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## MEETING AGENDA

**Meeting / Project Name:** Consumer Advisory Committee

**Objective of Meeting:** The Consumer Advisory Committee (CAC) advocates for members by ensuring that Partnership HealthPlan of California (Partnership) is responsive to the diversity of health care needs of all members.

**Date:** December 12, 2024

**Time:** Noon – 2 p.m.

**PHC Attendees:** Amanda Cornelius, Amanda Peters, Amy Turnipseed, Andrea Rosas, Ashlyn Scott, Brandi Walker, Brittany Spears, Carmen Munoz, Carolyn Moulton, Chelsea Breshears, Cyress Mendiola, David Lavine, DeLorean Ruffin, Dr. Bradley Cox, Dr. Jeff Ribordy, Dr. Marshall Kubota, Dr. Mohamed Jalloh, Dr. Robert Moore, Edna Villaseñor, Elisandra Rios, Hannah O'Leary, Ileana Hernandez, Javier Gomez, Jay Navarrete, Jaymee James, Jesse Benton, Jill Blake, John Lemoine, Jose Puga, Katherine Barresi, Kathryn Power, Katrina Tagle, Kory Watkins, Krystal Johnson, Leigha Andrews, Madison Clark, Manleen Randhawa, Mark Bontrager, Marta Ford, Mary Enos, Matthew Mouille, Melissa Schumann, Mona Cheng, Naomi Gordon, Rebecca Stark, Ryan Ciulla, Shahrukh Chishty, Sheila Hakel, Tammy Mangabay, Tara Logan, Tim Sharp, Vicky Klakken, Wendi Davis, Yolanda Latham

**Consumer Attendees:** Becky Sherman, Belle Knight, Bethany Redmill, Beverly Franklin, Brion Burkett, Catherine Collins, Christina Thompson, Claire Gover, Craig Granum, Eli Seigel, Ellen Payton, Eugene Korte, Fanechka LaFitte, Guadalupe Alvarado, Jackie Berg, Jeanette Perez, Jennifer “Jenny” Bentrin, Joy Necom-Wade, Lee Walton, Lori Carrillo, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sandra Mandujano, Sidnee First, Sol McNally, William “Bill” Remak, Yan Yan “Jaime” Faurot

**Meeting Locations:**

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue\_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
- 281 Nevada St. Auburn, CA 95603 (Conference Room)
- 2760 Esplanade Suite 130, Chico, CA 95973 (Conference Room)

**Alternate Location:**

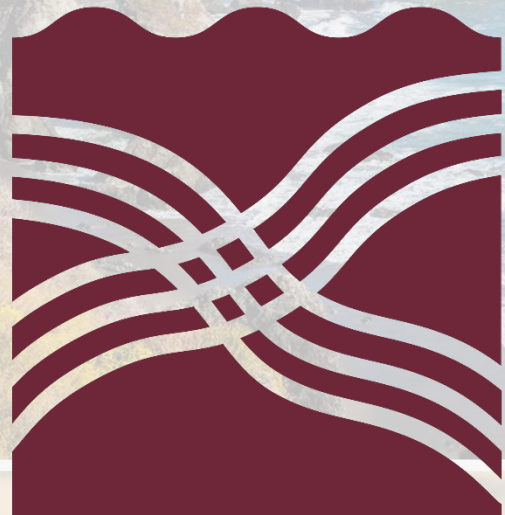
- Modoc Medical Clinic: 1111 N Nagle St. Alturas, CA 96101

Topic	Description	Page	Time
<b>1) Welcome / Purpose of Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	5	12:00
<b>2) Introductions</b> <i>Time: 15 minutes</i> <i>Speakers: Melissa Schumann &amp; Ryan Ciulla</i>	Introduction of CAC members and Partnership staff. Welcome new members as well as provide a reminder for recruitment  <b>Ice Breaker Question:</b> <i>In one or two words, what is something you are thankful for in the past year?</i>	6	12:05
<b>3) Approval of September 2024 Minutes</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the September 2024 minutes and another member to second the motion	7 - 18	12:20
<b>4) Follow Up from September 2024 CAC Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	<ul style="list-style-type: none"> <li>• Mark Bontrager will provide a current list of Partnership counties that have a mobile crisis unit.</li> <li>• Mathew Mouille will provide a full list of eligibility criteria that are covered under Medicare.</li> </ul>	19	12:25
<b>5) Report on Board Meeting</b> <i>Time: 15 minutes</i> <i>Speaker: Belle Knight, Brion Burkett, &amp; Marcelo “Nunie” Matta</i>	Consumer Board Representatives provide update from Board meeting	20	12:30
<b>6) Partnership Update</b> <i>Time: 10 minutes</i> <i>Speaker: Wendi Davis</i>	Brief overview of health plan updates	21	12:45
<b>7) Partnership Logo</b> <i>Time: 15 minutes</i> <i>Speaker: Dustin Lyda</i>	Discussion on Partnership’s Logo	22	12:50
<b>8) 2024 Grievance &amp; Appeals Annual Report</b> <i>Time: 15 minutes</i> <i>Speaker: Kory Watkins</i>	Partnership Grievance Presentation	23 - 37	1:05
<b>9) Partnership Advantage</b> <i>Time: 10 minutes</i> <i>Speaker: Matthew Mouille</i>	Update on Partnership’s Medicare Line of Business, Partnership Advantage	38 - 45	1:20

Topic	Description	Page	Time
<b>10) Partnership Member Scholarship Program</b> <i>Time: 5 minutes</i> <i>Speaker: Amanda Bernal</i>	Announcement of Partnership's Member Scholarship Program	46	1:30
<b>11) Community Health Assessment(CHA)/Community Health Improvement Plans (CHIP) Update</b> <i>Time: 10 minutes</i> <i>Speaker: Hannah O'Leary</i>	Brief update on Population Health CHA/CHIP work	47 - 61	1:35
<b>12) CAC Achievements</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Review of CAC Achievements from 2024	62	1:45
<b>13) Open Forum</b> <i>Speaker: All</i>	All members of the committee and 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	63	1:50
<b>14) Next Meeting</b>	<b>March 13, 2025</b> <b>Noon – 2 p.m.</b>	64	

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PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*



# Consumer Advisory Committee (CAC)

Melissa Schumann & Ryan Ciulla  
December 12, 2024

# Welcome / Purpose of Meeting

## Manager of Member Services, Melissa Schumann



### Consumer Representation by County

**Butte:** Eli, Lori

**Colusa:** Craig

**Humboldt:** Christina, Jennifer “Jenny,”  
Margaret

**Lake:** Bethany, Sidnee

**Lassen:** Ellen

**Marin:** Yan Yan “Jaime”

**Modoc:** Lee

**Napa:** Beverly

**Placer:** Brion

**Shasta:** Becky, Belle, Joy, Wendy

**Solano:** Catherine, Claire, Eugene,  
Jeanette, Sol

**Sonoma:** Guadalupe, Michael, Sandra,  
William “Bill”

**Tehama:** Fanechka

**Yolo:** Lulu, Marcelo “Nunie”

**Yuba:** Jackie

### Vacant County Seats

Del Norte    Glenn    Mendocino    Nevada    Plumas  
Sierra    Siskiyou    Sutter    Trinity

## Ice Breaker Question:

In one or two words, what is something you are thankful for in the past year?





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## MEETING MINUTES

**Meeting Name:** Consumer Advisory Committee Meeting

**Date:** September 12, 2024

**Time:** Noon – 2 p.m.

**Locations:**

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue\_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
- 281 Nevada St. Auburn, CA 95603 (Conference Room)
- 2760 Esplanade Suite 130, Chico, CA 95973 (Conference Room)

**Alternate Location:**

- Banner Lassen Medical Center: 1000 Springs Ridge Dr. Susanville, CA 96130 (Pioneer Conference Room)

**Partnership Attendees:** Adriana Pantoja, Amanda Peters, Brandi Walker, Brent Weinberg, Brittany Spears, Chelsea Breshears, Cyress Mendiola, DeLorean Ruffin, Edna Villaseñor, Elijah Allen, Jeremy King, John Lemoine, Jose Puga, Katrina Tagle, Manleen Randhawa, Mark Bontrager, Dr. Marshall Kubota, Marta Ford, Matthew Mouille, Melissa Schumann, Dr. Mohamed Jalloh, Monica Uribe, Mona Cheng, Monika Brunkal, Ryan Ciulla, Sheila Hakel, Tim Sharp, Tommee Naenphan, Vicky Klakken, Wendi Davis, Yolanda Latham

**Consumer Attendees:** Becky Sherman, Belle Knight, Beverly Franklin, Brion Burkett, Christina Thompson, Claire Gover, Eli Seigel, Ellen Payton, Eugene Korte, Guadalupe Alvarado, Jennifer “Jenny” Bentrim, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sol McNally, William “Bill” Remak, Yan Yan “Jaime” Faurot

