



MEETING MINUTES

Meeting Name: Consumer Advisory Committee Meeting

Date: December 12, 2024

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 5th 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:

- Modoc Medical Clinic: 1111 N Nagle St. Alturas, CA 96101

Partnership Attendees: Amanda Bernal, Amanda Cornelius, Amanda Peters, Amy Turnipseed, Ben Amparo, Bethany Hannah, Brent Weinberg, Carmen Munoz, Carolyn Moulton, Celena Donahue, Chelsea Breshears, Cyress Mendiola, DeLorean Ruffin, Dr. Marshall Kubota, Dr. Mohamed Jalloh, Edna Villaseñor, Hannah O'Leary, Ileana Hernandez, Javier Gomez, Jay Navarrete, Jill Blake, John Lemoine, Katrina Tagle, Kory Watkins, Krystal Johnson, Leigha Andrews, Madison Clark, Manleen Randhawa, Mary Enos, Matthew Mouille, Melissa Schumann, Michael Ramos, Mona Cheng, Monika Brunkal, Rebecca Stark, Ryan Ciulla, Tara Logan, Tim Sharp, Vicky Klakken, Wendi Davis, Yolanda Latham

Consumer Attendees: Becky Sherman, Belle Knight, Bethany Redmill, Beverly Franklin, Catherine Collins, Christina Thompson, Claire Gover, Eli Seigel, Eugene Korte, Fanechka LaFitte, Guadalupe Alvarado, Jackie Berg, Jeanette Perez, Jennifer “Jenny” Bentrim, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sidnee First, Sol McNally

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 Consumer 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.	<i>None</i>
2) Introductions <i>Speakers: Melissa Schumann and 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>In one or two words, what is something you are thankful for in the past year?</i>	<i>None</i>
3) Approval of September 2024 Minutes <i>Speaker: Ryan Ciulla</i>	The September 2024 meeting minutes were reviewed and approved	<i>Vote:</i> <i>Claire Gover</i> voted to approve the minutes, <i>Michael Strain</i> also voted to approve the minutes.
4) Follow Up from September 2024 CAC Meeting <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Manager of Member Services provided answers to follow up questions from the September 2024 CAC Meeting. <ul style="list-style-type: none"> • Mark Bontrager provided a current list of Partnership counties that have a mobile crisis unit. 	<i>None</i>

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	<ul style="list-style-type: none"> Matthew Mouille provided a full list of eligibility criteria that are covered under Medicare. 	
<p>5) Report on Board Meeting <i>Speakers: Belle Knight, and Marcelo “Nunie” Matta</i></p>	<p>Belle Knight and Marcelo “Nunie” Matta, Consumer Board Representatives provided a recap on Partnership’s Board of Commissioners’ Meeting held on, December 4, 2024.</p> <ul style="list-style-type: none"> Krissie Matta, guest of Nunie Matta, read Nunie’s statement about his Board meeting experience. He is honored to serve on the Board and is really impressed with Partnership’s drive to improve, adapt and learn all of the confusing state changes and regulations. New Board Member, Ryan Nolan from Lassen County Justice Involved Program gives those who have been incarcerated a special case manager that helps the member set appointments, get prescriptions, schedule rides, or any other services Partnership can help with. The goal is to set them up for success. This program will start in Yuba, Siskiyou, and Sonoma County(s). Prop 35 passed, which allows the providers an increase in rates. This should help incentivize providers to see more Partnership members. 	<p><i>None</i></p>
<p>6) Partnership Update <i>Speaker: Wendi Davis</i></p>	<p>Wendi Davis, Chief Operating Officer gave a brief overview of health plan updates.</p> <p>CalAIM Initiatives</p> <ul style="list-style-type: none"> Justice Involved Program: This program will be for members who are to be released from custody soon, or who have been recently released. This program started in Yuba County in October 2024. Partnership has partnered with many organizations to assist with this initiative, including our transportation vendors who will provide transportation from the jail or other facility. 	<p><i>Cyress Mendiola will provide Vicky Klakken with Bethany Redmill’s contact information to get suggestions on where Partnership should be engaging with the community.</i></p>

