



## MEETING MINUTES

### Partnership HealthPlan

#### Consumer Advisory Committee (Northern Region)

June 2, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)  
1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



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**PHC Attendees:** Amanda Bernal, Araceli Gutierrez, Athena Beltran-Nampreseut, Brittany Spears, Brittney Grace, Chloe Schafer, Courtney Davison, Danielle Biasotti, Gala Tubera, Janelle Ramirez, Jesse Benton, Jessica Hackwell, Jessica Stimson, Katrina Tagle, Kevin Spencer, Liz Gibboney, Malania De Paul, Melissa Schumann, Nicole Curreri, Ryan Ciulla, Wendi West

**Shasta CAC Participants:** Becky Sherman, Joy Newcom-Wade, Monica Thoma, Wendy Longwell  
**Absent:** Crystal Chavez

**Humboldt CAC Participants:** Amby Burum, Margaret Sager, Julia Hostler  
**Absent:** Allysa Ivey

**Lassen CAC Participants:** Ellen Payton  
**Absent:**

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Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>2. Purpose of CAC</b> <i>Jessica Stimson</i></p>	<p><b>Jessica Stimson, Supervisor of Member Services</b>, reminded everyone what the purpose of the Consumer Advisory Committee was. <i>“The purpose of CAC is to act as a liaison between the HealthPlan and the HealthPlan members, to provide a forum to discuss common issues of interest and importance, to create a supportive and informative networking environment and to advocate for members by ensuring that PHC is responsive to the diversity of health care needs of all members.”</i></p>	<p><i>None</i></p>
<p><b>3. Introduction</b> <i>Jessica Stimson</i></p>	<p>Introductions from all sites were conducted and each Member was asked to answer the following question: <i>“In one word, share what your favorite dish is to bring to a barbecue/picnic.”</i></p>	<p><i>None</i></p>
<p><b>4. Public Comments</b> <i>Jessica Stimson</i></p>	<p>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.</p>	<p><b>Ellen:</b> <i>Is there more information about Silver Sneakers?</i></p> <p><b>Wendi:</b> <i>Silver Sneakers is a commercial/private program and is not a benefit of Medi-Cal. The companies, such as gyms, have the option to enroll in Silver Sneakers. Not all companies participate.</i></p> <p><b>Ellen:</b> <i>Why did it take so long for notices about the system disruption to be sent out?</i></p> <p><b>Liz:</b> <i>Explained that we investigated the extent of the disruption and upon discovery of the system having been accessed by an outside</i></p>



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<p><b>5. Approval of March 2022 Minutes</b> <i>Jessica Stimson</i></p>	<p>The March 2022 meeting Minutes were reviewed and approved.</p>	<p><i>source, which was enough for the company to notify our members.</i></p> <p><b><u>MOTION:</u> Margaret Sager</b> motioned to approve the minutes. <b>Julia Hostler</b> seconded and the March 2022 minutes were approved.</p>
<p><b>I. Standing Agenda Items</b></p> <p><b>1. Report on Board Meeting from Consumer Board Member</b> <i>Wendy Longwell</i></p>	<p><b>Wendy Longwell, Consumer Board Member</b>, gave a brief recap from the Board Meeting.</p> <ul style="list-style-type: none"> <li>Legislative Tracking: (1) Healthcare centers may bill for more than one appointment per day.(2) The repealing of Medi-Cal’s Asset Test begins this year, for Californian Medi-Cal enrollees. Financial eligibility will be based solely on income and not based off of something a person owns.</li> </ul>	<p><b>Wendy Longwell:</b> <i>In her experience, it is very inconvenient to have to travel multiple times per week from out of town to her appointments and agrees that it will be more convenient to be able to make one trip into town and have all of her appointments taken care of during a single trip.</i></p>
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<p><b>1. Report on Board Meeting from Consumer Board Member <i>Continued</i></b>  <i>Wendy Longwell</i></p>	<ul style="list-style-type: none"> <li>• Cal Aim: With the implementation of the whole person care model, it is expected that there will be a transitional phase with opportunities to learn what works and what doesn't.</li> <li>• More funding coming for the California housing crisis.</li> </ul>	<p><i>Wendy Longwell: Is supportive of this being done in phases to make the transition more seamless.</i></p>
<p><b>2. HealthPlan Update</b>  <i>Liz Gibboney</i></p> <p><b>2. HealthPlan Update</b>  <i>Liz Gibboney</i></p>	<p><b>Liz Gibboney, Chief Executive Officer</b>, gave a brief recap of the HealthPlan Updates.  <u>PHC System Disruption</u></p> <ul style="list-style-type: none"> <li>• System Disruption: There was a malware attack on March 19, 2022 that stopped our system.</li> <li>• PHC is working with federal and state forensics experts to identify why the disruption happened, and how to prevent/better safe guard our systems in the future.</li> <li>• This sort of attack is happening frequently throughout the healthcare system and in California.</li> <li>• PHC's data became encrypted (locked) during the disruption, but there were backups.</li> <li>• All members who may have been affected were notified by mail.</li> <li>• There is no evidence at this time that anything has been taken. The breach was enough for PHC to conduct outreach to notify those affected.</li> <li>• PHC is covering the cost of <i>Cyber Scout Free Credit Monitoring</i> for those who might have been affected and enroll</li> </ul>	<p><i>Ellen: Will there be a list of those truly affected?</i></p> <p><i>Liz: We might not ever know for sure – them having access alone is enough to take these precautions. We have not seen further activity since the close of the system disruption. If more information comes to light, we will send additional notice to those affected.</i></p> <p><i>Julia: Is two years of [credit] monitoring going to be sufficient?</i></p> <p><i>Liz: Yes, that was the recommendation given to us by the forensics experts that we are working with. The phone number on the notice is a resource for those with credit issues. The</i></p>



