



## MEETING MINUTES

### Partnership HealthPlan

#### Consumer Advisory Committee (Northern Region)

December 1, 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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**Partnership Attendees:** Araceli Gutierrez, Bettina Spiller, Chelsea Breshears, Cody Thompson, Cyress Mendiola, Hannah O’Leary, Jeff Ribordy, Jesse Benton, Jessica Stimson, Katrina Tagle, Kevin Spencer, Kory Watkins, Liz Gibboney, Melania De Paul, Melissa Schumann, Michelle Crockett, Michelle Mootz, Ryan Ciulla, Stephanie Cossa, Vicky Klakken

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

**Humboldt CAC Participants:** Margaret Sager, Julia Hostler  
**Absent:** Jessica Gonzalez

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



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<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 Partnership 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 a few words, share something kind that someone said or did for you recently.”</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><i>Margaret Sager:</i></b> <i>A staff member from Center for Healthcare Strategies called her and asked her questions about PHC’s CAC. The Center said the State is considering developing a CAC and was hearing great things from everyone regarding PHC’s CAC. She said the state would do well if they modeled after PHC’s CAC.</i></p>



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<p><b>5. Approval of September 2022 Minutes</b>  <i>Jessica Stimson</i></p>	<p>The September 2022 meeting Minutes were reviewed and approved.</p>	<p><b><i>MOTION:</i></b> <i>Becky Sherman</i> motioned to approve the minutes. <i>Margaret Sager</i> seconded and the September 2022 minutes were approved.</p>
<p><b>I. Old Business</b></p> <p><b>1. Follow-up from September’s CAC meeting.</b>  <i>Jessica Stimson</i></p>	<p>Follow up questions or issues from June’s CAC meeting.</p> <ul style="list-style-type: none"> <li>ACAP Winner Announced: Marina Esquivel Cisneros, a member of CalOptima Health out of Orange County was awarded the \$5,000 scholarship towards tuition and educational expenses.</li> <li>June Meeting Minutes Re-Motioned</li> </ul>	<p><b><i>MOTION:</i></b> <i>Julia Hostler</i> motioned to approve the minutes. <i>Becky Sherman</i> seconded and the June 2022 minutes were approved.</p>
<p><b>II. Standing Agenda Items</b></p> <p><b>1. HealthPlan Update</b>  <i>Liz Gibboney</i></p>	<p><b>Liz Gibboney, Chief Executive Officer,</b> gave a brief recap of the HealthPlan Updates.</p> <ul style="list-style-type: none"> <li>Listening Tours: PHC hosted three state DHCS regional meetings. DHCS’ top leadership held a dozen meetings up and down California. They talk to communities about how CalAIM and other Medi-Cal programs are working.</li> </ul>	<p><b><i>Julia Hostler:</i></b> <i>Is there a schedule of meetings or are they by invitation only?</i> <b><i>Liz Gibboney:</i></b> <i>There may be some information on the DHCS website but the meetings are small and are generally not open to the public.</i></p>



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<p><b>1. HealthPlan Update Continued</b>  <i>Liz Gibboney</i></p>	<p>Each meeting is four hours long, attended in-person by health center leaders, hospital leaders and community based organizations. They heard about CalAIM and the states big five waiver program including all the initiatives under that umbrella. They also heard about transportation challenges, and the sparse care in rural areas and how difficult it is to find and keep physicians, nurses, behavioral health specialists, and other key positions in the healthcare delivery system.</p> <ul style="list-style-type: none"> <li>• PHC Expansion: Ten additional counties have all voted with their boards of supervisors to affiliate with PHC and leave their current model of Medi-Cal managed care. Their members would join PHC in January 2024.</li> <li>• Behavioral Health Phase II: PHC’s team is working with over 80 school districts within PHC’s current 14 counties. The counties offices of education submitted grants to PHC for various significate state funding, from kids to high school students who need additional mental health and substance use services. Once plans are approved, the school districts will get funds to implement some of the interventions they would like to make in the coming few years.</li> </ul>	<p><i>Monica Thoma: Will the behavioral health grants support students who are on an IEP and a 504? She has seen an uptick in juvenile hall kids. Liz Gibboney: Yes, these funds are for any kid who needs mental health or substance use services. The state is trying to build longer-term infrastructure to have a system that is more school based. Therapist available at school through telehealth or therapist or other peer support types on campus.</i></p> <p><i>Monica Thoma: Is this only for people with Medi-Cal? Liz Gibboney: The mental health grants are intended to improve available aid services at schools, but the states realizes that 30-40% are covered by the Medi-Cal program, but some of the changes they are making are allowing services regardless of their insurance payer, so it won’t be based only on the Medi-Cal kids.</i></p>



