

MEETING AGENDA

Meeting / Project Name: Community Advisory Committee

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

Date: June 12, 2025

Time: Noon – 2:00 p.m.

Meeting Locations:

- Butte - 2760 Esplanade Avenue, Suite 130, Chico, CA 95973
- Humboldt - 1036 5th Street, Suite E, Eureka, CA 95501
- Shasta - 2525 Airpark Drive, Redding, CA 96001
- Solano - 4605 Business Center Drive, Fairfield, CA 94534
- Sonoma - 495 Tesconi Circle, Santa Rosa, CA 95401

Alternate Meeting Locations:

- Chapa-De Indian Health Clinic – 11660 Atwood Road, Auburn, CA 95603
- Northeastern Rural Health Clinics – 1850 Spring Ridge Dr, Susanville, CA 96130
- Modoc Medical Center – 1111 N Nagle St. Alturas, CA 96101

Topic	Description	Page
1) Welcome / Purpose of Meeting <i>Time: 12:00 (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
2) Introductions <i>Time: 12:05 (15 minutes)</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members and Partnership staff. Ice Breaker Question: <i>This or That?</i> <i>Share what you like better!</i> <i>Iced Tea or Lemonade?</i>	6
3) Approval of March 2025 Minutes <i>Time: 12:20 (5 minutes)</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the March 2025 minutes and another member to second the motion	7-17

Topic	Description	Page
4) Follow up from March 2025 CAC Meeting <i>Time: 12:25 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	All follow up items from March 2025 meeting have been completed	18
5) CAC Member Seat Changes <i>Time: 12:30 (5 minutes)</i> <i>Speaker: Ryan Ciulla</i>	Thanking CAC member Becky Sherman for her years of service, as well as providing a reminder for recruitment.	19
6) Report on Board Meeting <i>Time: 12:35 (10 minutes)</i> <i>Speaker: Belle Knight, Brion Burkett, & Marcelo "Nunie" Matta</i>	Community Board Representatives provide an update from Board meeting	20
7) Partnership Update <i>Time: 12:45 (15 minutes)</i> <i>Speaker: Wendi Davis</i>	Brief overview of the health plan updates.	21
8) Announcement of CAC Coordinator <i>Time: 1:00 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	Introducing the new CAC Coordinator	22
9) CAC in the Community <i>Time: 1:05 (5 minutes)</i> <i>Speaker: Ryan Ciulla/ Melissa Schumann</i>	Brief update on community events attended by CAC members	23-24
10) Partnership Advantage <i>Time: 1:10 (10 minutes)</i> <i>Speaker: Amy Turnipseed</i>	Update on Partnership's Medicare Line of Business, Partnership Advantage	25

Topic	Description	Page
11) Community Health Assessment (CHA)/Community Health Improvement Plans (CHIP) Update <i>Time: 1:20 (10 minutes)</i> <i>Speaker: Monika Brunkal</i>	Brief update on Population Health CHA/CHIP work	26-35
12) Transportation Overview <i>Time: 1:30 (20 Minutes)</i> <i>Speaker: Brandi Walker</i>	Transportation Overview and Reimbursement process	36-40
13) Open Forum <i>Time: 1:50 (10 minutes)</i> <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	41
14) Next Meeting	September 11, 2025 Noon – 2 p.m.	42

This open and public meeting may be recorded. Any audio or video tape record of this meeting made by or at the direction of Partnership HealthPlan of California is subject to inspection under the Public Records Act and will be provided without charge, if requested. Any audio or video recording may be erased or destroyed 30 days after the recording. Government Code §54957.5 requires that public records related to items on the open session agenda for a regular finance meeting be made available for public inspection. Records distributed less than 72 hours prior to the meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members of the committee. The Community Advisory Committee has designated the Community Advisory Committee Coordinator as the contact for Partnership HealthPlan of California located at 4605 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Community Advisory Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all Partnership regional offices (see locations above). It can also be found online at www.partnershiphp.org. Partnership meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Member Services Department at least two (2) working days before the meeting at (800) 863-4155 or by email at cac@partnershiphp.org. Notification in advance of the meeting will enable the CAC Coordinator to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it. This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.



