



**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
CONSUMER ADVISORY COMMITTEE**

THURSDAY, March 10, 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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- **Webex Video link:** <https://partnershiphp.webex.com/meet/cac> **Access Code:** 809 817 218
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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.</i> Ice Breaker question for CAC members and designated PHC staff: <i>“In one or two words, share what is one thing you’ve done or plan to do to improve your health.”</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 December 2021 Minutes <i>Need a CAC member to make a motion to accept the minutes and another member to second the motion.</i>	All	4-9	

I. Old Business				
1	Follow up questions from December CAC meeting <i>No updates</i>	Araceli Gutierrez <i>Member Services Supervisor</i>		
II. Standing Agenda Items				
1	HealthPlan Update <i>Brief recap of latest Board meeting & HealthPlan Updates</i>	Sonja Bjork <i>Chief Operation Officer</i>		12:20
2	Report on Board Meeting from CAC Board Member <i>Brief highlights of the last Board Meeting</i>	Sonja Bjork <i>Chief Operation Officer</i>		12:30
III. New Business				
1	Behavioral Health Schools Initiative <i>Conversation & feedback from members</i>	Marc Bontrager <i>Behavioral Health Administrator</i>	10-17	12:40
2	C&L Population Needs Assessment (PNA) Action Plan <i>Informational presentation</i>	Amanda Bernal <i>Health Educator</i>	18-22	12:50
3	PHC Community Resources <i>Information on available Member Emergency Resources</i>	Amanda Bernal <i>Health Educator</i>	23-24	1:05
4	CalAIM Enhanced Care Management (ECM) Update <i>Update on how ECM is progressing since its launch in January 2022.</i>	Janelle Ramirez Program Manager Care Coordination		1:10
5	Pharmacy Carve Out Check-In <i>Brief update on how the carve out has been going; committee member input.</i>	Melissa Schuman Supervisor of Member Services		1:15
6	Population Health <i>Member Material Review: Living with Diabetes, Managing Diabetes, and ENG MistAire Cool Mist Humidifier</i>	Susanna Sibilsky Health Educator II		1:25
IV. Additional Business/Other items				
1	Open discussion	All		
V. Adjournment				
1	Next Meeting: Thursday June 9, 2022			

Government Code §54957.5 requires that public records related to items on the open session agenda for a regular Consumer Advisory Committee meeting be made available for public inspection. Records distributed less than 72 hours prior to the meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members of the committee. The committee has designated the Member Services Department as the contact for Partnership HealthPlan of California located at 4665 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Consumer Advisory Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all PHC regional offices (see locations above). It can also be found online at www.partnershiphp.org. This meeting may be recorded. Any audio or video tape record of this meeting made by or at the direction of PHC is subject to inspection under the Public Records Act and will be provided without charge, if requested.

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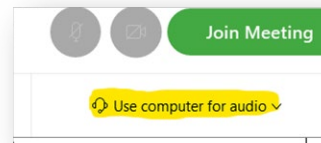
This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.

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MEETING MINUTES

Consumer Advisory Committee (Southern Region)

THURSDAY, December 09, 2021, 12:00pm – 1:30pm

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

Attendees: Beverly Franklin, Eugene Korte and Wendy Ostergaard

Phone Attendees: Jeanette Perez, Stan Gow, William Remak, Darnice Richmond, Lance Leclair, Michael Strain, Mariana Munguia, Marcelo Matta and Krissie Matta

Partnership Attendees: Sonja Bjork, Kevin Spencer, Brittany Spears, Catherine Thomas, Cyress Mendiola, Lynn Scuri, Elena Carter, Peggy Hoover, Amanda Bernal, Mori McLennan, Danielle Biasoti, Debra McAllister, Janelle Ramirez, Paola Sanchez De La Cruz, John Lemoine, Joe Chiminiello, Araceli Gutierrez, Natasha Dickinson, Maria Cabrera, Michelle Mootz, Jessica Stimson, Chelsea Breshears and Lise West

