



MEETING MINUTES

Meeting Name: Community Advisory Committee Meeting

Date: June 12, 2025

Time: Noon – 2 p.m.

Partnership Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 2525 Airpark Drive, Redding, CA 96001 (Airpark 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)
- 2760 Esplanade Suite 130, Chico, CA 95973 (Conference Room)

Alternate Location:

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

Partnership HealthPlan Attendees: Amanda Peters, Anthony Sackett, Brandi Walker, Brent Weinberg, Cassandra McAuliffe, Celena Donahue, Chelsea Breshears, Cyress Mendiola, Dr. DeLorean Ruffin, Donnita Domingue, Edna Villaseñor, Gabrielle Breshears, Greg Cafiero, Ileana Hernandez, James Legere, Jaronna Jackson, Jay Navarrete, Jill Blake, Jocelyn Hooper, Joel Beatty, John Lemoine, Jon Crnkovic, Kathryn Power, Katrina Tagle, Krystal Johnson, Leigha Andrews, Madison Clark, Marta Ford, Melissa Corralejo, Melissa Schumann, Monika Brunkal, Rebecca Stark, Reyna Ortiz, Ruth Hancock, Ryan Ciulla, Tabitha Dean, Tammi Lidie, Tara Logan, Tim Sharp, Tommee Naenphan, Vicky Klakken

Committee Attendees: Becky Sherman, Belle Knight, Beverly Franklin, Catherine Collins, Christina Thompson, Eli Seigel, Ellen Payton, Guadalupe Alvarado, Harry “Scott” Boggs, Jackie Berg, Jeanette Perez, Jennifer “Jenny” Bentrim, Lee Walton, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Miyiosha “Mimi” Aubrey, Wendy Longwell, William “Bill” Remak

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 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 discuss 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 & 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>This or That? Iced Tea or Lemonade?</i>	<i>None</i>
3) Approval of March 2025 Minutes <i>Speaker: Melissa Schumann</i>	The March 2025 meeting minutes were reviewed and approved.	<i>Vote: Marcelo “Nunie” Matta</i> voted to approve the minutes, <i>Ellen Payton</i> also voted to approve the minutes.

Agenda Topic	Minutes	Action Items
<p>4) Follow Up from March 2025 CAC Meeting <i>Speaker: Melissa Schumann</i></p>	<p>Melissa Schumann, Manager of Member Services, provided answers to follow-up questions from the March 2025 CAC Meeting.</p> <p>Wendi Davis requested committee members to assist Partnership by informing those in their communities that they can receive text messages from Partnership and encouraging them to read those messages.</p> <p>Lulu Zhang received a text message from Partnership stating that they offer an advice nurse benefit and is requesting that a verification marker be included in these messages to help members confirm they are real and not a scam.</p> <p>Wendy Longwell recommended members call Partnership after receiving the text message and verifying the message is real, then programming the number into their phones.</p>	<p><i>Wendi Davis advised that text messages from Partnership will begin with “Important Message from Partnership HealthPlan” but will ask if there is a verification process that can be implemented to better help identify these messages.</i></p> <p><i>Wendi Davis advised the numbers the text messages are sent from rotate but will double check.</i></p>
<p>5) CAC Member Seat Changes <i>Speaker: Ryan Ciulla</i></p>	<p>Ryan Ciulla, Manager of Member Services, presented Becky Sherman with a plaque celebrating 11 years of dedicated service to the CAC. Becky no longer qualifies to be a member of Partnership’s CAC. Her commitment and contributions leave a lasting impact that will continue to inspire the committee for years to come.</p>	<p>None</p>