Community Advisory Committee

Melissa Schumann & Ryan Ciulla

June 12, 2025

Introductions

Managers of Member Services, Melissa Schumann & Ryan Ciulla

Ice Breaker Question:
This or That?
Share what you like better!

Iced Tea or Lemonade?



Approval of March 2025 Meeting Minutes

Manager of Member Services, Melissa Schumann





MEETING MINUTES

Meeting Name: Community Advisory Committee Meeting

Date: March 13, 2025

Time: Noon – 2 p.m.

Partnership Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5th 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 – 1800 Spring Ridge Dr. Susanville, CA 96130
- Modoc Medical Center - 1111 N Nagle St. Alturas, CA 96101

Partnership HealthPlan Attendees: Aaron Stickel, Amanda Bernal, Amanda Peters, Anthony Sackett, Brent Weinberg, Celena Donahue, Chelsea Breshears, Courtney LoPilato, Cyress Mendiola, Donnita Domingue, Dr. Matthew Morris, Dr. Mohamed Jalloh, Dr. R. Doug Matthews, Edna Villaseñor, Elijah Allen, Guillermo Rodriguez, Hannah O'Leary, Ileana Hernandez, James Legere, Jay Navarrete, Jeremy King, Jocelyn Hooper, John Lemoine, Jon Crnkovic, Kathryn Power, Katie Bailey, Katrina Tagle, Kelleyene Pitts, Kory Watkins, Krystal Johnson, Leigha Andrews, Lilian Merino, Luzero Morales Garcia, Madison Clark, Marta Ford, Mary Enos, Matthew Mouille, Miguel Moreno, Melissa Schumann, Rebecca Stark, Ryan Ciulla, Samantha Davis, Shahrukh Chishty, Sonja Bjork, Tammi Lidie, Ted Mumford, Tommee Naenphan, Ted Mumford, Tim Sharp, Vicky Klakken

Committee Attendees: Becky Sherman, Belle Knight, Beverly Franklin, Brion Burkett, Catherine Collins, Christina Thompson, Eli Seigel, Ellen Payton, Eugene Korte, Guadalupe Alvarado, Harry “Scott” Boggs, Jackie Berg, Jason Faurot, Jeanette Perez, Jennifer “Jenny” Bentrin, Joy Newcom-Wade, Lee Walton, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Miyiosha “Mimi” Aubrey, Michael Strain, Wendy Longwell, William “Bill” Remak, Yan Yan “Jaime” Faurot

Agenda Topic	Minutes	Action Items
1) Welcome / Purpose of Meeting <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Manager of Member Services , opened the meeting by welcoming everyone, read the housekeeping rules and reminded the members that the purpose of the Community Advisory Committee (CAC) 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 concerns for all members by making sure that Partnership responds to the different kinds of health care needs for all members.	<i>None</i>
2) Introductions <i>Speakers: Melissa Schumann and Ryan Ciulla</i>	CAC members in all Partnership sites gave their names and which County they were from. Members also answered the Ice Breaker question: <i>What is your favorite activity to do in the Spring?</i>	<i>None</i>
3) Approval of December 2024 Minutes <i>Speaker: Melissa Schumann</i>	The December 2024 meeting minutes were reviewed and approved.	<i>Vote: Brion Burkett</i> voted to approve the minutes, <i>Eli Seigel and Marcelo “Nunie” Matta</i> also voted to approve the minutes.

