



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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, Dona Ostergaard, Darnice Richmond, Frances Porter, Lasonja Porter

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

Partnership Attendees: Kevin Spencer, Cyress Mendiola, Amanda Bernal, Mori McLennan, John Lemoine, Benjamin Amparo, Araceli Gutierrez, Katrina Tagle, Melissa Schumann, Brittany Spears, Jessica Stinson, Lynn Scuri, Nicole Curreri, Dr. Marshall Kubota, Dr. Robert Moore, Athena Beltran-Nampraseut

Absent: Mariana Munguia

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: <i>“In a few words, what is your favorite dish to bring to a BBQ/ picnic?”</i>	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 March 2022 Minutes <i>Araceli Gutierrez</i>	The March 2022 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 March 2022 minutes were approved
Old Business		



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



<p>Follow-up from March'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>
<p>Standing Agenda Items</p>		
<p>Board Meeting Report And Health Plan Update <i>Kevin Spencer</i></p>	<p>Kevin Spencer, Director of Member Services, covered the presentation on behalf of CEO Liz Gibboney who was attending an important financial meeting and COO Sonja Bjork who was in Washington DC representing on the MACPAC Commission (Medicaid and CHIP Payment and Access Commission). This committee makes recommendations on operationalizing changes in Medi-Cal spaces. Darnice gave a very nice recommendation which helped Sonja obtain her position into the committee.</p> <ol style="list-style-type: none"> 1. <u>PHC System Disruption:</u> A very serious incident that impacted our operations and affected our ability to communicate with our community partners, DHCS, the county offices and our providers. We can't go into too much detail as the investigation is still on going, but we can say it was a malware attack that prompted the system disruption. Malware is essentially a malicious software with an intent to do harm to a computer system. From the time we acknowledged the malware attack we began working with federal and state investigators to help identify how this incident occurred and what safeguards we need to put in place to ensure this won't happen again. We have heard this has been happening across all healthcare. PHC sent out a notice to those who may potentially be impacted. We don't have any specific knowledge of actual members or internal staff being compromised, so just to be safe, the notice went out to all. The notice is saying that we're offering credit monitoring for up to 2 years. Incident Response Line (844) 650-2037 available Monday-Friday 5:00 a.m. to 5:00 p.m. We are working aggressively to repair our systems. Currently all of our external systems are up and running. 	<p>Bill Remak: Received notification on a separate incident that occurred with his provider that is contracted with PHC. There was some overlap in the timing of the system disruption occurrence. Are you also communicating with the provider organizations that members may have also had that occur with those organizations? Kevin Spencer: Absolutely, we've been in communication with all of the providers within our network and our community partners. They are very well aware of the situation and what we're doing to repair it. Bill Remak: do you have any specific evidence of sensitive information of any members that may have been breached or is there no evidence at all? Kevin Spencer: There is no evidence at all that specific</p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)



	<ol style="list-style-type: none"> 2. <u>Kaiser “Direct Contract”</u>: This will give Kaiser a direct contract with the state for their Medi-Cal work which means those who are currently assigned to Kaiser through PHC will no longer be associated with PHC. This is slated to begin in January 2024. 3. <u>CalAIM Waiver – Enhanced Care Management and Community Supports</u>: 25 different initiatives to help improve healthcare delivery systems. This program went live January 1, 2022 in five counties. Expansion into other counties will begin in July. We currently have about 30 providers that are doing enhance care management. In addition to ECM and community support services there’ll be things like Medicare line and floating dental coverage that plans will be implanting. As these benefits become available we will notify our members of the changes. 4. <u>Youth Behavioral Health Grants</u>: Office of education is slated to do assessments for mental health services that are needed by the youth in the community over the next few months. We are working with each office in the 14 counties we serve. They’ll have until October to submit their findings and then will have about 2 years to implement those changes. The target audience is from kindergarten through 12th grade. 5. <u>Geographic Expansion</u>: 10 Counties - Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama and Yuba. The largest of those counties are Butte and Placer. Potentially bringing on 266,000 new members. This hasn’t been completely approved, but is slated to move forward. 	<p>members or internal staff have been compromised.</p> <p>Lance LeClair: had a question about the Kaiser Direct Contract, how many members will that effect?</p> <p>Kevin Spencer: this will affect about 85,000 members that are currently assigned to Kaiser. We would assume they would want to stay with Kaiser.</p> <p>Lance LeClair: is PHC in support of the this or opposed to it?</p> <p>Kevin Spencer: PHC is not in support of the Kaiser Direct Contract.</p> <p>Lance LeClair: had a question on the Youth Behavioral Health Grant, he heard the youth authority is closing down and will be releasing them into the public. Will some of that grant money go towards those individuals?</p> <p>Kevin Spencer: hasn’t heard any information regarding Lance’s comment, but would like to discuss offline to do</p>
--	---	--

MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)



further investigation and will get back to Lance.

Bill Remak: had a question regarding the uptake of all vaccines as we go through our surge of COVID. With the programs that we have ongoing how is that progressing now as we enter into the summer?

Kevin Spencer: deferred answer to Dr. Moore.

Dr. Robert Moore: We are finalizing our report for the vaccine incentive program we did and will bring that report to the next board meeting.

6. Additional Board Meeting Update: We brought on 3 new board members for Yolo, Solano and Lake county. The state is allocating more money for housing so we're looking to explore the housing and homeless incentive program (HHIP) to see if we can leverage those funds (about \$89 million).



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



<p>Remembering a CAC Member Stan <i>Lynn Scuri</i></p>	<p>Lynn Scuri, Regional Director of Santa Rosa, shared a few kind words and memories of CAC member, Stan Gow, who passed away in May 2022.</p> <ul style="list-style-type: none"> • First member of the Community Advisory Committee for Sonoma County in 2010. Joined CAC to help educate Partnership about the issues faced by our disabled members. He was injured in an accident in his early 20s, leaving him with very limited mobility. • Served as the Chair of the Commission of the IHHS Public Authority and Advisory Committee, member of the Sonoma County Transit Authority, Paratransit Coordinating Committee and leader of the West End Neighborhood Youth Creekside Clinic-Up effort among many other activities. Stan loved working with youth, as a mentor and advocate for the next generation of leaders. • Stan was also a good friend. I learned so much from him and appreciated his ability to share his story with me and others. I learned about life in Sonoma County as a disabled individual, the challenges of curbside transitions and public transit. Also about his great compassion for youth and the many friends who count themselves lucky to have known and spent time with Stan. 	<p><i>Dr. Marshall Kubota, Michael Strain, Bill Remak and Araceli Gutierrez on behalf of Sonja Bjork</i> also shared a few memories about their interactions with Stan and the impact he’s made on them and the community. Stan will truly be missed as a member of CAC, PHC.</p>
<p>Thank you to Solano CAC Member Mariana <i>Araceli Gutierrez</i></p>	<p>Araceli Gutierrez, Supervisor of Member Services, presentation of plaque/certificate and thank you for your service. Mariana was unable to attend the CAC meeting do to her starting her new position with Solano County Department of Public Health.</p> <p>Statement from Mariana, “I am very fortunate and grateful to have been a part of the CAC. I was born and raised in Solano County and have seen firsthand the health struggles that so many community members have gone through and are currently going through. The CAC has inspired me to continue my advocacy for those who are underserved and I will be continuing to do so at my new position as a Health Education Specialist for the Solano County Department of Public Health. A special thank you to Sonja Bjork who has</p>	<p>None</p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



