

MEETING AGENDA

Meeting / Project Name: Consumer Advisory Committee

Objective of Meeting: The Consumer Advisory Committee (CAC) advocates for members by ensuring that Partnership HealthPlan of California (Partnership) is responsive to the diversity of health care needs of all members.

Date: December 14, 2023

Time: Noon – 2 p.m.

PHC Attendees: Amy Turnipseed, Brandi Walker, Brittany Spears, Chelsea Breshears, Chris George, Cyress Mendiola, Dr. Jeff Ribordy, Dr. Marshall Kubota, Dr. Mohamed Jalloh, Dr. Robert Moore, Gabrielle Breshears, Hannah O’Leary, Janet Ramirez, Jay Navarrete, Jaymee James, Jeremy King, John Lemoine, Jose Puga, Kathrine Barresi, Katrina Tagle, Kevin Spencer, Kim Jaime, Kory Watkins, Lynn Scuri, Mark Bontrager, Malania De Paul, Melissa, McCartney, Melissa Schumann, Nicole Curreri, Nisha Gupta, Patty Hayes, Ryan Ciulla, Tim Sharp, Vicky Klakken, Wendi West

Consumer Attendees: Becky Sherman, Beverly Franklin, Christina Thompson, Darnice Richmond, Ellen Payton, Eugene Korte, Frances Porter, Jaime “Yan” Faurot, Jeanette Perez, Jessica Gonzalez, Julia Hostler, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Monica Thoma, Wendy Ostergaard, William “Bill” Remak

Meeting Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)

Topic	Description	Page	Time
1) Welcome / Purpose of Meeting <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	4	12:00
2) Introductions <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members and Partnership staff	5	12:05

Topic	Description	Page	Time
3) Approval of September 2023 Minutes <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Need a CAC member to make a motion to accept the September 2023 minutes and another member to second the motion	6-16	12:10
4) Sexual Orientation and Gender Identity <i>Time: 20 minutes</i> <i>Speakers: Dr. Mohamed Jalloh, Cassia Martinez, RN & Ron Klinger, MSN</i>	Partnership is committed to equity, inclusion, and diversity. Any data collected helps us further our goal of ensuring that our CAC is reflective of our members and the communities we serve	17-32	12:15
5) CAC Member Seat Changes <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Thanking CAC Member Darnice Richmond for her years of service	33	12:35
6) Strategic Planning Discussion <i>Time: 1 hour</i> <i>Speakers: Amy Turnipseed & Wendy Todd</i>	Seeking CAC member input on Partnership's Strategic Plan	34	12:40
7) Partnership Member Experience Annual Review <i>Time: 10 minutes</i> <i>Speaker: Anthony Sackett</i>	Presentation on 2023 Member Experience Survey Results	35-52	1:40
8) Member Material Review <i>Time: 5 minutes</i> <i>Speaker: Manleen Randhawa</i>	Member material review with feedback given via survey <ul style="list-style-type: none"> • PAP Test Flyer • Cholesterol Booklet • Smart Baby Scale Instructions • HPV Self-Swab Test Instructions • Bedwetting Alarm for Children Instructions 	53	1:50
9) CAC Achievements <i>Time: 5 minutes</i> <i>Speakers: Melissa Schumann & Ryan Ciulla</i>	Review of CAC Achievements from 2023	54	1:55
10) Open Forum <i>Speaker: All</i>	All members of the committee and members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee	55	2:00
11) Next Meeting <i>Speaker: Ryan Ciulla</i>	March 14, 2024 Noon – 2 p.m.	56	

This open and public 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. Any audio or video recording may be erased or destroyed 30 days after the recording. Government Code §54957.5 requires that public records related to items on the open session agenda for a regular finance 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 Consumer Advisory Committee has designated the Administrative Assistant to the Senior Director of Member Services as the contact for Partnership HealthPlan of California located at 4605 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. PHC meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Member Services Department at least two (2) working days before the meeting at (800) 863-4155 or by email at cac@partnershiphp.org. Notification in advance of the meeting will enable the Coordinator to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it. 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.