Agenda Topic	Minutes	Action Items
4) Follow Up from December 2024 CAC Meeting <i>Speaker: Ryan Ciulla</i>	<p>Ryan Ciulla, Manager of Member Services, provided answers to follow-up questions from the September 2024 CAC Meeting.</p> <ul style="list-style-type: none"> • CAC Member Bethany Redmill’s contact information was shared with Partnership’s Regional Director, Vicky Klakken. 	<p><i>None</i></p>
5) Report on Board Meeting <i>Speaker: Marcelo “Nunie” Matta</i>	<p>Marcelo “Nunie” Matta, Consumer Board Representative, provided a recap of Partnership’s Board of Commissioners’ Meeting held on, February 26, 2025.</p> <ul style="list-style-type: none"> • Marcelo “Nunie” Matta stated he is honored to serve on the Board and recognized Partnership as being committed to its members through quality and care. • Krissie Matta, guest of Marcelo “Nunie” Matta, read other information he received during the Board meeting. <ul style="list-style-type: none"> ◦ Partnership’s Transportation Call Center performance has improved and continues to improve. They reached the green threshold at 80.2% of calls answered in a timely fashion. For the year 2024, 1.8 million rides were provided. ◦ Partnership’s mental health call center is currently answering calls within 30 seconds, some of which are as low as 7 seconds. 	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>6) Partnership Update <i>Speaker: Sonja Bjork</i></p>	<p>Sonja Bjork, Chief Executive Officer, shared Partnership HealthPlan of California updates.</p> <p>Sonja attended the December Medicaid and the State Children’s Health Insurance Program (CHIP) Payment Access Commission (MACPAC) meeting in Washington, D.C., where one of the topics discussed was consumer input. While other managed care plans face challenges in encouraging members to give feedback, Partnership has been successful in offering a platform for members to share their thoughts and provide input on how the organization is performing.</p> <p>Sonja informed MACPAC that some of the healthcare systems in our communities are struggling. Several hospitals are closing, and doctors are not being paid enough to continue providing care. She emphasized that budget cuts would significantly affect Medi-Cal members. In rural areas, recruiting doctors to provide services is challenging. To address this, Partnership offers a Provider Recruitment Program that gives doctors and their families the chance to visit rural areas, explore the community, decide if they want to live there, and offer services at local clinics. Partnership also tries to match the doctor’s bonus.</p> <p>California Advancing and Innovating Medi-Cal (CalAIM): California is focusing on individuals being released from jail or prison. These people face challenges such as not having a place to live, being unable to get their prescriptions filled, or having to wait months for a doctor's appointment. The state aims to offer Medi-Cal coverage before their release, allowing them to have prescriptions ordered in advance. Yuba County is the first in the state to implement this program, with Sutter and Siskiyou counties set to follow in April 2025.</p>	<p><i>Sonja plans to attend the April 2025 MACPAC meeting and will provide an update at the June 2025 CAC meeting.</i></p>

Agenda Topic	Minutes	Action Items
<p>6) Partnership Update Continued <i>Speaker: Sonja Bjork</i></p>	<p>Eli Seigel praised Partnership for the support he has received and the personalized attention Partnership provides to its members. He mentioned that Melissa Schumann, Ryan Ciulla, and Rebecca Stark are always prompt in addressing issues and ensuring they are resolved.</p> <p>Brion Burkett commended Partnership for its culture of genuine care and empathy. He noted that many companies do not prioritize hiring, but it's evident that Partnership does. He emphasized that whatever hiring practices are in place, they should be continued, as they are clearly effective.</p> <p>Wendy Longwell expressed her appreciation for the personal attention she has received from Partnership over the years for her son and shared that she remains very proud to have Partnership's support.</p> <p>Jaime Faurot asked what Partnership is doing to meet the needs of the Marin community? Sonja Bjork thanked her for sharing, explaining that this is how Partnership becomes aware of potential issues or gaps and can work to address them. She mentioned that Partnership has a Physician Advisory Committee (PAC) where leaders from provider clinics discuss the challenges they are facing in their communities. Additionally, Partnership provides clinics with a scorecard to assess their performance and identify areas for improvement. She urged anyone who is experiencing dissatisfaction to file a grievance, so the clinics are made aware.</p>	<p><i>Rebecca Stark will follow-up with Eli on his experiences with Partnership staff.</i></p> <p><i>Cyress Mendiola will follow-up with Jaime Faurot.</i></p>

