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## 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 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 – 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
<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 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 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: <i>What is your favorite activity to do in the Spring?</i></p>	<p><i>None</i></p>
<p><b>3) Approval of December 2024 Minutes</b>  <i>Speaker: Melissa Schumann</i></p>	<p>The December 2024 meeting minutes were reviewed and approved.</p>	<p><b>Vote: Brion Burkett</b> voted to approve the minutes, <b>Eli Seigel and Marcelo “Nunie” Matta</b> also voted to approve the minutes.</p>

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<p><b>4) Follow Up from December 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 September 2024 CAC Meeting.</p> <ul style="list-style-type: none"> <li>• CAC Member Bethany Redmill’s contact information was shared with Partnership’s Regional Director, Vicky Klakken.</li> </ul>	<p><i>None</i></p>
<p><b>5) Report on Board Meeting</b>  <i>Speaker: Marcelo “Nunie” Matta</i></p>	<p><b>Marcelo “Nunie” Matta, Consumer Board Representative</b>, provided a recap of Partnership’s Board of Commissioners’ Meeting held on, February 26, 2025.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Krissie Matta, guest of Marcelo “Nunie” Matta, read other information he received during the Board meeting. <ul style="list-style-type: none"> <li>○ Partnership’s Transportation Call Center performance has improved and continues to improve. They have reached the green threshold at 80.2% calls answered in a timely fashion. For the year 2024, 1.8 million rides were provided.</li> <li>○ Partnership’s mental health center is currently answering calls within 30 seconds, some of which are as low as 7 seconds.</li> </ul> </li> </ul>	<p><i>None</i></p>

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<p><b>6) Partnership Update</b>  <i>Speaker: Sonja Bjork</i></p>	<p><b>Sonja Bjork, Chief Executive Officer, shared</b> 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><b>California Advancing and Innovating Medi-Cal (CalAIM):</b> 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>

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<p><b>6) Partnership Update</b>  <b>Continued</b>  <i>Speaker: Sonja Bjork</i></p>	<p><b>Eli Seigel</b> 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><b>Brion Burkett</b> commended Partnership for its culture of genuine care and empathy. He noted that many companies don't 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><b>Wendy Longwell</b> 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><b>Jaime Faurot</b> asked what Partnership is doing to meet the needs of the Marin community? <b>Sonja Bjork</b> 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're 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>

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<p><b>7) CAC Name Change</b>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Manager of Member Services</b>, 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).</p>	<p><i>None</i></p>
<p><b>8) Update on CAC Events</b>  <i>Speaker: Eli Seigel and Yan Yan "Jaime" Faurot</i></p>	<p><b>Eli Seigel, Butte County Representative and Yan Yan "Jaime" Faurot, Marin County Representative</b> provided a recap of their experience at the Insure the Uninsured Project (ITUP) conference in Sacramento.</p> <p><b>Eli Seigel</b> 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 didn't provide enough opportunity for participants to share their feedback. <b>Sonja Bjork</b> 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><b>Scott Boggs</b> asked who sponsored the event and whether anyone present was from the communities that benefit from this service? <b>Sonja Bjork</b> responded by explaining that the ITUP conference is a non-profit organization with a mission to help people get healthcare coverage. Unfortunately, there weren't 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>	<p><i>None</i></p>

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<p><b>8) Update on CAC Events Continued</b>  <i>Speaker: Eli Seigel and Yan Yan “Jaime” Faurot</i></p>	<p><b>Yan Yan “Jaimee” Faurot</b> mentioned that the host didn’t 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. CEO’s 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><b>Melissa Schumann, Manager of Member Services</b>, 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><b>9) Population Needs Assessment (PNA)</b>  <i>Speaker: Hannah O’Leary</i></p>	<p><b>Hannah O’Leary, Manager of Population Health</b> presented on the work Partnership is doing to address the gaps in services and health disparities.</p>	<p><i>None</i></p>

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<p><b>10) Partnership Texting Program</b>  <i>Speaker: Amanda Bernal</i></p>	<p><b>Amanda Bernal, Communications Project Manager</b>, announced Partnership’s texting campaign.</p> <p><b>Jennifer Bentrin</b> asked if the texting program is something members need to sign up for? <b>Amanda Bernal</b> 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><b>Jennifer Bentrin</b> asked if Partnership has an app. <b>Amanda Bernal</b> stated that currently Partnership doesn’t have an app.</p> <p><b>Wendy Longwell</b> inquired whether the responses were scripted or if members could have a conversation with a live person. <b>Amanda Bernal</b> 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><b>Marcelo “Nunie” Matta</b> expressed interest in being able to text as well.</p> <p><b>Bill Remak</b> asked if there will ever be an option for members to text a live person when talking on the phone isn’t an option. <b>Amanda Bernal</b> stated currently that is not what the texting platform is able to do;, she will explore this ability with her team.</p> <p><b>Raichael Stewart</b>, a member of the public, asked what percentage of Partnership members received the texts? <b>Amanda Bernal</b> stated she didn’t 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>



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<p><b>11) Partnership Advantage</b>  <i>Speaker: Matthew Mouille</i></p>	<p><b>Matthew Mouille, Medicare Program Manager</b>, provided an update on Partnership’s Medicare line of business called, Partnership Advantage.</p> <p><b>Bill Remak</b> 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>
<p><b>12) Cultural &amp; Linguistics Evaluation</b>  <i>Speaker: Hannah O’Leary</i></p>	<p><b>Hannah O’Leary, Manager of Population Health</b>, presented on Partnership’s Cultural and Linguistics program and the findings from that report.</p> <p><b>Hannah O’Leary</b> 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><b>Yan Yan “Jaime” Faurot</b> asked how culture humility can be applied practically to help people access care? <b>Hannah O’Leary</b> responded saying the vendor Partnership uses to translate materials have several staff who speak those languages natively.</p> <p><b>Marcelo “Nunie” Matta</b> 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. <b>Sonja Bjork</b> 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 &amp; Linguistics Evaluation, please reach out to Melissa Schumann or Ryan Ciulla at, <a href="mailto:cac@partnershiphp.org">cac@partnershiphp.org</a> 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>
<p><b>13) Member Experience Annual Review</b>  <i>Speaker: Anthony Sackett &amp; Kory Watkins</i></p>	<p><b>Anthony Sackett, Program Manager II of Quality Improvement, and Kory Watkins, Director of Grievance and Appeals</b>, 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
<p><b>14) Open Forum</b> <b>Speaker: All</b></p>	<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><b>Wendy Longwell</b> stated she organizes 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><b>Michael Strain</b> asked if the CAC could meet more than four times a year, as presentations are often shortened, and members don't 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. <b>Sonja Bjork</b> 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 years Project Homeless Connect event.</i></p> <p><i>CAC Team will discuss the yearly meeting schedule.</i></p>
<p><b>15) Next Meeting</b></p>	<p><b>June 12, 2025</b> <b>Noon – 2 p.m.</b></p>	