



MEETING MINUTES

Meeting Name: Consumer Advisory Committee Meeting

Date: September 12, 2024

Time: Noon – 2 p.m.

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:

- Banner Lassen Medical Center: 1000 Springs Ridge Dr. Susanville, CA 96130 (Pioneer Conference Room)

Partnership Attendees: Adriana Pantoja, Amanda Peters, Brandi Walker, Brent Weinberg, Brittany Spears, Chelsea Breshears, Cyress Mendiola, DeLorean Ruffin, Edna Villaseñor, Elijah Allen, Jeremy King, John Lemoine, Jose Puga, Katrina Tagle, Manleen Randhawa, Mark Bontrager, Dr. Marshall Kubota, Marta Ford, Matthew Mouille, Melissa Schumann, Dr. Mohamed Jalloh, Monica Uribe, Mona Cheng, Monika Brunkal, Ryan Ciulla, Sheila Hakel, Tim Sharp, Tommee Naenphan, Vicky Klakken, Wendi Davis, Yolanda Latham

Consumer Attendees: Becky Sherman, Belle Knight, Beverly Franklin, Brion Burkett, Christina Thompson, Claire Gover, Eli Seigel, Ellen Payton, Eugene Korte, Guadalupe Alvarado, Jennifer “Jenny” Bentrim, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sol McNally, William “Bill” Remak, Yan Yan “Jaime” Faurot

Agenda Topic	Minutes	Action Items
<p>1) Welcome / Purpose of Meeting <i>Speaker: Melissa Schumann</i></p>	<p>Melissa Schumann, 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 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.</p>	<p><i>None</i></p>
<p>2) Introductions <i>Speakers: Melissa Schumann and Ryan Ciulla</i></p>	<p>CAC members in all Partnership sites gave their names and which county they were from.</p> <p>Members also answered the Ice Breaker question: In one or two words what are some encouraging words that you would give to someone?</p>	<p><i>None</i></p>
<p>3) Approval of July 2024 Minutes <i>Speaker: Ryan Ciulla</i></p>	<p>The July 2024 meeting minutes were reviewed and approved</p>	<p><i>Vote:</i> <i>Brion Burkett</i> voted to approve the minutes, <i>Becky Sherman</i> also voted to approve the minutes.</p>
<p>4) Follow Up from July 2024 CAC Meeting <i>Speaker: Ryan Ciulla</i></p>	<p>Ryan Ciulla, Manager of Member Services provided answers to follow up questions from the July 2024 CAC Meeting.</p> <ul style="list-style-type: none"> • 24 County Crisis phone numbers: <ul style="list-style-type: none"> ○ <u>Southern Region</u> Lake: (800) 900-2075 Marin: (415) 473-6666 Mendocino: (855) 838-0404 	<p><i>Mark Bontrager will provide a current list of Partnership counties that have a mobile crisis unit.</i></p>

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<p>4) Follow Up from July 2024 CAC Meeting (continued) <i>Speaker: Ryan Ciulla</i></p>	<p>Napa: (707) 253-4711 Solano: (707) 428-1131 Sonoma: (800) 746-8181 Yolo: (530) 756-5000</p> <ul style="list-style-type: none"> ○ <u>Northern Region</u> Del Norte: (888) 446-4408 Humboldt: (707) 445-7715 Lassen: (888) 530-8688 Modoc: (800) 699-4880 Shasta: (530) 225-5252 or (888) 385-5201 for Shingletown, Burney, Fall River Siskiyou: (800) 842-8979 Trinity: (888) 624-5820 ○ <u>Eastern Region</u> Butte: (800) 334-6622 Colusa: (888) 793-6580 Glenn: (800) 507-3530 Nevada: (888) 801-1437 Placer: (888) 886-5401 Plumas: (800) 757-7898 or (530) 283-6307 Sierra: (888) 840-8418 Sutter: (888) 923-3800 Tehama: (800) 240-3208 Yuba: (888) 923-3800 <p>* If outside the Partnership service area: National Suicide Prevention: (800) 273-TALK (8255)</p>	<p><i>None</i></p>

