

MEETING AGENDA

Meeting / Project Name: Consumer Advisory Committee

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

Date: March 13, 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
- Placer - 281 Nevada Street, Auburn, CA 95603
- Shasta - 3688 Avtech Parkway, Redding, CA 96002
- Solano - 4605 Business Center Drive, Fairfield, CA 94534
- Sonoma - 495 Tesconi Circle, Santa Rosa, CA 95401

Alternate Meeting Locations:

- Banner Lassen Medical Center – 1800 Spring Ridge Dr. Susanville, CA 96130
- Modoc Medical Center – 1111 N Nagle St. Alturas, CA 96101

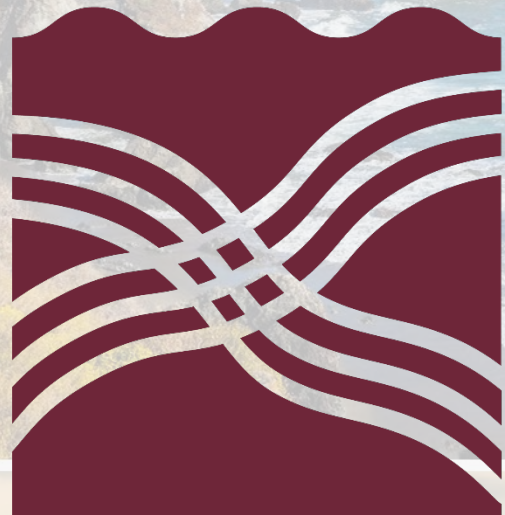
Topic	Description	Page
1) Welcome / Purpose of Meeting <i>Time: 12:00 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	5
2) Introductions <i>Time: 12:05 (15 minutes)</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members and Partnership staff. Welcome new members as well provide a reminder for recruitment. Ice Breaker Question: <i>What is your favorite activity to do in the Spring?</i>	6
3) Approval of December 2024 Minutes <i>Time: 12:20 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	Need a CAC member to make a motion to accept the December 2024 minutes and another member to second the motion	7 - 14

Topic	Description	Page
4) Follow up from December 2024 CAC Meeting <i>Time: 12:25 (5 minutes)</i> <i>Speaker: Ryan Ciulla</i>	All follow up items from December 2024 meeting have been completed	15
5) Report on Board Meeting <i>Time: 12:30 (15 minutes)</i> <i>Speaker: Belle Knight, Brion Burkett, & Marcelo "Nunie" Matta</i>	Consumer Board Representatives provide an update from Board meeting	16
6) Partnership Update <i>Time: 12:45 (10 minutes)</i> <i>Speaker: Wendi Davis or Sonja Bjork</i>	Brief overview of the health plan updates.	17
7) CAC Name Change <i>Time: 12:55 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	Announcing the new Community Advisory Committee name change	18
8) Update On CAC Events <i>Time: 1:00 (10 minutes)</i> <i>Speaker: Eli Seigel & Jaime Faurot</i>	Member recap of the Insure the Uninsured Project Conference	19
9) Population Needs Assessment <i>Time: 1:10 (10 minutes)</i> <i>Speaker: Hannah O'Leary</i>	Presentation on the work Partnership will do to address the gaps in services and health disparities;	20 - 28
10) Partnership Texting Program <i>Time: 1:20 (10 minutes)</i> <i>Speaker: Amanda Bernal</i>	Announcement of Partnership's texting campaign	29 - 37

Topic	Description	Page
11) Partnership Advantage <i>Time: 1:30 (5 minutes)</i> <i>Speaker: Matthew Mouille</i>	Update on Partnership’s Medicare Line of Business, Partnership Advantage	38 - 41
12) Cultural & Linguistics Evaluation <i>Time: 1:35 (10 minutes)</i> <i>Speaker: Hannah O’Leary</i>	Presentation on Partnership’s Cultural and Linguistics Services	42 - 52
13) Member Experience Annual Review <i>Time: 1:45 (10 minutes)</i> <i>Speaker: Anthony Sackett & Kory Watkins</i>	Presentation on 2024 Member Experience Survey Results	53 - 69
14) Open Forum <i>Time: 1:55 (5 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	70
15) Next Meeting	June 12, 2025 Noon – 2 p.m.	71

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 Consumer Advisory Committee has designated the Administrative Assistant to the Sr. Director of Member Services 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 Consumer Advisory Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all PHC regional offices (see locations above). It can also be found online at www.partnershiphp.org. PHC 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 Administrative Assistant 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.

PARTNERSHIP



HEALTHPLAN
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Consumer Advisory Committee (CAC)

Melissa Schumann & Ryan Ciulla
March 13, 2025

Welcome / Purpose of Meeting

Manager of Member Services, Melissa Schumann



Consumer Representation by County

Butte: Eli, Lori

Humboldt: Christina, Jennifer “Jenny,”
Margaret, Miyiosha “Mimi”

Lake: Bethany, Sidnee

Lassen: Ellen

Marin: Jaime, Jason

Modoc: Lee

Napa: Beverly

Nevada: Harry “Scott”

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

Colusa	Del Norte	Glenn	Mendocino
Plumas	Sierra	Siskiyou	Sutter
			Trinity

Introductions

Managers of Member Services, Melissa Schumann & Ryan Ciulla

Ice Breaker Question:
What is your favorite activity to do in the Spring?





MEETING MINUTES

Meeting Name: Consumer Advisory Committee Meeting

Date: December 12, 2024

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:

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

Partnership Attendees: Amanda Bernal, Amanda Cornelius, Amanda Peters, Amy Turnipseed, Ben Amparo, Bethany Hannah, Brent Weinberg, Carmen Munoz, Carolyn Moulton, Celena Donahue, Chelsea Breshears, Cyress Mendiola, DeLorean Ruffin, Dr. Marshall Kubota, Dr. Mohamed Jalloh, Edna Villaseñor, Hannah O'Leary, Ileana Hernandez, Javier Gomez, Jay Navarrete, Jill Blake, John Lemoine, Katrina Tagle, Kory Watkins, Krystal Johnson, Leigha Andrews, Madison Clark, Manleen Randhawa, Mary Enos, Matthew Mouille, Melissa Schumann, Michael Ramos, Mona Cheng, Monika Brunkal, Rebecca Stark, Ryan Ciulla, Tara Logan, Tim Sharp, Vicky Klakken, Wendi Davis, Yolanda Latham

