



**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
CONSUMER ADVISORY COMMITTEE**

THURSDAY, June 9, 2022 12:00pm – 1:30pm

**PHC’s Southeast Regional office at: 4605 Business Center Drive, Fairfield, CA 94534
East Building (Conference Room A, B & C– 1st floor)**

Due to COVID-19 and Social Distancing, Committee members, members of the public, and, Partnership staff are **strongly encouraged to connect to the meeting remotely**. Telephonic access is being published under PHC’s website and on the meeting agenda. Members of the public, who choose to attend the meeting in person, should do so at the location listed on the meeting notice. **In-person attendees must maintain a space of at least six feet apart from others, wear masks and follow local public health directives.**

***** As signed by the Governor on September 16, 2021, AB361 allows for Brown Act teleconferencing flexibilities during a state of emergency *****

AB361 authorizes public meetings with Brown Act requirements to be held via teleconference or telephone. It waives the Brown Act requirement for physical presence at the meeting for members, the clerk, and/ or other personnel of the body as a condition of participation for a quorum, due to the state of emergency caused by the spread of COVID-19 and the risk to the health or safety of attendees meeting in person would present.

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PHC’s Mission Statement is “to help our members, and the communities we serve, be healthy”

		Lead	Page	Time
1	Introductions <i>Introduce attendees and what area they represent. Ice Breaker question (CAC members): “In a few words, what is your favorite dish to bring to a BBQ/ picnic?”</i>	Araceli Gutierrez <i>Member Services Supervisor</i>		12:00
2	Public Comments <i>At this time, please review the agenda. Community advocates or members of the public who are usually not part of this committee may address the committee on any non-agenda item of interest that is within the subject matter jurisdiction of the committee. For agenda items, please wait until the committee’s consideration of that item. Speakers will be limited to three (3) minutes. Please note: Any new agenda items that require action will be scheduled for a future meeting.</i>	Araceli Gutierrez <i>Member Services Supervisor</i>		
3	Approval of March 2022 Minutes <i>Need a CAC member to make a motion to accept the minutes and another member to second the motion.</i>	All	4 - 10	
I. Old Business				
1	Follow up questions from March CAC meeting <i>No updates</i>	Araceli Gutierrez <i>Member Services Supervisor</i>		

II. Standing Agenda Items				
1	Report on Board Meeting from CAC Board Member <i>Brief highlights of the last Board Meeting</i>	Kevin Spencer <i>Member Services Director</i>		12:20
2	HealthPlan Update <i>Brief recap of latest Board meeting & HealthPlan Updates</i>	Kevin Spencer <i>Member Services Director</i>	11	12:30
III. New Business				
1	Remembering a CAC Member <i>Brief account of CAC Member's contributions</i>	Lynn Scuri <i>Santa Rosa Regional Director</i>	12	12:45
2	Thank you to Solano CAC Member Mariana <i>Presentation of plaque/certificate and thank you for your service</i>	Araceli Gutierrez <i>Member Services Supervisor</i>		12:50
3	CAC Membership <i>Brief discussion of CAC Guiding Principles & Length of CAC Membership</i>	Kevin Spencer <i>Member Services Director</i>		12:55
4	Celebrating 50 Years - Ole Health Event <i>Brief information sharing of experience attending event</i>	Lance LeClair & Darnice Richmond <i>CAC Members</i>	13	1:00
5	ACAP Scholarship <i>Brief information and Lance's input on PHC's nominee</i>	Araceli Gutierrez <i>Member Services Supervisor</i> Lance LeClair <i>CAC Member</i>		1:05
6	Pharmacy Carve Out Check-In <i>Brief update on how the carve out has been going</i>	Athena Beltran-Nampraseut <i>Pharmacy Operations Manager</i>	14-18	1:15
7	Pharmacy Carve Out Check-In <i>Committee member input.</i>	Melissa Schumann <i>Supervisor of Member Services</i>		1:25
IV. Additional Business/Other items				
1	Open discussion	All		1:30
V. Adjournment				
1	Next Meeting: Thursday September 8, 2022			

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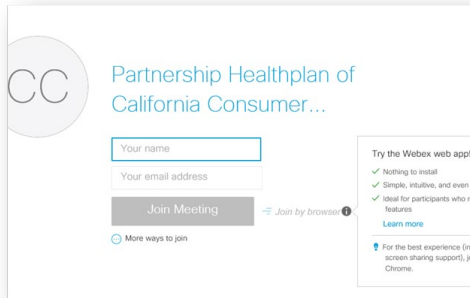
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This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