Agenda Topic	Minutes	Action Items
7) CAC Name Change <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Manager of Member Services , announced that the committee's name is changing from the "Consumer Advisory Committee" to the "Community Advisory Committee." The name is changing to reflect the diverse group and communities that Partnership serves. It also aligns with the guidelines of the Department of Health Care Services (DHCS).	<i>None</i>
8) Update on CAC Events <i>Speaker: Eli Seigel and Yan Yan "Jaime" Faurot</i>	<p>Eli Seigel, Butte County Representative and Yan Yan "Jaime" Faurot, Marin County Representative provided a recap of their experience at the Insure the Uninsured Project (ITUP) conference in Sacramento.</p> <p>Eli Seigel expressed his disappointment with the conference, stating that they were not given the chance to discuss the members' experience. He felt the host dominated the conversation and did not provide enough opportunity for participants to share their feedback. Sonja Bjork thanked Eli for the feedback and emphasized that Partnership is the only health plan that allows its members to attend, which is crucial. She noted that since Partnership members are the ones utilizing the benefit, they are in the best position to offer valuable feedback.</p> <p>Scott Boggs asked who sponsored the event and whether anyone present was from the communities that benefit from this service. Sonja Bjork responded by explaining that the ITUP conference is a non-profit organization with a mission to help people get healthcare coverage. Unfortunately, there were not many consumers at the conference, primarily due to the cost of attendance, which is a barrier. The attendees are typically navigators who work within the communities, engaging people to understand their needs.</p>	<i>None</i>

Agenda Topic	Minutes	Action Items
<p>8) Update on CAC Events Continued <i>Speaker: Eli Seigel and Yan Yan “Jaime” Faurot</i></p>	<p>Yan Yan “Jaime” Faurot mentioned that the host did not provide much opportunity for questions or feedback. However, the conference gave her the chance to connect with people from diverse backgrounds. She noted that students attended to learn about building a more equitable society and how to be kinder to the environment. There were also family members seeking advice on how to support their loved ones if basic medical services were removed. CEOs were debating whether they should remove diversity, equity, and inclusion (DEI) initiatives from their organizations, and government representatives were present, questioning how to ensure their strategic plans remain feasible.</p> <p>Melissa Schumann, Manager of Member Services, shared that she and Ryan Ciulla had the opportunity to attend the "Supporting California Medi-Cal Managed Care Plans (MCPs) to Strengthen Community Advisory Committees (CACs)" conference in Oakland, California. This event allowed them to collaborate with other health plans and learn about how they manage their CACs. They were also able to highlight two of Partnership’s CAC members, Michael Strain and Lulu Zhang, who attended part of the conference and shared valuable feedback and insight from a member’s perspective.</p>	<p><i>Melissa Schumann will share pictures and more details about the Supporting California Medi-Cal Managed Care Plans to Strengthen Community Advisory Committees conference at the June 2025 CAC meeting.</i></p>
<p>9) Population Needs Assessment (PNA) <i>Speaker: Hannah O’Leary</i></p>	<p>Hannah O’Leary, Manager of Population Health presented on the work Partnership is doing to address the gaps in services and health disparities.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>10) Partnership Texting Program <i>Speaker: Amanda Bernal</i></p>	<p>Amanda Bernal, Communications Project Manager, announced Partnership’s texting campaign.</p> <p>Jennifer Bentrin asked if the texting program is something members need to sign up for. Amanda Bernal stated when a member over the age of 18 signs up for Medi-Cal, it gives Partnership authorization to enroll the member into the program. However, the member can opt out of receiving texts at any time.</p> <p>Jennifer Bentrin asked if Partnership has an app. Amanda Bernal stated that currently Partnership does not have an app.</p> <p>Wendy Longwell inquired whether the responses were scripted or if members could have a conversation with a live person. Amanda Bernal replied that, at the moment, two-way communication with a live person is not yet available. However, she emphasized that Partnership recognizes the value of offering this and will work with her team and vendor to explore the possibilities.</p> <p>Marcelo “Nunie” Matta expressed interest in being able to text as well.</p> <p>Bill Remak asked if there will ever be an option for members to text a live person when talking on the phone is not an option. Amanda Bernal stated currently that is not what the texting platform is able to do; she will explore this ability with her team.</p> <p>Raichael Stewart, a member of the public, asked what percentage of Partnership members received the texts? Amanda Bernal stated she did not have the delivery rate but will provide that number to the CAC Team to share with her.</p>	<p><i>Vicky Klakken will obtain Jennifer Bentrin’s phone number so that she can be added to the texting campaign list.</i></p> <p><i>Melissa Schumann will provide Marcelo “Nunie” Matta’s phone number to the Communications Team so that he can be added to the texting campaign list.</i></p> <p><i>CAC Team will provide Raichael Stewart with the percentage of members who received a text message.</i></p>