Agenda Topic	Minutes	Action Items
<p><b>1) Welcome / Purpose of Meeting</b>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Manager of Member Services</b>, opened the meeting by welcoming everyone, read the housekeeping rules and reminded the members that the purpose of the Consumer Advisory Committee is to act as a bridge between the health plan and the members by giving them a forum to discuss common issues of interest and importance. The Committee creates a good place to bring up concerns for all members by making sure that Partnership responds to the different kinds of health care needs for all members.</p>	<p><i>None</i></p>
<p><b>2) Introductions</b>  <i>Speakers: Melissa Schumann and Ryan Ciulla</i></p>	<p>CAC members in all Partnership sites gave their names and which county they were from.</p> <p>Members also answered the Ice Breaker question: In one or two words what are some encouraging words that you would give to someone?</p>	<p><i>None</i></p>
<p><b>3) Approval of July 2024 Minutes</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>The July 2024 meeting minutes were reviewed and approved</p>	<p><b>Vote:</b>  <i>Brion Burkett</i> voted to approve the minutes, <b>Becky Sherman</b> also voted to approve the minutes.</p>
<p><b>4) Follow Up from July 2024 CAC Meeting</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Ryan Ciulla, Manager of Member Services</b> provided answers to follow up questions from the July 2024 CAC Meeting.</p> <ul style="list-style-type: none"> <li>• <b>24 County Crisis phone numbers:</b> <ul style="list-style-type: none"> <li>○ <u>Southern Region</u>  Lake: (800) 900-2075  Marin: (415) 473-6666  Mendocino: (855) 838-0404</li> </ul> </li> </ul>	<p><i>Mark Bontrager will provide a current list of Partnership counties that have a mobile crisis unit.</i></p>



Agenda Topic	Minutes	Action Items
<p><b>4) Follow Up from July 2024 CAC Meeting (continued)</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>Napa: (707) 253-4711  Solano: (707) 428-1131  Sonoma: (800) 746-8181  Yolo: (530) 756-5000</p> <ul style="list-style-type: none"> <li>○ <u>Northern Region</u>  Del Norte: (888) 446-4408  Humboldt: (707) 445-7715  Lassen: (888) 530-8688  Modoc: (800) 699-4880  Shasta: (530) 225-5252 or  (888) 385-5201 for Shingletown, Burney, Fall River Siskiyou: (800) 842-8979  Trinity: (888) 624-5820</li> <li>○ <u>Eastern Region</u>  Butte: (800) 334-6622  Colusa: (888) 793-6580  Glenn: (800) 507-3530  Nevada: (888) 801-1437  Placer: (888) 886-5401  Plumas: (800) 757-7898 or (530) 283-6307 Sierra: (888) 840-8418  Sutter: (888) 923-3800  Tehama: (800) 240-3208  Yuba: (888) 923-3800</li> </ul> <p>* If outside the Partnership service area: National Suicide Prevention: (800) 273-TALK (8255)</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>4) Follow Up from July 2024 CAC Meeting (continued)</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Marcelo “Nunie” Matta</b> asked, how many counties have the mobile crisis units?</p> <p><b>Mark Bontrager</b> response, it is a new requirement by the state that every county mental health plan will have a mobile crisis unit.</p> <p><b>Wendi Davis</b> response, we have about 12-14 counties that have it and many others that are working on getting the mobile crisis units.</p> <p><b>Yan Yan “Jaime” Faurot</b> response, There are other programs similar to the mobile crisis unit available in Marin (San Rafael “In Safety”) and Sonoma (“In Response”) county where they utilize peer support for a person in crisis. You can also dial the number 988 the suicide and crisis hotline.</p> <p><b>William “Bill” Remak</b> response, if you don’t know the crisis line phone number you can call 911 and they will connect you to the crisis line.</p> <p><b>Ryan Ciulla</b> reminded, everyone they can access these contact numbers on our Partnership community resource page on our website.</p> <ul style="list-style-type: none"> <li>• Update on CCS Whole Child Model and breakdown in each region – will be given by Wendi Davis, Chief Operating Officer later in the agenda.</li> </ul>	<p><i>None</i></p>
<p><b>5) CAC Member Seat Changes</b>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Manager of Member Services</b> acknowledged and expressed gratitude to Lance LeClair for his years of dedicated service to the CAC. Although he couldn’t attend the meeting today to accept his plaque in person, it will be sent to him by mail.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>6) Consumer Board Representative Update</b>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Manager of Member Services</b> discussed the selection process of choosing the new Consumer Board Representatives and announced who was selected for the positions.</p> <p>To comply with the Partnership bylaws which are written rules that our Board of Commissioners adhere to. A selection committee was created to review the Consumer Board Representative applications and select the new Consumer Board Representatives. The diverse selection committee consisted of:</p> <ul style="list-style-type: none"> <li>• Partnership’s CEO or designee</li> <li>• One Partnership staff member from Member Services</li> <li>• One Consumer Representative that was not applying for the position</li> <li>• One Board Member</li> </ul> <p>The selection committee met in early August and selected three new board of commissioners for their respective regions:</p> <ul style="list-style-type: none"> <li>○ Belle Knight, Northern Region Consumer Board Representative</li> <li>○ Brion Burkett, Eastern Region Consumer Board Representative</li> <li>○ Marcelo “Nunie” Matta, Southern Region Consumer Board Representative</li> </ul> <p>Each Consumer Board Representative will serve a two year term.</p> <p>First Board Meeting was held in August 2024.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>7) Report on Board Meeting</b>  <i>Speaker: Belle Knight, Brion Burkett, &amp; Marcelo “Nunie” Matta</i></p>	<p><b>Consumer Board Representatives</b> shared their experience attending the August 2024 Board Meeting.</p> <p><b>Belle Knight</b> had a great first experience at the Board Meeting.</p> <p><b>Brion Burkett</b> had a great first experience and shared information he gathered from the Board Meeting:</p> <ul style="list-style-type: none"> <li>• Partnership had zero security breaches and received an A+ rating which is rare rating to achieve. This means our member information is safe and secure.</li> <li>• The plan is pursuing a six month transitional rent benefit.</li> <li>• Call Center has been consistently reaching their goal of answering the phones in thirty seconds or less.</li> </ul> <p><b>Marcelo “Nunie” Matta</b> is really proud to be a member and advocate on the Board. There are many issues and Partnership is trying to make them all better.</p>	<p><i>None</i></p>
<p><b>8) Partnership Update</b>  <i>Speaker: Wendi Davis</i></p>	<p><b>Wendi Davis, Chief Operating Officer</b> gave a brief overview of health plan updates.</p> <p><b>Medicare D-SNP or Dual Eligible Special Needs Plans</b>  Starting January 1, 2026 Partnership will manage both Medi-care and Medi-Cal programs in eight counties.</p> <p><b>Williams “Bill” Remak</b> asked, will there be support services available for those individuals under 65 who undergo periodic eligibility reviews?</p> <p><b>Matthew Mouille</b> answered, we are still in the early stages of building out the program and will take feedback from this group into consideration.</p>	<p><i>Wendi Davis will connect with Jaime Faurot after the meeting to discuss her concerns and find solutions.</i></p> <p><i>Cyress Mendiola will connect with Sol McNally after the meeting to discuss her concerns.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>8) Partnership Update (continued)</b>  <i>Speaker: Wendi Davis</i></p>	<p><b>Wendi Davis</b>, Partnership is not responsible for or have any authority over the eligibility or enrollment process. Individuals apply with the county, they become eligible and then they're assigned to Partnership.</p> <p><b>Yan Yan "Jaime" Faurot</b> asked, how does Partnership provide support to those who are facing barriers and link them with services they need?</p> <p><b>Wendi Davis</b> said Partnership's Care Coordination Department has Care Coordinators who assists members with this. They help members coordinate, navigate, and access their resources. If the member is still facing issues, the member is encouraged to call and request the situation to be escalated.</p> <p><b>Eli Seigel</b> asked what Partnership's policy and procedures are for fuel, parking, and toll reimbursement?</p> <p><b>Wendi Davis</b> told Eli to call Transportation and let them know there is a payment discrepancy. The Transportation Team will do an audit and review the payments.</p>	<p><i>Someone from the CAC Team will reach out to Eli to get more information and assist with getting the payment discrepancy settled.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>8) Partnership Update (continued)</b>  <i>Speaker: Wendi Davis</i></p>	<p><b>CCS Whole Child Model:</b> Partnership has undergone a transition from what was previously known as CCS, which was fully managed by the counties and the state, to incorporating those responsibilities into its benefits. This change includes CCS children in the original fourteen counties managed by Partnership, which currently takes on the responsibility for claims payment and care coordination for these children. With the addition of ten new counties to Partnership's service area, we will implement the same approach for them. Currently, Partnership is working closely with each county and the CCS Departments to ensure a smooth transition. This effort aims to centralize and coordinate the services that families have been receiving from various locations. The new system is expected to go live on January 1, 2025.</p> <p><b>Special Care Liaisons:</b> Partnership has several special care liaisons such as, foster care, dental, long-term care, and tribal health liaisons. These specialized individuals work with groups and special organizations to make sure they are getting the attention and services they need.</p> <p><b>Jennifer “Jenny” Bentrim</b> asked if advocacy is included with foster care? <b>Mark Bontrager</b> said while the state previously did not mandate coverage for foster youth under a Managed Care Plan, Partnership has consistently included foster youth as members and has extensive experience and support in working with them. The state now requires the appointment of a designated individual, either a foster care liaison or a child welfare liaison, to collaborate directly with county child welfare departments and eliminate any barriers to care. This liaison can enhance the partnership by facilitating communication and information exchange with the county departments.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>8) Partnership Update (continued)</b>  <i>Speaker: Wendi Davis</i></p>	<p><b>Yolanda Latham</b> introduced herself as Partnership's Tribal Liaison. She is an enrolled member of the Hoopa Valley tribe, which is a federally recognized tribe in Northern California. Her job entails educating the specialty type of situations that tribal health care is in and the rights, protections, and exemptions under tribal health.</p>	<p><i>None</i></p>
<p><b>9) Preparing for Medicare</b>  <i>Speaker: Matthew Mouille</i></p>	<p><b>Matthew Mouille, Medicare Manager</b> gave a presentation on how Partnership is preparing for Medicare.</p> <p>As part of CalAIM, all Medi-Cal plans must offer a Medicare Special Needs Plan for Dual Eligible Beneficiaries (Medicare D-SNP) by 2026.</p> <p>This will launch in eight counties: Del Norte, Humboldt, Mendocino, Lake, Sonoma, Napa, Solano, and Marin.</p> <p>Matthew took in member feedback of their experience with Medicare and will take that into consideration while building out the plan.</p> <p>If you have more information you'd like to share with Matthew regarding Medicare please reach out to the Consumer Advisory Committee Team by emailing <a href="mailto:CAC@partnershiphp.org">CAC@partnershiphp.org</a></p>	<p><i>Mathew Mouille will provide a full list of eligibility expectations or exceptions that are covered under Medicare.</i></p>
<p><b>10) Outreach and Education Campaign for Mental Health</b>  <i>Speaker: Mark Bontrager</i></p>	<p><b>Mark Bontrager, Senior Director of Behavioral Health</b> gave a presentation on Partnership's Behavioral Health Department Member Outreach and Education Campaign. He also provided an overview of the survey responses he received from the CAC members.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>10) Outreach and Education Campaign for Mental Health (continued)</b>  <i>Speaker: Mark Bontrager</i></p>	<p>SB1019 mandates that all managed care plans do the following every year:</p> <ul style="list-style-type: none"> <li>• Conduct an assessment of mental health utilization</li> <li>• Consult with stakeholders: <ul style="list-style-type: none"> <li>○ Consumer Advisory Committee</li> <li>○ Tribal Members</li> <li>○ Racial and ethnic diverse stakeholders</li> <li>○ Include input from the Population Needs Assessment report</li> </ul> </li> <li>• Create a Member Outreach and Education Plan <ul style="list-style-type: none"> <li>○ Plan must include multiple means of communication</li> <li>○ (Examples: Website, written materials, texts, etc.)</li> <li>○ Use “stigma reduction” techniques</li> <li>○ Meet cultural and linguistic standards</li> </ul> </li> </ul> <p><b>Lulu Zhang</b> asked, why Asians weren’t represented on the utilization of mental health services graph in the presentation. <b>Mark Bontrager</b> answered, only the top four groups are listed on the presentation, but we do have the utilization rates for all groups.</p> <p><b>Lulu Zhang</b> asked, For county specialty mental health, what is the agency that provides this service? <b>Mark Bontrager</b> answered, All but one county in California has a mental health plan. If you have Medi-Cal, your county is required to provide or arrange you with specialty mental health services.</p> <p><b>Edna Villaseñor</b>, If you need help connecting with Carelon you can call Member Services department at (800) 863-4155. If you don’t know what type of services you need, Carelon can do an assessment.</p> <p><b>Claire Gover</b> asked, Is some of the educational material going to tie into mental health services provided in schools? <b>Mark Bontrager</b> answered, the State will be delivering something statewide. We will wait to see what that looks like and see if we need something in addition to what the state will do.</p>	<p><i>None</i></p>