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<p>4) Follow Up from July 2024 CAC Meeting (continued) <i>Speaker: Ryan Ciulla</i></p>	<p>Marcelo “Nunie” Matta asked, how many counties have the mobile crisis units?</p> <p>Mark Bontrager response, it is a new requirement by the state that every county mental health plan will have a mobile crisis unit.</p> <p>Wendi Davis response, we have about 12-14 counties that have it and many others that are working on getting the mobile crisis units.</p> <p>Yan Yan “Jaime” Faurot response, There are other programs similar to the mobile crisis unit available in Marin (San Rafael “In Safety”) and Sonoma (“In Response”) county where they utilize peer support for a person in crisis. You can also dial the number 988 the suicide and crisis hotline.</p> <p>William “Bill” Remak response, if you don’t know the crisis line phone number you can call 911 and they will connect you to the crisis line.</p> <p>Ryan Ciulla reminded, everyone they can access these contact numbers on our Partnership community resource page on our website.</p> <ul style="list-style-type: none"> • Update on CCS Whole Child Model and breakdown in each region – will be given by Wendi Davis, Chief Operating Officer later in the agenda. 	<p><i>None</i></p>
<p>5) CAC Member Seat Changes <i>Speaker: Melissa Schumann</i></p>	<p>Melissa Schumann, Manager of Member Services acknowledged and expressed gratitude to Lance LeClair for his years of dedicated service to the CAC. Although he couldn’t attend the meeting today to accept his plaque in person, it will be sent to him by mail.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>6) Consumer Board Representative Update <i>Speaker: Melissa Schumann</i></p>	<p>Melissa Schumann, Manager of Member Services discussed the selection process of choosing the new Consumer Board Representatives and announced who was selected for the positions.</p> <p>To comply with the Partnership bylaws which are written rules that our Board of Commissioners adhere to. A selection committee was created to review the Consumer Board Representative applications and select the new Consumer Board Representatives. The diverse selection committee consisted of:</p> <ul style="list-style-type: none"> • Partnership’s CEO or designee • One Partnership staff member from Member Services • One Consumer Representative that was not applying for the position • One Board Member <p>The selection committee met in early August and selected three new board of commissioners for their respective regions:</p> <ul style="list-style-type: none"> ○ Belle Knight, Northern Region Consumer Board Representative ○ Brion Burkett, Eastern Region Consumer Board Representative ○ Marcelo “Nunie” Matta, Southern Region Consumer Board Representative <p>Each Consumer Board Representative will serve a two year term.</p> <p>First Board Meeting was held in August 2024.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>7) Report on Board Meeting <i>Speaker: Belle Knight, Brion Burkett, & Marcelo “Nunie” Matta</i></p>	<p>Consumer Board Representatives shared their experience attending the August 2024 Board Meeting.</p> <p>Belle Knight had a great first experience at the Board Meeting.</p> <p>Brion Burkett had a great first experience and shared information he gathered from the Board Meeting:</p> <ul style="list-style-type: none"> • Partnership had zero security breaches and received an A+ rating which is rare rating to achieve. This means our member information is safe and secure. • The plan is pursuing a six month transitional rent benefit. • Call Center has been consistently reaching their goal of answering the phones in thirty seconds or less. <p>Marcelo “Nunie” Matta is really proud to be a member and advocate on the Board. There are many issues and Partnership is trying to make them all better.</p>	<p><i>None</i></p>
<p>8) Partnership Update <i>Speaker: Wendi Davis</i></p>	<p>Wendi Davis, Chief Operating Officer gave a brief overview of health plan updates.</p> <p>Medicare D-SNP or Dual Eligible Special Needs Plans Starting January 1, 2026 Partnership will manage both Medi-care and Medi-Cal programs in eight counties.</p> <p>Williams “Bill” Remak asked, will there be support services available for those individuals under 65 who undergo periodic eligibility reviews?</p> <p>Matthew Mouille answered, we are still in the early stages of building out the program and will take feedback from this group into consideration.</p>	<p><i>Wendi Davis will connect with Jaime Faurot after the meeting to discuss her concerns and find solutions.</i></p> <p><i>Cyress Mendiola will connect with Sol McNally after the meeting to discuss her concerns.</i></p>