Absent: Lasonja Porter, Frances Porter, Dr. Kubota, Amy Turnipseed and Dr. Moore

Agenda Topic	Topics	Comments/Discussions/Action Items
Introduction	Housekeeping rules and directions were given. Roll call and introductions from all participants were conducted.	None
Public Comments	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.	<i>Michael Strain: Thanked the Quality/Utilization Advisory Committee (Q/UAC) for the work they do for PHC. He explained that he represents members for the Q/UAC and he is very proud to be part of the committee.</i>

		<i>Darnice Richmond: Shared that she has been feeding approximately 24 homeless people in the Fairfield area and that she picked up tarps for them at the 98 Cents store since rain was expected that weekend. She expressed gratitude for having the strength to be able to do this service and looks forward to doing it every month.</i>
Approval of Minutes	The Minutes of the September 2021 meeting were reviewed and approved.	<i>Bill Remak motioned to approve minutes. Darnice Richmond and Marcelo (Nunie) Matta seconded the motion. The September 2021 were approved.</i>
Old Business <i>Araceli Gutierrez</i>	Araceli provided update of issue shared at the last meeting by PHC Guest. Guest shared she encountered barriers with obtaining a referral from her primary care provider. PHC staff from Member Services and Grievance worked together, an exempt grievance was filed and actions taken to assist member.	<i>None.</i>
Standing Agenda Items		
HealthPlan Update and Board Meeting Update <i>Sonja Bjork</i>	<p>Sonja Bjork, Chief Operation Officer, gave a brief recap of the latest Board meeting & HealthPlan Update.</p> <p>Announcement: Sonja congratulated CAC member Mariana Munguia for graduating with her under-graduate degree. CAC gave her a round of applause.</p> <p>ECM & In Lieu of Services & Rx Transition:</p> <ul style="list-style-type: none"> • State sending out letters regarding <ul style="list-style-type: none"> - Enhanced Care Management - In Lieu of Services - Rx Transition 	<i>Lance LeClair: Thanked Sonja for the report.</i>

	<ul style="list-style-type: none"> • PHC has also been sending out letters to members regarding changes taking place on January 1st, including the pharmacy benefit transition. Sonja is hopeful that this transition will go well, but urged the CAC group to be our secret shoppers and report back their experience with the transition at the next CAC meeting. Sonja also urged the group to give PHC a call at 1-800-863-4155 if they have any problems. The group was informed that they too can refer anyone they feel may benefit from the programs that were presented today. Darnice has contact with our homeless members; she is a good connection and resource for our members, especially in July 2022. Sonja is excited that HealthPlan will now be able to cover all these new benefits. • Student Behavior Health Initiative <ul style="list-style-type: none"> - The state has put a lot of money into this initiative to provide mental health services directly at the school sites. - School-based services open access to a lot more children since it eliminates the barrier of having to go to a different location. - Contingent on: The office of Education in each county has to be on board They have to offer four (4) difference services - Sonja reported that all the details are being worked out and we will have a presentation on this initiate at the next CAC meeting. • PHC Staff back to the office Sonja reported that staff are all vaccinated and working back in the office. PHC is working on offering a remote work schedule in the future. 	
New Business		
CalAim Enhanced Care	Danielle Biasotti, SR Program Manager , presented a brief overview of CalAIM and Enhanced Care Management (ECM) that will be effective 1/1/2022.	<i>Danielle thanked Darnice for her outreach to the homeless population.</i>