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	<ul style="list-style-type: none"> <li>• PHC systems are up and running, but are not at 100%</li> </ul> <p><u>Kaiser “Direct Contact”</u></p> <ul style="list-style-type: none"> <li>• AB2724 is the bill giving Kaiser “direct contract” status.</li> <li>• This means that members with PHC who use Kaiser will no longer be a PHC member, but will instead become a member with Kaiser directly.</li> <li>• PHC opposes this bill as it believes that it’s better to have coverage/care from both PHC and Kaiser, than to only have coverage/care from one.</li> </ul> <p><u>CalAIM Waiver – Enhanced Care Management (ECM) and Community Supports (previously known as <i>In lieu of services</i>)</u></p> <ul style="list-style-type: none"> <li>• ECM begins on July 1, 2022</li> <li>• So far, there are 30 participating providers, and 700 members have opted in. We continue to see growth in these numbers.</li> </ul>	<p><i>credit monitoring service is for anyone who received the notice.</i></p> <p><b>Wendy:</b> <i>Are you listing the changes on the website?</i></p> <p><b>Liz:</b> <i>There will be obvious changes for those directly affected; members will receive a notice in the mail. A notice will also be added to the website with instructions on how to participate.</i></p> <p><b>Wendi W:</b> <i>Shasta county is already live with approximately 108 enrolled members. Overall, ECM has approximately 600 members across the 14 counties PHC manages.</i></p>
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<p><b>2. HealthPlan Update</b> <i>Liz Gibboney</i></p>	<p><u>Youth Behavioral Health Grants</u></p> <ul style="list-style-type: none"> <li>• So far, 86 school districts across all counties that PHC services are participating for additional mental health services for children.</li> </ul> <p><u>Geographic Expansion</u></p> <ul style="list-style-type: none"> <li>• Expansion is scheduled for January of 2024 – 10 counties have conditional approval to join in 18 months.</li> <li>• PHC has been and continues scheduling and conducting meetings with these counties.</li> </ul>	<p><i><b>Monica:</b> What timeline are we looking at for return of assessments and implementation of the additional mental health services in the schools?</i></p> <p><i><b>Liz:</b> The deadline for the school districts to turn in the assessments is the end of Summer, closer to October. Implementation will begin after assessments are turned in, and the school districts will have two years to complete their implementation for K-12.</i></p>
<p><b>Agenda Topic</b></p>	<p><b>Topics</b></p>	<p><b>Comments/Discussions/Action Items</b></p>
<p><b>II. Old Business</b></p> <p><b>1. Student Behavioral Health Counties and Districts</b> <i>Jessica Stimson</i></p>	<p><b>Jessica Stimson, Member Services Supervisor</b>, shared a graphic of the counties and their school districts that are participating in the Student Behavioral Health Incentive Program.</p>	<p><i>None</i></p>