Agenda Topic	Minutes	Action Items
<p><b>10) Outreach and Education Campaign for Mental Health (continued)</b>  <i>Speaker: Mark Bontrager</i></p>	<p><b>Yan Yan “Jaime” Faurot</b> inquired whether Partnership has thought about implementing a pilot program to engage the community for feedback, rather than relying solely on mail or phone calls. She also noted the absence of Asian representation in the graph and asked whether this was due to a lack of data or simply space constraints. <b>Mark Bontrager</b> responded that Partnership has utilized other communication methods, such as focus groups. As for the graph, he explained that the presentation was condensed due to time limitations. He emphasized his appreciation for the feedback and reiterated that their purpose today is to better understand the needs of the community.</p>	<p><i>None</i></p>
<p><b>11)CHA / CHIP Updates</b>  <i>Speaker: Monika Brunkal</i></p>	<p><b>Monika Brunkal, Associate Director of Population Health</b> gave a presentation update on the Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP).</p> <p>The local health departments conduct assessments and determine the needs within each community. Once they gather this information, they create a plan to address and improve those needs. Partnership is currently setting goals with Solano, Shasta, Modoc, and Yuba counties and completing worksheets that outline collaborative plans. Some counties have inquired whether CAC members would be willing to participate in additional focus group surveys, health education outreach, material reviews, and feedback sessions. CAC members can expect to receive surveys by mail addressing community needs in those counties.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>12) Partnership in the Community</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Ryan Ciulla, Manager of Member Services</b> gave a brief update on community events attended by Partnership Member Services staff.</p> <p><b>Redding Farmers Market July 27, 2024</b></p> <ul style="list-style-type: none"> <li>• We engage with the community, answer any Partnership related questions, and provide one on one support to our members who visit our booth.</li> <li>• Belle Knight (Shasta County) and Wendi Davis (Partnership Chief Operating Officer) were in attendance.</li> <li>• The next Farmers Market we will be attending is on Saturday, September 28, 2024 from 7:30 a.m. to noon located at the Redding City Hall. For anyone who visits the Redding Farmers Market please stop by our booth.</li> </ul> <p><b>Bridging Hope 2<sup>nd</sup> Annual Walk for Suicide Awareness &amp; Prevention September 7, 2024 in Marysville, CA (Yuba County)</b></p> <ul style="list-style-type: none"> <li>• Member Services, Population Health, and Behavioral Health Teams attended to engage with the community and provide onsite support.</li> </ul> <p>If you know of any future events, please reach out to the CAC Team – we can then look into this further to see if we can attend.</p>	<p><i>None</i></p>
<p><b>13) Open Forum</b>  <i>Speaker: All</i></p>	<p>All Members of the committee and 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</p>	<p><i>None</i></p>
<p><b>14) Next Meeting</b></p>	<p><b>December 12, 2024</b>  <b>Noon – 2 p.m.</b></p>	

# Follow-Up from September 2024 Meeting

Manager of Member Services, Ryan Ciulla

- Mark Bontrager will provide a current list of Partnership counties that have a mobile crisis unit.
- Mathew Mouille will provide a full list of eligibility criteria that are covered under Medicare.

# Report on Board Meeting

Consumer Board Representatives,  
Belle Knight, Brion Burkett, Marcelo “Nunie” Matta

## Recap on Partnership’s Board of Commissioners’ Meeting



PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
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# Partnership Update

Wendi Davis  
Chief Operating Officer



# Partnership Logo's

Director of Communications and Government Affairs, Dustin Lyda





# Grievance and Appeals *Annual Report – Calendar Year 2023*

Kory Watkins, MBA – HM  
Director of Grievance and Appeals

December 12, 2024



# Agenda

- Overview
- The Numbers
- The Members
- The Reasons



# Purpose Overview

The Grievance and Appeals Department is responsible for resolving member complaints, grievances, and appeals. Our goal is to ensure that our members' rights are protected, and that they have a fair process to address any concerns or disputes they may have regarding their health care services.

The Grievance and Appeals Department is important because we:

Help members understand their benefits

Improve how Partnership delivers benefits

Improve provider's service to members

Solve conflicts between parties

Identify new training opportunities

# Process Overview

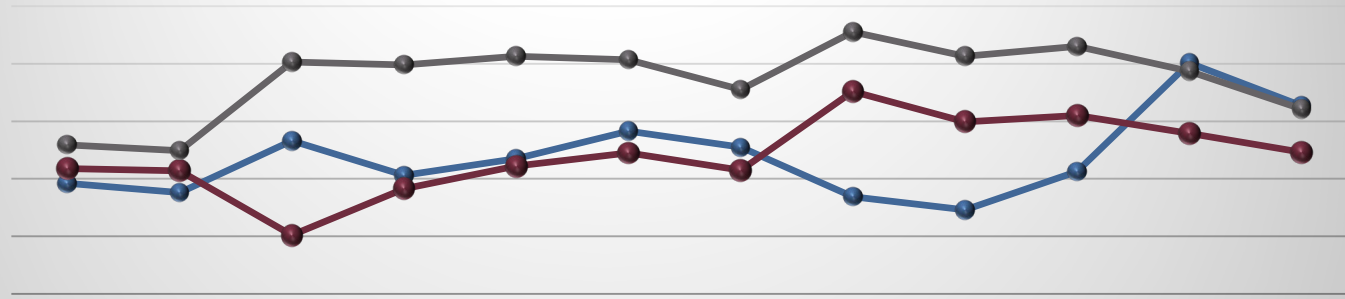


Grievance and Appeals processes 5 different case-types:

1. Appeal
2. Grievance
3. Second grievance
4. Exempt
5. State hearing

# Annual Statistics by Year

## Cases closed per month in 2021, 2022, 2023



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	292	276	366	306	335	383	355	269	246	313	501	427
2022	318	314	202	283	322	345	315	452	399	410	379	346
2023	359	349	503	498	513	507	455	555	513	530	487	421