<p>Management Danielle Biasotti RPHT Debra McAllister Janelle Ramirez</p>	<ul style="list-style-type: none"> • What is CalAIM? <ul style="list-style-type: none"> • Department of Health Care Services 5 year initiative to improve Medi-Cal beneficiaries' quality of life and health outcomes. • Goals of CalAIM <ul style="list-style-type: none"> • Identify and manage member risk and needs through the whole person care approach. • Move Medi-Cal to more consistent and seamless system. • Improve quality outcomes, reduce health disparities, and drive delivery system transformation and innovation. • What is Enhanced Care Management (ECM) <ul style="list-style-type: none"> • Medi-cal benefit that would replace current Whole Person Care (WPC) Pilot activities with a standardized set of case management services and interventions such as for medical, dental behavioral health long-term support services, transition across settings, referrals to community resources and social services. • Key Elements <ul style="list-style-type: none"> • PHC working with 5 WPCP counties 1st: Marin, Mendocino, Napa, Sonoma, and Shasta. • Face-to-Face with member in the community • 7 population of focus eligible for benefit • Starting with member experiencing homelessness, high utilizers and SMI/SUD member. <p>Debra McAllister, RN, Associate Director of UM Strategies presented a brief overview of the Community Supports benefits that will also be effective 1/1/2022.</p> <ul style="list-style-type: none"> • What is Community Supports (ILOS) <ul style="list-style-type: none"> • These are non-Medi-Cal benefits under CalAIM that PHC may choose to offer in a particular 	<p><i>Nunie Matta thanked the presenters for all the information that was covered. He also asked, "When the benefits come to all counties, is it for everyone or just focused on the homeless?"</i></p> <p><i>Debra replied that it will be focused on all PHC eligible Medi-Cal members, not just the homeless.</i></p> <p><i>Lance LeClair asked who would steer the person to this program: would it be through the main provider or could it be a social worker?</i></p> <p><i>Debra replied that there is no wrong door. A PCP, clinic social worker, hospital or a family member (such as a brother) may refer members. After a referral is made, they would work on determining what the member's needs are and who their ECM provider would be.</i></p>
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county “in lieu” of traditional Medi-Cal covered services. It allows plans to address Social Determinants of Health in a way that is cost-effective. Examples are:

- Housing Transition Navigation Services to identify individuals that would benefit from long term housing.
- Short-Term Post Hospitalization Housing for the homeless to be able to provide a good roof over their head and food while they are recovering from a hospital stay for medical or mental health situations.
- Medically Tailored Meals or medically supportive food for members with complex medical needs such as heart failure or out of control diabetes.

- PHC will launch these 6 services first:
 - Housing Transition Navigation Services
 - Housing Deposits
 - Housing Tenancy
 - Short-Term Post Hospitalization Housing
 - Recuperative Care (Medical Respite)
 - Medically Tailored Meals or Medically Supportive Food

PHC will implement these benefits in phases starting with the five counties that already have the existing WPC Programs and then expanding to all the other counties by July 2022. Referrals into these programs can be done by anyone. There is no wrong door to do a referral. This is new to PHC, Counties and consumers and hope that lots will be learned by the time these are rolled out to all the other counties in July 2022. We will work collaboratively to ensure that we are providing what the members need.

Lastly, Debra informed the group that PHC has launched a CalAIM webpage with information about the ECM and

	<p><i>Community Supports and conducted several provider Webinars.</i></p> <p><i>PHC CalAIM link:</i> http://www.partnershiphp.org/Community/Pages/CalAIM</p> <p><i>DHCS CalAIM link:</i> https://www.dhcs.ca.gov/provgovpart/Pages/CalAIM.aspx</p>	
<p>Annual PHC Member Satisfaction Results <i>Kevin Spencer</i></p>	<p>Kevin Spencer, Director of Member Services, presented a brief overview of the Annual PHC Member Satisfaction Results, what the plan identified as areas of opportunity and what steps PHC is taking to focus improvement efforts in survey administration and score improvements.</p>	<p><i>Lance LeClaire: Agreed with the presentation feedback that due to the COVID situation we have been in the numbers are skewed because people were not able to go to their doctor or hospital. COVID has a lot to do with the reported numbers and hopeful we can get these scores to go back up.</i></p>
<p>CAC Achievements for the Year <i>Maria Cabrera</i></p>	<p>Maria Cabrera, Member Services Supervisor, excitedly reported CAC Achievements for the year. She thanked the members of the CAC for their devotion and helpful feedback to member material reviews. She informed the group how much CAC and PHC appreciate them.</p> <p>Maria also thanked Bill Remak for doing a fantastic job representing the CAC at the Board and she welcomed new CAC member representing Solano County, Mariana Munguia. Group gave the CAC a round of applause for all their accomplishments.</p>	<p><i>No questions or comments</i></p>
Additional Business/Other Items		
<p>Open Discussion <i>All Sites</i></p>	<p>Information sharing by committee members</p>	<p><i>No questions or comments</i></p>



