



MEETING MINUTES

Partnership HealthPlan

Consumer Advisory Committee (Northern Region)

September 1, 2022, 12:00pm – 2:00pm

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



Partnership Attendees: Araceli Gutierrez, Brittany Spears, Chelsea Breshears, Cody Thompson, Dane Gubser, Danielle Biasotti, Eva Lopez, Gala Tubera, Hannah O’Leary, Jesse Benton, Jessica Hackwell, Jessica Stimson, Kevin Spencer, Malania De Paul, Mark Bontrager, Melissa Schumann, Michelle Mootz, Nicole Curreri, Paola De La Cruz, Ryan Ciulla, Sonja Bjork, Vicky Klakken

Shasta CAC Participants: Becky Sherman, Crystal Chavez, Joy Newcom-Wade, Wendy Longwell

Absent: Monica Thoma

Humboldt CAC Participants: Amby Burum, Margaret Sager,

Absent: Allysa Ivey, Julia Hostler

Lassen CAC Participants: Ellen Payton

Absent:



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<p>2. Purpose of CAC <i>Jessica Stimson</i></p>	<p>Jessica Stimson, Supervisor of Member Services, 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 Partnership is responsive to the diversity of health care needs of all members.”</i></p>	<p><i>None</i></p>
<p>3. Introduction <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 or two words, what is the name of your favorite Fall food?”</i></p>	<p><i>None</i></p>
<p>4. Public Comments <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><i>None</i></p>



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<p>5. Approval of June 2022 Minutes <i>Jessica Stimson</i></p>	<p>The June 2022 meeting Minutes were reviewed and approved.</p>	<p><i>MOTION:</i> <i>Amby Burum</i> motioned to approve the minutes. <i>Becky Sherman</i> seconded and the June 2022 minutes were approved.</p>
<p>I. Old Business</p> <p>1. Follow-up from June’s CAC meeting. <i>Jessica Stimson</i></p>	<p>Follow up questions or issues from June’s CAC meeting.</p> <ul style="list-style-type: none"> ACAP Flyer provided in CAC packet. Winner of the scholarship is still in the process of being selected. Once we know who was selected, we will announce. 	<p><i>None</i></p>
<p>II. Standing Agenda Items</p> <p>1. Report on Board Meeting from Consumer Board Member <i>Wendy Longwell</i></p>	<p>Mark Bontrager, Behavioral Health Administrator, gave a brief update on how many Schools or Districts are seeking grant funding.</p> <p>Student Behavioral Health Incentive Program: California has given managed care plans like Partnership to specifically partner with county offices of education. Those offices are then engaging with specific school districts to implement certain intervention. Within Partnership’s 14 counties, the county offices have reached agreements with 86 school districts. These districts will complete a countywide Gap Assessment. Based on what gaps there are, they will choose what interventions to use over the next two years.</p>	<p><i>None</i></p>



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<p>1. Report on Board Meeting from Consumer Board Member Continued <i>Wendy Longwell</i></p>	<p>Due Dates:</p> <ul style="list-style-type: none"> • October 2022: Assessment Due • November 2022: List of interventions to use in each district. • January 2023: Go-live with interventions 	
<p>2. HealthPlan Update <i>Sonja Bjork</i></p>	<p>Sonja Bjork, Chief Operations Officer, gave a brief recap of the HealthPlan Updates.</p> <p>1. Public Health Emergency</p> <ul style="list-style-type: none"> • Everyone in the United States is still under a public health emergency from the federal government related to the Covid pandemic. • This ‘emergency’ put a hold/freeze on Medi-Cal eligibility determination. From 2020-2022, Medi-Cal counties have not been terminating anyone with Medi-Cal. Once the emergency is lifted, which should occur in a couple months, the counties will begin their work again. 	