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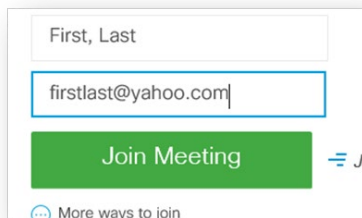
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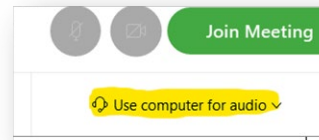
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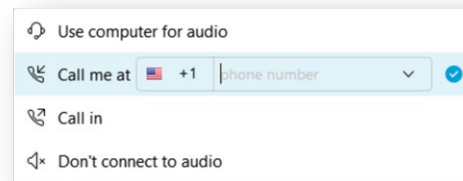
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MEETING MINUTES

Consumer Advisory Committee (Southern Region)

Thursday, March 10, 2022, 12:00pm – 1:30pm

**PHC Southeast Regional Office 4605 Business Center Drive, Fairfield CA 94534
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Attendees: Beverly Franklin, Eugene Korte, Wendy Ostergaard, Darnice Richmond, Frances Porter, Lasonja Porter

Phone Attendees: William Remak, Lance LeClair, Michael Strain, Mariana Munguia, Marcelo (Nunie) Matta and Krissie Matta

Partnership Attendees: Sonja Bjork, Kevin Spencer, Cyress Mendiola, Peggy Hoover, Amanda Bernal, Mori McLennan, Janelle Ramirez, Paola Sanchez De La Cruz, John Lemoine, Joe Chiminiello, Araceli Gutierrez, Katrina Tagle, Melissa Schumann, Nicole Luna, Tommee Naenphan, Susanna Sibilsky, Mark Bontrager and Kaylee Baquiex

Absent: Stan Gow, Jeanette Perez

Agenda Topic	Minutes	Comments/Discussions/Action Items
Introduction <i>Araceli Gutierrez</i>	Housekeeping rules and directions were given. Roll Call and introductions from all participants were conducted. Each member was asked to answer the following question: "In one or two words, share what is one thing you have done or plan to do to improve your health?"	None
Public Comments <i>Araceli Gutierrez</i>	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.	None
Approval of December 2021 Minutes <i>Araceli Gutierrez</i>	The December 2021 Meeting Minutes were reviewed and approved	<i>MOTION:</i> <i>Darnice Richmond</i> motioned to approve the minutes. <i>Bill Remak</i> seconded the motion and the December 2021 minutes were approved



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Old Business		
Follow-up from December's CAC meeting <i>Araceli Gutierrez</i>	There were no follow up questions to be answered or updates needed.	None
Standing Agenda Items		
HealthPlan Update <i>Sonja Bjork</i>	<p>Sonja Bjork, Chief Operations Officer, gave a brief recap of the HealthPlan Updates</p> <ul style="list-style-type: none"> • Annual Strategic Planning: This is usually held annually in February, but because of Omicron, it was rescheduled to June. There will be lots of information to share at the September CAC meeting. • Medi-Cal Rx: Some things didn't go as well as we expected with the transition. • CalAIM: The first thing that rolled out was Enhanced Care Management and it started in January 2022. • AB1400 Single Payer Bill: It went to appropriations and the price tag was \$400 billion, so that bill is no longer moving forward. • Universal Health Care: CA is expanding Medi-Cal. It will provide care to anyone no matter what their immigration status is. These particular people won't have to go to the emergency room for care, they will be covered under PHC. This is really important for the health of our communities. This will start May 1, 2022 for people 50yrs and older who are undocumented, then January 2023 the rest will be added. • New PHC Claims and Eligibility System: New system starts July 2022, so right now we are in testing to make sure it goes well when it does go live. 	<p>Lance LeClair: Had concerns with Medi-Cal expanding. "It's already hard getting an appointment now. What's going to happen when we add more people?"</p>