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6) Report on Board Meeting <i>Speaker: Wendi Davis</i>	<p>Wendi Davis, Chief Operating Officer, provided a recap of Partnership's Board of Commissioners' Retreat held in April 2025.</p> <ul style="list-style-type: none"> • Shared that the federal and state governments are making changes to the Medicaid program. • Previously, many individuals had limited coverage such as emergency and pregnancy services only or that were not covered at all that now are. • California has worked hard in the past 10-15 years to get the number of uninsured people as low as possible, at one point, it was as low as 5%. <p>Michael Strain asked when the next board meeting hosted by the executive staff will be in Santa Rosa. Wendi Davis advised the board meetings are held every other month in all Partnership offices and that since the expansion, they have been splitting up the executive staff to have a presence in each office, rather than all at one location.</p>	<p><i>None</i></p>
7) Partnership Update <i>Speaker: Wendi Davis</i>	<p>Wendi Davis, Chief Operating Officer, shared Partnership HealthPlan of California updates.</p> <p>Wendi Davis announced the decision to postpone the implementation of the new claims system. Wendi shared there are still improvements that can be made and that more time is needed to allow implementation. By postponing the claims system, this also means there was a need to delay the new case management system, which also affects the deadline for the Partnership's Medicare Advantage program, Partnership Advantage. The new date for Partnership Advantage is now January 1, 2027. At this time, there is no date in place for Partnership's claims system.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>7) Partnership Update Continued <i>Speaker: Wendi Davis</i></p>	<p>Harry “Scott” Boggs asked if Partnership was covering Medi-Gap payments for seniors in 2024. Wendi Davis explained the process of coordinating benefits for members with Medicare and Partnership, Medi-Cal.</p> <p>William “Bill” Remak advised caution to members that are seen by out-of-network providers. Wendi Davis explained that Partnership members with Medicare primary are able to be seen by out-of-network providers and Partnership is required to coordinate benefits. She also explained that if the provider sees a member and will not bill Partnership, it is non-compliant for a provider to bill a member. Wendi Davis and Ryan Ciulla advised William “Bill” Remak to contact Partnership’s Member Services Department when this happens to have the billing issue looked into.</p> <p>Jennifer “Jenny” Bentrim asked if these postponements will affect the implementation of the Partnership Transportation App. Wendi Davis shared that Partnership is providing nearly 130,000 rides every month and are coming up with ways to expedite the process for scheduling rides. She shared that Partnership is currently piloting the app with 1,000 members and will be opening the pilot program up to the whole county of Solano before expanding to all Partnership counties. She shared this app will allow members to request rides and track progress before their ride but will not allow members to request reimbursement yet. Wendi Davis encouraged members to continue calling into Transportation in advance to request for reimbursement.</p> <p>Marcelo “Nunie” Matta advised he is not a single rider and needs accommodations for a helper to come with him and asked if this is something the app will be able to accommodate. Wendi Davis advised the app will ask a series of questions including if anyone will be attending with</p>	

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7) Partnership Update Continued <i>Speaker: Wendi Davis</i>	<p>him or if members need a wheelchair. Partnership will base the type of ride members receive based on the answers to the questions.</p> <p>Wendy Longwell asked if Partnership would provide training to use this app because of her work, a lot of people would need assistance with learning this new process. Wendi Davis advised that there would be training provided for the use of this app.</p> <p>Jennifer “Jenny” Bentrim asked how the app will help with gas mileage reimbursement and out-of-pocket medical expenses and if members will be able to submit paperwork through the app. Wendi Davis explained the function to submit documentation through the app will not be available right away but is hoping to get there. Brandi Walker explained members are currently able to submit documentation via fax and email.</p>	
8) Announcement of CAC Coordinator <i>Speaker: Melissa Schumann</i>	<p>Melissa Schumann, Manager of Member Services, introduced Gabrielle Breshears as the new CAC Coordinator.</p> <p>Melissa Schumann provided CAC email for members to reach Gabrielle Breshears.</p>	<p><i>Gabrielle Breshears can be reached at 530-999-6986 or at cac@partnershiphp.org</i></p>
9) CAC in the Community <i>Speaker: Ryan Ciulla</i>	<p>Ryan Ciulla, Manager of Member Services, shared a brief update on community events attended by CAC members.</p>	<p><i>None</i></p>