Consumer Attendees: Becky Sherman, Belle Knight, Bethany Redmill, Beverly Franklin, Catherine Collins, Christina Thompson, Claire Gover, Eli Seigel, Eugene Korte, Fanechka LaFitte, Guadalupe Alvarado, Jackie Berg, Jeanette Perez, Jennifer “Jenny” Bentrim, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sidnee First, Sol McNally

Agenda Topic	Minutes	Action Items
1) Welcome / Purpose of Meeting <i>Speaker: Ryan Ciulla</i>	Ryan Ciulla, Manager of Member Services , opened the meeting by welcoming everyone, read the housekeeping rules and reminded the members that the purpose of the Consumer 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 up 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>In one or two words, what is something you are thankful for in the past year?</i>	<i>None</i>
3) Approval of September 2024 Minutes <i>Speaker: Ryan Ciulla</i>	The September 2024 meeting minutes were reviewed and approved	<i>Vote:</i> <i>Claire Gover</i> voted to approve the minutes, <i>Michael Strain</i> also voted to approve the minutes.
4) Follow Up from September 2024 CAC Meeting <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Manager of Member Services provided answers to follow up questions from the September 2024 CAC Meeting. <ul style="list-style-type: none"> • Mark Bontrager provided a current list of Partnership counties that have a mobile crisis unit. 	<i>None</i>

Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> Matthew Mouille provided a full list of eligibility criteria that are covered under Medicare. 	
<p>5) Report on Board Meeting <i>Speakers: Belle Knight, and Marcelo “Nunie” Matta</i></p>	<p>Belle Knight and Marcelo “Nunie” Matta, Consumer Board Representatives provided a recap on Partnership’s Board of Commissioners’ Meeting held on, December 4, 2024.</p> <ul style="list-style-type: none"> Krissie Matta, guest of Nunie Matta, read Nunie’s statement about his Board meeting experience. He is honored to serve on the Board and is really impressed with Partnership’s drive to improve, adapt and learn all of the confusing state changes and regulations. New Board Member, Ryan Nolan from Lassen County Justice Involved Program gives those who have been incarcerated a special case manager that helps the member set appointments, get prescriptions, schedule rides, or any other services Partnership can help with. The goal is to set them up for success. This program will start in Yuba, Siskiyou, and Sonoma County(s). Prop 35 passed, which allows the providers an increase in rates. This should help incentivize providers to see more Partnership members. 	<p><i>None</i></p>
<p>6) Partnership Update <i>Speaker: Wendi Davis</i></p>	<p>Wendi Davis, Chief Operating Officer gave a brief overview of health plan updates.</p> <p>CalAIM Initiatives</p> <ul style="list-style-type: none"> Justice Involved Program: This program will be for members who are to be released from custody soon, or who have been recently released. This program started in Yuba County in October 2024. Partnership has partnered with many organizations to assist with this initiative, including our transportation vendors who will provide transportation from the jail or other facility. 	<p><i>Cyress Mendiola will provide Vicky Klakken with Bethany Redmill’s contact information to get suggestions on where Partnership should be engaging with the community.</i></p>

Agenda Topic	Minutes	Action Items
<p>Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<ul style="list-style-type: none"> Whole Child Model: For the ten newest counties to Partnership's service area, they are still operating under the California Children's Services (CCS) model and where the counties themselves are responsible for lots of oversight including, coordination of care, case management, social work, etc. <p>Project Phoenix: This is the new claims processing system that is scheduled to go live in late Spring, early Summer 2025.</p> <p>Jiva by ZeOmega: This system assists many departments within Partnership to run their daily business. Treatment Authorization Requests (TAR), Referrals, Case Management, Pharmacy, Grievances, Population Health, and Behavioral Health will all be integrated through this system.</p> <p>Partnership Advantage: This is an Health Maintenance Organization (HMO) plan that will be offered to Medicare/Medi-Cal dual covered members in January 2026.</p> <p>Member Engagement: Partnership has been in the community conducting Member Informing Sessions and encourages our members to attend and learn about the services offered. We are requesting your feedback or suggestions regarding programs and services that could benefit the members. Please share your recommendations with someone from Partnership on where these sessions should be held.</p> <p>Sol McNally asked if Partnership was working with the schools? She said her daughter's school doesn't know much about her medical benefits, yet they use her benefits for her communication device. Wendi Davis said Partnership works closely with the districts. In fact, last year, Partnership's Sr. Director of Behavioral Health met with over 80 school districts to talk with them about the grants that were available and how to get additional</p>	

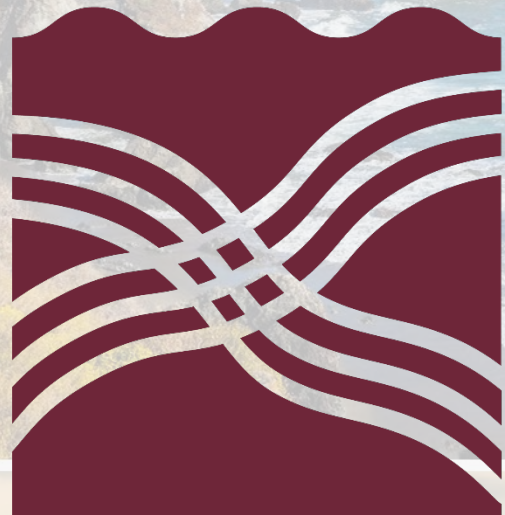
Agenda Topic	Minutes	Action Items
<p>Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<p>assistance. Regarding informing sessions at the schools, it's very difficult to get them to allow us in; however, we will start looking closer into this as a way to bridge that communication.</p> <p>Bethany Redmill said she would like to see more representation in Lake County in the form of attending Farmers Markets, charity drives, etc. Bethany said she is willing to volunteer her time and help with the events.</p>	
<p>1) Partnership Logo <i>Speaker: Dustin Lyda</i></p>	<p>Dustin Lyda, Director of Communications and Government Affairs provided a survey to the members seeking their opinions on Partnership's current logo. Dustin explained that the Partnership logo is over 30 years old, and he is looking for feedback if this logo still represents who Partnership is today. He went through each question on the survey and CAC members had an opportunity to share their thoughts and feelings. Some of the themes that were suggested included unity, connection, diversity and geographic locations.</p>	<p><i>None</i></p>
<p>2) 2024 Grievance & Appeals Annual Report <i>Speaker: Kory Watkins</i></p>	<p>Kory Watkins, Director of Grievance and Appeals, presented on Partnership's 2024 Grievance & Appeals Annual Report.</p> <p>Marcello "Nunie" Matta asked if the increase in total annual cases was due to any specific reason. Kory Watkins stated they believe the reason for the increase was due both the economy and members going back to the doctor after the pandemic. She said the total amount of cases was similar to that from 2019, so it's just Partnership getting back to the norm since Covid. Wendi Davis added that utilization of services went down during the pandemic; but since services have gone up, so have grievances.</p>	<p><i>None</i></p>
<p>3) Partnership Advantage <i>Speaker: Matthew Mouille</i></p>	<p>Matthew Mouille, Medicare Manager gave an updated presentation on Partnership's Medicare line of business called Partnership Advantage.</p>	<p><i>If there are any additional questions regarding Partnership</i></p>