2021 2022 2023

## Total Annual Case Count

**2023 – 5,690**

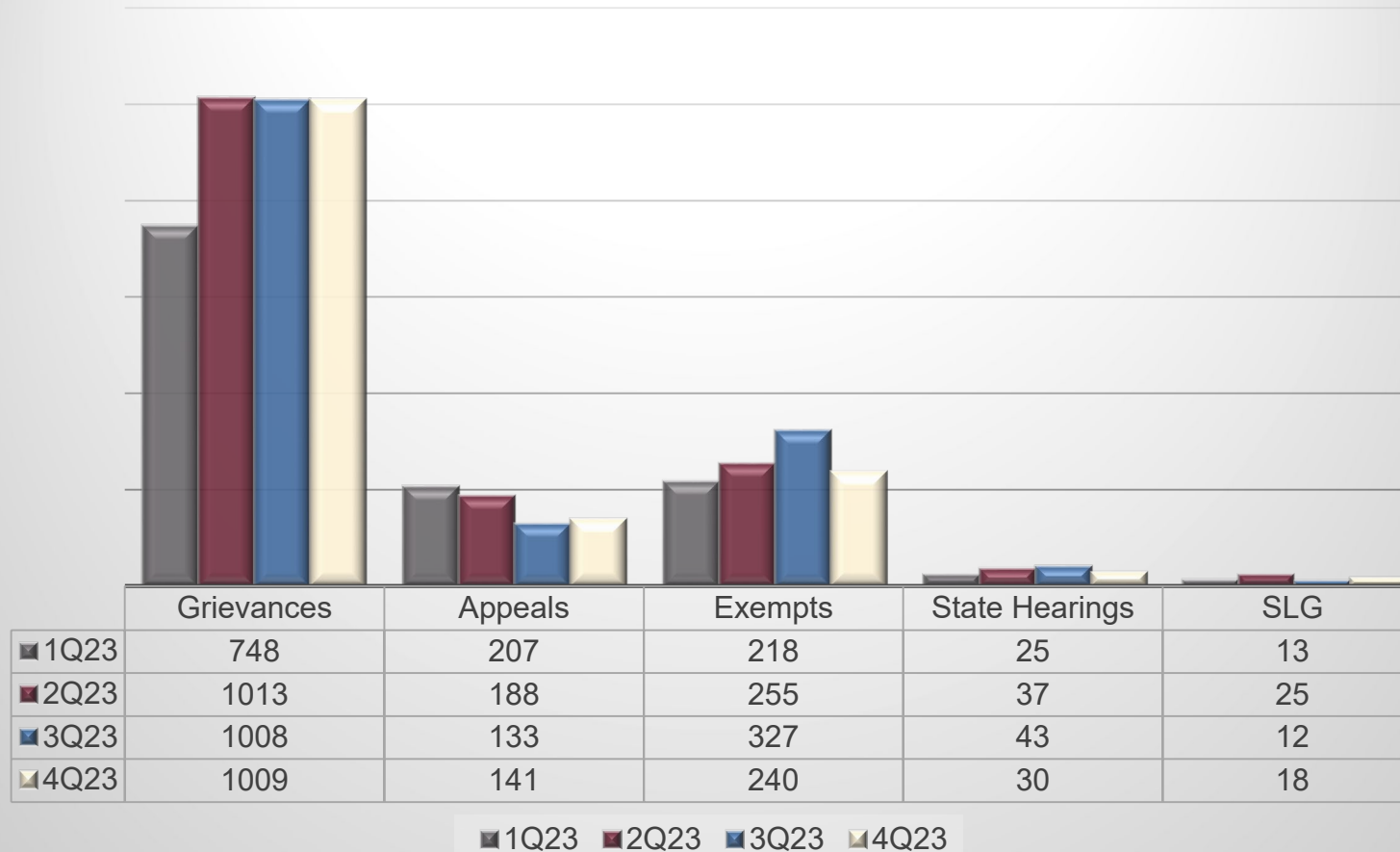
**2022 – 4,085**

**2021 – 4,069**

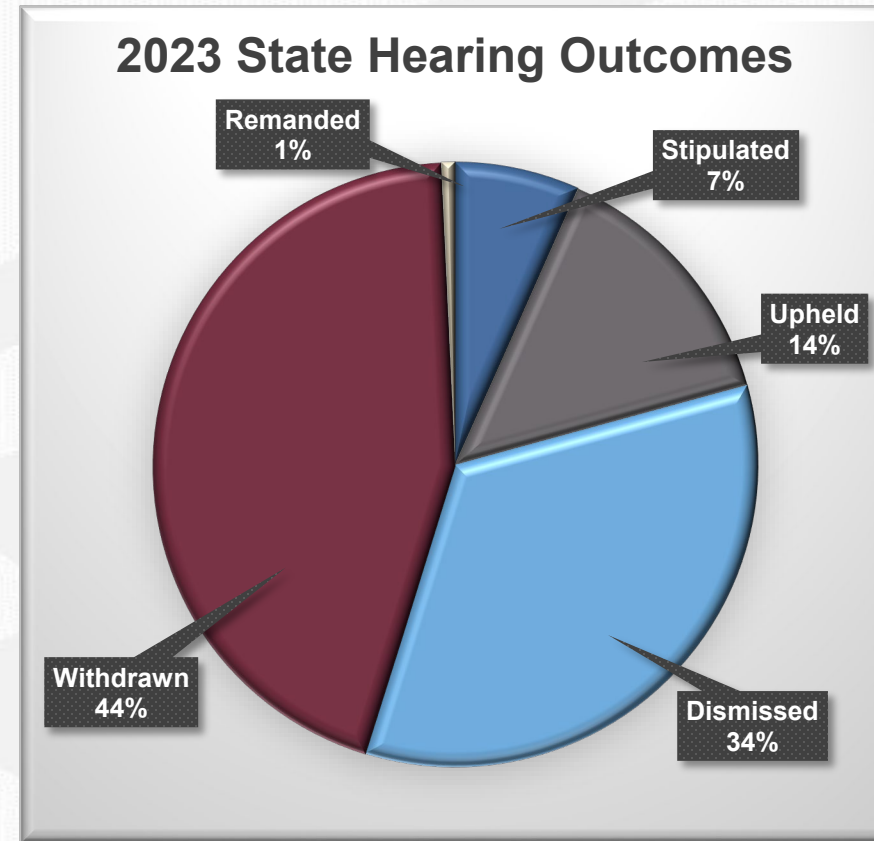
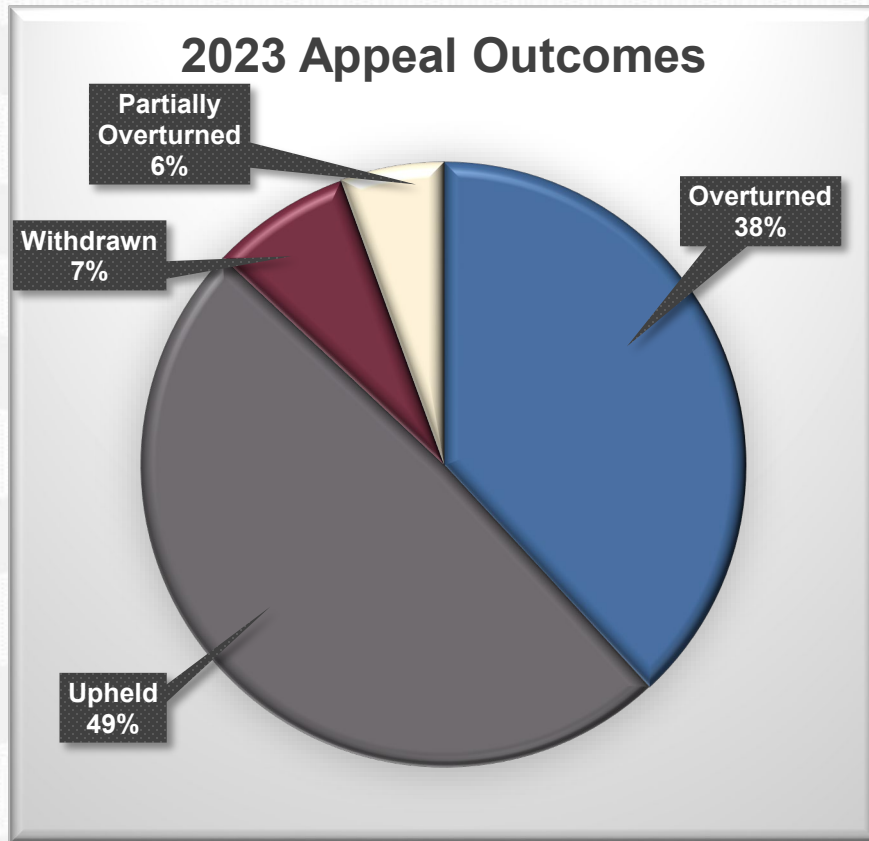