Agenda Topic	Minutes	Action Items
11) Partnership Advantage <i>Speaker: Matthew Mouille</i>	<p>Matthew Mouille, Medicare Program Manager, provided an update on Partnership's Medicare line of business called, Partnership Advantage.</p> <p>Bill Remak emphasized the importance of this program saving lives and anticipates Partnership doing a better job with Medicare than other plans.</p>	<p><i>None</i></p>
12) Cultural & Linguistics Evaluation <i>Speaker: Hannah O'Leary</i>	<p>Hannah O'Leary, Manager of Population Health, presented on Partnership's Cultural and Linguistics program and the findings from that report.</p> <p>Hannah O'Leary asked the CAC members how much time they believe it should take to receive a translated document after it has been sent out for translation.</p> <p>Yan Yan "Jaime" Faurot asked how culture humility can be applied practically to help people access care? Hannah O'Leary responded saying the vendor Partnership uses to translate materials have several staff who speak those languages natively.</p> <p>Marcelo "Nunie" Matta asked if there is someone who can help him understand what the state needs from him regarding his position as a Consumer Board Representative for Partnership. Sonja Bjork said she will have Ashlyn Scott reach out to him to assist with the forms.</p>	<p><i>If there are any additional questions regarding the Cultural & Linguistics Evaluation, please reach out to Melissa Schumann or Ryan Ciulla at, cac@partnershiphp.org and they will get them over to Hannah for a response.</i></p> <p><i>Ashlyn Scott will reach out to Marcelo "Nunie" Matta to assist him with the state's request for information forms.</i></p>
13) Member Experience Annual Review <i>Speaker: Anthony Sackett & Kory Watkins</i>	<p>Anthony Sackett, Program Manager II of Quality Improvement, and Kory Watkins, Director of Grievance and Appeals, were scheduled to present on the Member Experience Annual Review; however, this presentation has been rescheduled and will be provided at the June 2025 CAC meeting.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
14) Open Forum Speaker: All	<p>All members of the committee and members of the public may address the committee on any non-agenda items of interest to the public that is within the subject matter jurisdiction of the committee.</p> <p>Wendy Longwell stated she is organizing the annual Project Homeless Connect in Shasta County and is seeking volunteers. With over 400 homeless individuals attending last year, she is reaching out for assistance from anyone wanting to help.</p> <p>Michael Strain asked if the CAC could meet more than four times a year, as presentations are often shortened, and members do not have the opportunity to ask questions due to time limitations. He believes there is a lot of valuable information shared, and the committee would benefit from meeting every other month instead. Sonja Bjork acknowledged it as a great suggestion and proposed that, rather than extending meeting durations, they could hold more frequent meetings throughout the year. She said the CAC Team will discuss this idea.</p>	<p><i>Melissa Schumann will connect with Wendy Longwell about how Partnership can participate at this year's Project Homeless Connect event.</i></p> <p><i>CAC Team will discuss the yearly meeting schedule.</i></p>
15) Next Meeting	<p>June 12, 2025 Noon – 2 p.m.</p>	

Follow Up From March 2025 CAC Meeting

Ryan Ciulla
Manager of Member Services

CAC Member Seat Changes

Manager of Member Services, Ryan Ciulla



Report on Board Meeting

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

Recap on Partnership’s Board of Commissioners’ Meeting



Partnership Update

Wendi Davis
Chief Operating Officer



Announcement of CAC Coordinator

Melissa Schumann
Manager of Member Services



CAC in the Community

Manager of Member Services, Ryan Ciulla



Supporting California Medi-Cal Managed Care Plans (MCPs) to Strengthen Community Advisory Committees (CACs)