Agenda Topic	Minutes	Action Items
<p>Partnership Advantage (continued) <i>Speaker: Matthew Mouille</i></p>	<p>Partnership Advantage is an HMO plan that will be offered to Medicare/Medi-Cal dual covered members in January 2026. Partnership has received approval to launch in eight counties: Del Norte, Humboldt, Mendocino, Lake, Sonoma, Marin, Solano, and Napa.</p> <p>Jennifer “Jenny” Bentrim asked if the supplemental benefit applies to people who are disabled on Medicare and have Medi-Cal? Matthew Mouille confirmed saying one of the eligibility requirements is that a member must be on Medi-Cal and Medicare to be eligible for Part A and Part B benefits. He said there are certain conditions that you can qualify for if you are not 65 years of age.</p> <p>Marcelo “Nunie” Matta asked what are the reasons someone might not qualify? He also asked, how would Partnership Advantage benefit the member compared to Medicare fee for service or if they are in another Medicare Advantage plan? Amy Turnipseed responded saying if you qualify for Medi-Cal and full scope Medicare and you reside in one of the eight counties above, you will be eligible to choose Partnership Advantage starting in January 2026. She also said, if you were in a Medicare fee-for-service plan with the basic coverage of services and you choose to go to Partnership Advantage, Partnership is able to offer supplemental benefits that aren’t offered in a fee-for-service plan. Partnership’s dual plan allows for better coordination of benefits because members are able to talk to one company instead of two or more to get the help they need.</p> <p>Margaret Sager stated she is currently on Medicare and Medi-Cal and wanted to know if she needs Partnership Advantage because she already gets full coverage other than a very small out of pocket expense for prescriptions. Matthew Mouille responded saying she could consolidate coverage, and Partnership would recognize her as a member with whole person coverage.</p>	<p><i>Advantage, please reach out to Melissa Schumann or Ryan Ciulla at, cac@partnershiphp.org and they will get them over to Matthew for a response.</i></p>

Agenda Topic	Minutes	Action Items
<p>Partnership Advantage (continued) <i>Speaker: Matthew Mouille</i></p>	<p>Bethany Redmill asked if this is a benefit only open during open enrollment which is typically in October/November of each year? Matthew Mouille responded saying for transition into the program, yes, it would be during open enrollment in October and effective the following January.</p> <p>Michael Strain asked if the Remote Access Technology benefit could link to someone's smart device to make an emergency call if need be. Matthew Mouille said the Person Emergency Response System (PERS) could do this.</p>	
<p>9) Partnership Member Scholarship Program <i>Speaker: Amanda Bernal</i></p>	<p>Amanda Bernal, Project Manager of Communications, provided the members with a flyer and shared information regarding the Partnership Member Scholarship Program.</p> <p>Partnership is launching a member scholarship program on January 6, 2026. Members who are pursuing higher education that relates to healthcare, social service, or public service, they are encouraged to apply for this scholarship. There will be one \$10,000 scholarship and four \$5,000 scholarships awarded. Eligibility requirements are that you are a current Partnership member, you were a Partnership member in the past 12 months, or you are a foster care youth who was a Partnership member within the past 3 years.</p>	None
<p>10) Community Health Assessment (CHA) / Community Health Improvement Plans (CHIP) Update <i>Speaker: Hannah O'Leary</i></p>	<p>Hannah O'Leary, Manager of Population Health gave a presentation update on the Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP).</p> <p>Partnership is collaborating with local health departments on their community health assessments. The health departments assess the community's needs and then work together with Partnership to determine how to address them. The public health departments submit requests to</p>	None

Agenda Topic	Minutes	Action Items
Community Health Assessment (CHA) / Community Health Improvement Plans (CHIP) Update (continued) <i>Speaker: Hannah O'Leary</i>	Partnership outlining the resources they require, and Partnership assists in supporting their efforts.	
11) CAC Achievements <i>Speaker: Ryan Ciulla</i>	Ryan Ciulla, Manager of Member Services highlighted the CAC Achievements from 2024.	None
12) Open Forum Speaker: All	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. Lulu Zhang said Members should contact the pharmacy to verify whether their over-the-counter medications are covered. If the pharmacy informs them that the medication is not covered, they should request to speak with the manager. Medi-Cal Rx provides a list of covered medications, and it's important to ensure that the pharmacy technician is fully aware of which medications are covered, and which are not.	None
13) Next Meeting	March 12, 2025 Noon – 2 p.m.	

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Follow Up From December 2024
CAC Meeting

Ryan Ciulla
Manager of Member Services

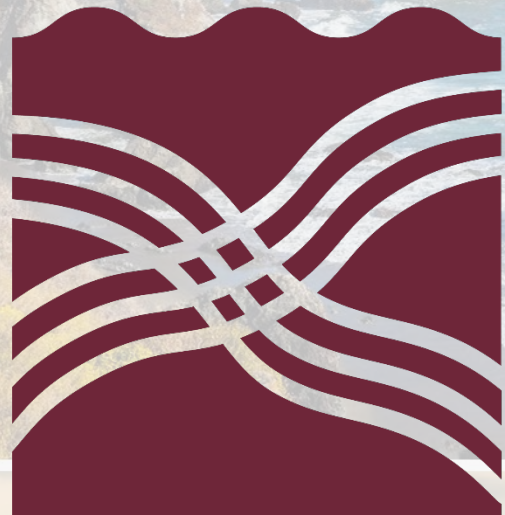
Report on Board Meeting

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

Recap on Partnership’s Board of Commissioners’ Meeting



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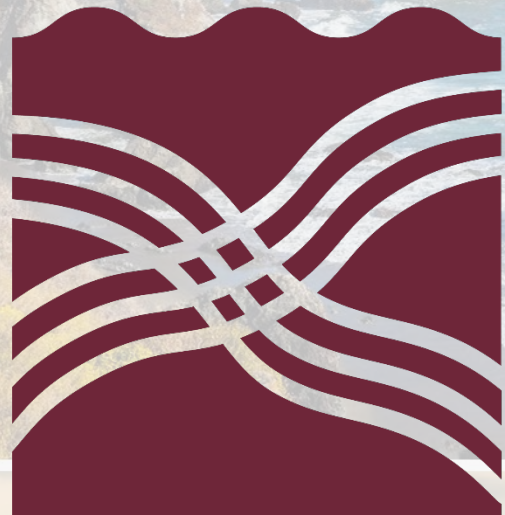
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Partnership Update