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<p>Report on Board Meeting <i>Sonja Bjork</i></p>	<p>Brief highlights of the last Board Meeting</p>	<p><i>Sonja Bjork:</i> Recognized <i>Lance LeClair</i> for doing a great job and bringing great topics back to CAC and representing the Southern Region and all members of PHC.</p> <p><i>Sonja Bjork:</i> The board meeting open to the public. Communication is key to hearing our members. If you are facing any issues you don't have to wait until next board meeting. Contact MS for any daily concerns to help improve our services. The phone number to MS is 800-863-4155.</p> <p><i>Lance LeClair:</i> Shared his contact info and is open to any discussion or concerns that any other members want to bring to the board meetings. He can be that advocate for those who aren't able to attend the meeting. Also encouraged fellow CAC members to speak up when making decisions about the 10 county expansion. Email for anyone who needs it- lancel.php@outlook.com</p>
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New Business		
<p>Student Behavioral Health Schools Initiative Program <i>Mark Bontrager</i></p>	<p>Mark Bontrager, Behavioral Health Administrator, shared a presentation on the Student Behavioral Health Incentive Program.</p> <ul style="list-style-type: none"> • \$400 million statewide going to all managed healthcare plans. PHC is getting approximately \$21 million to be used across all 14 of our counties. • The intention of this is that the State wants to see more mental health and substance use treatment services in schools. • Department of Health Care Services provides funds to PHC and in turn we work with Counties of Education who partner with at least 10% of the school districts in their county. <p><i>Intervention List</i></p> <p>There are 14 interventions that DHCS say are appropriate, but not every school or county will do all 14. Each school chooses which ones they want to incorporate based on an assessment they conduct.</p> <ol style="list-style-type: none"> 1. Behavioral Health Wellness Programs 2. Telehealth Infrastructure 3. Behavioral Health Screening & Referrals 4. Suicide Prevention Strategies 5. Substance Us Disorders 6. Build Stronger Partnerships to increase Access to Medi-Cal Services 7. Culturally Appropriate & Target Populations 8. Behavior Health Public Dashboards & Reporting 9. Technical Assistance Support for Contracts 10. Expand Behavioral Health Workforce 11. Care Teams 12. IT Enhancements for Behavioral Health Services 13. Pregnant Students & Teen Parents 14. Parenting & Family Services <p><i>Funding Details</i></p> <ul style="list-style-type: none"> • Total: \$21.3 million 	<p>Lance LeClair: What's the number of interventions mean?</p> <p>Mark Bontrager: It's for funding allocation. The number of interventions in order to get the money allocated to each county.</p> <p>Michael Strain: What does intervention mean? How do you define it? Mark</p> <p>Bontrager: The counties have to implement some kind of program showing proof of the intervention for example setting up peer support groups.</p> <p>Nunie Matta: Who will be doing the interventions?</p> <p>Mark Bontrager: The State sends the funds to County of Education. Then COE will distribute the money to those providing the service of intervention.</p> <p>Sonja Bjork: Acknowledged Mark Bontrager for holding 80 meetings to survey and layout the plan for this money to get to the schools.</p> <p>Araceli Gutierrez: Will follow up with updates in a future meeting.</p>



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	<ul style="list-style-type: none"> • Each county has a minimum number of school districts they must work with. They can work with more if they choose. 	
<p>C&L Population Needs Assessment (PNA) Action Plan <i>Amanda Bernal</i></p>	<p>Objective: Increase the proportion Non-English speaking/Non-White members reporting grievances from 40% to 42.5% by March 2022. 2022 PNA Action Plan:</p> <ul style="list-style-type: none"> • Community Health Worker (CHW) Scholarship • Preparing for Disasters • Asthma Self-Management • Engage with Native American Communities • Help Control High Blood Pressure • Increase Grievance Reporting • Staff Training on Health Equity 	<p>None</p>
<p>PHC Community Resources <i>Amanda Bernal</i></p>	<p>Amanda Bernal, Health Educator shared a presentation on PHC’s Community Resources website page Community Resources: http://www.partnershiphp.org/Community/Pages/Community-Resources.aspx • There are 23 different topic areas to choose from. Examples: Covid-19, Food, Dental, Housing, Prenatal, Mental Health, Re-Entry, Transportation, Substance Use, Youth, etc. Emergency Response Button: http://www.partnershiphp.org/Community/Documents/Shasta/Shasta_EmergencyResponse.pdf • This provides you with the emergency services that are available during an emergency. • Replacing Lost Documents: This is a great page to print out and have on-hand. • Member Education: This is the page for PHC’s Health Education Team.</p>	<p>None</p>