CAC in the Community

Manager of Member Services, Ryan Ciulla



Archway Recovery Services- Ground Breaking

Partnership Advantage

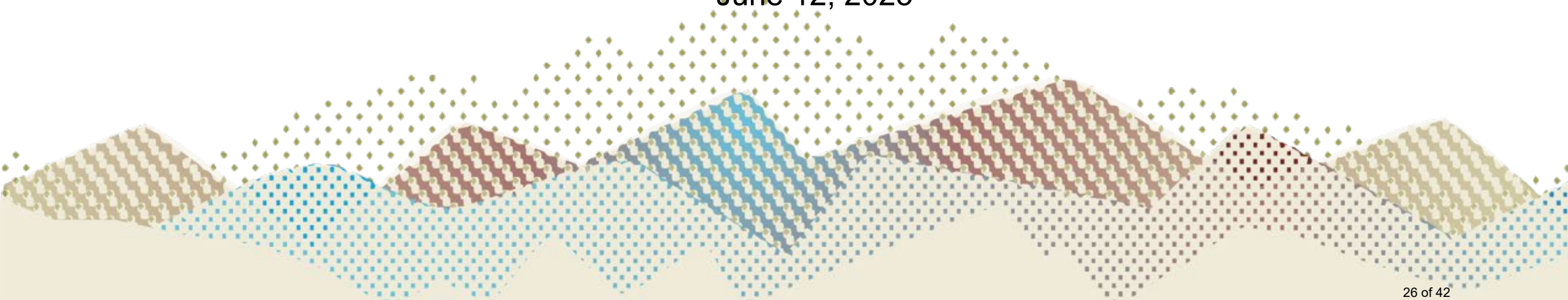
Amy Turnipseed
Chief Strategy & Government Affairs
Officer



Community Health Assessment and Community Health Improvement Plan CHA/CHIP Updates

Monika Brunkal, RPh, Associate Director

June 12, 2025



LHJ-MCP Worksheet Status

- Two counties are in progress
 - Sutter
 - Yuba

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



Lake County

Goal: To reduce the rate of the tobacco use chronic condition in the adult Partnership population in Lake County.

SMART Objective: By December 31, 2025, reduce the rate of the chronic condition for tobacco use in the Partnership population of adults in Lake County by 1% to 36,313 per 100,000 people.

Colusa County

Goal: Increase access to perinatal care among Partnership members in Colusa County

SMART Objective: Colusa County will increase the PPC-Timeliness of Prenatal Care rate from 75.28% to meet the 50th percentile benchmark of 84.55% by April 30, 2026.

Siskiyou County

Goal: Improve perinatal mental health engagement and outcomes by increasing the perinatal care participation and depression screening encounters.

SMART Objective: By December 31, 2025, the percentage of pregnant and birthing Siskiyou County residents who were screened for depression will increase from 0% to 30% and 0% to 90% in each respective process.

Butte

Goal: Increase lead screening in Children in Butte County.

SMART Objective: Butte County will increase Lead Screening in Children from 52.68% to meet the 50th percentile benchmark of 63.84% by April 30, 2026.

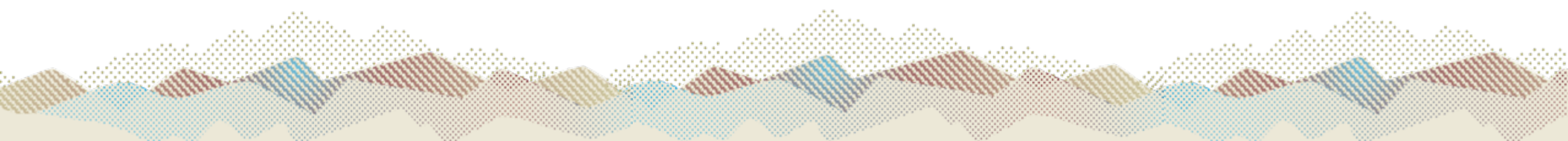
Tehama

Goal: Increase the use of telehealth for healthcare visits in Tehama County to enhance access to care, particularly for underserved populations, and improve overall healthcare outcomes.