Wendi Davis
Chief Operating Officer

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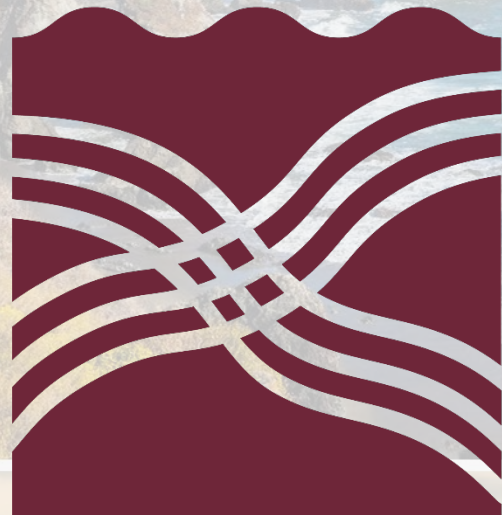
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Consumer Advisory Committee (CAC) Name Change

Melissa Schumann
Manager of Member Services

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Update on Consumer Advisory Committee (CAC) Events

Eli Seigel
Butte County Consumer Representative

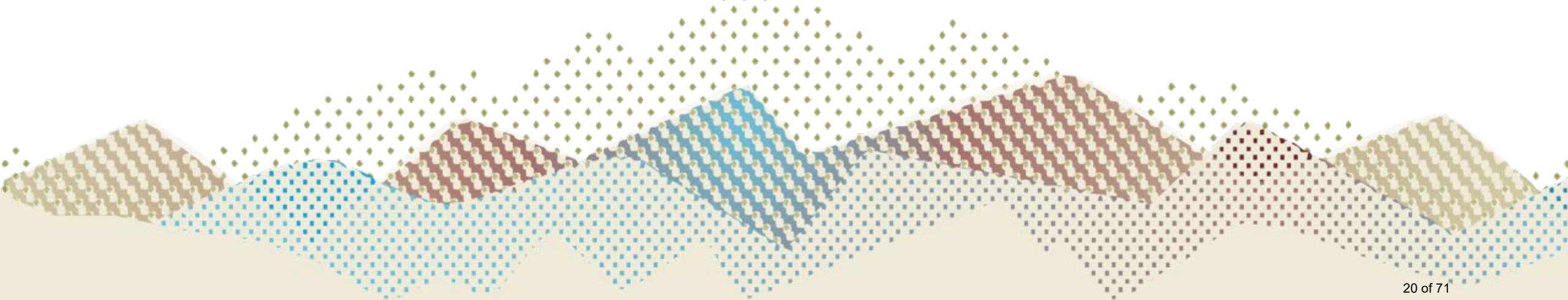
Jaime Faurot
Sonoma County Consumer Representative

2025 Population Health Needs Assessment

Preliminary Findings from 2024

Hannah O'Leary, MPH, CHES

March 13, 2025



Background

- A report of Partnership's member needs for 2024
- Pulls from different data sources including:
 - Local community needs assessments
 - County health rankings and roadmaps
 - Partnership claims data
 - Healthcare Effectiveness Data and Information Set (HEDIS) scores
 - Timely access data
 - Our Consumer Assessment of Healthcare Providers and Systems (CAHPS) data
 - Partnership's health disparities report
 - And more

Key Findings

Local community needs assessments across our 24 counties found health needs in the areas of:

- Economic instability (low income)
- Lack of access to health care
- Neighborhood concerns
- Lower levels of getting an education
- Community challenges



Key Findings (Cont'd)

Additional data revealed:

- Concerns around access to care, behavioral health, and social determinants of health (things that impact health outside of the doctor's office)
- Differences in health outcomes among certain people groups
- Transportation concerns
- 118 wildfires in Partnership's regions
- Chronic conditions among adult Partnership members: hypertension (high blood pressure), depression, and tobacco use
- Chronic conditions among child Partnership members: anxiety, trauma/stress, depression

Key Findings (Cont'd)

- Increased cases of members with substance use disorder
- High number of mental health visits among the white population compared to other groups.
- Lower scores for breast cancer screening rates and cervical cancer rates in the northern counties.
- Differences in health outcomes that can be prevented were found among certain people groups for these health outcomes:
 - controlling high blood pressure
 - child and adolescent (teen) well care visits
 - Hemoglobin A1c Control for Diabetes – Poor Control
 - pre and post natal care visits (ex: care for pregnant members and members with new babies)

Actions Taken

- **Areas to address needs:**
 - How Partnership is structured
 - Social needs
 - Member health and wellness
 - Access to care
 - Differences in health outcomes that are preventable
 - Health education/culture and linguistics
- Hired new regional directors for the Auburn and Santa Rosa offices.
- Created the community health needs liaisons team to work with the community to improve health outcomes.