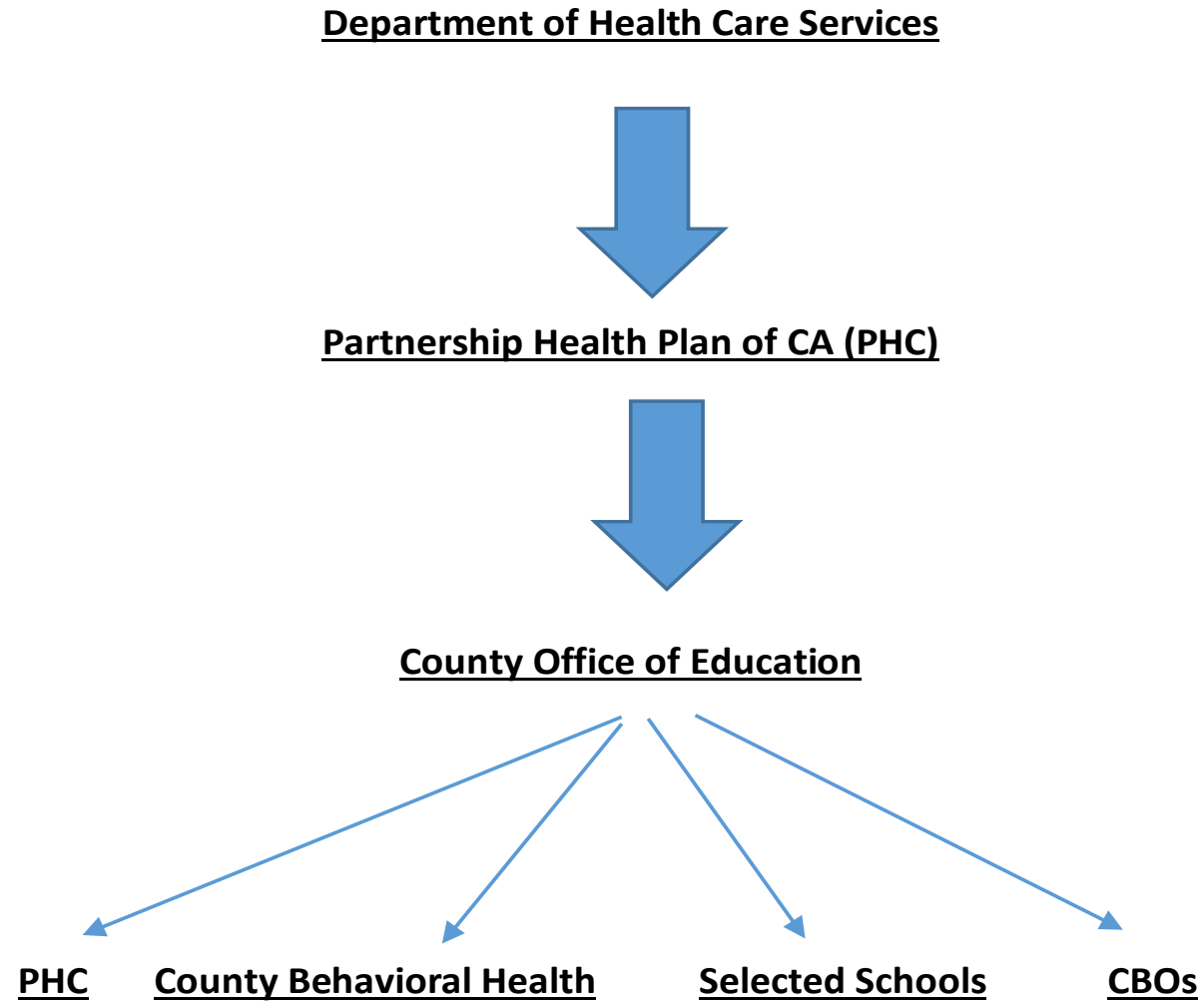
Student Behavioral Health Incentive Program (SBHIP): Consumer Advisory Committee

3/10/22



SBHIP Objectives:

- Break down silos and improve coordination of child and adolescent student behavioral health services through increased communication with schools, school affiliated programs, managed care providers, counties, and mental health providers.
- Increase the number of TK-12 students enrolled in Medi-Cal receiving behavioral health services through schools, school-affiliated providers, county behavioral health departments, and county offices of education.
- Increase non-specialty services on or near school campuses & address health equity gap, inequalities, and disparities in access to behavioral health services