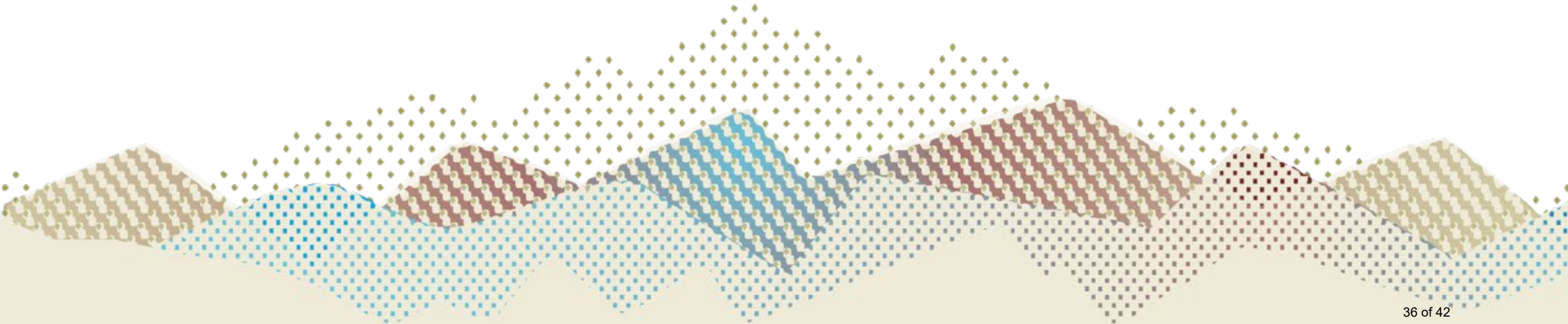
SMART Objective: By March 31, 2026, increase telehealth utilization in Tehama County from 1% to 1.8%, improving access to digital health resources for community members.

Resource Request Updates

Questions?



Transportation Benefit



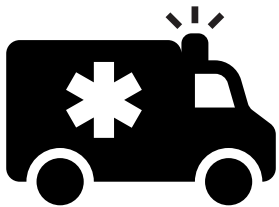
Transportation Benefit

Emergency Medical Transportation

Includes air and ground transport

Transport is to the nearest hospital capable of meeting medical needs

Requested by 911



Non-Emergency Transportation

Door-to-door assistance required

Medical management may be required during transport

Non-emergency ambulance, litter van/gurney, wheelchair van or medical air transport

Requires a Provider Certification Statement (PCS)

Non-Medical Transportation

Member doesn't require assistance

Member must attest they have no other way to get to their Medi-Cal covered service.

Least costly mode of transport. Gas mileage reimbursement, taxi, public transportation or train.

Travel expenses

Meals, lodging, parking, tolls and other travel for all qualifying members.

One medically necessary attendant/parent of a child under the age of 21, can qualify for their own separate meal.

Allowances to cover meals, lodging and salaries for medically necessary attendant.

Travel Related Expenses

- Meals and lodging is now a benefit for all qualifying members, no longer limited to members under the age of 21.
 - Prior approval is required, and these services are subject to time and distance requirements. Requests must be called in at least 5 days in advance
 - Reimbursement rates for meals and lodging are capped at \$131/per night for lodging, \$66/day per qualifying person for meals and \$.30/mile for gas mileage reimbursement
- CCS members legally allowed to drive can be reimbursed directly for driving themselves to qualifying medical appointments.
- All members can now qualify for gas mileage reimbursement if a family member in the same household is driving them.
- Upon completion of appointment, you will be required to submit an attendance verification document.

Gas Mileage Reimbursement

- A friend or family member may be eligible to receive gas mileage reimbursement for using a personal vehicle to transport you to your Medi-Cal covered services. Before your driver can be paid, they will need to submit their valid driving credentials to us. This includes:
 - Valid driver's license
 - Valid vehicle registration; and
 - Valid vehicle insurance
- Upon completion of your appointment, you will be required to submit an attendance verification document. You cannot be reimbursed for driving yourself. Please call at least 5 days before your appointment for gas mileage reimbursement.

Referrals and Questions

Partnership Transportation Services Team

1-866-828-2303

Monday-Friday 7 a.m-7 p.m.

All documents can be sent to Partnership's Transportation Services Department via e-mail, fax, mail, or in person.

E-mail: mytrip@partnershiphp.org

Fax: (707) 420-7863

Mail or in person: Partnership HealthPlan of California,
Attn: Transportation Services
2525 Airpark Drive, Redding, CA 96001

Open Forum



Next Meeting

September 11, 2025

Noon – 2 p.m.

cac@partnershiphp.org