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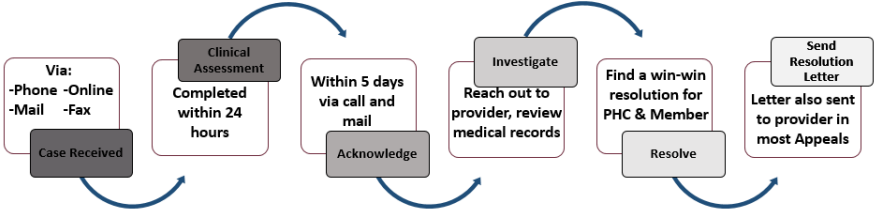
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<p><b>1. HealthPlan Update Continued</b>  <i>Liz Gibboney</i></p>	<ul style="list-style-type: none"> <li>Board Retreat: PHC is planning their annual board retreat. They will meet in February 2023. They have invited the head of the California Department of Health Care Access and Information (HCAI). HCAI disburses a lot of state funds to the healthcare workforce and PHC is hoping they make their financial investment in our counties to help with the workforce issues we are facing.</li> </ul>	<p><i>None</i></p>
<p><b>III. New Business</b></p> <p><b>1. 2022 Grievance &amp; Appeals Annual Report</b>  <i>Kory Watkins</i></p>	<p><b>Kory Watkins, Associate Director of Grievance &amp; Appeals,</b> provided a presentation on 2021's Grievance Appeals Annual Report.</p> <ul style="list-style-type: none"> <li>Cases are held confidentially in the Grievance and Appeals Department. PHC has a strict retaliation policy.</li> <li>Grievance and Appeals Process ↓</li> </ul> 	<p><i>Monica Thoma: Regarding discrimination, has that been added to the new consolidated two-page grievance form? Kory Watkins: Not specifically. On the form, the member is asked to explain what happened. If they say anything that alludes to discrimination, the grievance will be filed as such. They don't have to say the word discrimination, they just need to explain that they felt they were treated differently.</i></p>



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<p><b>1. 2022 Grievance &amp; Appeals Annual Report Continued</b>  <i>Kory Watkins</i></p>	<p>Kory provided several stats which included:</p> <ul style="list-style-type: none"> <li>• Annual Stats: Number of cases investigated</li> <li>• Outcomes: Appeal and state hearing outcomes</li> <li>• Timeliness: Case investigation stats</li> <li>• Member Demographics: As insight to who filed the cases</li> <li>• Categories of Dissatisfaction: An overall look at the issues</li> <li>• The Reasons: 2021 vs 2020</li> <li>• The Reasons: Service by provider</li> <li>• The Reasons: Discrimination/Unfair Treatment</li> <li>• Improvements: Upgrades PHC made in 2021</li> </ul>	<p><i><b>Monica Thoma:</b> On Page 32 of the packet, the 76 letters that were late, could that be because the member moved? Is PHC mailing and emailing the letters? <b>Kory Watkins:</b> PHC doesn't send anything via email because we want to make sure it is secure. The 76 letters are those that didn't make it to the mailbox by the fifth day. Calendar days include weekends and holidays.</i></p> <p><i><b>Julia Hostler:</b> How are the grievances categorized? Who decides what category they go into, especially when there could be multiple issues with one case? <b>Kory Watkins:</b> There are grievance case analysts who process and categorize each case. When there are multiple categories, for reporting purposes, PHC typically pulls out the main one that's being described. <b>Julia Hostler:</b> Does PHC reach out to the Providers? <b>Kory Watkins:</b> Yes, any form of dissatisfaction with a provider, our Provider Relations department reaches out to them on behalf of the grievance department to work with them. However, with cases involving discrimination, the grievance department works directly with the provider.</i></p>



