

A young child with curly hair, wearing a white jacket and blue jeans, is hanging from a blue metal bar on a playground. The child is smiling and looking upwards. In the foreground, a woman with glasses and a red jacket is smiling and looking up at the child. The background is a blurred outdoor setting with other people and structures, suggesting a park or playground. The lighting is warm, indicating it might be late afternoon or early morning.

Your partner in *growth*

PARTNERSHIP
HEALTHPLAN
OF CALIFORNIA
2024
Community
REPORT



TABLE OF CONTENTS

CEO Message.....	1
Demographics.....	3
Connecting Through Community Conferences and Forums.....	5
Member Spotlight: Ginger and Chelsea.....	6
Bridging the Gap in Health Equity for Tribal Communities.....	7
Expanding Provider Skill Sets.....	9
Sierra Nevada Conservation & Wilderness Medicine Conference.....	9
Partnership’s Community Outreach and Member Engagement.....	10
2024-2027 Strategic Plan.....	13
Partnership Prepares for New Medicare Line of Business in 2026.....	13
Employee Spotlight: Dr. Doug Matthews.....	14
Reaching a Staffing Milestone.....	14
Recognizing 30 Years of Service.....	15
Acknowledging Our Partners and Their Impact.....	17
Strengthening Our Connections with Local Health Agencies.....	18
What Our Members Are Saying About Us.....	19
Partnership’s Financial Stewardship.....	20
Maintaining National Accreditation.....	21
Distributing Medical Equipment to Members.....	21

CEO Message



Sonja Bjork

What a year of transformation and growth! When Partnership HealthPlan of California celebrated our 30th anniversary in May, we talked about how much had changed since we first opened our doors in Solano County back in 1994. While that is to be expected (a lot happens in 30 years), what might be surprising is how much has changed for Partnership in just the past year since our 2023 Community Report was published.

This year's report, themed "Partners in Growth," spotlights the

major developments, key initiatives, new goals, and other noteworthy achievements over the past year. It details how we have evolved into a much bigger health plan with more members, more staff, and more providers in our network. It also reminds us what has not changed – our commitment to quality, customer service, and to our mission **to help our members, and the communities we serve, be healthy.**

We are not alone in our growth – after all, "partnering" is what we do. We partner with our regulators at the state of California, who have been expanding and transforming the Medi-Cal program. We partner with providers – relying on a growing number of doctors and clinics, as well as behavioral health providers, Enhanced Care Management providers, Community Supports providers, transportation providers, and more. Even the definition of "provider" has grown to serve the needs of our members. Our membership has increased – by more than 30% since last year. Our service area is more rural than ever before, and we are growing and changing to meet the needs of our members in those areas.

Back in 1994, I was happy to be part of Partnership's small group of employees dedicated to a bold new experiment called Medi-Cal managed care. Thirty years later, that experiment has proven to be a success; our growth since 1994,

We are not alone
in our growth –
after all, "partnering"
is what we do.



Sonja Bjork (right) during an employee celebration in 1995, serving staff in recognition of their service, a tradition that continues at Partnership today.

and especially over the past year, is further proof of Partnership's success. I am thrilled to be leading our health plan as we continue to evolve along with the health care industry.

Now on to the report. I encourage you to read it in its entirety – but here are a few things not to miss: the unique and important forums (page 5) and trainings (page 9) we hosted or sponsored; the profile of Ginger Moyles and her advocacy for her daughter (page 6); the photos of staff members throughout the report (pages 4, 8, 12, and 16); and last but not least, the great things our members have to say about our staff (page 19).

Here's to another exciting year of progress, and I thank you for being our partner in growth.

Sincerely,


Sonja Bjork



MISSION

To help our members, and the communities we serve, be healthy



VISION

To be the most highly regarded managed care plan in California



MEMBER DEMOGRAPHICS

Members

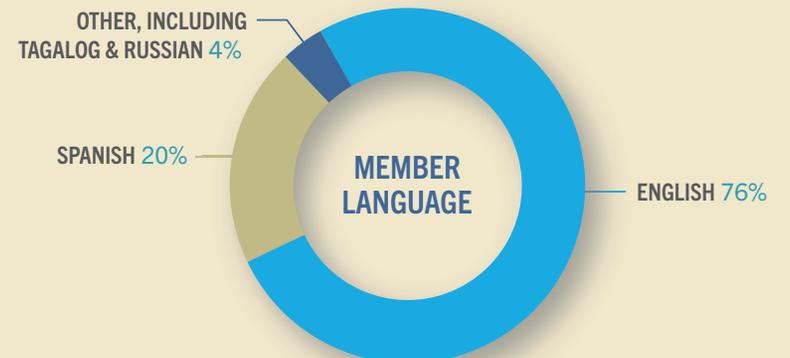
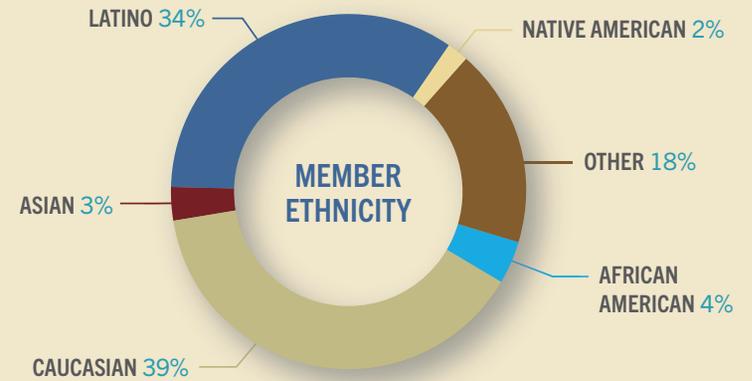
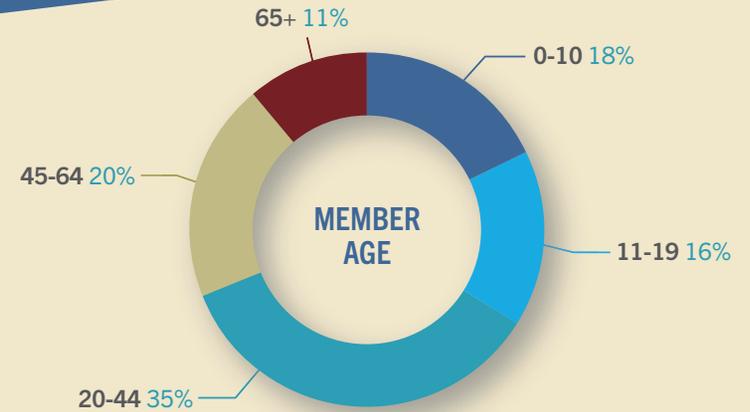
Total Partnership membership (as of November 1, 2024): **895,233**

