



MEETING MINUTES

Meeting Name: Consumer Advisory Committee Meeting

Date: March 9, 2023

Time: 12 – 1:45 p.m.

Location: 4605 Business Center Drive, Fairfield, CA 94534 (Conference Rooms A, B & C)
 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
 2525 Airpark Drive, Redding, CA 96001 (Huddle Room 2)

PHC Attendees: Araceli Gutierrez, Brittany Spears, Chelsea Breshears, Cyress Mendiola, Elly Rios, Hannah O’Leary, John Lemoine, Jose Puga, Katrina Tagle, Kevin Spencer, Lisa O’Connell, Lise West, Lynn Scuri, Marisela Delgado, Marta Ford, Melissa McCartney, Melissa Schumann, Dr. Mohamed Jalloh, Nicole Curreri, Patty Hayes, Dr. Robert Moore, Ryan Ciulla, Sonja Bjork

Member Attendees: Beverly Franklin, Darnice Richmond, Eugene Korte, Lance LeClair, Lulu Zhang, Michael Strain, Marcelo Matta, Wendy Ostergaard

Ad Hoc: Glenda Jones, Jaime Yan Faurot, Jason Faurot, Krissie Matta, Patrick Beale

Absent: Frances Porter, Lasonja Porter, William Remak

Agenda Topic	Minutes	Action Items
1) Introductions <i>Speaker: Araceli Gutierrez and Melissa Schumann</i>	<p>Araceli Gutierrez, Supervisor of Member Services, opened the meeting and announced Melissa Schumann, Supervisor of Member Services as the co-facilitator for this meeting. Melissa will be taking over as facilitator.</p> <p>Housekeeping rules and directions were given. Participant roll call and introductions were conducted. Each member was asked to answer the following question: “In one or two words, share something you are doing to get healthy.”</p>	None
2) Public Comments <i>Speaker: Araceli Gutierrez</i>	<p>The committee was provided with an opportunity to present any comments regarding the agenda. Advocates and members of the public were also given an opportunity to address any comments pertaining to any non-agenda items.</p>	None
3) CAC Member Seat Change <i>Speaker: Melissa Schumann</i>	<p>Melissa Schumann, Supervisor of Member Services announced the seat changes in Yolo County.</p>	None

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CAC Member Seat Change Continued <i>Speaker: Melissa Schumann</i>	Melissa recognized and thanked member Lasonja Porter for her many years of dedicated service and welcomed new member Lulu Zhang.	
4) Approval of December 2022 Minutes <i>Speaker: Melissa Schumann</i>	The December 2022 meeting minutes were reviewed and approved.	<i>Nunie Matta motioned to approve the minutes. Lance LeClair seconded the motion and the December 2022 minutes were approved.</i>
5) Follow Up from December CAC Meeting <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Supervisor of Member Services stated that there was no follow up agenda items from the December 2022 CAC Meeting.	None
6) Report on Board Meeting from Consumer Board Member <i>Speaker: Lance LeClair</i>	<p>Lance LeClair, Consumer Board Member, gave a brief recap on the last Board Meeting that was held on December 7, 2022 and Strategic Planning Retreat that was held on February 22, 2023.</p> <p>Topics that were discussed during the Board meeting included input responses to California Advancing and Innovating Medi-Cal (CalAIM) and Enhanced Care Management (ECM), Geographic Expansion, Housing and Homeless Initiative Program, NCQA Accreditation, and the Health Equity program.</p> <p>The Strategic Planning Retreat was held in Napa County at the River Terrace Inn. Speakers at the retreat focused their presentation around the healthcare workforce. With the geographic expansion being in mostly rural counties, it's not always easy find healthcare providers in those areas.</p> <p>Lance reminded everyone that Medi-Cal is sending out redetermination packets and the importance of getting them submitted as soon as they're received</p>	<p><i>Michael Strain asked if there was a deadline to be aware of for receiving the redetermination letter. Lance LeClair said it is based on the date you joined Medi-Cal. He suggested contacting your Medi-Cal Office to find out more information. Kevin Spencer added that there is a grace period for filling out the redetermination packets, but strongly encourages everyone to get it submitted soon after they're received. Any changes to your address, phone number, etc. should also be reported to the</i></p>

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<p>Report on Board Meeting from Consumer Board Member Continued <i>Speaker: Lance LeClair</i></p>	<p>in order to keep their benefits active. He also reminded them to pass this information along to anyone they think might not receive it. You can sign up to be a Medi-Cal Coverage Ambassador to receive these updates and spread the word to others. Sign Up Here: https://www.dhcs.ca.gov/toolkits/Pages/PHE-Outreach-Toolkit.aspx</p>	<p><i>County as soon as possible to make sure your packets are received on time.</i></p> <p>Nunie Matta asked <i>who do we register with? He hasn't received his packet and doesn't want to miss it because last time it took over a year to get it back on.</i></p> <p>Lance LeClair said <i>there's certain conditions that eliminate you from having to be redetermined because the funding comes from a different budget, but to call the local county office to confirm if you fall into that category.</i></p> <p>Kevin Spencer added <i>that there are certain criteria in which some members don't need to fill out the redetermination packets. He suggests contacting your individual county office for more information on when or if you'll be receiving a packet.</i></p> <p>Jaime Faurot asked <i>for those who have linguistic challenges filling out the forms, what steps is Partnership taking to help ease that process. She</i></p>