Welcome / Purpose of Meeting

Supervisors of Member Services,
Melissa Schumann & Ryan Ciulla



Consumer Representation by County

Humboldt: Christina, Julia, Margaret

Lassen: Ellen

Marin: Jaime

Napa: Beverly

Shasta: Becky, Joy, Monica, Wendy

Solano: Darnice, Jeanette, Eugene

Sonoma: Michael, William “Bill”

Yolo: Lance, Lulu, Marcelo “Nunie”, Wendy

Introductions

Supervisors of Member Services,
Melissa Schumann & Ryan Ciulla



Introduction of CAC Members & Partnership Staff



MEETING MINUTES

Meeting Name: Consumer Advisory Committee

Date: September 14, 2023

Time: Noon – 2 p.m.

Location:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
- 1800 Spring Ridge Drive, Susanville, CA 96130 (Pioneer Conference Room)

Partnership Attendees: Autumn Monson, Brittany Spears, Candice Quezada, Chelsea Breshears, Cyress Mendiola, Deborah Ingle (Provider), Elijah Allen, Dr. Jeff Ribordy, Jay Navarrete, Jaymee James, Jeremy King, Jessica Echevarria, John Lemoine, Katrina Tagle, Kevin Spencer, Latrice Innes, Lynn Scuri, Manleen Randhawa, Mark Bontrager, Marta Ford, Melissa McCartney, Melissa Schumann, Ryan Ciulla, Sonja Bjork, Tim Sharp, Tommee Naenphan, Vicky Klakken, Wendi West

Consumer Attendees: Becky Sherman, Beverly Franklin, Christina Thompson, Ellen Payton, Jeanette Perez, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Monica Thoma, Wendy Longwell, Wendy Ostergaard, William “Bill” Remak

Agenda Topic	Minutes	Action Items
1) Welcome / Purpose of Meeting <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Supervisor of Member Services , opened the meeting by welcoming everyone, reading housekeeping rules and reminding the members that the purpose of the Consumer Advisory Committee is, to act as a liaison between the health plan and the members by providing a forum to discuss common issues of interest and importance. The Committee creates a supportive and informative networking environment and to advocate for all members by ensuring that Partnership is responsive to the diversity of health care needs of all members.	<i>None</i>

Agenda Topic	Minutes	Action Items
2) Introductions <i>Speaker: Melissa Schumann and Ryan Ciulla</i>	Introductions from all sites were conducted and all members were asked to answer the following icebreaker question: <i>"In one or two words name your favorite Fall activity?"</i>	<i>None</i>
3) Approval of June 2023 Minutes <i>Speaker: Ryan Ciulla</i>	The June 2023 meeting minutes were reviewed and approved.	Motions: Wendy Longwell motioned to approve the minutes, Lance LeClair seconded that motion and the June 2023 meeting minutes were approved.
4) Follow Up from June 2023 CAC Meeting <i>Speaker: Ryan Ciulla</i>	Ryan Ciulla, Supervisor of Member Services provided answers to follow up questions from June 2023 CAC Meeting. <ul style="list-style-type: none"> • Durable Medical Equipment Update – Marcelo “Nunie” Matta received his wheelchair. Reminder: If anyone is facing issues regarding their DME to contact Member Services to help assess and assist with the issues you are facing. • Vaccine Outreach Program – Children’s Art and Vaccines held at Anderson Middle School. <ul style="list-style-type: none"> ○ Vaccines provided at the clinic were HPV, Meningitis, and Tdap. ○ Students learned what vaccines are in general and why they’re important during an in classroom presentation. • Health Education is working on a flyer for mental health. • Carelon Behavioral Health – Mark Bontrager will be presenting on this topic later in the meeting. 	<i>None</i>