Population

Percentage of 24-county total population who are Partnership members: **28%**

Geographic Coverage

Partnership's service area covers **42%** of the geography of California



On this page, as well as pages 8, 12, and 16, are photos of our employees representing various departments across our six offices. They are partners each day with members, providers, or other community groups. While their work may vary, they all understand the importance of building strong partnerships!



Collaborating and Connecting Through Community Conferences and Forums

A year packed with conferences benefits not only our staff in expanding their skills and knowledge, but ultimately improves relationships with community partners and Partnership members. This year, Partnership hosted inaugural gatherings that were notable for their ingenuity, connection across systems, and person-centered approaches.

Forum on Justice-Involved Community

Alongside community-based organization Empower Solano, Partnership sponsored a first-of-its kind forum event in March 2024. The forum connected transitional housing providers, local and state leaders, and other service providers for a conversation on how California Advancing and Innovating Medi-Cal (CalAIM) – a multi-year initiative from the Department of Health Care Services – can help improve the lives of individuals who are either incarcerated or transitioning out of prison. This forum acted as a catalyst for continued conversations between existing organizations working toward the common goal of supporting incarcerated and formerly incarcerated members of the community.

Maternity Care Conference

Under the leadership of Regional Medical Director Dr. Colleen Townsend, Partnership hosted a maternity care conference titled “Shuttering of Maternity Care Centers in Northern California.” In February, the conference brought together experts from around the country to understand the underlying causes of the increased lack of maternity care and delivery services. The attendees heard from providers with successful maternity care models and discussed potential solutions to the issues. Over 70 representatives from hospitals, advocacy organizations, Tribal health centers, and birthing centers in Partnership’s service area attended. This convening sparked the exchange of ideas and aligned efforts for providers to support continued maternity care across Northern California.



Justice-Involved Community Forum attendee Assemblywoman Lori Wilson speaking about legislative initiatives to improve the lives of people who have been incarcerated.



Event host and Regional Medical Director Dr. Colleen Townsend (foreground, with laptop) with other speakers and attendees of the Shuttering of Maternity Care Centers in Northern California conference.

Ginger Moyles with her daughter Chelsea. Ginger received the Advocacy Hero Award from the Far Northern Regional Center in the Spring of 2024.



Member Spotlight: Ginger and Chelsea

Ginger Moyles, the mother of a Partnership member, exemplifies the meaning of partnering in growth. Ginger, an active Siskiyou County resident and member of Partnership’s Family Advisory Committee, received the Advocacy Hero Award for her advocacy efforts. She was nominated by the California State Council on Developmental Disabilities and received the award from the Far Northern Regional Center in Spring of 2024. During her award recognition, the committee stated that, “Ginger is acutely aware that living in a small town comes with a lack of centralized services and supports. Where there are gaps, she advocates to find a person-centered approach to support.”

Partnership collaborated with Ginger to highlight World Rare Disease Day in February 2024. In a Partnership-produced video, Ginger talked about her daughter Chelsea, who has a condition called Shprintzen-Goldberg Syndrome. It is a rare connective tissue disorder, and its exact prevalence is unknown. With the power of social media, Ginger has been able to find and connect with 80 people around the world who have Shprintzen-Goldberg Syndrome. Ginger’s steadfast advocacy for her daughter and others with rare diseases has made her a pillar of perseverance and solidarity in her community, and we are proud to have her actively engaged in the Partnership Family Advisory Committee meetings.



Ginger Moyles with her award

Use the QR code to the right to see a video about Ginger and Chelsea’s story.



Partnership’s Family Advisory Committee

Ginger Moyles is an active participant in Partnership’s Family Advisory Committee (FAC). This committee is a quarterly convening of parents, caregivers, foster parents, members of community groups, and consumer advocates interested in sharing information, advocating, and connecting with others. The goal of the group is to improve the quality of care and services for members and families in the Whole Child Model program. Visit the FAC webpage, on our website at PartnershipHP.org, for more information or to learn about becoming a member of our FAC.

Partnership Works to Bridge the Gap in Health Equity for Tribal Communities

Partnership was proud to be the first health plan in California to have a Tribal liaison. Partnership's Tribal liaison works to foster lasting bonds between Partnership and the Tribal communities we serve. This role is critical, as health disparities in our Tribal communities continue to be an obstacle in overall health outcomes. For example, the Centers for Disease Control reports that Tribal communities have the highest risk of developing diabetes and have lower life expectancy, compared to other ethnic groups. With these disparities in mind, it is important to make strides in bridging the gap to compassionate and accessible care for our Tribal members.