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<p>Report on Board Meeting from Consumer Board Member Continued <i>Speaker: Lance LeClair</i></p>		<p><i>understands PHC offers translated forms, but her concern is more towards the culture or stigma, the unwritten part of reaching that audience.</i> Kevin Spencer answered both the county offices and PHC have language services available to use if needed. Jaime Faurot commented that she wasn't offered the language services in the past when she needed help.</p>
<p>7) Healthplan Update <i>Speaker: Sonja Bjork</i></p>	<p>Sonja Bjork, Deputy CEO/Chief Operating Officer, gave an overview on the Healthplan Updates.</p> <p>Medi-Cal Redetermination: Partnership doesn't determine eligibility; this happens with the County or the Social Security Office. Although Partnership doesn't determine eligibility, Sonja emphasized how important it is that our members stay eligible. Our main message has been to make sure that either Social Security or the County Medi-Cal Eligibility Office has your most recent contact information and when you receive any correspondence from them don't ignore it. You can sign up to be a Medi-Cal Coverage Ambassador where you'll be given informational flyers regarding the redetermination to distribute to the community. These flyers are available in several different languages. The State has also created other ads through YouTube videos and billboards to get this message out to as many people as possible. If members have trouble filling out the packets, many</p>	<p>Michael Strain stated that less populated areas are harder to serve and asked if it is about the availability of healthcare providers in the area or people signing onto Medi-Cal / Partnership? Or just in general? Sonja Bjork There's about 200,000 members already on Medi-Cal in those areas. Medi-Cal is already accepted in those counties through several different health plan providers. With the expansion, PHC will be the only provider.</p>

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<p>Healthplan Update Continued <i>Speaker: Sonja Bjork</i></p>	<p>health centers have outreach workers that can help members in person.</p> <p>Sonja touched on how important participation from our members is on the Consumer Advisory Committee. They are the voice and representation of over 600,000 members. She welcomed new members Lulu and Jaime to the committee. She also congratulated Nunie on his new role with the Statewide Consumer Advisory Committee.</p> <p>CEO, Liz Gibboney will be retiring in July. Members of the Board, which include Lance LeClair and Wendy Longwell, will be a part of the search for our new CEO.</p> <p>Geographic Expansion: Sonja along with other PHC staff members spent a lot of time visiting ten new counties to understand their needs and what they didn't like about their previous health plan providers. The expansion is still tentative. The Board will be voting on the expansion in October 2023.</p>	<p>Nunie Matta asked if the Board vote will determine the State funding of the geographic expansion?</p> <p>Sonja Bjork answered that is correct. The State has to let PHC know the funding rates. The Board will then cast their votes on whether to move forward with the expansion.</p> <p>Nunie Matta asked when will the rates be available?</p> <p>Sonja Bjork said we are constantly asking for the final rates, but the state won't be able to provide the final numbers until September 2023.</p> <p>Jaime Faurot asked if there was representation of someone from the community to help with those decisions?</p> <p>Sonja Bjork answered yes. Every board meeting is open to the public and there is an agenda item dedicated to public comments. CAC Members such as Lance LeClair and Wendy Longwell have a seat on the Board and get a vote. Sonja suggests reaching out to them with any</p>

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Healthplan Update Continued <i>Speaker: Sonja Bjork</i>		<i>concerns you may have on the subject being voted on.</i>
8) Paul's Place Opening Celebration <i>Speaker: Melissa Schumann</i>	<p>Melissa Schumann, Supervisor of Member Services gave a brief overview of the opening celebration event that took place on February 8, 2023.</p> <p>Several PHC staff and CAC members Beverly, Eugene, and Nunie attended the event. Each member shared their experience of the day. Paul's Place is a community inspired, four story building that was designed to serve and shelter at risk and homeless individuals in Davis, California. The facility includes a day use resource center, emergency transitional and permanent supportive housing.</p>	<i>None</i>
9) 2023 Population Needs Assessment (PNA) & Cultural and Linguistic (C&L) Action Plan <i>Speaker: Nicole Curreri</i>	<p>Nicole Curreri, Manager of Population Health, 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>Key Findings: Within PHC's 14 counties, the communities stated they need more access to care, mental health, and substance use services.</p> <p>Action Plan:</p> <ul style="list-style-type: none"> • Health of Mothers and Babies: Will explore ways to support and educate members on benefits and services PHC provides. • Youth Tobacco Use: PHC is starting a pilot in Lake County that will provide tobacco education and empower youth to be healthy without the use of tobacco. 	<i>None</i>