SBHIP Timeline	Date
SBHIP Design Period: DHCS works with stakeholders to develop metrics, interventions, and goals to inform incentive payments to Medi-Cal MCPs	August 2021–December 2021
Medi-Cal MCPs submit Letters of Intent to participate in SBHIP due to DHCS	January 31, 2022
Medi-Cal MCPs work with County Office of Education to select SBHIP partners	First Quarter 2022
Medi-Cal MCPs submit SBHIP Partners Form	March 15, 2022
Medi-Cal MCPs and selected partners conduct assessment	Second/Third Quarter 2022
Medi-Cal MCPs submit completed assessment package to DHCS	December 31, 2022
Medi-Cal MCPs: <ul style="list-style-type: none"> a. Select targeted intervention(s) and student population to target with selected intervention(s) b. Submit Project Plan (Milestone One) to DHCS 	December 31, 2022
DHCS reviews Medi-Cal MCP project plan for each Medi-Cal MCP and each targeted intervention*	First Quarter 2023
Medi-Cal MCPs and selected partners implement targeted intervention(s)	2023/2024
Medi-Cal MCPs submit Bi-Quarterly Report	Bi-Quarterly 2023/2024
Medi-Cal MCPs submit Project Outcomes Report (Milestone Two) for each targeted intervention	Third/Fourth Quarter 2024
SBHIP operations close	December 31, 2024

Major Deliverables

SBHIP Partner Selection: Due 3/8/22*

- Selected Partners Form (Form Completed & Signed by Superintendent)

****SBHIP Assessment Package: Due 10/14/22***

- Stakeholder Meetings (Signed attestation)
- Data Collection Strategy (Data Collection Template)
- Completed Assessment Template
- Resource Map (LEA(s) and Community) (Resource Template if needed)
- Referral Processes (LEA(s) and Community)

****SBHIP Project Plan (Milestone One) Deliverable: Due 11/11/22***

- Project Plan Template
- Executed MOUs between Partners for identified interventions

SBHIP Bi-Quarterly Reports: Due 6/23/23, 12/15/23, 6/23/24*

- Bi-Quarterly Reports

****SBHIP Project Outcome Report (Milestone Two): Due 12/15/24***

- Project Outcome Report Template

*All documents are due to Partnership Health Plan on the above dates

**These documents must be reviewed by DHCS and receive a passing score in order to receive funding

Interventions List

Targeted Interventions List	Examples
1. Behavioral Health Wellness Programs	Mental Health First Aid Training
2. Telehealth Infrastructure	Equipment, Room renovations, Staffing
3. Behavioral Health Screenings & Referrals	ACEs screens, MH/SUD screenings
4. Suicide Prevention Strategies	Initiation or expansion of school-wide efforts
5. Substance Use Disorders	Screenings & prevention/education activities
6. Build Stronger Partnerships to Increase Access to Medi-Cal Services	Enhance relationships between schools, county BH, CBOs, via MOUs, technical etc.
7. Culturally Appropriate & Target Populations	Targeted Pops: Foster Youth, LGBTQ, etc.
8. Behavior Health Public Dashboards & Reporting	Create and publish Student BH utilization rates and accountability measures
9. Technical Assistance Support for Contracts	Contract for prevention/early intervention services
10. Expand Behavioral Health Workforce	Use of CHWs, Student Peers, etc.
11. Care Teams	Conduct outreach, engagement, home visits
12. IT Enhancements for Behavioral Health Services	Electronic data exchange, billing, referral coordination
13. Pregnant Students & Teen Parents	Prenatal and Post-Partum MH/BH screening
14. Parenting & Family Services	Provide EBPs for parenting and family services