	<p>been a true mentor to me in my education and career. Her passion for her community and the health and wellbeing of others has truly inspired me to pursue the Public Health path I am on. Thank you Sonja.”</p>	
<p>CAC Membership <i>Kevin Spencer</i></p>	<p>Kevin Spencer, Director of Member Services, gave a brief discussion on the addition of the length of service term within the CAC Guiding Principles. This was introduced about 2 years ago, but was put on standstill do to the pandemic. PHC will be reinstating this membership term as COVID and PHE (Public Health Emergency) starts to diminish. It won't take immediate effect on any current CAC members. Araceli Gutierrez and staff will be reaching out to those who may be impacted in the upcoming year.</p>	<p>Lance LeClair: what is the length of service? Kevin Spencer: 4 years.</p>
<p>Celebrating 50 Years – Ole Health Event <i>Lance LeClair and Darnice Richmond (CAC Members)</i></p>	<p>Lance LeClair, CAC member from Yolo County, shared his experience at the event.</p> <p><u>Mission Statement:</u> OLE Health is dedicated to providing high-quality primary health care to our entire community.</p> <p><u>Vision Statement:</u> Every patient is at the center of a team of professionals who help them reach their wellness goals by offering the services patients need, when and where they need them.</p> <p>Thank you to Partnership Health Plan for inviting me to attend this special event. First, a little about Ole Health, it began in 1972 as a small clinic serving the under-served in the community of Napa. It was staffed mainly by volunteers and local hospital staff. It was only in 1995, 23 years later, that OLE Health got its first full time physician, Dr. Robert Moore, who became the first Medical Director of the clinic. Dr. Moore is now Partnership Health Plan's Medical Director. Dr. Moore was recently featured and interviewed in the Ole Health Newsletter. It was a nice and informative article. It talked about Dr. Moore's long career in Public Health and his outstanding and groundbreaking work with Farmworker Outreach. On behalf of the CAC, I would like to thank Dr. Moore for his career long commitment to Public Health and community care. We are proud to have Dr. Moore as our Medical Director. Ole Health received Federally Qualified Healthcare Center Status in 2005. They are the only non-profit community health center in Napa County, and they remain a model for community health clinics throughout California today. Ole Health has continued to expand; they now have seven clinics in two counties</p>	<p>None</p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)



	<p>and serve more than 40,000 patients. At the helm, is CEO Alicia Hardy, who joined Ole in 2009. Alicia serves as our (PHC's) current Chairman of the Board. This was a three-day event celebrating Ole Health's 50th Year Celebration. I attended the Family Fiesta on Sunday May 15th; the event was held from 3:00-6:00 p.m. It was a lovely event held at the beautiful Culinary Institute of America at COPA in downtown Napa. There was a live band, face painting booth, and lawn games. They had three creative food tables, all of them delicious. There were mini burgers, excellent (I had two), BBQ Brisket Tacos, (had two) and Wood Fired Flatbread, with Adjika, Mushrooms, & Feta Cheese. It was delicious. I had one slice, and they gave me one to go! They had Sparkling Wine, along with Sauvignon Blanc, Chardonnay La Crema & Pinot Noir. It was a beautiful day, there were no meetings, speeches, or workshops to attend. Just a relaxing day with good music, food and drink.</p> <p>Darnice Richmond, CAC member from Solano County, also shared her experience at the event. She really enjoyed the music, food and just watching all the people enjoying the day as well.</p>	
<p>ACAP Scholarship <i>Araceli Gutierrez</i> <i>and Lance LeClair</i></p>	<p>Araceli Gutierrez, Supervisor of Member Services, gave brief information about the scholarship program. ACAP stands for Association for Community Affiliated Plans, it's a national trade association which represents not for profit health plans like PHC. They offer a scholarship program whose purpose is to help strengthen the public healthcare workforce and to collect antidotes highlighting the benefits of Medicaid managed care. The program provides a \$5,000 scholarship to an ACAP health plan enrollee or immediate family member who is seeking higher education and interested in pursuing a career in health care or social services.</p> <p>Lance LeClair, CAC member from Yolo County, shared his experience participating in selecting the winner of the scholarship. All finalist submitted great essays making it very difficult for him to select just one winner. Lance was very honored to be a part of the process.</p>	



