



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, December 8, 2022, 12:00pm – 1:30pm

PHC Southeast Regional Office 4665 Business Center Drive, Fairfield CA 94534
West Building (Conference Room Napa/Solano – 1st floor)



Attendees: Beverly Franklin, Glenda Jones, Eugene Korte, Wendy Ostergaard, Dona Ostergaard, Darnice Richmond, Belinda (guest), Frances Porter, Lasonja Porter, Lance LeClair

Phone Attendees: William Remak, Marcelo (Nunie) Matta

Partnership Attendees: Liz Gibboney, Kevin Spencer, Cyress Mendiola, John Lemoine, Joe Chiminiello, Araceli Gutierrez, Katrina Tagle, Melissa Schumann, Nicole Luna, Brittany Spears, Chelsea Breshears, Ryan Ciulla, Dr. Marshall Kubota, Hannah O’Leary, Kory Watkins, Latrice Innes, Lynn Scuri

Absent: Michael Strain, Jeanette Perez

Agenda Topic	Minutes	Comments/Discussion/Action Items
Introduction Araceli Gutierrez <i>Member Services Supervisor</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 a few words, can you share something kind that someone said to you or you said to someone recently?”	<i>None</i>
Public Comments Araceli Gutierrez <i>Member Services Supervisor</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.	<i>None</i>



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<p>Approval of September 2022 Minutes All</p>	<p>The September 2022 Meeting Minutes were reviewed and approved</p>	<p><i>Motion:</i> Darnice Richmond motioned to approve the minutes. Several CAC members seconded the motion and the September 2022 minutes were approved.</p>
<p>Old Business</p>		
<p>Follow-up from June's CAC Meeting Araceli Gutierrez <i>Member Services Supervisor</i></p>	<p>Follow up from September CAC meeting</p> <ol style="list-style-type: none"> 1. June meeting minutes re-motioned. 2. ACAP Scholarship: Marina Esquivel Cisneros, a member of CalOptima Health out of Orange County was awarded the \$5,000 scholarship towards tuition and educational expenses. 3. Community Health Worker (CHW) Scholarship: new scholarship opportunity was presented 	<p><i>Motion:</i> Darnice Richmond motioned to approve the minutes. Several CAC members seconded the motion and the June 2022 minutes were approved.</p>
<p>Standing Agenda Items</p>		
<p>Board Meeting Report Lance LeClair <i>Consumer Board Member</i></p>	<p>Lance LeClair, CAC Member provided a brief update on the Board Meeting report.</p> <ul style="list-style-type: none"> • CEO, Liz Gibboney reported updates on 11 areas that Partnerships executive team is continuing to work on. They are evaluating, developing, planning and preparing to implement initiatives effectively and to ensure PHC meets all DHCS requirements. • PHC is working on growing their provider network as our membership continues to grow. (August 2022 our membership was 659,818 members, an increase of 2,839 from the previous month) 	



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- An Associate Director of Housing/Incentive Programs has been selected to lead our housing work and other incentive programs.
- PHC is continuing to meet with providers and stakeholders in the geographic expansion counties.

Deputy CEO/COO, Sonja Bjork delivered her message to the Board via satellite from Washington D.C. where she is working with MACPAC (see below):

The Medicaid and CHIP Payment and Access Commission (MACPAC) is a non-partisan legislative branch agency that provides policy and data analysis and makes recommendations to Congress, the Secretary of the U.S. Department of Health and Human Services, and the states on a wide array of issues affecting Medicaid and the State Children's Health Insurance Program (CHIP). The U.S. Comptroller General appoints MACPAC's 17 commissioners, who come from diverse regions across the United States and bring broad expertise and a wide range of perspectives on Medicaid and CHIP.