Funding Details

County	Assessment Allocation	Project Allocation	Total	# of interventions	Min # of LEAs
Del Norte	\$225,000	\$500,000	\$725,000	1	1
Humboldt	\$435,000	\$1,100,000	\$1,535,000	2	3
Lake	\$225,000	\$682,000	\$907,000	1	1
Lassen	\$225,000	\$500,000	\$725,000	1	1
Marin	\$335,000	\$1,500,000	\$1,835,000	2	2
Mendo	\$225,000	\$898,000	\$1,123,000	2	2
Modoc	\$225,000	\$500,000	\$725,000	1	1
Napa	\$225,000	\$1,000,000	\$1,225,000	2	1
Shasta	\$435,000	\$1,600,000	\$2,035,000	2	3
Siskiyou	\$225,000	\$500,000	\$725,000	1	3
Solano	\$435,000	\$3,400,000	\$3,835,000	4	1
Sonoma	\$535,000	\$3,600,000	\$4,135,000	4	4
Trinity	\$225,000	\$500,000	\$725,000	1	1
Yolo	\$225,000	\$1,600,000	\$1,825,000	2	1
Totals	\$3,540,000	\$17,780,000	\$21,320,000		

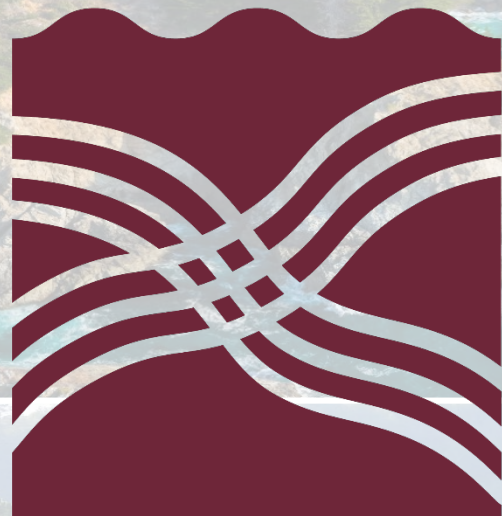
Contact Information

If you have questions or want to know more, contact:

SBHIP@partnershiphp.org or
mbontrager@partnershiphp.org



PARTNERSHIP



HEALTHPLAN
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2022 Population Needs Assessment Action Plan

Health Education/Culture and Linguistics March 2022

- Population Needs Assessment (PNA)
 - What is the PNA?
 - What is the PNA Action Plan?
- Your Role as CAC Members

2021 Example

- **Objective 1:** Increase the proportion Non-English speaking/Non-White members reporting grievances from 40% to 42.5% by March 1, 2022.
- Progress Measure: As of November 2021, the percentage of Non-English speaking/Non-White members reporting grievances increased from 39.9% in 2020 to 44.25%.
- Progress Toward Objective: 2021 Goal Met. Continue progress to expanded objective in 2022. PHC's Grievance and Appeals team revised the grievance form in 2021. The simplified form reduced barriers to filing grievances as evidenced by the increased proportion of non-English speaking/Non-White members reporting grievances.

2022 PNA Action Plan

- 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 Trainings on Health Equity



Contact Us

If you want to learn more about the Population Needs Assessment, or have any other questions, email our team:

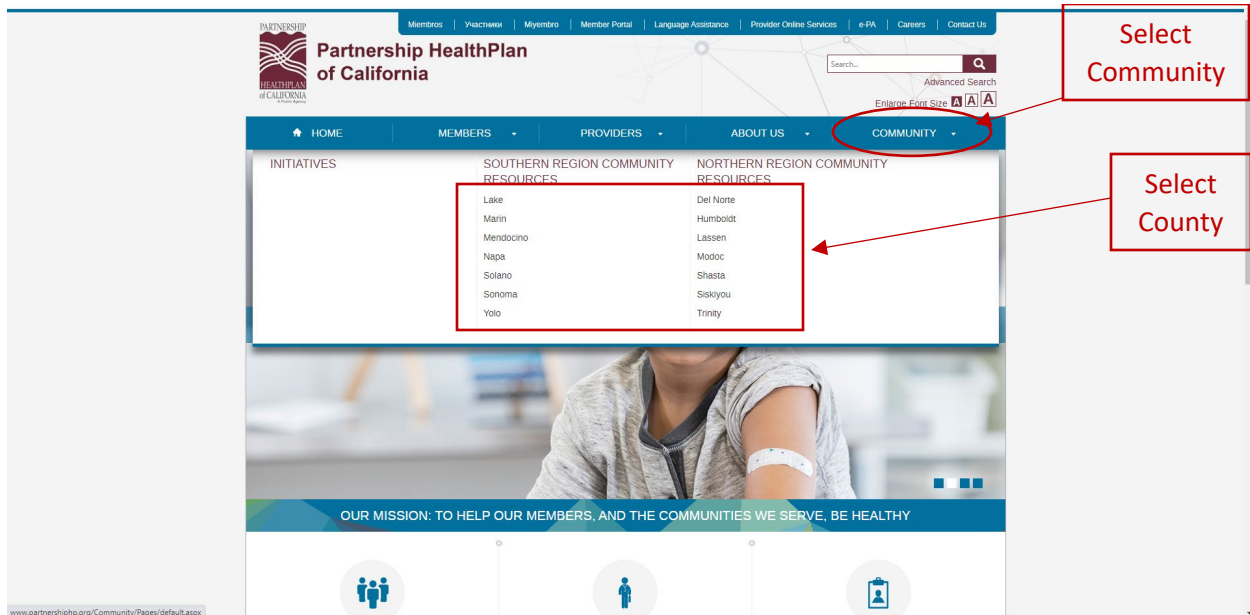
CLHE@partnershiphp.org

Thank you for your time!

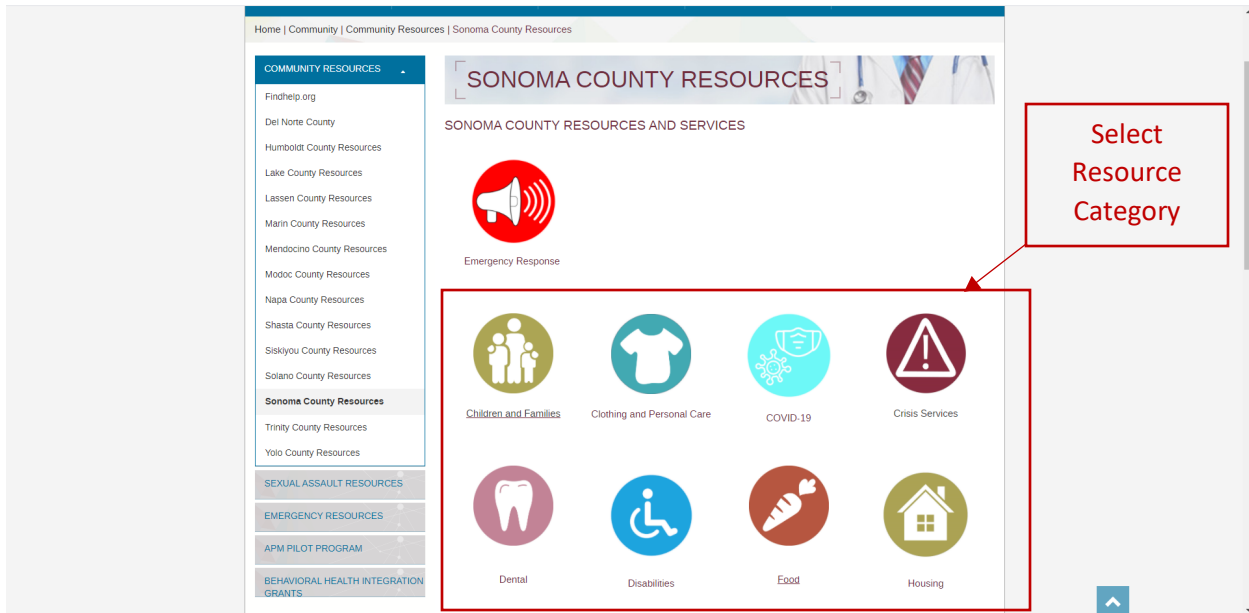


PHC Community Resources

PHC has identified community resources within all the counties that we serve. In order to locate a resource near you, please go to the PHC website at: www.partnershiphp.org



Select what type of resources you are interested in finding. There are 22 categories of resources to select, as well as additional, state, and federal resources found at the bottom of the page. (When there is an emergency in your area, like a fire, the “Emergency Response” button will be added to your county for 90 days after the start of the emergency.)



A list of all the resources for that category will come up, and provide hyperlinks to the resources pages identified.