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<p>2. HealthPlan Update Continued <i>Sonja Bjork</i></p>	<p>2. Resumption of Medi-Cal Eligibility Redeterminations</p> <ul style="list-style-type: none"> Some people are concerned they may not have gotten the notice that eligibility will start up again; therefore, it is important to keep your contact info updated with the county so you can receive this information. Once the county starts doing the redeterminations, they want it to go smoothly and doesn't want anyone that to lose eligibility that should still be on Medi-Cal. Also, since Partnership is a HealthPlan for people on Medi-Cal, we also don't want to lose them. <p>3. CAC Members – DHCS Coverage Ambassador</p> <ul style="list-style-type: none"> People can sign up for an unpaid position to be on an email/ mailing list to receive information on what's going on with the redetermination. <p>4. Universal Healthcare California is expanding the people who can receive Medi-Cal by trying to get universal coverage. This means, no one would be left out of receiving health care. Over the years, California expanded coverage to older adults and children who have undetermined immigration status. Now, they've expanded it to ages 26-49 years old. This is the remaining undocumented population who could only go to the ER; but now, it's expanded so this population can get preventative care or see a doctor. This will affect approximately 33,000 people within Partnership.</p>	<p><i>Amby Burum: Really likes her doctor because they discuss what's going on with her insurance. Being an Ambassador would allow her to bring even more information to him and the office. Sonja Bjork: Will send Amby Burum the information to sign up to be an ambassador. Redetermination update will be provided at December's meeting.</i></p>



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<p>2. HealthPlan Update Continued <i>Sonja Bjork</i></p>	<p>5. Partnership HealthPlan Expansion</p> <ul style="list-style-type: none"> • Ten counties would like Partnership to be their Medi-Cal managed health plan. California has given these counties permission to move forward with transitioning out of their current plan and into Partnership. If this happens, it would occur, January 2024. <ul style="list-style-type: none"> ○ Tehama, Plumas, Glenn, Butte, Sierra, Nevada, Yuba, Colusa, Sutter, and Placer. 	<p><i>Anna Davison: Works with children in childcare and it will be interesting to see how this will affect them.</i></p>
<p>III. New Business</p> <p>1. CAC Membership <i>Jessica Stimson</i></p>	<p>Jessica Stimson, Supervisor of Member Services, recognized Amby Burum for her time and dedication she has given to the CAC meetings. Jessica highlighted some of Amby’s accomplishments throughout her time:</p> <ul style="list-style-type: none"> ○ Became a CAC member in November 2013 ○ Reviewed an abundance of member materials ○ Provided great feedback in the 2020-2023 Strategic Plan Discussions. ○ Provided great feedback on the Post CAC Meeting Surveys. ○ She has a passion for advocating for herself and members. ○ Served as a Consumer Board Member from August 2019 through June 2021. 	<p><i>Amby Burum: Now has two plaques, one for being a board member and the other for being a CAC member. They are a reminder to her of why she does what she does. Although she can no longer work in the field she’s passionate about, being a member of these committees brings great joy. Sonja Bjork: Amby did a lot of hard work during her time. She read a lot of materials, prepared questions, reported back, etc. She was a model commissioner, so thank you for your service. Kevin Spencer, Amby represented CAC and the board very well. She was highly active and consistently advocated for the members.</i></p>



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<p>1. CAC Membership Continued <i>Kevin Spencer</i></p>	<p>Kevin Spencer, Sr. Director of Member Services provided a little more background as to why there is a CAC four-year term.</p> <p>The Department of Health Care Services (DHCS) started a large project for all managed care plans in California, which directly affects our CAC. Partnership will now be required to have a candidacy selection committee and have representation across all counties. Partnership also needs to have a formal CAC coordinator, which thus far, Jessica Stimson has been filling the role very well.</p> <p>Four-year term:</p> <ul style="list-style-type: none"> The CAC member may serve for a term of up to four (4) years. At the end of the four (4) year term, CAC members may continue their role as long as there is not a replacement CAC member available. 	<p><i>Margaret Sager: When do the term limits start? Kevin Spencer: The term limits are in effect from the time the member has joined, but the focus is filling the empty seats first.</i></p>



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<p>2. CalAIM Enhanced Care Management (ECM) Update <i>Danielle Biasotti</i></p>	<p>Danielle Biasotti, Ehance Care Management (ECM) Operations Manager, provided an update of ECM since its launch in January 2022.</p> <p>CalAIM: It is a multi-year initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcome of individuals on Medi-Cal by: 1) Implementing a broad delivery system, and 2) Program and payment reform across the Medi-Cal program.</p> <p>Enhanced Care Management (ECM): Is a Medi-Cal benefit that has replaced the current Whole Person Care (WPC) Pilot activities with a standardized set of case management services and interventions, building on positive outcomes from those programs. It is designed for populations who have the highest levels of complex health care needs, as well as experience social factors influencing their health.</p> <p>Phase II started, July 1, 2022. This includes Yolo, Solano, Lake, Humboldt, Modoc, Lassen and Siskiyou counties. It focuses on 1) high utilizers, 2) homeless adults and children, and 3) SMI/SUD</p>	<p><i>None</i></p>