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<p><b>1. 2022 Grievance &amp; Appeals Annual Report Continued</b>  <i>Kory Watkins</i></p>	<p><i>Continued</i></p>	<p><b>Julia Hostler:</b> <i>Is there a grievance related specifically to medication either picking up or a problem with a pharmacy? Kory Watkins:</i> <i>There is a category for medication, but PHC doesn't get a lot of them now that Medi-Cal Rx manages the Pharmacy benefit. The ones we would process typically fall under prior authorization. If it's a grievance because of the pharmacy, it would fall under 'Service,' but if it's an appeal because they need their medication that could fall under, 'Prior Authorization.'</i> <b>Julia Hostler:</b> <i>Even with Medi-Cal Rx overseeing the pharmacy benefit now, it would be nice to show how many dissatisfied members there are. Kory Watkins:</i> <i>Unfortunately, unless the medication was administered in the provider's office, the grievance would have to go to Medi-Cal Rx.</i></p>
<p><b>2. Annual PHC Member Satisfaction Results</b>  <i>Kevin Spencer</i></p>	<p><b>Kevin Spencer, Sr. Director of Member Services</b> provided a presentation on 2021/2022 Member Experience Grand Analysis (MEGA) Report and requested member feedback.</p> <ul style="list-style-type: none"> <li>The Analysis helps PHC meet the requirements for accreditation with the National Committee for Quality Assurance (NCQA).</li> </ul>	<p><b>Kevin Spencer:</b> <u><i>What Challenges have you run into when scheduling appointments?</i></u>  <b>Margaret Sager:</b> <i>In general, it's taking longer to get appointments; it's not the plan nor the provider's fault, they are just overworked; it's just the way things are right now.</i></p>



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<p><b>2. Annual PHC Member Satisfaction Results</b>  <i>Kevin Spencer</i></p>	<ul style="list-style-type: none"> <li>• MEGA represents two data sets: Grievance &amp; Appeals data, and the Consumer Assessment of Healthcare Providers &amp; Systems (CAHPS).</li> <li>• Purpose of the CAHPS survey is to measure member satisfaction in identifying where our pain points are and how we can improve.</li> <li>• PHC does this survey once a year although, the State only requires it once every three years.               <ul style="list-style-type: none"> <li>○ Score = How members rated PHC.</li> <li>○ Percentile = How PHC falls within the rank of other health plans who are NCQA accredited.</li> </ul> </li> </ul> <p>Goal is to have the highest percentile, but anything below the 25<sup>th</sup> percentile is targeted for discussion and potential intervention.</p> <p><b>Adult Survey:</b></p> <ul style="list-style-type: none"> <li>• Members eligible for the survey were those 18 years and older who were continuously enrolled in the plan for the last six months of the measurement year.</li> </ul> <p><b>Sample Size:</b> 2700  <b>Response Rate:</b> 14.1%</p>	<p><i>Julia Hostler: There used to be materials sent out that said which providers accepted your insurance; those materials seem to be outdated because you call a provider and they say they no longer accept PHC. Also, members don't know what individual clinic's requirements are for becoming an established patient. Some of the processes are very long which takes longer to get an initial appointment. Both these things are very frustrating to members.</i></p> <p><b><u>When you think of rating the health plan, what does that mean to you?</u></b></p> <p><i>Julia Hostler: It sounds like they are thinking about their individual provider rather than Partnership.</i></p> <p><i>Margaret Sager: It means the HealthPlan itself. But, the general population who receives Medi-Cal don't have the highest education levels, so sometimes things need to be spelled out more simplistically.</i></p>