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<p>8) Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<p>Wendi Davis, Partnership is not responsible for or have any authority over the eligibility or enrollment process. Individuals apply with the county, they become eligible and then they're assigned to Partnership.</p> <p>Yan Yan "Jaime" Faurot asked, how does Partnership provide support to those who are facing barriers and link them with services they need?</p> <p>Wendi Davis said Partnership's Care Coordination Department has Care Coordinators who assists members with this. They help members coordinate, navigate, and access their resources. If the member is still facing issues, the member is encouraged to call and request the situation to be escalated.</p> <p>Eli Seigel asked what Partnership's policy and procedures are for fuel, parking, and toll reimbursement?</p> <p>Wendi Davis told Eli to call Transportation and let them know there is a payment discrepancy. The Transportation Team will do an audit and review the payments.</p>	<p><i>Someone from the CAC Team will reach out to Eli to get more information and assist with getting the payment discrepancy settled.</i></p>

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<p>8) Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<p>CCS Whole Child Model: Partnership has undergone a transition from what was previously known as CCS, which was fully managed by the counties and the state, to incorporating those responsibilities into its benefits. This change includes CCS children in the original fourteen counties managed by Partnership, which currently takes on the responsibility for claims payment and care coordination for these children. With the addition of ten new counties to Partnership's service area, we will implement the same approach for them. Currently, Partnership is working closely with each county and the CCS Departments to ensure a smooth transition. This effort aims to centralize and coordinate the services that families have been receiving from various locations. The new system is expected to go live on January 1, 2025.</p> <p>Special Care Liaisons: Partnership has several special care liaisons such as, foster care, dental, long-term care, and tribal health liaisons. These specialized individuals work with groups and special organizations to make sure they are getting the attention and services they need.</p> <p>Jennifer “Jenny” Bentrim asked if advocacy is included with foster care? Mark Bontrager said while the state previously did not mandate coverage for foster youth under a Managed Care Plan, Partnership has consistently included foster youth as members and has extensive experience and support in working with them. The state now requires the appointment of a designated individual, either a foster care liaison or a child welfare liaison, to collaborate directly with county child welfare departments and eliminate any barriers to care. This liaison can enhance the partnership by facilitating communication and information exchange with the county departments.</p>	<p><i>None</i></p>