Working closely with our Tribal liaison, Partnership created new web-based content for our Tribal members. A Tribal Health and Wellness page was built to provide a "one-stop-shop" for our Tribal members to better access the care they need. Along with the webpage, Tribal health resources have been added to each of our dynamic Community Resources pages across our 24 counties. Ensuring Partnership's resources and services for our Tribal members are available across a variety of entry points on our website continues to be a focal point.

In addition, a Tribal perinatal newsletter is in development. The goal of this provider-facing newsletter is to equip providers to support and empower Tribal families during a unique and tender phase of life – pregnancy and early parenthood. This newsletter will include insights from health professionals specializing in Tribal maternal and child health care, Tribal elders, and existing Tribal community resources.



Partnership's Tribal Liaison Yolanda Latham (left) embraces keynote speaker Virginia Hedrick near the conclusion of the Tribal Health Convening.

Fostering Connections: Partnership's Annual Tribal Health Convening

On October 7, 2024, Partnership hosted our second annual Tribal Health Convening at the California Endowment Center in Sacramento. Guided table conversations, listening sessions, and panel discussions allowed Tribal-affiliated health center representatives, medical school, and Partnership staff to discuss how to better serve our Tribal communities.

Virginia Hedrick, executive director of the Consortium for Urban Indian Health and a member of the Yurok tribe, concluded the event with a moving keynote speech. She spoke to her experiences in accessing health care while growing up on the reservation. Her story affirmed the health disparities faced by many Tribal communities.

Hedrick emphasized the need for more asset-based language when discussing health quality measures rather than the standard deficit framework when referencing Tribal communities. "Don't tell me my child could die," urged Hedrick, "tell me this is how I keep my child and elders healthy." Hedrick's speech was met with a standing ovation.

The success of the 2024 Tribal Health Convening will no doubt be the touchstone in continuing the conversation of how we can better support our Tribal members.



Expanding Provider Skill Sets

Partnership's provider network is a broad base of individuals, clinics, and hospitals all serving patients in our 24 counties. Supporting Partnership's provider network by offering avenues to expand their knowledge and resources ultimately supports Partnership members, particularly in the more rural areas of our covered counties. Below are a few examples of the support our health plan brought to our providers.

Plumas Hospital Neonatal Services

As Partnership welcomed 10 new counties this year, our coverage area became much more rural. One of our new counties, Plumas County, is home to Plumas District Hospital, the only critical access hospital in the county. The hospital of roughly 200 employees takes pride in fulfilling regional health care needs. In February 2024, Partnership donated new Neonatal GlideScopes – devices created to navigate difficult airways in premature babies – to the Plumas District Hospital. In addition, Partnership brought Physician Advisory Committee member and Fairfield neonatologist Dr. Steve Gwiazdowski to the Plumas District Hospital to demonstrate how to use this new equipment to staff. The donation of these devices will provide support to premature infants and newborns as needed across Plumas County.

Life Support Obstetrics in Shasta County

With Shasta Community Health Center, Partnership co-sponsored provider trainings that focused on Basic Life Support and Advanced Life Support in Obstetrics within Shasta County. These trainings offer a combination of presentations and hands-on sessions with evidence-based approaches to care related to obstetrics. This is one of many examples of how our health plan supports the growth and knowledge of our provider network.

Sierra Nevada Conservation & Wilderness Medicine Conference

In September 2024, Partnership sponsored a unique conference connecting core wilderness medicine topics and the impact of a changing climate. The Sierra Nevada Conservation and Wilderness Conference took place at the UC Berkeley Forestry Camp, outside of Quincy, CA.

The theme, "Uprooted: Migration and Health in a Changing Climate," focused conversations on issues related to public health, infectious disease, mental health, cross-cultural competency, and caring for people in remote settings. Attendees included physicians, nurses, emergency medical technicians, and paramedics.

Partnership regional director Jill Blake noted, "The conference participants were gracious, curious, and engaged, especially Dr. Jeff Kepple from Plumas District Hospital, who is a co-founder of the conference and who gave us the warmest of welcomes!" Partnership is pleased to contribute to educational opportunities that are nuanced to serve our communities.



Sierra Nevada Conservation & Wilderness Medicine Conference participants practice the skills needed to treat hypothermia.

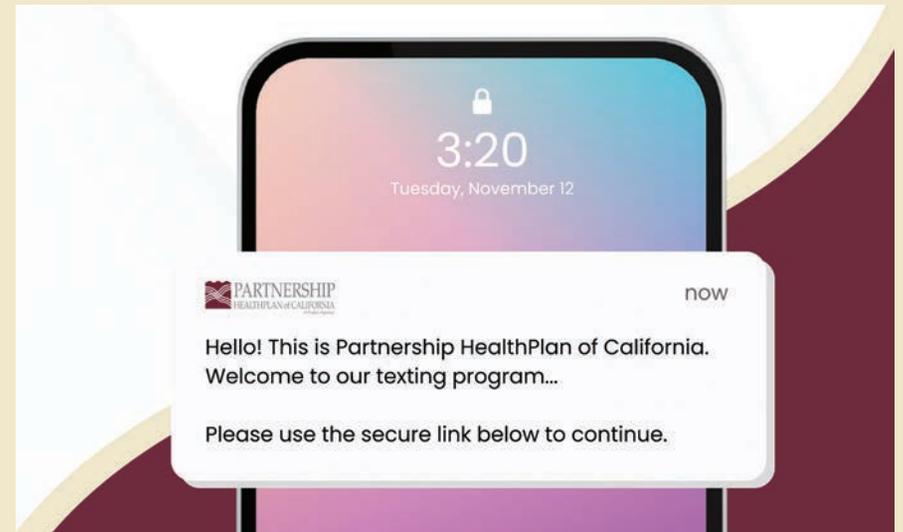
Partnership's Community Outreach and Member Engagement

At Partnership, we place a high value on our role in the community. The ways in which we engage with our members and community partners goes unmatched. This year, we pursued outreach and member engagement in a variety of ways shared on the following pages.