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<p>CalAIM Enhanced Care Management (ECM) Update <i>Janelle Ramirez</i></p>	<p>Janelle Ramirez, Program Manager HS Care Coordination provided an update on how ECM has progressed since its launch in January 2022.</p> <ul style="list-style-type: none"> • ECM went live in January in Marin, Mendocino, Shasta, Napa, & Sonoma counties. • This program helps coordinate services and care to address social and medical needs for our most vulnerable members. • It starts with an ECM referral to PHC. PHC has received approximately 72 referrals thus far, which is about 2 per day since January. <p>Member Experience: Janelle shared a story of how this program helped one of our members get back on their feet after struggling with living in tent. A PHC Lead Care Manager helped the member with health needs that had gone unaddressed. The member was connected with housing navigating service as well as linked with mental health counseling which included rides to those appointments.</p>	<p>None</p>
<p>Pharmacy Carve Out Check-In <i>Melissa Schumann</i></p>	<p>Melissa Schumann, Supervisor of Member Services provided an update on how the Pharmacy Cave Out has been going thus far.</p> <ul style="list-style-type: none"> • Went into effect: January 1, 2022 • The Pharmacy benefit referred to as Medi-Cal Rx is now being provided by the Department of Health Care Services for all Medi-Cal members in California. • This was implemented to improve access and reduce cost to Medi-Cal pharmacies state-wide. • There has been some complications with the transition and it hasn't been as smooth as we hoped. Ex. Long hold times with Medi-Cal Rx, Pharmacies don't know who to bill, no follow-up, etc. • PHC member should first work with Medi-Cal Rx to correct any issues, but if Medi-Cal Rx is not providing the help they need, they are welcome to call PHC Member Services for further assistance. If you are ever dissatisfied with Medi-Cal RX, please remember you can file a grievance with them directly. <ul style="list-style-type: none"> • If you are looking to be reimbursed for your Covid at home test, this can be reimbursed directly with Medi-Cal RX. • Medi-Cal RX phone number is 800- 977-2273 • Does anyone want to share their feedback while working with Medi-Cal RX? 	<p>Eugene Korte: Had an issue with his copay (he shouldn't have any copay). When he reached out for help all he got was the run around and wasn't able to solve his issue.</p> <p>Melissa Schumann: Thanked Eugene for bringing up his medication issues. Advised Eugene RX is no longer apart of Partnership and you'll need to reach out to Medi-Cal directly and we will have our escalation team reach out to ensure he is being taken care of.</p> <p>Melissa Schumann: Advised everyone that you will need your Medi-Cal BIC card to obtain medications with Medi-Cal RX and to reach out to your eligibility worker to order one if you don't have one.</p>



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<p>Population Health <i>Susanna Sibilsky</i></p>	<p>Susanna Sibilsky, Health Educator acknowledged the CAC members responses to member material review: Learning the ABC's of Diabetes, Managing Diabetes, and MistAire Cool Mist Humidifier. Thank you for reviewing the materials and the feedback is very much appreciated! PHC does cover medical equipment at home. Members can have the conversation with their provider and PHC will work to get that to them.</p>	<p>None</p>
Additional Business/Other Items		
<p>Open discussion</p>	<p>Everyone was given the opportunity to bring up any other topics, questions or concerns that weren't discussed on the agenda.</p>	<p>Bill Remak: Asked for more information on programs that will help aid refugees. Dr. Kubota: There are already systems in place to help refugees. They will need to enroll with their county and eligibility with be determined through them. Lance LeClair: Advised you can find more info on website Department of Healthcare Services (DHCS) when clicking on CalAIM. Lance LeClair: For anyone interested, come join our committee (Yolo County Home Health Care Services Advisory Committee). We have a lot of positions open. Another way to help get your voice heard.</p>
<p>Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:25 pm Thursday, June 9, 2022</p> <p>Minutes recorded by: Katrina Tagle</p>	

Honoring Stan Gow



Picture of Stan Gow, far right, with the Santa Rosa West End Neighborhood Youth Creek Clean-up Group

First member of the Community Advisory Committee for Sonoma County in 2010

Joined CAC to help educate Partnership about the issues faced by our disabled members. He was injured in an accident in his early 20s, leaving him with very limited mobility.

Served as the Chair of the Commission of the IHHS Public Authority and Advisory Committee, member of the Sonoma County Transit Authority, Paratransit Coordinating Committee and leader of the West End Neighborhood Youth Creekside Clinic-Up effort among many other activities. Stan loved working with youth, as a mentor and advocate for the next generation of leaders.

Stan was also a good friend. I learned so much from him and appreciated his ability to share his story with me and others. I learned about life in Sonoma County as a disabled individual, the challenges of curbside transitions and public transit. Also about his great compassion for youth and the many friends who count themselves lucky to have known and spent time with Stan.