- Two open house events recently took place in the Southwest Region, the Russian River Health Center located in Guerneville and the Caritas Center in Sonoma county. They offer services to support homelessness, including temporary housing, childcare services, showers, and laundry, and many more services.
- Reported on operations in the Southern Region that focused on supporting the three major initiatives, CAL-AIM, HHIP (Housing & Homeless Incentive Program) which supports integration of health and housing services to the homeless, and SBHIP (Student Behavioral Health Incentive Program) which provides funds and supports integration of enhancing behavioral services to youth, on site or adjacent to school facilities.
- Increased efficiency on claims, provider recruitment, and implementing the new payor system.
- In Health Services, the Population Health Department is building up their staff and partnerships with the community so that they can increase their outreach. They're



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	<p>continuing to look for ways to help build relationships with many of the underserved populations we serve.</p> <ul style="list-style-type: none"> • The Care Coordination team is preparing Phase II ECM to provide direct ECM to eligible members. 	
<p>Health Plan Update Liz Gibboney <i>CEO</i></p>	<p>Liz Gibboney, Chief Executive Officer, gave a brief recap of the HealthPlan Updates.</p> <p>Listening Tours: PHC hosted three state DHCS regional meetings. DHCS’ top leadership held a dozen meetings up and down California. They talk to communities about how CalAIM and other Medi-Cal programs are working. Each meeting is four hours long, attended in person by health center leaders, hospital leaders and community based organizations. They heard about CalAIM and the states big five waiver program including all the initiatives under that umbrella. They also heard about transportation challenges, and the sparse care in rural areas and how difficult it is to find and keep physicians, nurses, behavioral health specialists, and other key positions in the healthcare delivery system.</p> <ul style="list-style-type: none"> • PHC Expansion: Ten additional counties have all voted with their boards of supervisors to affiliate with PHC and leave their current model of Medi-Cal managed care. Their members would join PHC in January 2024. • Behavioral Health Phase II: PHC’s team is working with over 80 school districts within PHC’s current 14 counties. The counties offices of education submitted grants to PHC for various significate state funding, from kids to high school students who need additional mental health and substance use services. Once plans are approved, the school districts will get funds to implement some of the interventions they would like to make in the coming few years. • Board Retreat: PHC is planning their annual board retreat. They will meet in February 2023. They have invited the head of the California Department of Health Care Access and Information (HCAI). HCAI disburses a lot of state funds to the 	

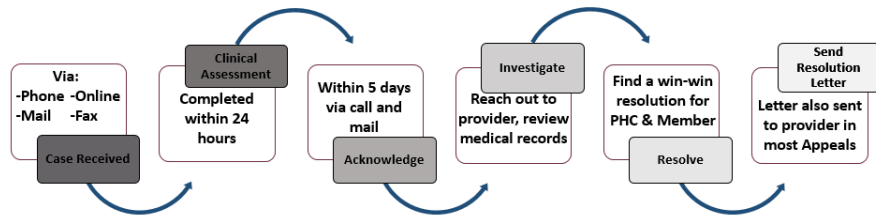
healthcare workforce and PHC is hoping they make their financial investment in our counties to help with the workforce issues we are facing.

New Business

2022 Grievance & Appeals Annual Report
Kory Watkins
Associate Director of Grievance & Appeals

Kory Watkins, Associate Director of Grievance & Appeals, provided a presentation on 2021's Grievance Appeals Annual Report.

- Cases are held confidentially in the Grievance and Appeals Department. PHC has a strict retaliation policy.
- Grievance and Appeals Process ↓



Kory provided several stats which included:

- Annual Stats: Number of cases investigated
- Outcomes: Appeal and state hearing outcomes
- Timeliness: Case investigation stats
- Member Demographics: As insight to who filed the cases
- Categories of Dissatisfaction: An overall look at the issues



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	<ul style="list-style-type: none"> • The Reasons: 2021 vs 2020 • The Reasons: Service by provider • The Reasons: Discrimination/Unfair Treatment • Improvements: Upgrades PHC made in 2021 	
<p>Annual PHC Member Satisfaction Results Kevin Spencer <i>Senior Director of Member Services</i></p>	<p>Kevin Spencer, Sr. Director of Member Services provided a presentation on 2021/2022 Member Experience Grand Analysis (MEGA) Report and requested member feedback. The Analysis helps PHC meet the requirements for accreditation with the National Committee for Quality Assurance (NCQA).</p> <ul style="list-style-type: none"> • MEGA represents two data sets: Grievance & Appeals data, and the Consumer Assessment of Healthcare Providers & Systems (CAHPS). • Purpose of the CAHPS survey is to measure member satisfaction in identifying where our pain points are and how we can improve. • PHC does this survey once a year although, the State only requires it once every three years. <ul style="list-style-type: none"> ○ Score = How members rated PHC. ○ Percentile = How PHC falls within the rank of other health plans who are NCQA accredited. <p>Goal is to have the highest percentile, but anything below the 25th percentile is targeted for discussion and potential intervention.</p> <p>Adult Survey:</p> <ul style="list-style-type: none"> • Members eligible for the survey were those 18 years and older who were continuously enrolled in the plan for the last six months of the measurement year. <p>Sample Size: 2700</p>	