A Part of the Community

Spearheading Partnership's presence at community events is the Population Health Management Department, which attends on average 15 community events a month. Healthy living coaches, wellness guides, and health educators attend various community events throughout the year offering knowledge on Partnership benefits while forming connections with our members and community partners. You can find a Partnership representative at events like: health fairs, homeless outreach, mobile mammography clinics, farmer's markets, tribal events, vaccine clinics, and community family events. Being present in the community embodies Partnership's mission, to help our members, and the communities we serve, be healthy.

Population Health staff member Liberty E., attending a family-friendly health fair that offered both medical and dental services for attendees in Butte County.



New Way to Reach Members – Via Text

Partnership is proud to share the successful launch of a texting program to engage with members in a user-friendly medium. In July 2024, the Park Fire caused evacuation orders and posed a threat in Butte, Tehama, and Shasta counties. Key information was provided to just over 80,000 member households in the fire zone via text.

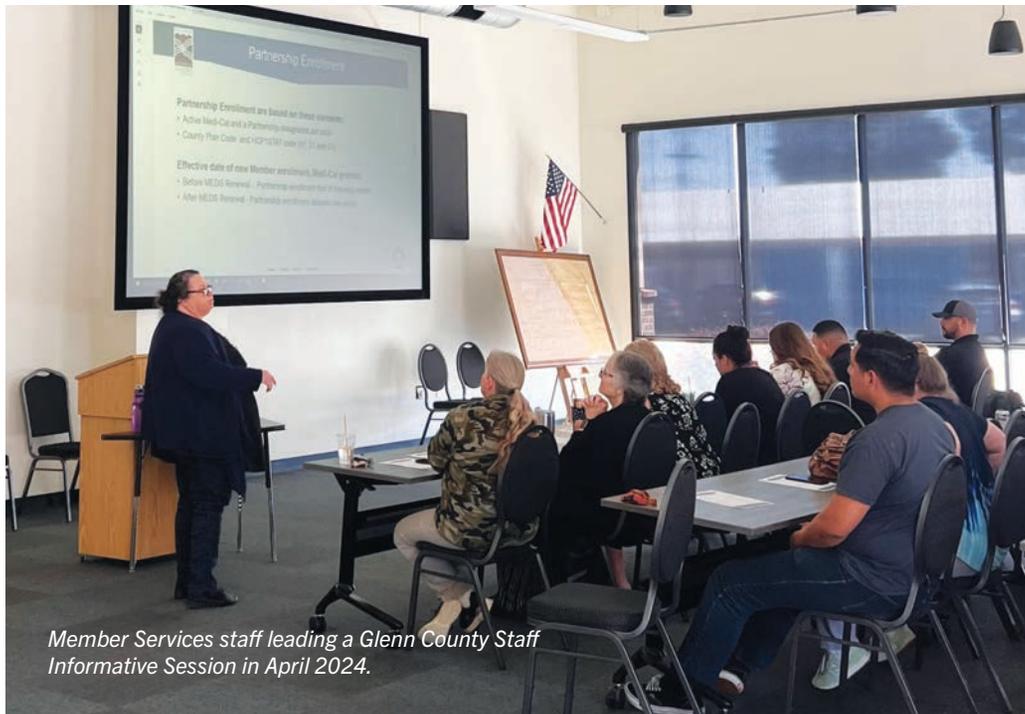
An official welcome text campaign launched in November 2024 introducing the platform to all members. A variety of additional text campaigns, from informational messages to health education and promotion, are in development. Partnership is eager to connect with members through this new program!

Active in Our Communities: Member Services Hosts Informational Sessions for Partnership Members

In an effort to connect with our members in person, Partnership's Member Services Department is hosting open meetings in each of the 24 counties that we serve. The goal of these sessions is to present a general overview of benefits and services that Partnership offers and convey to our members and county partners that Partnership is eager to serve their communities. Staff member Araceli shared, "the most impressive part of the sessions is experiencing first-hand the gratitude from our members as well as from our providers and county partners for Partnership's engagement and efforts to reach out to them in person."

The first member session was held in Tehama County on December 13, 2023, as part of a focus on connecting with prospective members in the 10 new counties Partnership expanded to earlier this year. Due to the success of the first sessions, it was determined that all 24 counties in Partnership's service area could benefit from these sessions. In 2024, Member Services hosted eleven member sessions and seven county staff sessions.

Partnership is eager to continue engaging with members through these sessions.



Member Services staff leading a Glenn County Staff Informative Session in April 2024.



Partnership's Brand Campaign Continues

In 2023, Partnership launched our first ever community-facing brand awareness campaign, featuring our new slogan, "Your Partner in Health," in an effort to be a more visible pillar in the communities we'd served for almost 30 years. This multifaceted campaign kicked into high gear in 2024, with ongoing radio and streaming audio spots, print ads, digital ads, and streaming video ads in all 24 of the counties that we serve. We're excited to share that Partnership ads are coming to the small screen; cable TV ads launched in Fall 2024.

To coincide with our community-facing ads, Partnership has also produced video content and medical articles shared with local media outlets on a quarterly basis with different themes related to health. From how to get the most out of going to a checkup to the efficacy of immunizations, this content is shared with the intention of providing informative materials to educate not just our members, but the community as a whole. At the forefront of this effort is our members; we're proud to be a partner in primary care, pediatrics, mental health, and more.