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<p>Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<ul style="list-style-type: none"> Whole Child Model: For the ten newest counties to Partnership's service area, they are still operating under the California Children's Services (CCS) model and where the counties themselves are responsible for lots of oversight including, coordination of care, case management, social work, etc. <p>Project Phoenix: This is the new claims processing system that is scheduled to go live in late Spring, early Summer 2025.</p> <p>Jiva by ZeOmega: This system assists many departments within Partnership to run their daily business. Treatment Authorization Requests (TAR), Referrals, Case Management, Pharmacy, Grievances, Population Health, and Behavioral Health will all be integrated through this system.</p> <p>Partnership Advantage: This is an Health Maintenance Organization (HMO) plan that will be offered to Medicare/Medi-Cal dual covered members in January 2026.</p> <p>Member Engagement: Partnership has been in the community conducting Member Informing Sessions and encourages our members to attend and learn about the services offered. We are requesting your feedback or suggestions regarding programs and services that could benefit the members. Please share your recommendations with someone from Partnership on where these sessions should be held.</p> <p>Sol McNally asked if Partnership was working with the schools? She said her daughter's school doesn't know much about her medical benefits, yet they use her benefits for her communication device. Wendi Davis said Partnership works closely with the districts. In fact, last year, Partnership's Sr. Director of Behavioral Health met with over 80 school districts to talk with them about the grants that were available and how to get additional</p>	

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<p>Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<p>assistance. Regarding informing sessions at the schools, it's very difficult to get them to allow us in; however, we will start looking closer into this as a way to bridge that communication.</p> <p>Bethany Redmill said she would like to see more representation in Lake County in the form of attending Farmers Markets, charity drives, etc. Bethany said she is willing to volunteer her time and help with the events.</p>	
<p>1) Partnership Logo <i>Speaker: Dustin Lyda</i></p>	<p>Dustin Lyda, Director of Communications and Government Affairs provided a survey to the members seeking their opinions on Partnership's current logo. Dustin explained that the Partnership logo is over 30 years old, and he is looking for feedback if this logo still represents who Partnership is today. He went through each question on the survey and CAC members had an opportunity to share their thoughts and feelings. Some of the themes that were suggested included unity, connection, diversity and geographic locations.</p>	<p><i>None</i></p>
<p>2) 2024 Grievance & Appeals Annual Report <i>Speaker: Kory Watkins</i></p>	<p>Kory Watkins, Director of Grievance and Appeals, presented on Partnership's 2024 Grievance & Appeals Annual Report.</p> <p>Marcello "Nunie" Matta asked if the increase in total annual cases was due to any specific reason. Kory Watkins stated they believe the reason for the increase was due both the economy and members going back to the doctor after the pandemic. She said the total amount of cases was similar to that from 2019, so it's just Partnership getting back to the norm since Covid. Wendi Davis added that utilization of services went down during the pandemic; but since services have gone up, so have grievances.</p>	<p><i>None</i></p>
<p>3) Partnership Advantage <i>Speaker: Matthew Mouille</i></p>	<p>Matthew Mouille, Medicare Manager gave an updated presentation on Partnership's Medicare line of business called Partnership Advantage.</p>	<p><i>If there are any additional questions regarding Partnership</i></p>