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<p>10) Community Health Assessment (CHA)/ Community Health Improvement Plans (CHIP) Update <i>Speaker: Monika Brunkal</i></p>	<p>Monika Brunkal, Associate Director of Population Health, gave a brief update on Population Health CHA/CHIP work. Monika shared that the Medi-Cal Managed Care Plan — Local Health Jurisdiction Collaboration Worksheets have been completed in all 24 counties.</p> <ul style="list-style-type: none"> • Lake – Reducing the rate of tobacco use in adults • Colusa – Increasing perinatal care • Siskiyou – Improving perinatal mental health by increasing participation and depression screenings • Butte – Increasing lead screening in children to meet the 50th percentile benchmark • Tehama – Improving telehealth visits to enhance access to care for underserved populations <p>Marcello “Nunie” Matta asked who determines the goals in each county. Monika Brunkal shared that Partnership listens to the needs of the counties and the county will prioritize and chose the goal, while Partnerships provides support.</p> <p>Ellen Payton asked for clarification about who contacts Partnership for goals needing to be reached in Lassen County. Monika Brunkal shared that since this program started in 2023, Partnership has been regularly meeting with all County Health Departments in all 24 Partnership counties.</p> <p>Jeanette Perez asked for a brief summary of the seven additional goals that are currently in process. Monika Brunkal advised that she is unable to give a brief summary of those seven goals but shared that they are hoping to have a smart goal in every county.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>11) Transportation Overview <i>Speaker: Brandi Walker</i></p>	<p>Brandi Walker, Manager of Transportation, provided a transportation overview and reimbursement process.</p> <p>Jackie Berg expressed many difficulties that she has faced with receiving reimbursements for Transportation.</p> <p>Lulu Zhang asked if she would be disqualified for reimbursement if a family member drives her to her appointment using her car. Brandi Walker informed Lulu, it does not disqualify her from receiving reimbursement, her driver would just need to submit their Driver License along with her vehicle registration and insurance.</p> <p>Lulu Zhang also asked if a member drives themselves to an out of town appointment and they have to pay for parking, are they eligible to request reimbursement for this. Brandi Walker will follow up with Lulu.</p> <p>Lulu Zhang asked for clarification for Non-Medical Transportation services because the Partnership Transportation Benefit is for transportation to and from medical appointments. Brandi Walker informed Lulu, Non-Medical Transportation refers to transportation that does not require a medical vehicle for transport.</p> <p>Miyiosha "Mimi" Aubrey asked for the timeline to request transportation. Brandi Walker advised rides are able to be scheduled for the current month and the following month.</p> <p>Raichael Stewart, member of the public, asked if there is a mandated time frame for Partnership to reimburse designated drivers. Brandi Walker advised the time frame for Partnership to reimburse drivers is 60 days, after all the required documentation has been received.</p>	<p><i>Brandi Walker stated that she will look into her troubles after the meeting and reach back out with her to discuss it further.</i></p> <p><i>Brandi Walker will also follow up with Lulu regarding if members who drive themselves are eligible for reimbursement for parking fees and tolls.</i></p> <p><i>Jill Blake obtained Raichael Stewart's information and will provide to Brandi Walker to follow up.</i></p>

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11) Transportation Overview Continued <i>Speaker: Brandi Walker</i>	<p>Raichael Stewart, member of the public, asked for the protocol if that time frame of 60 days is not met. Brandi Walker advised members are able to call Partnership to confirm everything is on file for payment.</p> <p>Wendy Longwell made a comment that many members are not aware of this benefit, or they have complaints regarding the benefit. Wendy suggested Partnership do more outreach for these members who are not aware or are having bad experiences.</p>	<i>Brandi Walker asked Wendy Longwell for suggestions of where Transportation can do more presentations, Wendy will speak with Brandi after the meeting to share suggestions.</i>
12) Open Forum <i>Speaker: All</i>	<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>None</p>
13) Next Meeting	<p>September 11, 2025 Noon – 2 p.m.</p>	