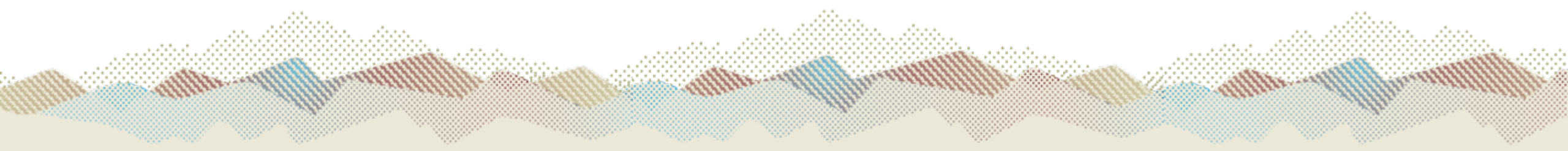
Actions Taken (Cont'd)

- CalAIM Incentive Payment Program – was able to offer grant funding to address housing concerns.
- Given over \$52 million to more than 100 CalAIM providers through grants for programs such as Enhanced Care Management and Community Supports services
- Increasing work options, including the member scholarships to support careers in health care, social work, and other related fields.
- Used the fire and disaster alert inbox for 2024 disasters in Partnership's service area.
- New Asthma Emergency Department Visit Outreach Program

Actions Taken (Cont'd)

- Will do health education sessions in 2025 on stopping tobacco use
- Helping schools to expand the use of behavioral health workers.
- Working with Alinea Medical Imaging for mobile mammography imaging
- Continue services for the health of members and their children.
- Continue to support work with local tribal health providers
- Community resource page for all 24 counties
- Created member-facing videos on topics to help educate members
- Member (or community) informative sessions

Questions?





Texting Platform

March 13, 2025

Completed Activities

- Contracted with Ushur
- Established internal workgroup – Member facing departments
 - Identify and prioritize campaigns
- DHCS approval of texting policy
- DHCS approval of texting program

Approved Campaigns

(Allow 60-days for DHCS approval)

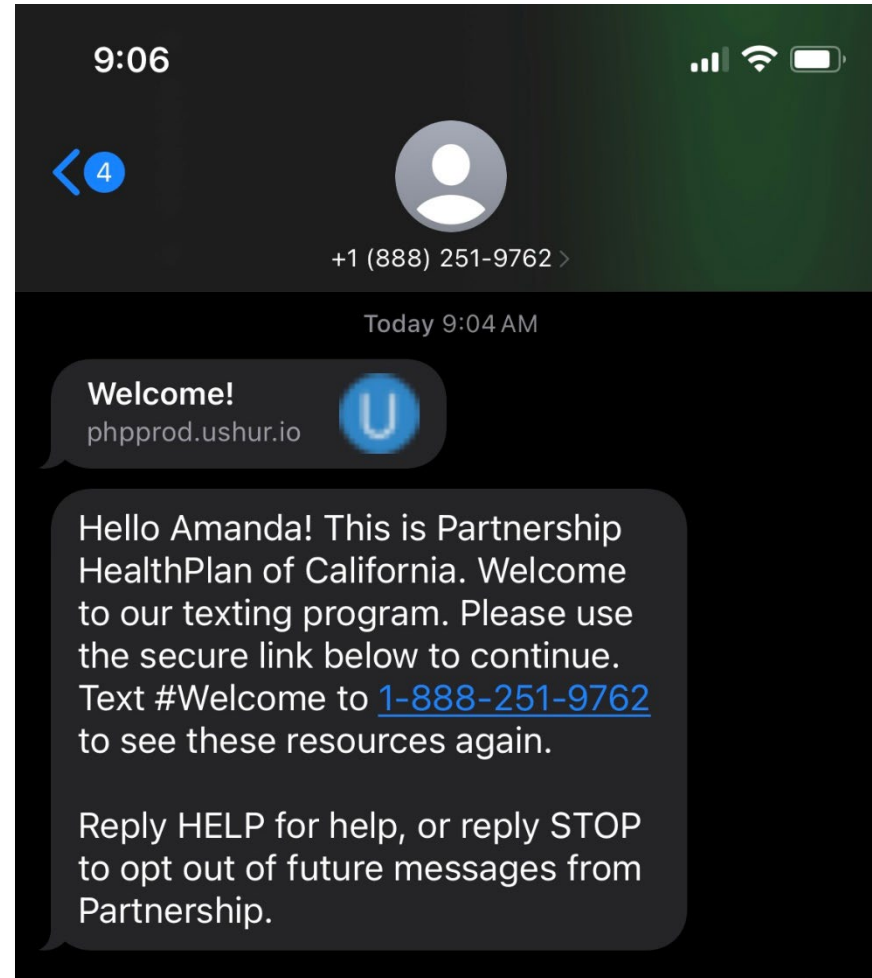
- Community Emergency - Wildfire communication that includes Partnership specific information and community resources (Butte County Park Fire)
- Welcome to Partnership Texting Program
- Monthly New Member
- Member Newsletter
- Well-Child Visits
- Satisfaction Survey
- Annual Mailing (Member Handbook, Provider Directory, and more)