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<b>III. New Business</b> <b>1. CAC Membership – Guiding Principles</b> <i>Wendi West</i>	<b>Wendi West, Northern Region Executive Director</b> , shared an update of the changes to the Guiding Principles. <ul style="list-style-type: none"> <li>We thought we had to implement the changes to our CAC membership sooner than we actually needed to. We will be implementing term limits in the near future.</li> <li>CAC members that received letters about this may disregard the letters for now, while we figure out how to implement the changes.</li> </ul>	<i>None</i>
<b>2. PHC System Disruption</b> <i>Wendi West</i>	<b>(Liz Gibboney covered this in her executive update.)</b>	<i>None</i>
<b>3. ACAP Scholarship</b> <i>Ryan Ciulla &amp; Ellen Payton</i>	<b>Ellen Payton, Consumer Advisory Committee Member</b> , shared her experience with being a part of the decision making process for ACAP.	<i>None</i>
<b>4. Pharmacy Carve Out Check-In</b> <i>Athena Beltran-Nampresuet</i>	<b>Athena Beltran-Nampresuet, Pharmacy Operations Manager</b> , shared a presentation of the pharmacy department’s Medi-Cal Rx updates.	<i>Ellen: Is the phone number that we should be calling with Pharmacy issues listed on the website; Does it clarify which number is which, with their business hours? Or are</i>



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- As of May 20, 2022, Medi-Cal Rx has processed more than 47.16 million pharmacy paid claims totaling more than \$5.59 billion in payments.
- Medi-Cal Rx has processed 197,574 prior authorization requests
- Medi-Cal Rx has answered 246,096 calls and 100 percent of virtual hold calls and voicemails have been returned.
- Special teams have been created to service the needs of specific populations, such as, California Children’s Services, the Genetically Handicapped Persons Program, and specialty behavioral health conditions.
- Effective June 1, 2022, select personal home use blood pressure monitors and blood pressure cuffs will be a covered benefit under Medi-Cal Rx as a pharmacy-billed item.
- PHC continues to support members by providing communication materials and education to providers through webinars, newsletters and other forms of communications.
- PHC continues to monitor pharmacy utilization and prior authorization to assist members with access to their medications.
- PHC Care Coordination assists members with coordinating access to medications with TAR or prescriber issues.

*pharmacies informing the members about where they should call?*  
**Athena:** Pharmacy staff should work with the provider’s office to coordinate. PHC is available to assist with coordination as well.

**Julia:** Some members are not being given what they need, there are a lot of changes, and it’s hard to know where to turn.  
**Athena:** PHC continues to bring these concerns to the state, but there are Medi-Cal Rx staff to assist the members with any issues they may have.

**Julia:** The pharmacies are not giving the member a direction to go, when they are having trouble.  
**Athena:** The pharmacy should be offering to help the member or give them direction.

**Ellen:** Were notices of the switch to Medi-Cal Rx given to members?  
**Athena:** Notice was sent to members, prior to the change. Medi-Cal Rx will notify members of any new changes. Providers should work with the pharmacies, if something needs changed.





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<p><b>III. Additional Business/Other Items</b></p> <p><b>1. Open Forum for All</b></p>	<p><b>Amby Burum:</b> Shared a bad experience she had with MTM. Rides aren't being scheduled immediately, they are only scheduled up to a week before the appointment and are being cancelled with little to no notice to the member.</p> <p><b>Wendy Longwell:</b> Wendy has been helping to create packets (e.g. how to get a service animal) at work, as a resource for their clients. They now have somebody on staff to translate these resources to Spanish.</p> <p><b>Julia Hostler:</b> Made the observation that Scholarship reference material is missing from the packet and suggested material for every item that shows up on the agenda.</p> <p><b>Jessica Stimson:</b> Jessica filled Amby in on the Guiding Principle update, and advised her that she will remain a part of the CAC membership. Jessica also advised that we will be revisiting this topic in September and will go over the changes to the Guiding Principles in more detail at the next quarter's meeting.</p>	<p><i>Jessica Stimson to follow up with Amby regarding her issues with MTM.</i></p>
Agenda Topic	Topics	Comments/Discussions/Action Items
<p><b>IV. Adjournment</b></p> <p><b>Next Meeting</b></p>	<p>Meeting adjourned at 1:30 pm</p> <p>September 1, 2022</p> <p>Minutes recorded by: Brittney Grace</p>	<p><i>None</i></p>