Partners

in

Growth

2024-2027 Strategic Plan

The theme of this Community Report, “Partners in Growth,” is echoed in another important report Partnership produced this year – our three-year strategic plan.

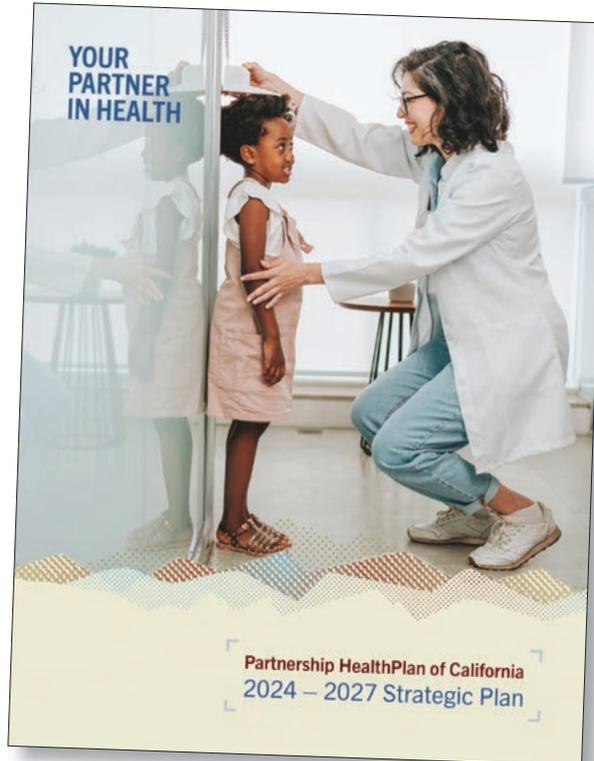
The 2024-2027 Strategic Plan comes on the heels of major transformative events – the COVID-19 pandemic, CalAIM (the transforming of Medi-Cal by the state of California), and Partnership’s expansion into 10 new counties.

Those changes to our world, our state, and our health plan shaped our approach to setting priorities for the next three years.

The plan charts out how Partnership intends to:

- Champion local partnerships and provide statewide leadership
- Be a catalyst for health equity and quality
- Extend our reach and transform our role

The 2024-2027 Strategic Plan was developed by Partnership leaders and staff, our Strategic Planning Committee, our Consumer Advisory Committee, our Board of Commissioners, and community partners. The published report was unveiled at our board meeting in August and is available to read by scanning the QR code to the right.



Partnership Prepares for New Medicare Line of Business in 2026

Partnership is actively preparing for a Medicare Dual Special Needs Plan (D-SNP) set to launch in 2026. Members eligible for both Medi-Cal and Medicare are often among the individuals in our communities that need Partnership’s support the most. These members are more likely to experience poor health outcomes and high health care costs compared to other members. Partnership’s new D-SNP plan will provide seamless integration of Medi-Cal and Medicare benefits for dual eligible members, ultimately bettering their health outcomes and lowering the costs of health care services.

Partnership kicked off the planning and implementation of this endeavor in 2023, including development of a model of care, product benefits, and application submission. This year, we introduced a new role at Partnership: Medicare program manager. With this position and others to come, the launch of the D-SNP will certainly align with our mission: to help our members, and the communities we serve, be healthy.

Employee Spotlight: Dr. Doug Matthews

Dr. Doug Matthews stays busy with two roles he is passionate about: full-time regional medical director at Partnership and volunteer firefighter for Butte County Fire Department. Life's path brought him to medicine, specializing in colorectal cancer, but Dr. Matthews began his career as a firefighter in the Oroville area. His commitment to helping others in his community is a value Partnership is especially grateful for this year.

Partnership's expansion into 10 Northern California counties at the beginning of 2024 made our service

area more rural than before. Partnership's new service area is the largest geographically among all Medi-Cal managed care plans. Butte County is one of the counties that joined Partnership's service area in 2024. Famous for its striking buttes, fires have also put Butte County on the map recently, including this year.

Partnership is thankful to employ people like Dr. Matthews who embody our core values, among them: fostering strong partnerships to improve health outcomes.

Thank you to Dr. Matthews, and all California firefighters!



Reaching a Staffing Milestone

Partnership's workforce is larger than ever before! In 2024, we topped 1,000 employees across our offices in six cities. Due to the varied nature of the positions at Partnership, we have a range of in-office, full-time remote, and part-time remote or hybrid positions. Dedicated to exceptional health care for members and communities, we employ a diverse group of professionals to fulfill our mission and to enhance their strengths and performance without compromising quality, efficiency, or productivity.

Stats as of November 2024

Total employees: 1,264

Employees by Office:

Fairfield: 835
Santa Rosa: 23
Redding: 358
Eureka: 29
Chico: 7
Auburn 12

Remote work data:

Full-time remote = 34%
Part-time remote = 30%
In-office = 36%



Partnership Regional Medical Director Dr. Doug Matthews (left) with his firefighting partner during a Butte County Fire Department exercise.

Recognizing 30 Years of Service

In May 2024, Partnership reached a big milestone, celebrating 30 years of service to the community. Chief Executive Officer Sonja Bjork and Partnership were presented a resolution of recognition by the Solano County Board of Supervisors for the foundational work that started in Solano County. Resolution No. 2024-87 notes, “Partnership has demonstrated unwavering commitment to improving the health outcomes and well-being of community members as evidenced by community reinvestment programs supporting affordable housing, recruiting and training qualified medical providers, funding clinics for COVID-19 reinvestment and recovery; Quality Incentive Programs that return millions of dollars to local community clinics, pediatric practices, and hospitals; and much more.”

Additionally, Sonja Bjork was credited for her steadfast leadership of Partnership, overseeing multiple benefit implementations and the most recent expansion of the service area. Partnership is proud to remain committed to being a community-based health plan – now serving a majority of Northern California.