Future Campaigns

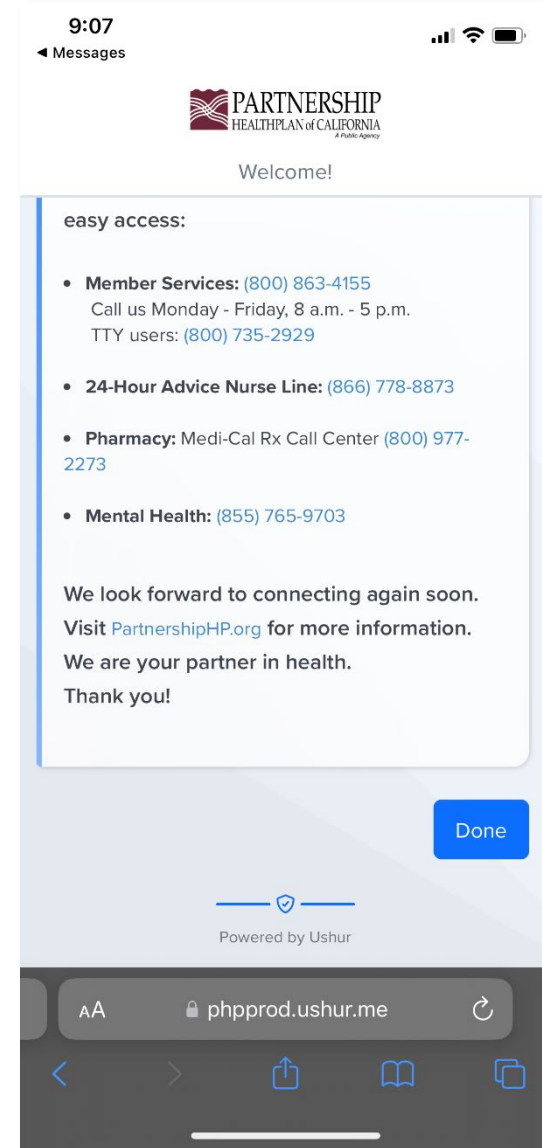
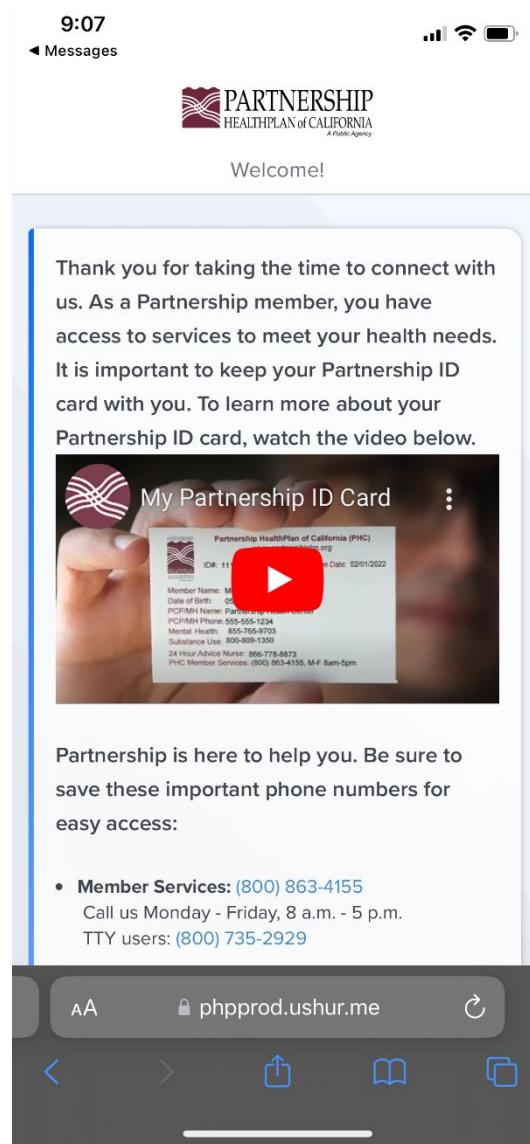
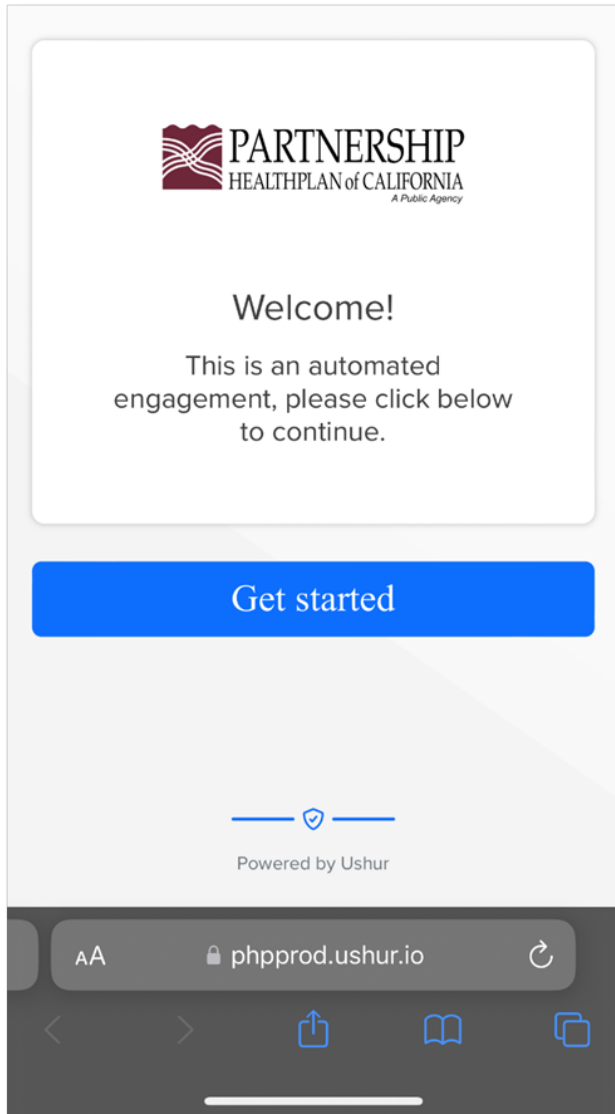
- Growing Together Program*
- Diabetes Management*
- Provider Contract Termination/Negotiations Notice*
- Member Questionnaires*
- Digital ID card
- New mothers
- Social Drivers of Health
- Nurse Advice Line
- Community Resources Promotion
- Behavioral Health Non-Specialty Mental Health Services
- New Member Journey

