



**MEETING MINUTES**

**Meeting Name:** Consumer Advisory Committee (CAC)

**Date:** March 2, 2023

**Time:** 12:00 – 2:00 p.m.

**Locations:** 3688 Avtech Parkway, Redding, CA 96002 (Sundial/Turtle Bay Conference Rooms)  
 2525 Airpark Dr. Redding, CA 96001 (Huddle Room 4)  
 1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue\_meg Conference Room)  
 4605 Business Center Drive, Fairfield, CA 94534 (Napa/Solano Conference Rooms)  
 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)

**PHC Attendees:** Araceli Gutierrez, Autumn Monson, Brittany Spears, Chelsea Breshears, Chris George, Cody Thompson, Cyress Mendiola, Eric Rushing, Hannah O’Leary, Jessee Benton, Katherine Barresi, Katrina Tagle, Kevin Spencer, Liz Gibboney, Malania De Paul, Mark Bontrager, Melissa Schumann, Nicole Curreri, Patty Hayes, Ryan Ciulla, Vicky Klakken, Wendi West

**Member Attendees:** Becky Sherman, Christina Thompson, Joy Newcom-Wade, Julia Hostler, Wendy Longwell

Agenda Topic	Minutes	Action Items
<p><b>1) Purpose of Meeting</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Ryan Ciulla, Supervisor of Member Services</b>, reminded members that the purpose of the Consumer Advisory Committee is, to act as a liaison between the HealthPlan and the HealthPlan members by providing a forum to discuss common issues of interest and importance. The Committee creates a supportive and informative networking environment and to advocate for all members by ensuring that Partnership is responsive to the diversity of health care needs of all members.</p>	<p><i>None</i></p>
<p><b>2) Introductions</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>Introductions from all sites were conducted and everyone was asked to answer the following icebreaker question: “In one or two words, what are you doing to get healthy?”</p>	<p><i>None</i></p>

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<b>3) Public Comments</b> <i>Speaker: Ryan Ciulla</i>	The Committee was provided an opportunity to present any comments about the agenda. Advocates and members of the public were also given an opportunity to address any items on the agenda.	<i>None</i>
<b>4) Approval of December 2022 Minutes</b> <i>Speaker: Ryan Ciulla</i>	The December 2022 meeting minutes were reviewed and approved.	<b><i>Motion: Becky Sherman</i></b> motioned to approve the minutes, <b><i>Wendy Longwell</i></b> seconded and the December 2022 minutes were approved.
<b>5) Follow Up from December 2022 CAC Meeting</b> <i>Speaker: Ryan Ciulla</i>	There were no follow up items from the December 2022 CAC meeting.	<i>None</i>
<b>6) Report on Board Meeting from Consumer Board Member</b> <i>Speaker: Wendy Longwell</i>	<p><b>Wendy Longwell, Consumer Board Member</b>, gave a brief recap from the last Board Meeting.</p> <p><b>PHC Expansion:</b> Board Retreat was held on, 02/22/23. Lots of discussion around PHC expansion and the ten new counties. There are a lot of moving pieces to make this happen and the biggest concerns are making sure things don't change for the existing counties and yet, the new counties get the same level of service the existing ones get.</p> <p><b>CalAIM:</b> There are new services coming. Not all services have been launched so when those start, it will take a lot of effort from everyone as well. PHC has an amazing team that will make sure all available services are there for Partnership's members.</p>	<i>None</i>

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<p><b>7) HealthPlan Update</b>  <i>Speaker: Liz Gibboney</i></p>	<p><b>Liz Gibboney, Chief Executive Officer</b>, gave an overview of the HealthPlan Updates.</p> <p><b>CalAIM:</b> Over 2,100 members enrolled in Enhanced Care Management (ECM). Over 1,300 members getting community support which is mostly housing and meal services. PHC is actively working on the Medicare Dual Special Needs Program that will happen in 2026. PHC is currently assessing how we are doing now compared to what Medicare is currently requiring.</p> <p><b>Wellness &amp; Recovery:</b> PHC’s regional model is a drug treatment program that is currently in seven counties. PHC is actively working with Lake County and the State to add Lake to that model. Hoping to go-live in July 2023.</p> <p><b>Medi-Cal Redeterminations:</b> With the public health emergency ending and redeterminations going active again, the Department of Health Care Services (DHCS) is ramping up their public information efforts to ensure Medi-Cal recipients know what is going to happen in the next year. They have created a website called: <a href="http://www.keepmedicalcoverage.org">www.keepmedicalcoverage.org</a>. It has a lot of information about the importance of ensuring your contact information is current with your county eligibility worker, providers, and health plan. It’s also important not to ignore any correspondence you get from your county as they go to redetermine cases. The counties will start mailing members in April 2023 to let them know they are being renewed automatically or if they need to provide more information.</p> <p><b>Health Equity:</b> National Committee on Quality Assurance (NCQA) will require PHC to have, Health Equity accreditation status. PHC plans to seek accreditation by June of 2024 or 2025 to be compliant.</p> <p><b>PHC Expansion:</b> PHC will adopt ten new counties by 2024. PHC is working with the board governance committee on how to adjust the board seats. Plans are to secure another regional office within one of those ten counties to create a physical presence.</p>	<p><i>None</i></p>