Partnership staff holding the Resolution of the Solano County Board of Supervisors. Pictured, from left to right, are: (front row) Supervisor John Vasquez; Dustin Lyda; Kathryn Power; Sonja Bjork; Dr. Colleen Townsend; (back row) Supervisors Mitch Mashburn, Monica Brown, and Wanda Williams.

Partnership staff gathered this year to celebrate the organization's milestone of 30 years of service. Despite the growth the organization faces, key values remain constant. CEO Sonja Bjork and Chief Operating Officer Wendi Davis posed next to the decorations in May 2024.





Partners

in

Growth

Acknowledging Our Partners and Their Impact on Our Communities

We partner with a variety of organizations and individuals across our service area that deserve recognition. This year, we actively sought out opportunities to recognize the meaningful efforts made by our partners. We nominated four partners for awards sponsored by the Association for Community Affiliated Plans (ACAP) and the California Department of Public Health (CDPH).

Aleasha Barnes – Making a Difference

Partnership Claims Department staff member, Aleasha Barnes founded a charitable organization combining a sport she loves, barrel racing, and a cause that impacts so many lives, breast cancer. Her annual barrel racing event in Redding lasts over the course of a weekend and welcomes children and adults. The proceeds of this event go to a local organization, NorCal Think Pink, whose efforts are focused on reaching rural communities in Northern California to promote breast cancer awareness. Aleasha received an honorable mention plaque from ACAP for the Making a Difference Award.



Del Norte Community Partner – Leadership in Advocacy

Daphne Cortese-Lambert, founder and director of Del Norte Mission Possible, assists the unhoused with relationship-based services that encourage dignity, purpose, self-esteem, and a spirit of giving back to the community. Del Norte Mission Possible is the only organization solely focused on services that address the growing crisis of homelessness in Del Norte County. Partnership was proud to nominate Daphne Cortese-Lambert for ACAP's Leadership in Advocacy Award. Partnership presented Daphne with an honorable mention plaque at the February board meeting this year.



Dr. Lawrence Goldyn – Beverlee A. Myers Award for Excellence in Public Health

Partnership nominated Dr. Lawrence Goldyn of Mendocino Coast Community Clinics for the 2024 Beverlee A. Myers Award for Excellence in Public Health. Dr. Goldyn is the sole physician specializing in HIV care in Mendocino County. According to Regional Medical Director Dr. Marshall Kubota, "Dr. Goldyn went through the difficult and early days of the HIV epidemic . . . and was well known and respected by his fellow HIV treating pioneers." Dr. Goldyn embodies the spirit of leadership and dedication to improving the health statuses of Mendocino County residents and all Californians, and Partnership is lucky to have him as a part of our provider network.

4th Second – Supporting the Safety Net

Located in Vallejo, 4th Second strives "to catalyze systemic change through direct service, fostering collaboration, and growing community capacity to bridge gaps between community needs and resources." 4th Second seeks to address the needs of youth, individuals experiencing homelessness, and those impacted by the justice system. Partnership Regional Medical Director Dr. Colleen Townsend describes the Street Medicine Program at 4th Second as "the only comprehensive team of health care providers offering curbside care to unhoused people in Vallejo communities." For their exceeding the norm in developing and implementing innovative practices to meet medical, behavioral, or social needs of high-risk people in Vallejo, 4th Second received an honorable mention from ACAP's Supporting the Safety Net Award.



Strengthening Our Connections with Local Health Agencies

Every year, Partnership does a Population Needs Assessment to identify member needs and health disparities across our 24 counties. Partnership uses a variety of data sources for this report, and it shapes the direction of initiatives for member health improvement.

Starting this year, Partnership was tasked with working on Community Health Assessments (CHAs) and/or Community Health Improvement Plans (CHIPs) with each county public health department or similar agency to bolster our Population Needs Assessment. The community health needs liaison team and regional directors at Partnership actively participate in work groups, steering committee meetings, and other decision making spaces with county leadership. Through this engagement, Partnership identified several themes of community needs including access to care, behavioral health, economic instability, healthy

lifestyle initiatives, and social drivers of health. These themes will further guide the development of initiatives around targeted health education materials, wellness programs, and more. These initiatives aim to comprehensively address the needs of our members and the communities in which they live. To view annual data reports specific to each of Partnership's counties, use the QR code to the right.



This increase in involvement will help Partnership know what strengths already exist in the communities, including dedicated community based organizations, strong local leadership, and resilient spirits. We will be able to strategically align the efforts agencies put in toward improving the health of our members.

For inquiries regarding this involvement, please email chachip@partnershiphp.org.

Director of Population Health Management Dr. DeLorean Ruffin spoke at the County Health Executives Association of California (CHEAC) annual conference in October 2024. Her panel discussion delved into the successes and challenges of local public health departments and local health plans partnering with managed care plans to transform outcomes through the collaborative CHA/CHIP efforts. Partnership is proud to be included in discussions on latest initiatives.

Pictured, from left: Vernell Shaw III (Health Net of California), Vanessa Davis, MPH (Kaiser Permanente), Dr. DeLorean Ruffin, DrPH, MPH (Partnership), Dr. Pavlav Babaria, MD, MHS (California Department of Health Care Services).



What Our Members Are Saying About Us

Partnership staff work each day to meet the needs of our members. Their professionalism, responsiveness, and compassion do not go unnoticed. Here is some of the praise that our members have shared about our staff:

Kamryn, Member Services - Kamryn was really helpful – she explained how the pharmacy process works, and she explained how the transportation system works, the importance of calling to cancel if needed, and she was gracious and just a great worker – Kudos, Kamryn!