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<p>8) Partnership Update (continued) <i>Speaker: Wendi Davis</i></p>	<p>Yolanda Latham introduced herself as Partnership's Tribal Liaison. She is an enrolled member of the Hoopa Valley tribe, which is a federally recognized tribe in Northern California. Her job entails educating the specialty type of situations that tribal health care is in and the rights, protections, and exemptions under tribal health.</p>	<p><i>None</i></p>
<p>9) Preparing for Medicare <i>Speaker: Matthew Mouille</i></p>	<p>Matthew Mouille, Medicare Manager gave a presentation on how Partnership is preparing for Medicare.</p> <p>As part of CalAIM, all Medi-Cal plans must offer a Medicare Special Needs Plan for Dual Eligible Beneficiaries (Medicare D-SNP) by 2026.</p> <p>This will launch in eight counties: Del Norte, Humboldt, Mendocino, Lake, Sonoma, Napa, Solano, and Marin.</p> <p>Matthew took in member feedback of their experience with Medicare and will take that into consideration while building out the plan.</p> <p>If you have more information you'd like to share with Matthew regarding Medicare please reach out to the Consumer Advisory Committee Team by emailing CAC@partnershiphp.org</p>	<p><i>Mathew Mouille will provide a full list of eligibility expectations or exceptions that are covered under Medicare.</i></p>
<p>10) Outreach and Education Campaign for Mental Health <i>Speaker: Mark Bontrager</i></p>	<p>Mark Bontrager, Senior Director of Behavioral Health gave a presentation on Partnership's Behavioral Health Department Member Outreach and Education Campaign. He also provided an overview of the survey responses he received from the CAC members.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>10) Outreach and Education Campaign for Mental Health (continued) <i>Speaker: Mark Bontrager</i></p>	<p>SB1019 mandates that all managed care plans do the following every year:</p> <ul style="list-style-type: none"> • Conduct an assessment of mental health utilization • Consult with stakeholders: <ul style="list-style-type: none"> ○ Consumer Advisory Committee ○ Tribal Members ○ Racial and ethnic diverse stakeholders ○ Include input from the Population Needs Assessment report • Create a Member Outreach and Education Plan <ul style="list-style-type: none"> ○ Plan must include multiple means of communication ○ (Examples: Website, written materials, texts, etc.) ○ Use “stigma reduction” techniques ○ Meet cultural and linguistic standards <p>Lulu Zhang asked, why Asians weren’t represented on the utilization of mental health services graph in the presentation. Mark Bontrager answered, only the top four groups are listed on the presentation, but we do have the utilization rates for all groups.</p> <p>Lulu Zhang asked, For county specialty mental health, what is the agency that provides this service? Mark Bontrager answered, All but one county in California has a mental health plan. If you have Medi-Cal, your county is required to provide or arrange you with specialty mental health services.</p> <p>Edna Villaseñor, If you need help connecting with Carelon you can call Member Services department at (800) 863-4155. If you don’t know what type of services you need, Carelon can do an assessment.</p> <p>Claire Gover asked, Is some of the educational material going to tie into mental health services provided in schools? Mark Bontrager answered, the State will be delivering something statewide. We will wait to see what that looks like and see if we need something in addition to what the state will do.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>10) Outreach and Education Campaign for Mental Health (continued) <i>Speaker: Mark Bontrager</i></p>	<p>Yan Yan “Jaime” Faurot inquired whether Partnership has thought about implementing a pilot program to engage the community for feedback, rather than relying solely on mail or phone calls. She also noted the absence of Asian representation in the graph and asked whether this was due to a lack of data or simply space constraints. Mark Bontrager responded that Partnership has utilized other communication methods, such as focus groups. As for the graph, he explained that the presentation was condensed due to time limitations. He emphasized his appreciation for the feedback and reiterated that their purpose today is to better understand the needs of the community.</p>	<p><i>None</i></p>
<p>11)CHA / CHIP Updates <i>Speaker: Monika Brunkal</i></p>	<p>Monika Brunkal, Associate Director of Population Health gave a presentation update on the Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP).</p> <p>The local health departments conduct assessments and determine the needs within each community. Once they gather this information, they create a plan to address and improve those needs. Partnership is currently setting goals with Solano, Shasta, Modoc, and Yuba counties and completing worksheets that outline collaborative plans. Some counties have inquired whether CAC members would be willing to participate in additional focus group surveys, health education outreach, material reviews, and feedback sessions. CAC members can expect to receive surveys by mail addressing community needs in those counties.</p>	<p><i>None</i></p>

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<p>12) Partnership in the Community <i>Speaker: Ryan Ciulla</i></p>	<p>Ryan Ciulla, Manager of Member Services gave a brief update on community events attended by Partnership Member Services staff.</p> <p>Redding Farmers Market July 27, 2024</p> <ul style="list-style-type: none"> • We engage with the community, answer any Partnership related questions, and provide one on one support to our members who visit our booth. • Belle Knight (Shasta County) and Wendi Davis (Partnership Chief Operating Officer) were in attendance. • The next Farmers Market we will be attending is on Saturday, September 28, 2024 from 7:30 a.m. to noon located at the Redding City Hall. For anyone who visits the Redding Farmers Market please stop by our booth. <p>Bridging Hope 2nd Annual Walk for Suicide Awareness & Prevention September 7, 2024 in Marysville, CA (Yuba County)</p> <ul style="list-style-type: none"> • Member Services, Population Health, and Behavioral Health Teams attended to engage with the community and provide onsite support. <p>If you know of any future events, please reach out to the CAC Team – we can then look into this further to see if we can attend.</p>	<p><i>None</i></p>
<p>13) Open Forum <i>Speaker: All</i></p>	<p>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</p>	<p><i>None</i></p>
<p>14) Next Meeting</p>	<p>December 12, 2024 Noon – 2 p.m.</p>	