# Annual Statistics by Quarter

## 2023 Cases Closed By Case Type



# Case Outcomes



# Timeliness

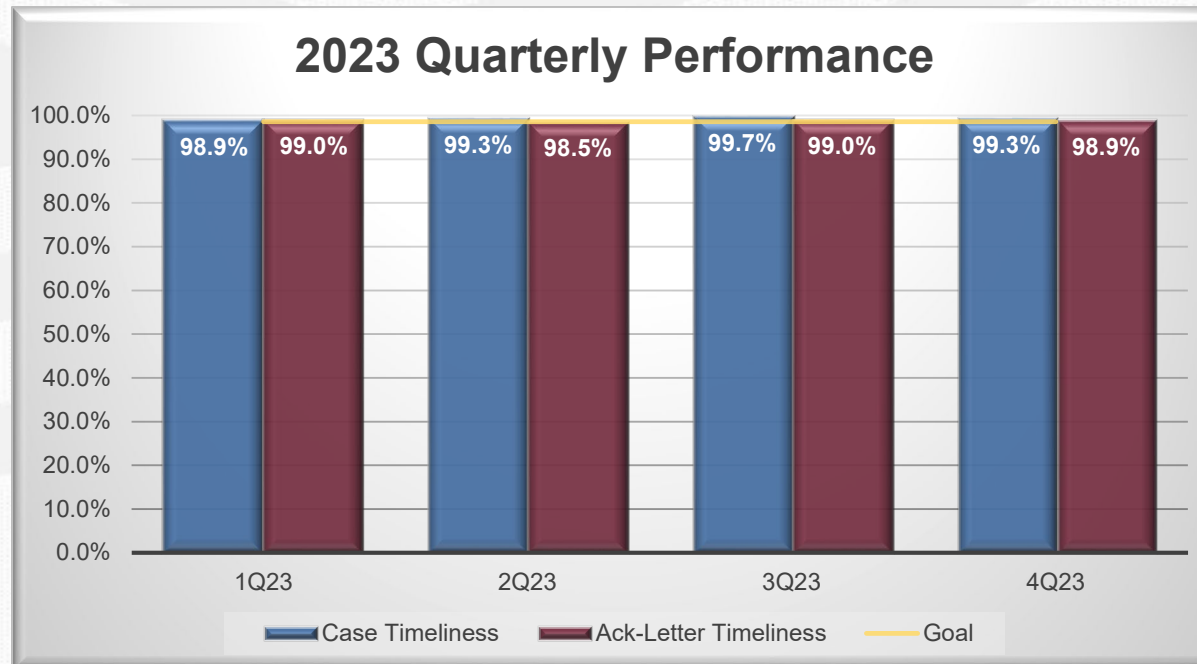
## Performance Goals Case Closure

- Expedited cases – Investigate 98.6% of cases within 72 hours
- Standard Cases – Investigate 98.6% of cases within 30 days

## Acknowledgment Letters

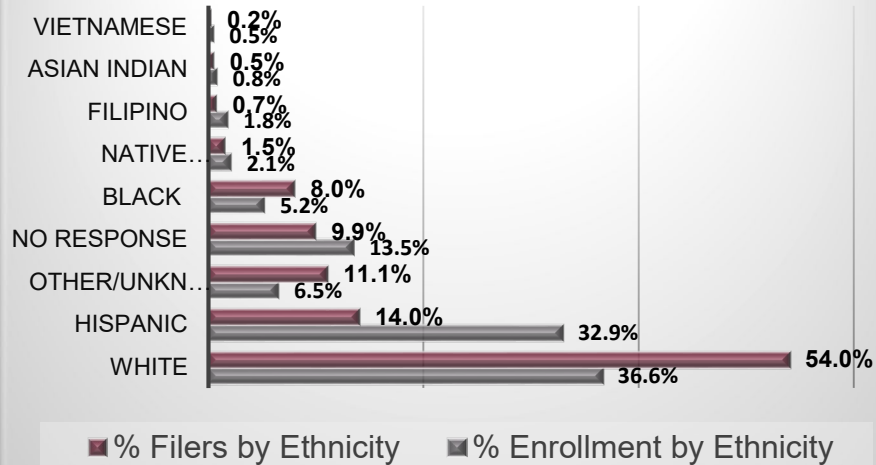
- Letters sent on or before the fifth calendar day after case received

Impacted Cases	4,515	4,515
Late Cases	31	52
Goal	98.6%	98.6%
Actual Performance	99.3%	98.8%

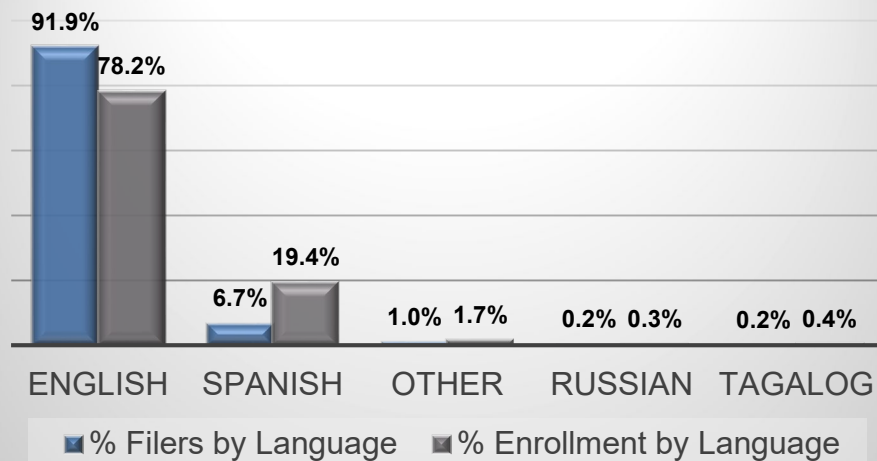


# Member Demographics

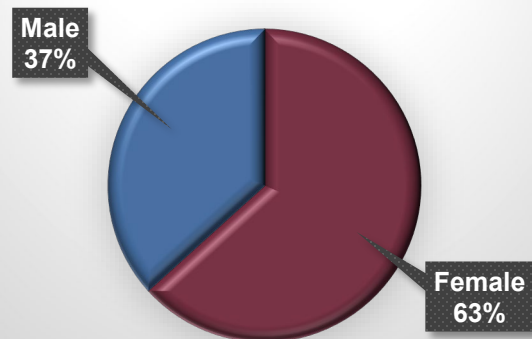
## 2023 Cases by Ethnicity



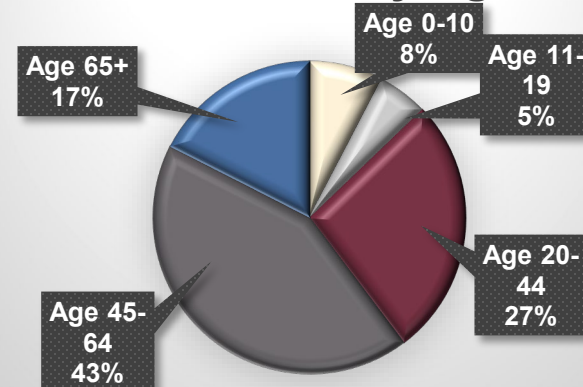
## 2023 Filers by Language



## 2023 Filers by Gender



## 2023 Filers by Age



# Member Demographics

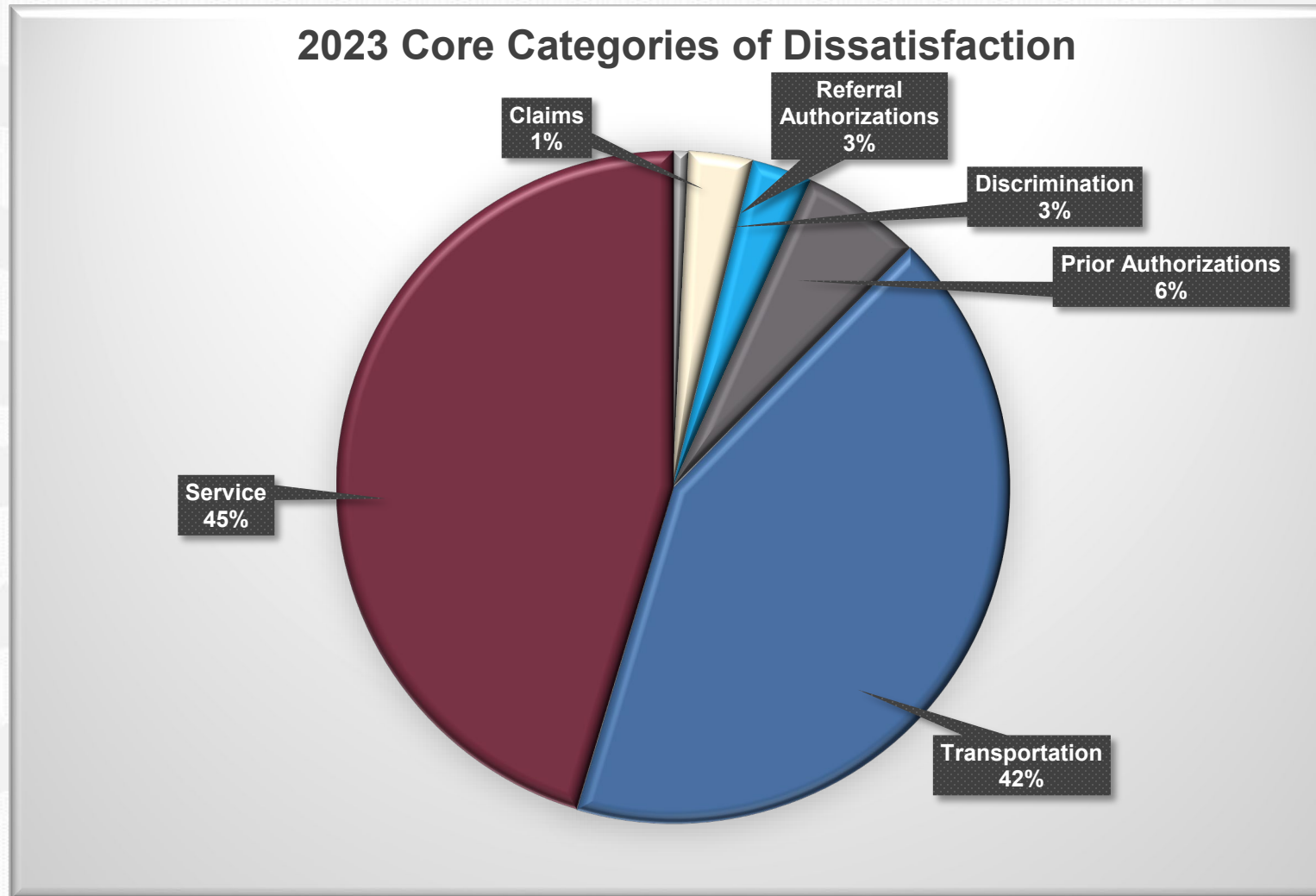
2023 Filers by County		
County	% Filers by County	% Eligibility by County
Solano	22.8%	20.5%
Sonoma	13.6%	19.4%
Shasta	12.4%	10.6%
Humboldt	12.0%	9.0%
Yolo	7.9%	9.1%
Marin	7.2%	7.5%
Mendocino	4.7%	6.1%
Lake	4.5%	5.2%
Napa	3.7%	5.1%
Lassen	3.1%	1.3%
Siskiyou	2.9%	2.9%
Del Norte	2.9%	1.9%
Trinity	1.4%	0.8%
Modoc	0.8%	0.6%