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	<p>Response Rate: 14.1%</p> <p>Six scores fell below the 25th percentile:</p> <ol style="list-style-type: none">1. Rating of all Health Plan 69.9%; 5th percentile2. Rating of All Health Care 70.0%; 5th percentile3. Rating of Personal Doctor 77.6%; 6th percentile4. Getting Needed Care 76.0%; 7th percentile<ul style="list-style-type: none">• Getting care, tests, or treatment• Getting specialist appointment5. Getting Care Quickly 72.9%; 5th percentile<ul style="list-style-type: none">• Getting urgent care• Getting routine care <p>Care Coordination 81.3%; 15th percentile</p> <p>Child Survey:</p> <ul style="list-style-type: none">• Members eligible for the survey were parents of those 17 years and younger who were continuously enrolled in the plan for at least five of the last six months of the year. <p>Sample Size: 4,125</p> <p>Response Rate 14.5%</p> <p>Four scores fell below the 25th percentile:</p> <ol style="list-style-type: none">1. Rating of Health Plan 82.2%; 11th percentile2. Rating of All Health Care 83.7%; 5th percentile3. Rating of specialist 81.6%; 6th percentile4. Getting needed care 79.6%; 10th percentile<ul style="list-style-type: none">• Easy to get care believed necessary for child	
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	<ul style="list-style-type: none"> • Easy to get appointment for child with specialist <p>Action Areas: Three lowest scores per survey</p> <p>Adult Survey: Getting Care Quickly Rating of the Health Plan How Well Doctors Communicate</p> <p>Child Survey: Getting Needed Care Rating of Health Care Rating of Health Plan</p>	
<p>CAC Achievements for The Year Melissa Schumann <i>Member Services Supervisor</i></p>	<p>Melissa Schumann, Member Services Supervisor recognized the achievements the CAC team has accomplished this year. The CAC members provided quality feedback and brought up great questions and concerns regarding Medi-Cal RX, the Student Behavioral Health School Initiative, CalAIM Enhanced Care Management (ECM), Member Materials, the System Disruption, the 10 county expansion, the ACAP Scholarship, Guiding Principles & New DHCS Regulations, Community Supports especially in:</p> <ul style="list-style-type: none"> • Housing Transition Navigation Services • Housing Deposits • Housing Tenancy • Short-Term Post Hospitalization Housing • Recuperative Care (Medical Respite) • Medically Tailored Meals or Medically Supportive Food • Lance had the opportunity to attend the board meeting and board retreat this year and gave us detailed updates. • Darnice and Lance had the opportunity to attend the Ole Health 50 year’s event and reported how wonderful the event was. 	<p><i>None</i></p>



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<p>Population Health Hannah O’Leary <i>Senior Health Educator</i></p>	<p>Population Health Member Material Review: Managing Diabetes: Diet and Exercise</p>	<p><i>None</i></p>
<p>Additional Business/Other Items</p>		
<p>Thank You to CAC Members Melissa Schumann <i>Member Services Supervisor</i> Open Discussion</p>	<p>Melissa Schumann, Member Services Supervisor thanked our CAC members for their continued dedication to CAC, always raising valid questions and providing an important perspective. You all are our eyes and ears in the community and your feedback is extremely valuable to us. We were able to accomplish everything this year with your continued feedback and participation.</p> <p>Committee members and attendees were given the opportunity to bring up any other topics, questions or concerns that weren't discussed on the agenda.</p>	<p><i>None</i></p>
<p>Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:35 pm Thursday, March 9, 2023 Minutes recorded by: Katrina Tagle</p>	