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<p>3. Housing and Homelessness <i>Paola Sanchez De La Cruz</i></p>	<p>Paola Sanchez De La Cruz, Project Coordinator of Utilization Management, provided information on Partnership’s role in Housing.</p> <p>Community Supports – In Lieu of Services (ILOS): Partnership may choose to offer non-Medi-Cal benefit services in a particular county “in lieu” of a traditional Medi-Cal covered service.</p> <ul style="list-style-type: none"> • Currently, Partnership offers 6 Community Support Services: <ul style="list-style-type: none"> ○ Housing Transition Navigation Services ○ Housing Deposits ○ Housing Tenancy ○ Short-Term Post Hospitalization Housing ○ Recuperative Care (Medical Respite) ○ Medically Tailored Meals or Medically Supportive Food • Housing Transitions services assist beneficiaries with obtaining housing. • Housing Deposits assist with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household that do not constitute room and board. • Provides tenancy and sustaining services, with a goal of maintaining safe and stable tenancy once housing is secured. 	<p><i>Amby Burum: It says that services are ‘in lieu’ of Medi-Cal services. Does that mean, if I receive those services, Partnership will no longer pay for my doctor’s visits? Paola Sanchez De La Cruz: Community Supports Services helps the member with getting aid and having better health. For example, if a member goes to the ER often because of lack of nutritional meals, we can provide them with medically tailored meals. This could improve the member’s health, which in turn help them from going to the ER as often.</i></p> <p><i>Amby Burum: Lives in an upstairs apartment and has previously slipped on the stairs. Would that be an eligible reason to get new housing that’s easier to access? Paola Sanchez De La Cruz: Potentially. Partnership would request a referral or a Treatment Authorization (TAR) submitted by a provider to be reviewed because it would be in lieu of the Medi-Cal services.</i></p>



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<p>3. Housing and Homelessness Continued <i>Paola Sanchez De La Cruz</i></p>	<ul style="list-style-type: none"> • Provides beneficiaries who do not have a residence and who have high medical or behavioral health needs but can continue their recovery after exiting an inpatient hospital. • Recuperative care is short-term residential care for individuals who no longer require hospitalization, but still need to heal from an injury or illness (including behavioral health conditions) and whose condition would be exacerbated by an unstable living environment. • Medically Tailored Meals or Medically Supportive Food help individuals achieve their nutrition goals at critical times to help them regain and maintain their health. Results include improved member health outcomes, lower hospital readmission rates, a well-maintained nutritional health status and increased member satisfaction. 	



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<p>Additional Business/Other Items</p> <p>1. Open Forum for All</p>	<p>Amby Burum</p> <p>MTM: Some of the issues have been fixed, but another issue has come up. When you call MTM to schedule a ride, they hold onto the date until a couple days prior to the appointment when they then post it “on the board” for vendors to take. This doesn’t work for Amby because she has had to cancel or reschedule due to no-shows. Just last week, she was notified at 12am that Lift was scheduled to transport her that morning; when it came time to pick her up, they didn’t show. She has filed so many grievances against MTM, she has kind of given up. Ellen Payton agreed with Amby’s issues saying the old system MTM had worked fine, but now there are just too many problems.</p> <p>Medi-Cal Rx: When pharmacy was under Partnership, there was a delivery service for medications, but Medi-Cal Rx does not do that. Her daughter had to walk five miles to pick up her medication. Why doesn’t Medi-Cal have a delivery service like Partnership did?</p>	<p><i>Kevin Spencer: We appreciate the feedback Amby has provided regarding her dissatisfaction with MTM. A staff member from Member Services will reach out to her after the meeting to file a grievance and address her immediate needs while that grievance goes through the process.</i></p> <p><i>Sonja Bjork: Unfortunately, members can’t use Partnership Member Services or Grievances to file a complaint against Medi-Cal Rx., but members can call the Medi-Cal Ombudsman based in Sacramento to do so.</i></p>
<p>IV. Adjournment Next Meeting</p>	<p>Meeting adjourned at 1:15 pm December 1, 2022 Minuets Recorded by: Chelsea Breshears</p>	