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



<p>Pharmacy Carve Out Check In <i>Athena Beltran-Namprasent</i></p>	<p>Athena Beltran-Namprasent, Pharmacy Operations Manager, gave an update on how the carve out has been going.</p> <p>Governors Executive Order January 2019.</p> <ul style="list-style-type: none"> • Create standard formulary, increase access & save money. • Administered by Magellan Health <p><u>What it covers:</u> Medications filled by pharmacies, some medical supplies and equipment (blood glucose monitors & supplies, spacers/peak flow meters, therapeutic continuous glucose monitoring systems, some insulin delivery systems)</p> <p><u>As of May 20, Medi-Cal Rx has:</u></p> <ul style="list-style-type: none"> • Processed more than 47.16 million point-of-sale pharmacy paid claims to participating pharmacies totaling more than \$5.59 billion in payments • Processed 197,574 prior authorization requests • Answered 246,096 calls and 100 percent of virtual hold calls and voicemails have been returned <p><u>What's New:</u> Medi-Cal Rx has created a Special Populations Clinical Liaison team to serve the needs of specific populations:</p> <ul style="list-style-type: none"> • California Children's Services (CCS), the Genetically Handicapped Persons Program (GHPP), and specialty behavioral health conditions. • Until further notice, claim edits due to reinstate May 1, 2022 and the 180-day grandfathering period will be extended. • Effective June 1, 2022, select personal home use blood pressure monitors and blood pressure cuffs will be a covered benefit under Medi-Cal Rx as a pharmacy-billed item. <p><u>How PHC is supporting members:</u></p> <ul style="list-style-type: none"> • Provider communication/education: PHC provider, webinars, newsletter, pharmacy communications 	<p>Wendy Ostergaard: Do they still cover replacement parts for cpap machines?</p> <p>Athena Beltran-Namprasent: Not sure that benefit is covered because it falls under a DME supply which goes through our UM department. I will get back to you on this.</p> <p>(Follow-up): Are CPAPs covered by Medi-Cal Rx? No, this medical supply should be billed in PHC's UM dept. For coverage details, you would need to reach out to the UM helpdesk.</p>
--	---	--



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



	<ul style="list-style-type: none"> • Monitoring pharmacy utilization and prior authorization to assist members with access to their medications. • PHC Care Coordination team will assist members with coordinating care and access to medications with TAR or prescriber issues • PHC Pharmacy department continues to support members and providers on Medi-Cal Rx related issues. 	
<p>Pharmacy Carve Out Check-In <i>Melissa Schumann</i></p>	<p>Melissa Schumann, Supervisor of Member Services, opened the floor to any follow up that was needed from previous meeting regarding Medi-Cal RX. A few members were having trouble obtaining their Covid kits.</p>	<p>Lasonja Porter: What is the process for getting the COVID test kits? Lasonja had trouble obtaining her kit from the CVS Pharmacy (1550 E. Covell Blvd, Davis CA 95616), they wanted her to contact her doctor for a prescription instead of having their pharmacist write one out for her.</p> <p>Althena Beltran-Namprasent (Follow-up): Should I be able to get COVID test at my local pharmacy? Yes, you should go to the pharmacy counter and advise the clerk that you are a Medi-Cal/PHC member, who need a COVID test kit. The clerk should work with their Pharmacist to write and fill a prescription for you. If you are having issues with a certain pharmacy who is not willing to fill a COVID test kit for you, please let us know the name and location of the pharmacy. We will reach out to their corporate office so they can be educated.</p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



		<p>Dr. Robert Moore: Thanked Lasonja for sharing her story. During this transition PHC is being diligent on following up on issues like this with other pharmacies. We want to educate them on what benefits are available to our members.</p> <p>Araceli Gutierrez: Also thanked Lasonja for sharing her experience. Even though PHC no longer manages this benefit, we still want to be proactive in helping our members by educating these pharmacies who are unaware of the available policies.</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>Araceli Gutierrez: Has information on Stan's memorial services if anyone is interested in it.</p> <p>Lance LeClair: has an individual who wanted to post information on the Partnership resource page about a crisis nurse being available in the Yolo county. What is the process/policy for getting this information on to the website?</p> <p>Nicole Curreri: The Population Heath department are the owners of the community resource pages. We're able to add any community resources that are available for</p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, June 9, 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)**



		<p>members to utilize for free or low cost (typically \$20.00 or less). As long as the resource information is current and valid we can post it on our website. You can contact Nicole at NCurreri@partnershiphp.org or Population Health Outreach Help Desk PopHealthOutreach@partnershiphp.org</p>
<p>Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:30 pm Thursday, September 8, 2022</p> <p>Minutes recorded by: Katrina Tagle</p>	