2023 Filers by Top 10 Cities		
City	# Cases	% Cases
Redding	421	7.4%
Vallejo	356	6.3%
Santa Rosa	346	6.1%
Fairfield	344	6.0%
Vacaville	246	4.3%
Eureka	242	4.3%
Crescent City	166	2.9%
Napa	151	2.7%
W. Sacramento	138	2.4%
Davis	119	2.1%



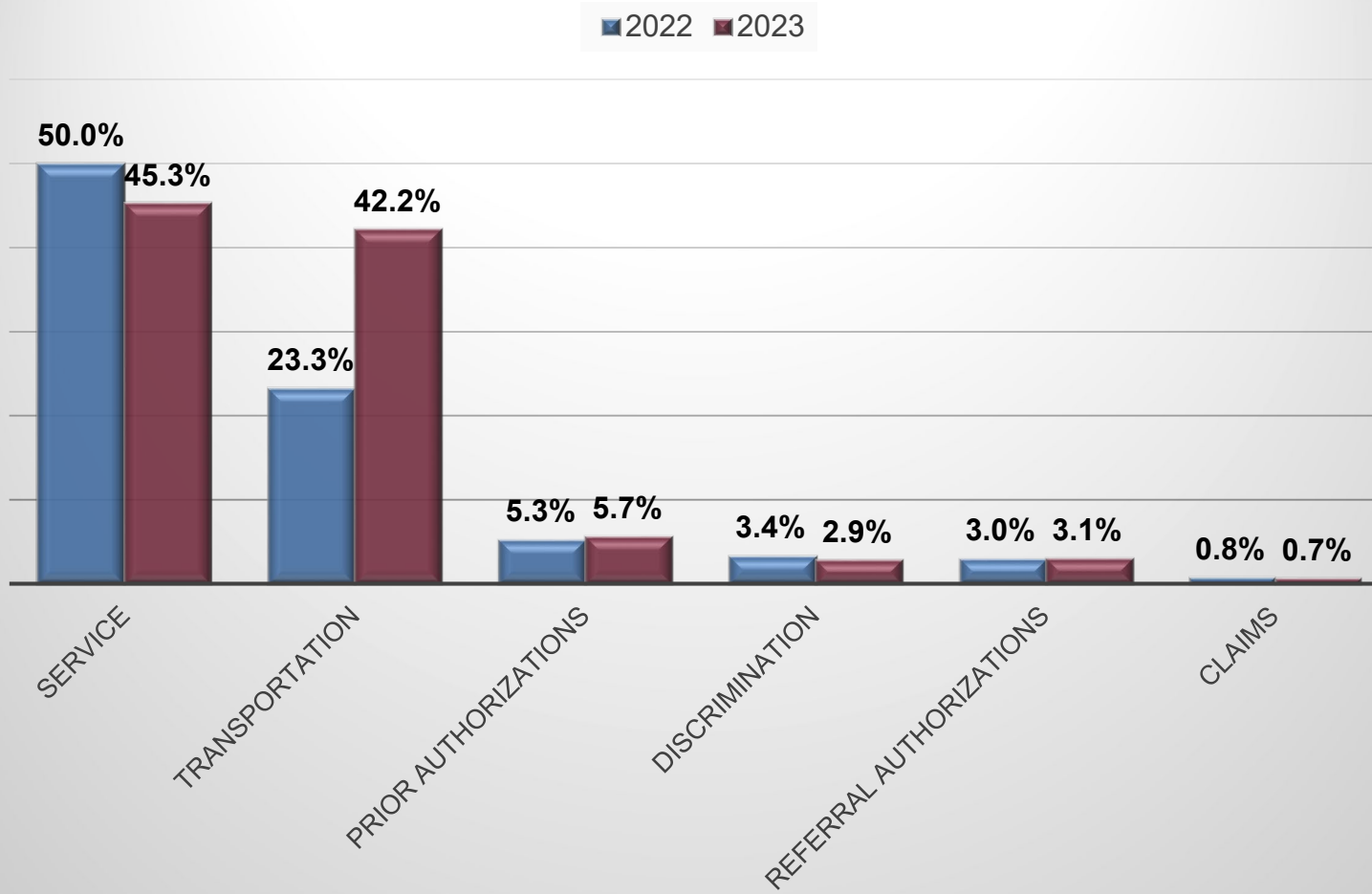


# Categories of Dissatisfaction

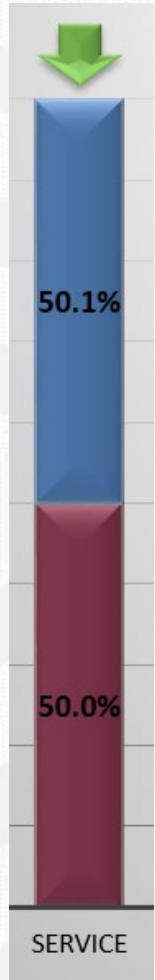


# The Reasons

## 2022 vs 2023 Categories of Dissatisfaction



# Service Related Grievances



## Breakdown of Service Issues

**Provider services** account for 82.4% (3,427 concerns).

The top 4 reported concerns related to provider services are:

- Treatment plan disputes (24.7%)
- Access/scheduling appointments (24.6%)
- Poor provider communication (16.5%)
- Poor provider attitude (14.8%)

Other service issues include:

- Partnership service complaints (12.2%)
- Primary care provider enrollment (4.1%)
- Partnership staff complaints (4.4%)

# Discrimination



Discrimination Categories	# Reported Concerns
Race or Ethnicity	50
Disability	44
Limited English Skills	13
Age	11
Auxiliary Aids and Services	8
Language	3
Language Assistance Services	2
Gender	2
Nationality	2
Sexual Orientation	1
Religion	1

\*Discrimination cases can fall into more than 1 category

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**Questions?**





# Medicare Overview

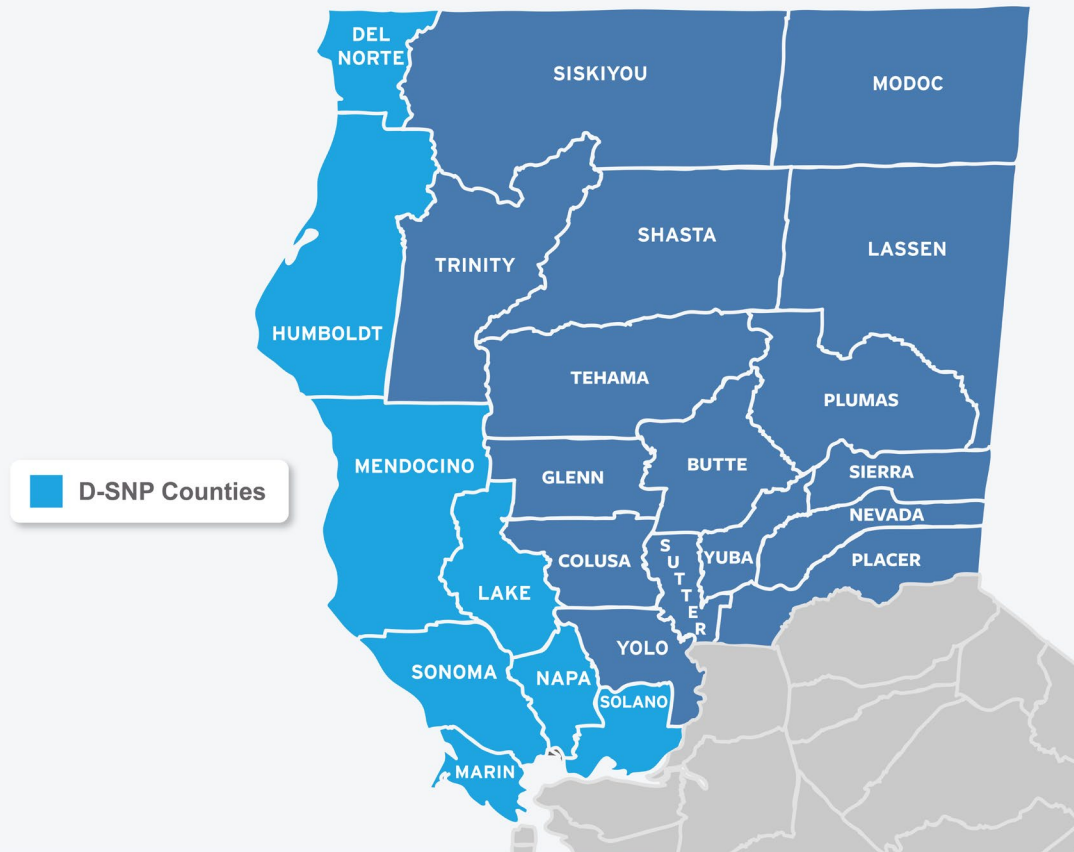
Matthew Mouille, Medicare Manager  
December 12, 2024



