department of Health Care Services provides funds to PHC and in turn we work with Counties of Education who partner with at least 10% of the school districts in their county. <p><i>Intervention List</i> There are 14 interventions that DHCS say are appropriate, but not every school or county will do all 14. Each school chooses which ones they want to incorporate based on an assessment they conduct.</p> <ol style="list-style-type: none"> 1. Behavioral Health Wellness Programs 2. Telehealth Infrastructure 3. Behavioral Health Screening & Referrals 4. Suicide Prevention Strategies 5. Substance Us Disorders 6. Build Stronger Partnerships to increase Access to Medi-Cal Services 7. Culturally Appropriate & Target Populations 8. Behavior Health Public Dashboards & Reporting 9. Technical Assistance Support for Contracts 10. Expand Behavioral Health Workforce 11. Care Teams 12. IT Enhancements for Behavioral Health Services 13. Pregnant Students & Teen Parents 14. Parenting & Family Services <p><i>Funding Details</i></p> <ul style="list-style-type: none"> • Total: \$21.3 million 	<p>Lance LeClair: What's the number of interventions mean?</p> <p>Mark Bontrager: It's for funding allocation. The number of interventions in order to get the money allocated to each county.</p> <p>Michael Strain: What does intervention mean? How do you define it? Mark Bontrager: The counties have to implement some kind of program showing proof of the intervention for example setting up peer support groups.</p> <p>Nunie Matta: Who will be doing the interventions?</p> <p>Mark Bontrager: The State sends the funds to County of Education. Then COE will distribute the money to those providing the service of intervention.</p> <p>Sonja Bjork: Acknowledged Mark Bontrager for holding 80 meetings to survey and layout the plan for this money to get to the schools.</p> <p>Araceli Gutierrez: Will follow up with updates in a future meeting.</p>



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	<ul style="list-style-type: none"> • Each county has a minimum number of school districts they must work with. They can work with more if they choose. 	
<p>C&L Population Needs Assessment (PNA) Action Plan <i>Amanda Bernal</i></p>	<p>Objective: Increase the proportion Non-English speaking/Non-White members reporting grievances from 40% to 42.5% by March 2022. 2022 PNA Action Plan:</p> <ul style="list-style-type: none"> • Community Health Worker (CHW) Scholarship • Preparing for Disasters • Asthma Self-Management • Engage with Native American Communities • Help Control High Blood Pressure • Increase Grievance Reporting • Staff Training on Health Equity 	<p>None</p>
<p>PHC Community Resources <i>Amanda Bernal</i></p>	<p>Amanda Bernal, Health Educator shared a presentation on PHC’s Community Resources website page Community Resources: http://www.partnershiphp.org/Community/Pages/Community-Resources.aspx <ul style="list-style-type: none"> • There are 23 different topic areas to choose from. Examples: Covid-19, Food, Dental, Housing, Prenatal, Mental Health, Re-Entry, Transportation, Substance Use, Youth, etc. Emergency Response Button: http://www.partnershiphp.org/Community/Documents/Shasta/Shasta_EmergencyResponse.pdf <ul style="list-style-type: none"> • This provides you with the emergency services that are available during an emergency. • Replacing Lost Documents: This is a great page to print out and have on-hand. • Member Education: This is the page for PHC’s Health Education Team. </p>	<p>None</p>



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<p>CalAIM Enhanced Care Management (ECM) Update <i>Janelle Ramirez</i></p>	<p>Janelle Ramirez, Program Manager HS Care Coordination provided an update on how ECM has progressed since its launch in January 2022.</p> <ul style="list-style-type: none"> • ECM went live in January in Marin, Mendocino, Shasta, Napa, & Sonoma counties. • This program helps coordinate services and care to address social and medical needs for our most vulnerable members. • It starts with an ECM referral to PHC. PHC has received approximately 72 referrals thus far, which is about 2 per day since January. <p>Member Experience: Janelle shared a story of how this program helped one of our members get back on their feet after struggling with living in tent. A PHC Lead Care Manager helped the member with health needs that had gone unaddressed. The member was connected with housing navigating service as well as linked with mental health counseling which included rides to those appointments.</p>	<p>None</p>
<p>Pharmacy Carve Out Check-In <i>Melissa Schumann</i></p>	<p>Melissa Schumann, Supervisor of Member Services provided an update on how the Pharmacy Cave Out has been going thus far.</p> <ul style="list-style-type: none"> • Went into effect: January 1, 2022 • The Pharmacy benefit referred to as Medi-Cal Rx is now being provided by the Department of Health Care Services for all Medi-Cal members in California. • This was implemented to improve access and reduce cost to Medi-Cal pharmacies state-wide. • There has been some complications with the transition and it hasn't been as smooth as we hoped. Ex. Long hold times with Medi-Cal Rx, Pharmacies don't know who to bill, no follow-up, etc. • PHC member should first work with Medi-Cal Rx to correct any issues, but if Medi-Cal Rx is not providing the help they need, they are welcome to call PHC Member Services for further assistance. If you are ever dissatisfied with Medi-Cal RX, please remember you can file a grievance with them directly. <ul style="list-style-type: none"> • If you are looking to be reimbursed for your Covid at home test, this can be reimbursed directly with Medi-Cal RX. • Medi-Cal RX phone number is 800- 977-2273 • Does anyone want to share their feedback while working with Medi-Cal RX? 	<p>Eugene Korte: Had an issue with his copay (he shouldn't have any copay). When he reached out for help all he got was the run around and wasn't able to solve his issue.</p> <p>Melissa Schumann: Thanked Eugene for bringing up his medication issues. Advised Eugene RX is no longer apart of Partnership and you'll need to reach out to Medi-Cal directly and we will have our escalation team reach out to ensure he is being taken care of.</p> <p>Melissa Schumann: Advised everyone that you will need your Medi-Cal BIC card to obtain medications with Medi-Cal RX and to reach out to your eligibility worker to order one if you don't have one.</p>



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<p>Population Health <i>Susanna Sibilsky</i></p>	<p>Susanna Sibilsky, Health Educator acknowledged the CAC members responses to member material review: Learning the ABC's of Diabetes, Managing Diabetes, and MistAire Cool Mist Humidifier. Thank you for reviewing the materials and the feedback is very much appreciated! PHC does cover medical equipment at home. Members can have the conversation with their provider and PHC will work to get that to them.</p>	<p>None</p>
Additional Business/Other Items		
<p>Open discussion</p>	<p>Everyone was given the opportunity to bring up any other topics, questions or concerns that weren't discussed on the agenda.</p>	<p>Bill Remak: Asked for more information on programs that will help aid refugees. Dr. Kubota: There are already systems in place to help refugees. They will need to enroll with their county and eligibility with be determined through them. Lance LeClair: Advised you can find more info on website Department of Healthcare Services (DHCS) when clicking on CalAIM. Lance LeClair: For anyone interested, come join our committee (Yolo County Home Health Care Services Advisory Committee). We have a lot of positions open. Another way to help get your voice heard.</p>
<p>Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:25 pm Thursday, June 9, 2022</p> <p>Minutes recorded by: Katrina Tagle</p>	



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