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<p><b>8) 2023 Population Needs Assessment (PNA) &amp; Cultural and Linguistic (C&amp;L) Action Plan</b>  <i>Speaker: Nicole Curreri</i></p>	<p><b>Nicole Curreri, Manager of Population Health</b> presented a summary of key findings from PHC’s most recent Population Health Assessment and provided a member feedback survey.</p> <p>Population Needs Assessment (PNA) is required by DHCS and NCQA. PHC will create a PNA every year.</p> <p><b>Key Findings:</b>  Within PHC’s 14 counties, the communities stated they need more access to care, mental health, and substance use services.</p> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>• <b>Health of Mothers and Babies:</b> Will explore ways to support and educate members on benefits and services PHC provides.</li> <li>• <b>Youth Tobacco Use:</b> PHC is starting a pilot in Lake County that will provide tobacco education and empower youth to be healthy without the use of tobacco.</li> <li>• <b>Vaccinations:</b> PHC is collaborating with different schools to offer school-based immunization clinics.</li> <li>• <b>Grievances:</b> Looking at why some race and ethnicities are filing more than others are. On PHC’s website, a grievance video shares how a grievance can be filed and its process.</li> <li>• <b>High Emergency Room Use:</b> Adding questions to community-based surveys.</li> <li>• <b>Breast Cancer Screening:</b> Continue providing mobile mammography clinics.</li> <li>• <b>High Blood Pressure:</b> Explore a barbershop intervention by working with our new Director of Health Equity.</li> </ul>	<p><i>None</i></p>

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<p><b>9) Transportation</b>  Speaker: Melissa McCartney</p>	<p><b>Melissa McCartney, Director of Transportation Services</b> announced PHC's new Transportation Department.</p> <p>Starting <b>April 1, 2023</b>, all of the transportation scheduling will be done by PHC instead of MTM. There will be a new number for members to call and they will be speaking with PHC staff to help schedule their rides. PHC has received a lot of great feedback from the CAC Members and it's believed this will be a huge improvement for members because PHC will be able to provide better customer service.</p>	<p><b>Wendy Longwell</b> asked if there is a flyer she can hand out to members who come to her work (Disability Action Center (DAC)) with questions. <b>Melissa McCartney</b> said there is an updated flyer she will send to <b>Chelsea Breshears</b> who can send it to the CAC members or out for other distribution as needed.</p>
<p><b>10) Beacon Name Change</b>  Speaker: Ryan Ciulla</p>	<p><b>Ryan Ciulla, Supervisor of Member Services</b>, announced Beacon's name change to Carelon Behavior Health.</p> <p>Starting <b>March 1, 2023</b>, Beacon Health Options will change its name to Carelon Behavioral Health. Members do not need to do anything. Their benefits and plan will not change. Members can see all past doctors and health care experts. All Beacon phone numbers, emails, websites, and apps will redirect the member to the right place.</p>	<p>None</p>

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<p><b>11) NR &amp; SR CAC</b>  <i>Speaker: Kevin Spencer</i></p>	<p><b>Kevin Spencer, Sr. Director of Member Services</b> announced the NR &amp; SR CAC meetings will combined.</p> <p>March 2023 will be the last CAC meetings that are held separately. The reason for the merge is to ensure all members are hearing the same message and increase the number of committee members attending to strengthen discussions. Nothing changes for the members. Locations of meetings will stay the same and there will still be discussions on local challenges or opportunities. Members will still be given an opportunity to bring up any individual concerns or topics. There will still be facilitators in each region that members can reach out to as needed. As PHC prepares for expansion in the East, it is still being decided if that region will be a separate meeting or if it will become a part of the greater CAC group. We will let everyone know when that time comes.</p>	<p><b>Wendy Longwell</b> asked if when considering the new dates for the meeting, if they could be set closer to the Board Meeting dates so the information she brings back to CAC is relevant. <b>Liz Gibboney</b> recommended, rather than have the meetings spaced evenly apart, the meetings could be scheduled slightly different to align better with the Board meeting.</p>
<p><b>12) Member Newsletter</b>  <i>Speaker: Patty Hayes</i></p>	<p><b>Patty Hayes, Manager of Communications</b>, shared models of proposed new style and cover design along with a member feedback survey.</p> <p>The newsletter has health articles, recipes, and lots of PHC benefits and services. The newsletter has looked the same for many years but with the move to a magazine style, PHC is taking the opportunity to update its look. PHC hopes making it appear more modern, it will be more appealing and encourage members to look through it.</p>	<p><b>Wendy Longwell</b> asked if they have been reviewed for accessibility. For example, option three, the header doesn't have enough contrast between the background color and the text color. Also, what size font will be in the newsletter? <b>Patty Hayes</b> said accessibility for all readers has been discussed with the developers of the models, but concerns like this should be considered when choosing one of the three options. The text will be 12 point font or larger.</p>

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<p><b>13) PHC Videos on Website</b>  Speaker: Patty Hayes</p>	<p><b>Patty Hayes, Manager of Communications</b>, shared informational videos from PHC's website.</p> <p>A new feature on the PHC website are short videos for members. The creation of the videos are part of the response from the member experience survey also known as the, Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. They are an effort to increase awareness of who Partnership is and what we do for our members. The videos offer useful information in a way that's more convenient and a little more accessible and easier to understand than our written materials. More videos to come.</p>	<p><i>None</i></p>
<p><b>14) Next Meeting</b>  Speaker: Ryan Ciulla</p>	<p><b>Ryan Ciulla, Supervisor of Member Services</b>, let everyone know we will notify everyone when the next scheduled meeting will be.</p>	<p><i>None</i></p>