## Where we are now?

- Regional model
  - Del Norte, Humboldt, Mendocino, Lake, Sonoma, Marin, Solano, and Napa counties
- Provider engagement and contracting
  - Began efforts to increase awareness of our program with providers
- Pharmacy benefits manager
  - We will be providing pharmacy benefits to members in our Medicare program
- Model of care
  - Finalizing our model of care that outlines how we will be delivering care

## Partnership Service Area



*\*This regional approach has been approved by DHCS*



# Medi-Cal versus Medicare

	Medi-Cal	Medicare
<b>Eligibility</b>	Low-income	<ul style="list-style-type: none"> <li>• 65+, disability, or ESRD</li> <li>• Have paid Medicare taxes</li> </ul>
<b>Oversight</b>	State DHCS	Federal CMS
<b>Benefits</b>	Benefits not covered by Medicare <ul style="list-style-type: none"> <li>• Examples: SNF days over 100, dental, IHSS, non-medical transportation, incontinent supplies</li> </ul>	Medicare primary coverage for <ul style="list-style-type: none"> <li>• Inpatient/hospital services (Part A)</li> <li>• Physician/outpatient services (Part B)</li> <li>• Pharmacy medications (Part D)</li> <li>• Supplemental benefits</li> </ul>
<b>Plan Options</b>	Primarily Partnership for the 24-county service area. <i>Kaiser is an option in 8 counties.</i>	Beneficiary choice and market competition <ul style="list-style-type: none"> <li>• Medicare FFS</li> <li>• Many Medicare Advantage plans (including special needs plans, D-SNPs)</li> </ul>
<b>Other unique differences</b>		Model of care, STARS, risk adjustment, financial model and bid process, sales and marketing

## Additional Eligibility

- Duals require full-scope Medi-Cal
- Enrolled in Medicare Part A & B
- This includes Medicare cost sharing for Medicare premiums and co-pays
- There are some exceptions to eligibility, we recommend seeking further guidance from a Health Insurance Counseling & Advocacy Program (HICAP) office

# HICAP Office Locations and Contact

Del Norte	Del Norte County HICAP	1765 Northcrest Drive, Crescent City, CA 95531	(707) 464-7876	(707) 464-5096	Rosana Bruhnke	(707) 444-3000 – ext 222
Humbolt	Del Norte County HICAP	1765 Northcrest Drive, Crescent City, CA 95531	(707) 464-7876	(707) 464-5096	Rosana Bruhnke	(707) 444-3000 – ext 222
Mendocino	Sonoma County HICAP	1129 Industrial Ave, Suite 201 Petaluma Ca. 94954	(800) 434-0222 or (707) 526-4108	(707) 526-5118	Samantha Doyle, HICAP Manager	<a href="mailto:hicapinfo@sasnb.org">hicapinfo@sasnb.org</a>
Lake	Mendocino HICAP Office	1129 Industrial Ave, Suite 201 Petaluma Ca. 94954	(800) 434-0222 or (707) 526-4108	(707) 526-5118	Samantha Doyle, HICAP Manager	<a href="mailto:hicapinfo@sasnb.org">hicapinfo@sasnb.org</a>
Sonoma	Sonoma County HICAP	1129 Industrial Ave, Suite 201 Petaluma Ca. 94954	(800) 434-0222 or (707) 526-4108	(707) 526-5118	Samantha Doyle, HICAP Manager	<a href="mailto:hicapinfo@sasnb.org">hicapinfo@sasnb.org</a>
Marin	Solano County HICAP	1129 Industrial Ave, Suite 201 Petaluma Ca. 94954	(800) 434-0222 or (707) 526-4108	(707) 526-5118	Samantha Doyle, HICAP Manager	<a href="mailto:hicapinfo@sasnb.org">hicapinfo@sasnb.org</a>
Solano	Sonoma County HICAP	1129 Industrial Ave, Suite 201 Petaluma Ca. 94954	(800) 434-0222 or (707) 526-4108	(707) 526-5118	Samantha Doyle, HICAP Manager	<a href="mailto:hicapinfo@sasnb.org">hicapinfo@sasnb.org</a>
Napa	Sonoma County HICAP	1129 Industrial Ave, Suite 201 Petaluma Ca. 94954	(800) 434-0222 or (707) 526-4108	(707) 526-5118	Samantha Doyle, HICAP Manager	<a href="mailto:hicapinfo@sasnb.org">hicapinfo@sasnb.org</a>

## Supplemental Benefit Options

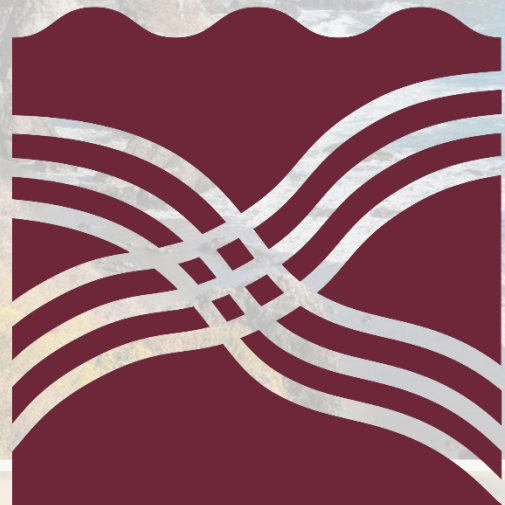
Benefit	What is usually covered	Benefit	What is usually covered
Vision	Routine <b>eye exams</b> , visits to diagnose and treat eye diseases including glaucoma and diabetic retinopathy, <b>and allowances for eyewear</b>	Transportation (Non-Emergency)	Limited number of <b>trips to or from approved locations</b> , such as medically related appointments, gyms and pharmacies
Dental	<b>Preventive and comprehensive services</b> like cleanings, fillings, and crowns	Meals	A limited number of <b>healthy, home-delivered meals</b> immediately after an inpatient hospitalization or skilled nursing facility (SNF) stay
Hearing	Routine <b>hearing exams</b> , visits to diagnose and treat hearing and balance issues, and <b>allowances for hearing aids</b>	Personal Emergency Response System (PERS)	<b>Device or one-click button</b> that can quickly <b>connect member to the help</b> , 24 hours a day in any situation (often in the case of falls)
Over-the-Counter (OTC) and/or Flex Allowance	Allowance, sometimes in the form of prepaid card, which members use to pay for <b>OTC products</b> , and/or <b>healthy food, utilities, and transportation</b>	Remote Access Technology	Connected <b>remote patient monitoring devices</b> that may allow care team to view member's health data virtually and manage care from afar
Fitness	Free <b>gym memberships</b> , access to a network of gyms and fitness locations, and online fitness videos and classes		



# Thank You!



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# Partnership Member Scholarship Program

Amanda Bernal  
Project Manager



# Population Health Department

Hannah O'Leary, MPH, CHES

December 2024



# Community Health Assessments (CHA) and Community Health Improvement Plan (CHIP) Updates





# Managed Care Plan (MCP) – Local Health Jurisdiction (LHJ) Worksheet Status

- 2 counties will not sign
- Waiting for 3 counties to sign

## 2024 Medi-Cal Managed Care Plan (MCP)—Local Health Jurisdiction (LHJ) Collaboration Worksheet

### Overview

On January 1, 2023, the California Department of Health Care Services (DHCS) launched the Population Health Management (PHM) Program, which is a cornerstone of California Advancing and Innovating Medi-Cal (CalAIM). To support the success of the PHM Program and broader transformation efforts, per [APL 23-021](#), DHCS has modified MCPs' previous Population Needs Assessment requirements to include a central requirement that MCPs collaborate meaningfully with LHJs on their current or next cycle of Community Health Assessments (CHAs)/Community Health Improvement Plans (CHIPs), with initiation efforts on the part of the MCP beginning by January 1, 2024.

DHCS and the California Department of Public Health (DPH) are collaborating to create a regulatory environment that supports effective and efficient joint work on CHAs/CHIPs between LHJs and MCPs. Thus, aligned with forthcoming CDPH guidance, the cycles for LHJs' CHA/CHIP development will become standardized across California starting in 2028.

- Between 2024 and 2027, LHJs' CHAs/CHIPs will remain on different cycles. MCPs will be required to work with each LHJ on its CHA/CHIP according to the guidance below. Some LHJs will be expected to complete a CHA, others a CHIP, and others a full CHA/CHIP cycle within this three-year window.
- Starting in 2028, all LHJs will be expected to be on the same three-year cycle, with the first LHJ CHA to be completed in December 2028 and the first CHIP to be completed by June 30, 2029.