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<p>2023 Population Needs Assessment (PNA) & Cultural and Linguistic (C&L) Action Plan Continued <i>Speaker: Nicole Curreri</i></p>	<ul style="list-style-type: none"> • Vaccinations: PHC is collaborating with different schools to offer school-based immunization clinics. • Grievances: 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. • High Emergency Room Use: Adding questions to community-based surveys. • Breast Cancer Screening: Continue providing mobile mammography clinics. • High Blood Pressure: Explore a barbershop intervention by working with our new Director of Health Equity. 	
<p>10) Transportation <i>Speaker: Melissa McCartney</i></p>	<p>Melissa McCartney, Director of Transportation Services announced PHC's new Transportation Department.</p> <p>Starting April 1, 2023, 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. There is a flyer with this information that is available for distribution. 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>Sonja Bjork commented that a previous CAC Member would be very glad to hear we are now offering this service in house.</p> <p>Jaime Faurot shared her issues with using our current transportation services.</p> <p>Araceli Gutierrez thanked Jaime for sharing her experience and connect her with the right contacts to follow up with after the meeting.</p> <p>Lance LeClair asked are you going to be using ride share services such as Uber or will the transportation come from within PHC?</p> <p>Melissa McCartney answered that we have</p>

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<p>Transportation Continued <i>Speaker: Melissa McCartney</i></p>		<p><i>direct contracts with several transportation companies which include Uber and Lyft. The companies will vary based on area of service.</i></p> <p>Darnice Richmond asked if they will be notifying members of this service because she hasn't heard of it until now.</p> <p>Melissa McCartney said the information is available in the Member Handbook and on the Member webpage. The Provider Relations Department also helps inform our clinical and hospital partners of this service. Members that already utilize this service received a letter about the transition.</p> <p>Nunie Matta asks will they be able to accommodate the caregiver?</p> <p>Melissa McCartney answered yes they will for our wheelchair riders this is considered a non-emergency medical transportation. This is a new change to the benefit that was made by the State.</p> <p>Wendy Ostergaard asked if service</p>

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<p>Transportation Continued <i>Speaker: Melissa McCartney</i></p>		<p><i>animals are included in the accommodations?</i> Melissa McCartney answered that we take those on a case by case basis. Michael Strain expressed his issues with using our current services. Melissa McCartney and Marta Ford responded with letting the members know their issues and concerns are what led to creating this new department. PHC is hoping to resolve many of these problems by handling them directly.</p>
<p>11) Beacon Name Change <i>Speaker: Araceli Gutierrez</i></p>	<p>Araceli Gutierrez, Supervisor of Member Services announced the name change of our mental health benefit vendor.</p> <p>Starting March 1, 2023, Beacon Health Options will change its name to Carelon Behavioral Health. Members do not need to do anything. A letter went out to those who utilize this service to notify them of the name change. 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. Any questions or concerns can be addressed directly with Carelon or PHC Member Services Department.</p>	<p>None</p>
<p>12) CAC Meeting Merge <i>Speaker: Kevin Spencer</i></p>	<p>Kevin Spencer, Senior Director of Member Services announced the Northern and Southern Region CAC meetings will be combined.</p>	<p>Nunie Matta remembered coming in-person and asked, do you know what</p>

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<p>CAC Meeting Merge Continued <i>Speaker: Kevin Spencer</i></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><i>happened to Ukiah and Lake?</i> Kevin Spencer said due to low participation rates in those areas caused these locations to not be unavailable. Nunie Matta asked is it because it's a rural and/or dead area? Is Partnership reaching out there? Kevin Spencer said we might consider creating a separate CAC group in the eastern region, but prior to doing so, it will be brought to the attention of the entire CAC committee.</p>
<p>13) Member Newsletter <i>Speaker: Patty Hayes</i></p>	<p>Patty Hayes, Manager of Communications, 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>None</p>
<p>14) PHC Videos on Website <i>Speaker: Patty Hayes</i></p>	<p>Patty Hayes, Manager of Communications, 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 is part of the response from the member experience survey also known as the, Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The videos are part of the ongoing effort to increase awareness of who Partnership is and</p>	<p>None</p>

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PHC Videos on Website Continued <i>Speaker: Patty Hayes</i>	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.	
15) Open Discussion <i>Speaker: All</i>	No items were brought up to address during the open discussion.	<i>None</i>
16) Next Meeting	Araceli Gutierrez, Supervisor of Member Services closed out the meeting and informed everyone they will be notified of when the next meeting will happen as it is currently under discussion. Meeting adjourned at 1:40 p.m.	<i>None</i>