SALUD! A Celebration of OLE Health 50th Years- 2021

Family Fiesta Presented by Kaiser Permanente

Attended By: Lance LeClair, CAC Yolo County

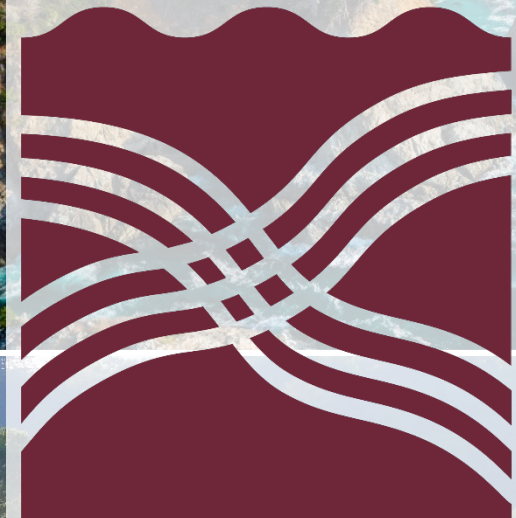
OLE HEALTH MISSION & VISION STATEMENT

Mission Statement: OLE Health is dedicated to providing high-quality primary health care to our entire community.

Vision Statement: Every patient is at the center of a team of professionals who help them reach their wellness goals by offering the services patients need, when and where they need them.

Thank you to Partnership Health Plan for inviting me to attend this special event. First, a little about Ole Health, it began in 1972 as a small clinic serving the under-served in the community of Napa. It was staffed mainly by volunteers and local hospital staff. It was only in 1995, 23 years later, that OLE Health got its first full time physician, Dr. Robert Moore, who became the first Medical Director of the clinic. Dr Moore is now Partnership Health Plan's Medical Director. Dr. Moore was recently featured and interviewed in the Ole Health Newsletter. It was a nice and informative article. It talked about Dr. Moore's long career in Public Health and his outstanding and groundbreaking work with Farmworker Outreach. On behalf of the CAC, I would like to thank Dr. Moore for his career long commitment to Public Health and community care. We are proud to have Dr. Moore as our Medical Director. Ole Health received Federally Qualified Healthcare Center Status in 2005. They are the only non-profit community health center in Napa County, and they remain a model for community health clinics throughout California today. Ole Health has continued to expand; they now have seven clinics in two counties and serve more than 40,000 patients. At the helm, is CEO Alicia Hardy, who joined Ole in 2009. Alicia serves as our (Partnership Health Plan's) current Chairman of the Board. This was a three-day event celebrating Ole Health's 50th Year Celebration. I attended the Family Fiesta on Sunday May 15th; the event was held from 3-6 PM. It was a lovely event held at the beautiful Culinary Institute of America at COPA in downtown Napa. There was a live band, face painting booth, and lawn games. They had three creative food tables, all of them delicious. There were mini burgers, excellent (I had two), BBQ Brisket Tacos, (had two) and Wood Fired Flatbread, with Adjika, Mushrooms, & Feta Cheese. It was delicious. I had one slice, and they gave me one to go! They had Sparkling Wine, along with Sauvignon Blanc, Chardonnay La Crema & Pinot Noir. It was a beautiful day, there were no meetings, speeches, or workshops to attend. Just a relaxing day with good music, food and drink.

PARTNERSHIP



HEALTHPLAN
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Medi-Cal Rx Updates

Pharmacy Department
June 9, 2022

Medi-Cal Rx

Pharmacy Benefit Carve Out

- **Governors Executive Order January 2019.**
 - Create standard formulary, increase access & save money.
 - Administered by Magellan Health
- **What it covers:**
 - Medications filled by pharmacies, some medical supplies and equipment (blood glucose monitors & supplies, spacers/peak flow meters, therapeutic continuous glucose monitoring systems, some insulin delivery systems)



Medi-Cal Rx Operations

- As of May 20, Medi-Cal Rx has:
 - Processed more than 47.16 million point-of-sale pharmacy paid claims to participating pharmacies totaling more than \$5.59 billion in payments
 - Processed 197,574 prior authorization requests
 - Answered 246,096 calls and 100 percent of virtual hold calls and voicemails have been returned

What is new

- Medi-Cal Rx has created a Special Populations Clinical Liaison team to serve the needs of specific populations:
 - California Children's Services (CCS) , the Genetically Handicapped Persons Program (GHPP), and specialty behavioral health conditions.
- Until further notice, claim edits due to reinstate May 1, 2022 and the 180-day grandfathering period will be extended.
- Effective June 1, 2022, select personal home use blood pressure monitors and blood pressure cuffs will be a covered benefit under Medi-Cal Rx as a pharmacy-billed item.

How PHC is supporting Members

- Provider communication/education: PHC provider, webinars, newsletter, pharmacy communications
- Monitoring pharmacy utilization and prior authorization to assist members with access to their medications.
- PHC Care Coordination team will assist members with coordinating care and access to medications with TAR or prescriber issues
- PHC Pharmacy department continues to support members and providers on Medi-Cal Rx related issues.