* Pending DHCS approval

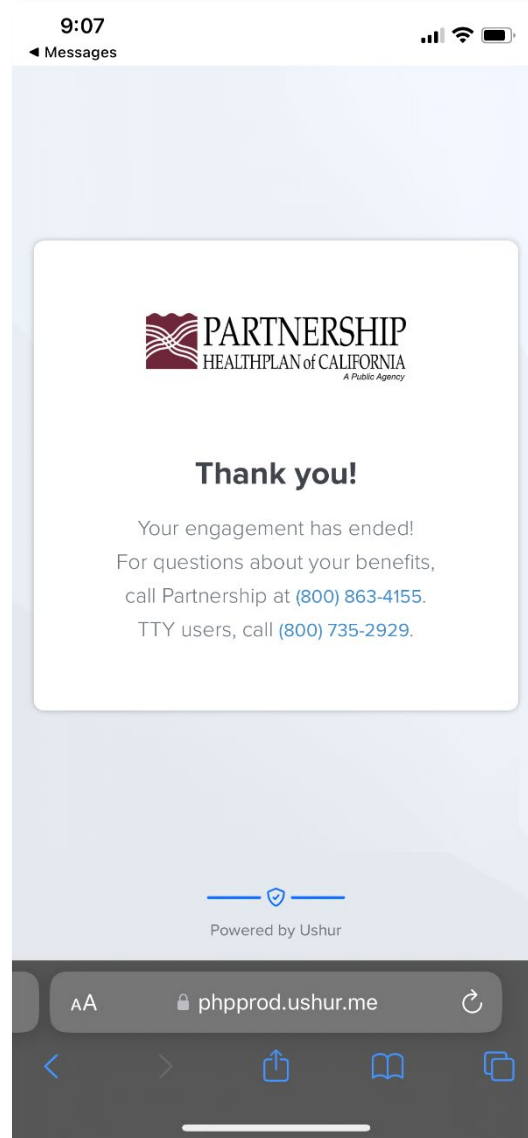
Member Experience



Member Experience



Member Experience



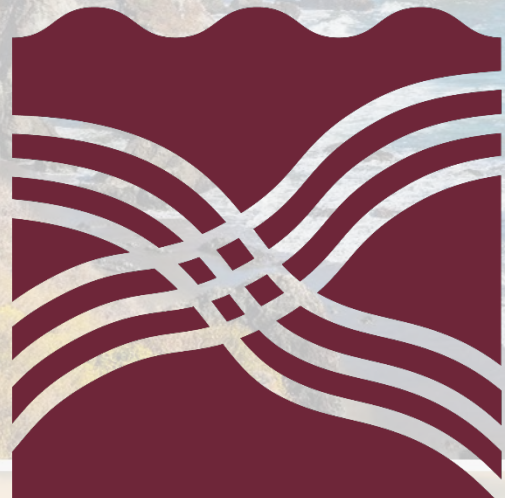
Results

- 430,000 unique numbers (don't include members under the age of 18)
 - Week 1 - 35,000 per day
 - Week 2-3 - 70,000 per day
- Response rate **3.3%**
 - Average response rate 2.5%
- Opt-out rate **0.02%**
 - Average opt out rate of 5-10%



Questions?

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Medicare Dual Special Needs Plans (D-SNP) Program Update

Matthew Mouille
March 13, 2025

Program Updates

Application submitted on: February 11, 2025

- Provider Network
- Model of Care
- Pharmacy Benefits Manager

Partnership Advantage Logo



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Advantage

Next Steps

Working on developing our bid

- Due to CMS June 2025

Supplemental Benefits

- Based on feedback from this group
- Reviewing vendors
- Finding best benefit package to meet member needs

Operational implementation ongoing

- Department process – How we will serve members
- Case management system
- Billing system



Cultural & Linguistics (C&L) Updates

Hannah O'Leary, MPH, CHES

March 13, 2025



Partnership Policies and Reports – Part 1



Cultural and Linguistic Program Description

- Partnership cultural and linguistic services include:
 - Translation
 - Interpreters
 - Alternate formats
 - Auxiliary aids
 - Language data
 - Trainings for staff
 - Goals for 2025 around cultural and linguistic services
 - C&L Teams
 - And more

Partnership Policies and Reports – Part 2



2024 C&L Program Description

Partnership HealthPlan of California | Cultural and Linguistic Program Description | Page 1

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Cultural & Linguistic Program Description

MCND9002

November 2023

Original Date: 02/19/2014

Previously Applied to MPLD7001 02/19/14 to 09/09/20

Revision Dates: MCND9002 09/09/20; 09/08/21; 09/14/22; 11/8/23



2024 C&L/QIHETP Workplan

Item #	Project/Program	Type of Goal	Goal	Outcome Measure(s)	Deliverable	Start Date	Due Date	Supporter	Business Owner	Deliverable Evaluation Status				Goal Met (Y or N)
										Jan 1 - Mar 31	Apr 1 - June 30	July 1 - Sep 30	Oct 1 - Dec 31	
1.a. (Health Equity Foundation)	Health Equity Strategic Plan Development and Health Disparities Analysis (HE4)	Continued	Goal #1: By August 31, 2024, define the framework and processes by which the QIHETP Program Description, C&L/QIHETP Work Plan, and QIHETP Evaluation will be initiated in 2024 and maintained through approval of corresponding 2025 version needs for HEA Initial Survey in June 2025	Measure: Disparity Analysis Report and Health Equity Strategic Plan Completion (QIHETP Program Description)	Deliverable #1: Submit 2023 HE 4 Disparity Analysis to External Consultant (Diane Williams)	1/1/2024	2/24/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Improvement Advisor (OI) Name: Darion Roberts	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	No - Delayed
					Deliverable #2: Submit updated 2024 C&L/QIHETP Work Plan for OI/EC approval	1/1/2024	2/20/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Director of Health Equity Name: Mahamed Jallah, PharmD	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	
					Deliverable #3: Health Disparities Statistical Analysis for 2024 data (2025 HE 4 Analysis)	7/1/2024	7/30/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Senior Health Data Analyst II Name: Shivani Sivaraman	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	
					Deliverable #4: Submit 2024 HE 4 Disparity Analysis to External Consultant (Diane Williams)	9/1/2024	9/15/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Improvement Advisor (OI) Name: Darion Roberts	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	
					Deliverable #5: Submit Final 2024 C&L/QIHETP Work Plan and prepared 2025 C&L/QIHETP Work Plan for IOI/GOUAC review and approval for HEA Initial Survey in 2025	9/1/2024	10/30/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Director of Health Equity Name: Mahamed Jallah, PharmD	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	
1.b. (Health Equity Foundation)	Providing DEI Training Development for Staff and Network Providers, Sub-contractors, etc. to fulfill DHOS All Plan Letter (APL) Requirement. Training will be tailored per Network Cultural Responsiveness and Community Needs	New	Goal #1: By Sep 30 2024, submit DEI training to DHOS for review to fulfill Phase 1 APL '23-'25 deliverable	Measure: DEI Training Submission Receipt from DHOS	Deliverable #1: Create and submit RFP for DEI training	1/1/2024	2/1/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Director of Health Equity Name: Mahamed Jallah, PharmD	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	No - Delayed
					Deliverable #2: Execute Contract for RFP after decision from Exec Team and PRB	3/1/2024	4/30/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Project Manager I Name: Anabel Castro	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	
					Deliverable #3: Review DEI training Content and conduct pilot with 5 to 10 practitioners to validate training practicality	4/30/2024	8/31/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Director of Health Equity Name: Mahamed Jallah, PharmD	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	
					Deliverable #4: Submit training to DHOS for review and approval to fulfill Phase 1 of APL	9/1/2024	9/30/2024	Title: Chief Health Services Officer Name: Katharina Barrozi, RN, MSN	Title: Director of Health Equity Name: Mahamed Jallah, PharmD	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> On Track <input type="checkbox"/> Delayed <input type="checkbox"/> Terminated	



2024 Cultural and Linguistic Program 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

2024 Cultural and Linguistic Program Evaluation

- 32 languages for Partnership members in 2024
- Member complaints – mainly race/ethnicity, disability, and language
- Over 35 attendees at each Quality Improvement and Health Equity Committee (QIHEC) in 2024
- Had enough CAC members at each meeting in 2024
- All policies reviewed and approved in 2024
- New staff for C&L activities

2024 Cultural and Linguistic Program 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 delayed, but 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

2024 Cultural and Linguistic Program 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



Questions?