Teresa, Transportation - I never knew about this [Transportation] benefit and Teresa was just awesome! I had many questions for her but she was kind, patient, and explained how this benefit works – which I really appreciate. Teresa made me smile and gave me hope! Thank you, Teresa!

Cesar, Member Services - I spoke to Cesar to see what was going on with my membership. I want to commend him because he is a great employee. He met all my expectations and took away all my doubts. I want to congratulate your organization for having employees like him who have human kindness and listen to their callers. I am so grateful.

Thomas, Transportation - I just want to say the team at Partnership Transportation is fantastic! Thomas was just fabulous. I was having some issues and he was able to straighten everything out and called me back to reassure me that everything was taken care of. I am humbled by how kind, professional, and caring your whole team is. Thank you!

Jessica, Member Services - Jessica is professional, gracious, caring, informative, and helpful. She is an exceptional person and employee. I am very grateful for Partnership HealthPlan. My husband and I just received this insurance and we are deeply grateful for this program. Please praise Jessica for her exceptional work!



Partnership's Financial Stewardship

The 2024-25 fiscal year is expected to be a year of continued change and transformation.

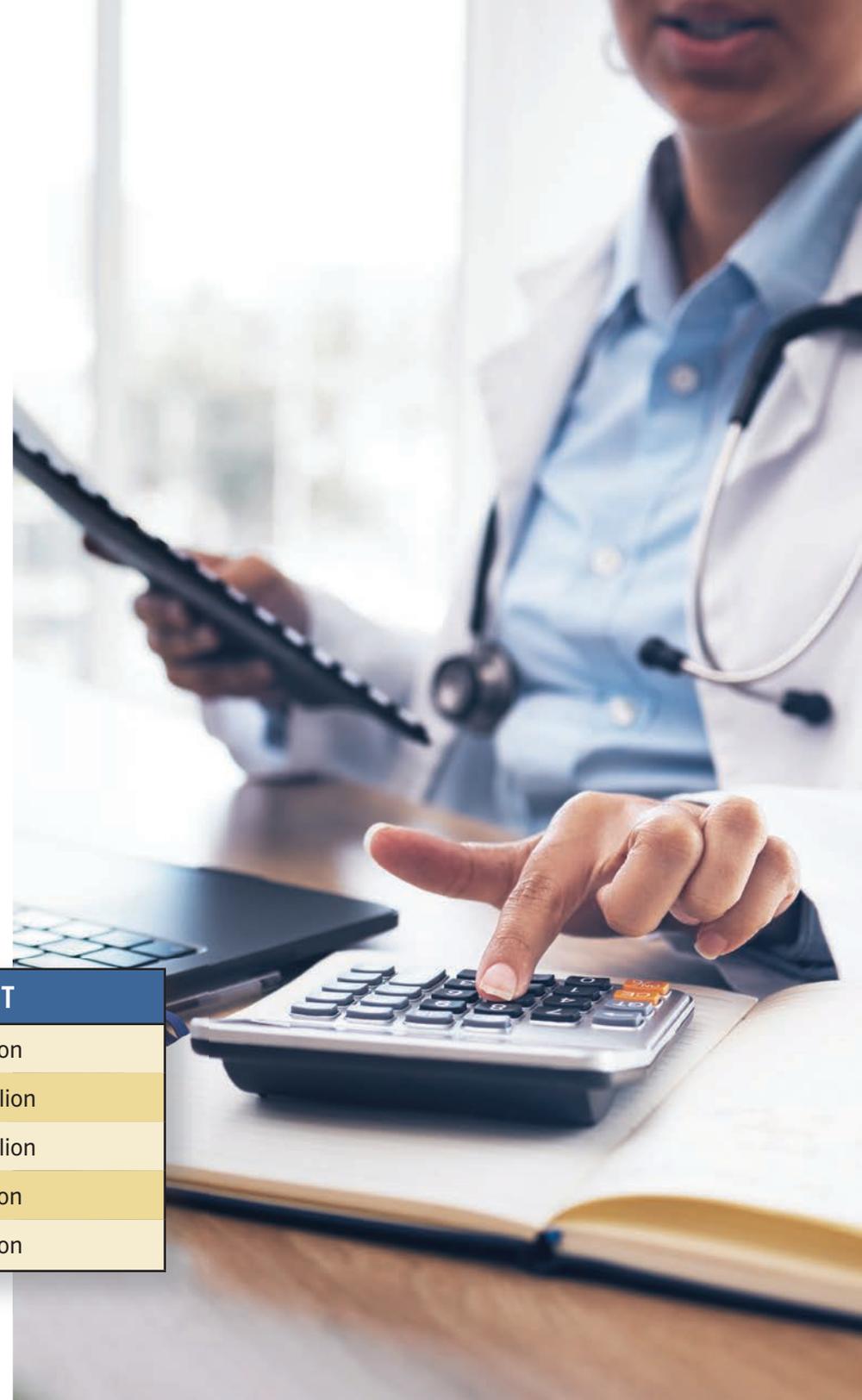
- As in prior years, the state will continue to focus on the implementation and ramp up of CalAIM and transforming the Medi-Cal delivery system.
- As the Medi-Cal enrollment rules continue to change on a federal level, our county partners will continue to work hard to determine Partnership members' Medi-Cal coverage.
- Partnership expects and has planned for annual 2024-25 losses. A portion of the losses are attributed to our investment in our expansion region and administrative resources, including necessary infrastructure investments.

Subsequent fiscal years bring further planned changes that bring opportunity and potential financial risk.