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<p>Partnership Advantage (continued) <i>Speaker: Matthew Mouille</i></p>	<p>Partnership Advantage is an HMO plan that will be offered to Medicare/Medi-Cal dual covered members in January 2026. Partnership has received approval to launch in eight counties: Del Norte, Humboldt, Mendocino, Lake, Sonoma, Marin, Solano, and Napa.</p> <p>Jennifer “Jenny” Bentrim asked if the supplemental benefit applies to people who are disabled on Medicare and have Medi-Cal? Matthew Mouille confirmed saying one of the eligibility requirements is that a member must be on Medi-Cal and Medicare to be eligible for Part A and Part B benefits. He said there are certain conditions that you can qualify for if you are not 65 years of age.</p> <p>Marcelo “Nunie” Matta asked what are the reasons someone might not qualify? He also asked, how would Partnership Advantage benefit the member compared to Medicare fee for service or if they are in another Medicare Advantage plan? Amy Turnipseed responded saying if you qualify for Medi-Cal and full scope Medicare and you reside in one of the eight counties above, you will be eligible to choose Partnership Advantage starting in January 2026. She also said, if you were in a Medicare fee-for-service plan with the basic coverage of services and you choose to go to Partnership Advantage, Partnership is able to offer supplemental benefits that aren’t offered in a fee-for-service plan. Partnership’s dual plan allows for better coordination of benefits because members are able to talk to one company instead of two or more to get the help they need.</p> <p>Margaret Sager stated she is currently on Medicare and Medi-Cal and wanted to know if she needs Partnership Advantage because she already gets full coverage other than a very small out of pocket expense for prescriptions. Matthew Mouille responded saying she could consolidate coverage, and Partnership would recognize her as a member with whole person coverage.</p>	<p><i>Advantage, please reach out to Melissa Schumann or Ryan Ciulla at, cac@partnershiphp.org and they will get them over to Matthew for a response.</i></p>

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<p>Partnership Advantage (continued) <i>Speaker: Matthew Mouille</i></p>	<p>Bethany Redmill asked if this is a benefit only open during open enrollment which is typically in October/November of each year? Matthew Mouille responded saying for transition into the program, yes, it would be during open enrollment in October and effective the following January.</p> <p>Michael Strain asked if the Remote Access Technology benefit could link to someone's smart device to make an emergency call if need be. Matthew Mouille said the Person Emergency Response System (PERS) could do this.</p>	
<p>9) Partnership Member Scholarship Program <i>Speaker: Amanda Bernal</i></p>	<p>Amanda Bernal, Project Manager of Communications, provided the members with a flyer and shared information regarding the Partnership Member Scholarship Program.</p> <p>Partnership is launching a member scholarship program on January 6, 2026. Members who are pursuing higher education that relates to healthcare, social service, or public service, they are encouraged to apply for this scholarship. There will be one \$10,000 scholarship and four \$5,000 scholarships awarded. Eligibility requirements are that you are a current Partnership member, you were a Partnership member in the past 12 months, or you are a foster care youth who was a Partnership member within the past 3 years.</p>	None
<p>10) Community Health Assessment (CHA) / Community Health Improvement Plans (CHIP) Update <i>Speaker: Hannah O'Leary</i></p>	<p>Hannah O'Leary, Manager of Population Health gave a presentation update on the Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP).</p> <p>Partnership is collaborating with local health departments on their community health assessments. The health departments assess the community's needs and then work together with Partnership to determine how to address them. The public health departments submit requests to</p>	None

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Community Health Assessment (CHA) / Community Health Improvement Plans (CHIP) Update (continued) <i>Speaker: Hannah O'Leary</i>	Partnership outlining the resources they require, and Partnership assists in supporting their efforts.	
11) CAC Achievements <i>Speaker: Ryan Ciulla</i>	Ryan Ciulla, Manager of Member Services highlighted the CAC Achievements from 2024.	None
12) Open Forum Speaker: All	All Members of the committee and Members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee. Lulu Zhang said Members should contact the pharmacy to verify whether their over-the-counter medications are covered. If the pharmacy informs them that the medication is not covered, they should request to speak with the manager. Medi-Cal Rx provides a list of covered medications, and it's important to ensure that the pharmacy technician is fully aware of which medications are covered, and which are not.	None
13) Next Meeting	March 12, 2025 Noon – 2 p.m.	