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Member Experience Annual Review

Anthony Sackett
Program Manager of Quality Improvement

Kory Watkins
Director of Grievance & Appeals



Today's Topics

Background

How we're improving your
healthcare experience

2023 Member Experience

Areas we want to improve

Questions & Answers

Background

The National Committee for Quality Assurance (NCQA)
Helps Partnership know where we can improve.

Partnership HealthPlan of California

California



Health Plan Rating ⓘ
★★★★☆ 3.5 of 5

INSURANCE TYPE ⓘ Medicaid	PRODUCT TYPE HMO
NEXT REVIEW DATE 09/22/2026	MEMBERS ENROLLED 707,493
EVALUATION PRODUCT Renewal Survey	WEBSITE http://www.partnershiphp.org ⓘ

 **Accredited**

Last update: 09/15/2024
Ratings are updated annually (September)

How We're Improving Your Healthcare Experience

Action	Improve
Continue	Access to Care
Continue	Member Experience
New	Customer Service
New	Attitude/Service
Continue	Healthcare Delivery
Continue	Health Plan Delivery



2023 Member Experience


Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey



Survey Sections

- ❖ Your health care in the last 6 months
- ❖ Your main doctor
- ❖ Getting healthcare from specialists (healthcare experts)
- ❖ Your health plan
- ❖ About you

How The Survey Is Scored



SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 Yes → *If Yes, Go to Question 1*
 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders. If you want to know more about this study, please call 1-888-797-3605.

1. Our records show that you are now in Partnership HealthPlan of California. Is that right?
 Yes → *If Yes, Go to Question 3*
 No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?
 Yes
 No → *If No, Go to Question 5*

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
 Never
 Sometimes
 Usually
 Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
 Yes
 No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
 Never
 Sometimes
 Usually
 Always

Yes or No

In the last six months, did you have an illness, injury, or condition that needed care right away?

Usually or Always

In the last six months, how often did your personal doctor explain things in a way that was easy to understand?

Rating 9, 10

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last six months?











2023 Member Experience

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Results



Adult Member Experience

	ADULT SURVEY RESULTS Sample Size 3,375 Total Returns 510	Survey Performance
Rating Measure	Rating of Health Plan (% 8, 9, 10)	
	Rating of All Health Care (% 8, 9, 10)	
	Rating of Personal Doctor (% 8, 9, 10)	
	Rating of Specialist Seen Most Often (% 8, 9, 10)	
Composite Measure	Getting Needed Care (% Always or Usually)	
	Getting Care Quickly (% Always or Usually)	
	Care Coordination (% Always or Usually)	
	Customer Service (% Always or Usually)	

Child Member Experience

CHILD SURVEY RESULTS Sample Size 4,125 Total Returns 659		Survey Performance
Rating Measure	Rating of Health Plan (% 8, 9, 10)	😊
	Rating of All Health Care (% 8, 9, 10)	😞
	Rating of Personal Doctor (% 8, 9, 10)	😞
	Rating of Specialist Seen Most Often (% 8, 9, 10)	😞
Composite Measure	Getting Needed Care (% Always or Usually)	😊
	Getting Care Quickly (% Always or Usually)	😊
	Care Coordination (% Always or Usually)	😞
	Customer Service (% Always or Usually)	😊

2023 Member Experience


**Member Filed
Complaints or
Appeals**

Member Filed Complaints

Reporting Period: Annual 2022 vs. 2023								
	Previous Period: 2022			Current Period: 2023				
NCQA Category	Avg PHC Membership	Grievances	Grievances p/1,000	Avg PHC Membership	Grievances	Grievances p/1,000	Threshold	Threshold Met?
Access	638,303	1,055	1.65	678,546	1,526	2.25	1.82	No
Attitude/Service		1,278	2.00		1,752	2.58	2.20	No
Billing/Financial		113	0.18		106	0.16	0.19	Yes
Quality of Care		106	0.17		186	0.27	0.18	No
Quality of Provider Office		4	0.01		2	0.00	0.01	Yes
TOTAL		2,556	4.00		3,572	5.26	4.40	No

GRIEVANCES

TOTAL CASE FILINGS

 Year-Over-Year

NCQA CATEGORY THRESHOLDS

- Access
- Attitude/Service
- Billing/Financial
- Quality of Care
- Quality of Provider Office

Member Filed Appeals

Reporting Period: Annual 2022 vs. 2023								
	Previous Period: 2022			Current Period: 2023				
NCQA Category	Avg PHC Membership	Appeals & SLG	Appeals & SLGs p/1,000	Avg PHC Membership	Appeals & SLG	Appeals & SLGs p/1,000	Threshold	Threshold Met?
Access	638,303	332	0.52	678,546	350	0.52	0.57	Yes
Attitude/Service		47	0.07		33	0.05	0.08	Yes
Billing/Financial		382	0.60		297	0.44	0.66	Yes
Quality of Care		1	0.00		9	0.01	0.00	No
Quality of Provider Office		0	0.00		0	0.00	0.00	Yes
TOTAL		762	1.19		689	1.02	1.31	Yes

APPEALS & SECOND LEVEL GRIEVANCES

TOTAL CASE FILINGS

↓ Year-Over-Year

NCQA CATEGORY THRESHOLDS

- Access
- Attitude/Service
- Billing/Financial
- Quality of Care
- Quality of Provider Office

Member Experience

2023 Member Experience Summary

Areas We Want to Improve

Access to
Care

Member
Experience

Health Plan
Experience

- Keep our focus on: Access, health plan rating, and member experience
- Active Listening: Listen to members and communities through additional surveys, in addition to Partnership front-line staff
- Addressing members' understanding of their health coverage and reducing sources of member dissatisfaction

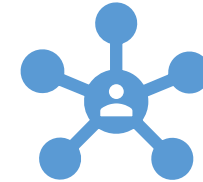
What We're Working On

Access To Care

- Talking to staff and network doctors to collect information on how to help support and improve Access to Care

Health Plan Experience

- Improve how we communicate with members
- Continue sharing benefit information with members and network doctors' answers to the four most asked benefit coverage questions
- Improve how members engage with Partnership



Questions?



Please email us at: PHC_CAHPs@Partnershiphp.org

Open Forum





Next Meeting

June 12, 2025

Noon – 2 p.m.