- By January 1, 2026, DHCS will implement regional rates, and Partnership will operate a Medicare Dual Eligible Special Needs Plan (D-SNP) which gives our members the opportunity for Partnership to administer both their Medi-Cal and Medicare coverage.
- To maintain fiduciary responsibility, Partnership will continue to focus on building reserves, prudent fiscal spending, and making strategic investments so we can continue to build a healthier future for our community and the members we serve.

As we look ahead, here is a snapshot of our spending in the previous fiscal year:

CATEGORY (for Fiscal Year 2023-2024)	AMOUNT
Fee for service hospital, physician, and other costs	\$3.4 billion
Capitated physician, hospital, and other costs	\$451 million
Long-term care	\$551 million
Quality Improvement Programs	\$50 million
TOTAL HEALTH CARE EXPENDITURES	\$4.5 billion



Maintaining National Accreditation

Obtaining accreditation by the National Committee for Quality Assurance (NCQA) meets not only Partnership's obligatory requirements with the Department of Health Care Service, but also asserts Partnership as an organization committed to the highest of quality in health care. By January 1, 2026, all managed care plans, including Partnership, are required to achieve both NCQA Health Plan Accreditation and NCQA Health Equity Accreditation. At Partnership, we are well on track to meet those requirements.

Partnership became an NCQA-Accredited Health Plan in January 2021. To maintain this status, Partnership undergoes a survey every three years. As of December 2023, Partnership received its reaccreditation.

As an accredited health plan, Partnership ensures compliance with the NCQA standards and guidelines, which measure the performance across multiple areas. Additionally, Partnership must report rates of clinical measures (Healthcare Effectiveness Data and Information Set, HEDIS®) and member experience (Consumer Assessment of Healthcare Providers and Systems, CAHPS®) on an annual basis. NCQA then rates health plans from 1 to 5 stars based on HEDIS® results, CAHPS® scores, and accreditation status. In September 2024, Partnership earned a Health Plan Rating (HPR) of 3.5 stars, maintaining the same performance from the prior year.



NCQA Health Equity Accreditation focuses on advancing the delivery of culturally and linguistically appropriate services across member populations, identifying opportunities to reduce health disparities and improving inequities for better health outcomes. In preparation, Partnership conducted a Mock Initial Survey in August 2024 to ensure our readiness for the Health Equity Accreditation Initial Survey, scheduled for June 17, 2025. Our dedication to NCQA Accreditation continues.



Distributing Medical Equipment to Members

A Partnership program launched in response to the COVID-19 pandemic has grown dramatically since then and now serves 200 separate clinics across all 24 counties we serve. The Partnership Medical Equipment Distribution Services (PMEDS) program offers providers access to medical devices that could be used to treat and care for patients while they remained at home. PMEDS has grown to include over a dozen types of devices distributed to members.

The success of the program lies in the ease of getting providers and patients their medical equipment. Partnership works diligently to ship equipment in a timely manner, typically getting to our members within five to seven days of a request submission. More than 200 clinics across Partnership's 24 covered counties have submitted requests for medical equipment. In 2024, PMEDS has shipped an average of 945 items per month in an average of 547 separate orders.

Partnership is committed to ensuring our members have access to these small personal medical devices. The convenience of not having to drive to a medical office is helpful in saving time for members, especially for those in rural areas or who are homebound.

If you have any questions regarding this program, please reach out to the PMEDS team at request@partnershiphp.org.

Board of Commissioners

Jonathon Andrus, Fairchild Medical Center
Darcie Antle, Mendocino County Health & Human Services Agency
Shelby Boston, MSW, Butte County Department of Employment & Social Services
Jayne Bottke, Tehama County Health Services Agency
Gena Bravo, MSN, RN, HACCP, Woodland Memorial Hospital
Ranell Brown, Del Norte County Department of Health & Human Services
Brion Burkett, Consumer
Chris Champlin, Adventist Health & Rideout
Christy Coleman, Shasta County Health & Human Services Agency
Cathryn Couch, Ceres Community Project
Noemi Doohan, MD, PhD, MPH, Lake County Health Services
Dean Germano, Board Vice-Chair, Retired, formerly of Shasta Community Health
Ryan Gruver, Nevada County Health & Human Services Agency
Liz Hamilton, Trinity County Health & Human Services
Alicia Hardy, CommuniCare+OLE
Randall Hempling, Retired, formerly of Shasta Regional Medical Center
Dave Jones, Retired, formerly of Mountain Valleys Health Center
Elizabeth Kelly, Colusa County Health & Human Services
Scott Kennelly, LCSW, Butte County Behavioral Health
Belle Knight, Consumer
Elizabeth Lara-O'Rourke, MPA, United Indian Health Services, Inc.
Viola Lujan, La Clinica de La Raza
Phuong Luu, MD, County Health Officer for Sutter & Yuba Counties
Nunie Matta, Consumer
Andrew "Andy" Miller, MD, Enloe Hospital
Matthew Morris, MD, Western Sierra Center Medical Clinic
Robert Oldham, MD, MSHA, Placer County Health & Human Services
Jonathan Porteus, PhD, WellSpace Health
Kathryn Powell, Petaluma Health Center
JoDee Read, MBA, RHCEOC, Plumas District Hospital
Lisa Santora, MD, Marin County Health & Human Services
Stacy Sphar, DNP, Modoc County Health Services Department
Nancy Starck, Humboldt County Department of Health & Human Services
Tory Starr, Open Door Community Health Centers
Nolan Sullivan, Yolo County Health & Human Services
Kim Tangermann, Board Chair, Lake County Public Health Department
Jennifer Yasumoto, Napa County Health & Human Services
Jim Yoder, Glenn County Supervisor



For additional information, please contact:

Dustin Lyda
Director of Communications and Government Affairs

(707) 420-7528
dlyda@partnershiphp.org