A constructive working relationship between the MCP(s) and each LHJ operating in the MCP's service area is foundational for collaboration on CHA/CHIPs. **The purpose of this Worksheet is to serve as a collaboration tool for MCPs to work and build relationships with LHJs and other MCPs in the same county early in the CHA/CHIP process. While DHCS requires this Worksheet be completed by August 1, 2024, the Worksheet will not be submitted to DHCS.** DHCS is interested in supporting and understanding the progress of MCP-LHJ collaboration and will request to review the Worksheet of a few select MCPs. In addition, MCPs will be asked to share some of their reflections, as recorded in this Worksheet, at a future Technical Assistance session. MCPs will also be requested to share some of the findings reported in this Worksheet in their PHM Strategy Deliverable, which will be submitted to DHCS in October 2024.

### Directions

**MCPs should work closely with LHJs in their service areas when completing this worksheet. MCPs should complete one worksheet for every LHJ CHA and/or CHIP process they are participating in in the service areas where the MCP operates** (i.e., if the MCP operates in one county, it will need to fill out only one worksheet; but if it operates in three counties, it will need to fill out the worksheet three times—one for each county it serves).



# Goal Status

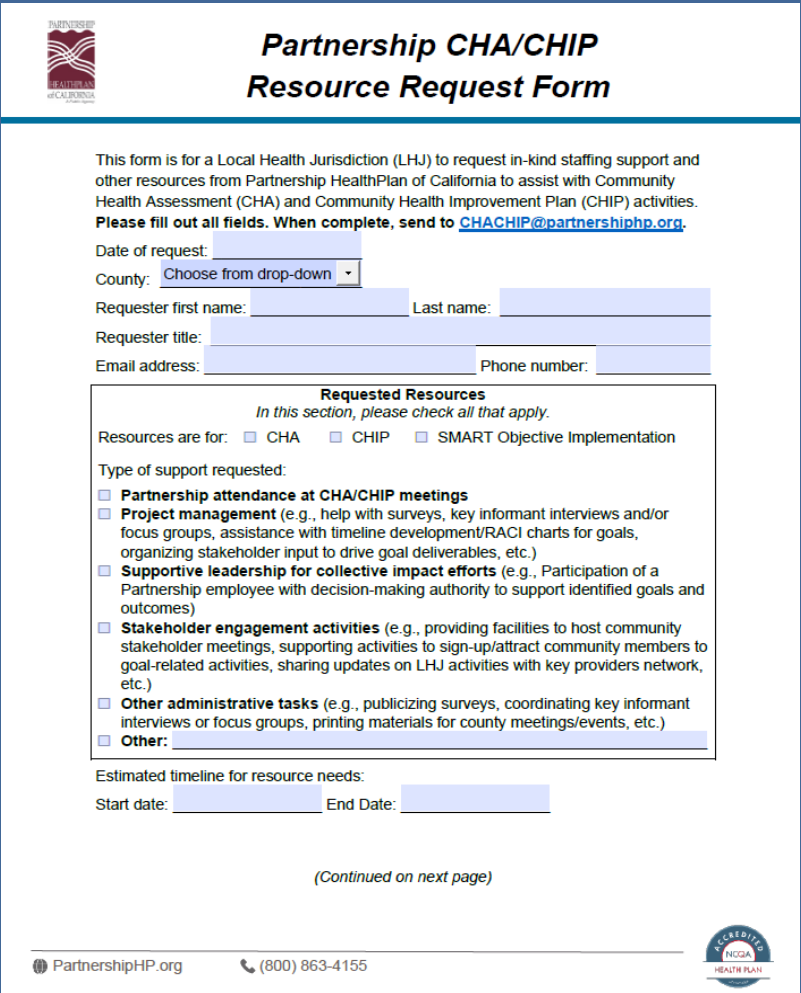



# Modoc County

- **Goal:** Increase access to early entry into prenatal care
- **SMART Objective:** By December 31, 2025, increase the percentage of early entry into prenatal care for Modoc residents (including Native Americans) by 25% from 38% to 47.5%
- **Strategy 1** - Provide transportation education to Partnership members to ensure they attend their prenatal appointments via flyer distribution at provider offices and social media posts.
- **Strategy 2** - Enhance Partnership member education of early prenatal care through media outreach campaigns (social media, flyers, Modoc Public Health's provider newsletter, and Partnership's provider and member newsletters) and Modoc's home visiting programs or partnering agencies that work with perinatal population.

# Resource Request

- Humboldt County submitted a resource request for
  - Funding
  - In-kind staffing
- It is in review



 **Partnership CHA/CHIP  
Resource Request Form**

This form is for a Local Health Jurisdiction (LHJ) to request in-kind staffing support and other resources from Partnership HealthPlan of California to assist with Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) activities. **Please fill out all fields. When complete, send to [CHACHIP@partnershiphp.org](mailto:CHACHIP@partnershiphp.org).**

Date of request: \_\_\_\_\_  
County: Choose from drop-down ▾  
Requester first name: \_\_\_\_\_ Last name: \_\_\_\_\_  
Requester title: \_\_\_\_\_  
Email address: \_\_\_\_\_ Phone number: \_\_\_\_\_

**Requested Resources**  
*In this section, please check all that apply.*

Resources are for:  CHA  CHIP  SMART Objective Implementation



Type of support requested:

- Partnership attendance at CHA/CHIP meetings**
- Project management** (e.g., help with surveys, key informant interviews and/or focus groups, assistance with timeline development/RACI charts for goals, organizing stakeholder input to drive goal deliverables, etc.)
- Supportive leadership for collective impact efforts** (e.g., Participation of a Partnership employee with decision-making authority to support identified goals and outcomes)
- Stakeholder engagement activities** (e.g., providing facilities to host community stakeholder meetings, supporting activities to sign-up/attract community members to goal-related activities, sharing updates on LHJ activities with key providers network, etc.)
- Other administrative tasks** (e.g., publicizing surveys, coordinating key informant interviews or focus groups, printing materials for county meetings/events, etc.)
- Other:** \_\_\_\_\_

Estimated timeline for resource needs:  
Start date: \_\_\_\_\_ End Date: \_\_\_\_\_

(Continued on next page)

PartnershipHP.org (800) 863-4155



# 5 Part Population Health Management Worksheet Update

Shared  
Goal/SMART  
Objective

Partnership/LHJs  
are working  
together

Questions about  
the community  
health workers  
benefit

MCP bold goal  
projects

NCQA questions

# CAC Survey

## Population Health Management Health Programs Survey

- Topics
  - Health education/healthy living tools
  - Partnership programs/services
  - Quality improvement and health equity
- Share outs



# Partnership Policies and Reports



# Cultural and Linguistic Program Description

- Partnership cultural and linguistic services include:
  - Translation
  - Interpreters
  - Alternate formats
  - Auxiliary aids
  - Trainings for staff
  - Goals for 2025 around cultural and linguistic services



# Cultural and Linguistic Evaluation

- 723 translation requests as of September 2024
- 214,723 interpreter calls as of September 2024
  - Partnership staff report happy with interpreter services
- 494 alternate formats requests as of October 2024

# Cultural and Linguistic Evaluation

- 32 languages for Partnership members in 2024
  - Member complaints – mainly race/ethnicity, disability, and language
- 167 attendees at Quality Improvement and Health Equity Committee as of September 2024
  - 6 policies reviewed and approved as of October 2024

# Cultural and Linguistic Evaluation – Goals

- **Goal 1:** Define how 3 health equity reports will be written in 2024 and beyond
  - ✓ Goal is delayed
- **Goal 2:** Submit diversity, equity, and inclusion training to DHCS
  - ✓ Goal was met
- **Goal 3:** 90% of members who asked for materials in an alternate format will get one or more mailings in the format they ask for
  - ✓ Goal was met

# Cultural and Linguistic Evaluation – Goals

- **Goal 4:** Increase the number of hired member services staff who speak more than one language by 1%
  - ✓ Goal was met
- **Goal 5:** Improve controlled blood pressure rate among Native American members by 5%
  - ✓ Goal is still being determined

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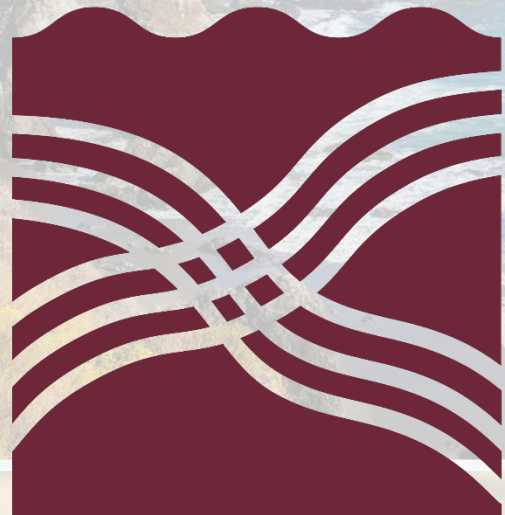
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**Questions?**



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# Consumer Advisory Committee (CAC) Achievements

Ryan Ciulla  
Manager of Member Services

# Open Forum





**Next Meeting**  
March 13, 2025  
Noon – 2 p.m.