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<p><b>2. Annual PHC Member Satisfaction Results Continued</b>  <i>Kevin Spencer</i></p>	<p>Six scores fell below the 25<sup>th</sup> percentile:</p> <ol style="list-style-type: none"> <li>1. Rating of all Health Plan 69.9%; 5<sup>th</sup> percentile</li> <li>2. Rating of All Health Care 70.0%; 5<sup>th</sup> percentile</li> <li>3. Rating of Personal Doctor 77.6%; 6<sup>th</sup> percentile</li> <li>4. Getting Needed Care 76.0%; 7<sup>th</sup> percentile               <ul style="list-style-type: none"> <li>• Getting care, tests, or treatment</li> <li>• Getting specialist appointment</li> </ul> </li> <li>5. Getting Care Quickly 72.9%; 5<sup>th</sup> percentile               <ul style="list-style-type: none"> <li>• Getting urgent care</li> <li>• Getting routine care</li> </ul> </li> </ol> <p>Care Coordination 81.3%; 15<sup>th</sup> percentile</p> <p><b>Child Survey:</b></p> <ul style="list-style-type: none"> <li>• Members eligible for the survey were parents of those 17 years and younger who were continuously enrolled in the plan for at least five of the last six months of the year.</li> </ul> <p><b>Sample Size:</b> 4,125  <b>Response Rate</b> 14.5%</p>	<p><b><u>Do you have any ideas on ways to make members more aware of us, and how to use our services?</u></b></p> <p><i>Margaret Sager:</i> Now that things are opening back up, Health Fairs are a great way to reach people. PBS-Public Service Announcement.</p> <p><i>Julia Hostler:</i> Found it difficult to get an answer as to how PHC and Medi-Cal differ and how someone is assigned to PHC vs the with the County.</p> <p><b><u>Other Suggestions?</u></b></p> <p><i>Monica Thoma:</i> Facebook as a platform. What about the homeless centers for getting ideas? <b>Kevin Spencer:</b> There will be an outreach effort in Humboldt to our homeless population in helping them utilize their benefits.</p>



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<p><b>2. Annual PHC Member Satisfaction Results Continued</b>  <i>Kevin Spencer</i></p>	<p>Four scores fell below the 25<sup>th</sup> percentile:</p> <ol style="list-style-type: none"> <li>1. Rating of Health Plan 82.2%; 11<sup>th</sup> percentile</li> <li>2. Rating of All Health Care 83.7%; 5<sup>th</sup> percentile</li> <li>3. Rating of specialist 81.6%; 6<sup>th</sup> percentile</li> <li>4. Getting needed care 79.6%; 10<sup>th</sup> percentile               <ul style="list-style-type: none"> <li>• Easy to get care believed necessary for child</li> <li>• Easy to get appointment for child with specialist</li> </ul> </li> </ol> <p><b>Action Areas:</b> Three lowest scores per survey</p> <p><b>Adult Survey:</b>            Getting Care Quickly            Rating of the Health Plan            How Well Doctors Communicate</p> <p><b>Child Survey:</b>            Getting Needed Care            Rating of Health Care            Rating of Health Plan</p>	<p><i>None</i></p>
<p><b>3. Community Health Worker (CHW) Scholarship</b>  <i>Jessica Stimson</i></p>	<p><b>Jessica Stimson, Supervisor of Member Services,</b> gave a brief mention of the program scholarship opportunity.</p>	<p><i>None</i></p>



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<b>4. CAC Achievements for the Year</b> <i>Ryan Ciulla</i>	<b>Ryan Ciulla, Supervisor of Member Services</b> , provided a review of the CAC Achievements from 2022.	<i>None</i>
<b>5. Population Health Member Material Review</b> <i>Hannah O’Leary</i>	<b>Hannah O’Leary, Sr. Health Educator</b> , provided member material for review: Managing Diabetes Diet and Exercise.	<i>Julia Hostler: The flyer is eye-catching and vibrant.</i> <i>Margaret Sager: How do these materials get to members? Hannah O’Leary: Sometimes PHC will do mailing campaigns, but this one in particular, if a member wanted more information on diabetes, we would sent this to them.</i>
<b>IV. Additional Business/Other Items</b>  <b>1. Open Forum for All</b>		<i>None</i>
<b>V. Adjournment</b>  <b>1. Next Meeting</b>	Meeting adjourned at 2:00 pm  March 2, 2023  Minuets Recorded by: Chelsea Breshears	



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