Agenda Topic	Minutes	Action Items
<p>5) Report on Board Meeting <i>Speakers: Wendy Longwell and Lance LeClair</i></p>	<p>Wendy Longwell and Lance LeClair, Consumer Board Representatives, gave a brief recap from the last Board Meeting held on August 23, 2023.</p> <ul style="list-style-type: none"> • Expansion Counties: There are lots of questions and concerns by the patients and community members who are signed up for CalAIM. They worry about the smoothness of the transition and if their benefits will continue even though Partnership hasn't started those specific benefits yet. • Town Halls: Wendy Longwell is working with Sr. Director of Member Services, Kevin Spencer to set-up Town Hall locations to help deliver the expansion information out to the public. • SB 525: On and after June 1, 2025, the minimum wage for covered health care employment shall be not less than twenty-five dollars (\$25) per hour for all hours worked in covered health care employment. • SB 282: This bill authorized reimbursement for a maximum of two (2) visits that take place on the same day at a single site, whether through a face-to-face or telehealth-based encounter. • Health Equity: DHCS has implemented a one-time \$700 million dollar program to advance health equity. The program is intended to allow Medi-Cal providers to better serve the states diverse Medi-Cal population and is directed at non Federally Qualified Health Center (FQHC) primary care practices. • DHCS 2024 Medi-Cal Managed Care Contract: Partnership continues to submit deliverables to DHCS to show readiness in complying with the new provisions of the 2024 contract. • Project Phoenix: Go-live is set for July 2024. 	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
5) Report on Board Meeting Continued <i>Speakers: Wendy Longwell and Lance LeClair</i>	<ul style="list-style-type: none"> • Street Medicine: Partnership established a Street Medicine Collaborative and had the first meeting last month. Partnership developed a grant program and awarded \$50,000 in grants to 11 providers and \$10,000 in grants to four organizations. • Alternative Payment Method: DHCS's goal is to go-live with phase one, effective January 1, 2024. 	None
6) Partnership Update <i>Speaker: Sonja Bjork</i>	<p>Sonja Bjork, Chief Executive Officer, gave an overview of the Health Plan Updates.</p> <ul style="list-style-type: none"> • HealthPlan Membership: <ul style="list-style-type: none"> ○ The State is currently going through the Medi-Cal redetermination process to see if people are still eligible after the pandemic. If someone isn't, their Medi-Cal ends. Partnership is starting to see a slight drop in membership because of this. ○ As of, January 1, 2024, all of Partnership's members who have Kaiser, will no longer be with Partnership, they will be purely with Kaiser. ○ People with uncertain immigration status will be eligible for full Medi-Cal benefits. ○ Partnership's geographic expansion will take on approximately 244,000 members. <p>William "Bill" Remak asked if Partnership could see an increase in membership even though people are starting to go back to work and will have medical benefits through their employer. Sonja Bjork responded saying this is an economical factor, which remains a question Partnership can't fully answer at this time.</p>	None

Agenda Topic	Minutes	Action Items
<p>6) Partnership Update Continued <i>Speaker: Sonja Bjork</i></p>	<p>Wendy Longwell stated her son dealt with some issues going through the redetermination process. He is now showing active with the county, but under a different number while Partnership shows his original number.</p> <p>Kevin Spencer recommended contacting the county to try and get that resolved, or call Partnership's Member Services to assist.</p> <p>Lance LeClair reminded everyone who may have an issue they are struggling to get resolved, about the Managed Care Ombudsman who works fairly fast and are very helpful.</p> <p>Marcelo "Nunie" Matta said he knows someone who lost their eligibility because of redetermination. Sonja Bjork said losing benefits causes many problems, especially if you have follow-up appointments already scheduled. There are many reasons why someone became ineligible, one being due to a mistake. People are encouraged to file a Medi-Cal Fair Hearing or calling the Managed Care Ombudsmen.</p> <ul style="list-style-type: none"> • Work with Tribes and Tribal Health Centers: Native American members are getting a lot less preventative services. Partnership already started assisting by offering mobile mammography to the rural communities, but Partnership is going to work closely with the Tribes and Tribal Health Centers to find out what the causes are and how to help. • Geographic Expansion: 10 counties have asked to join Partnership. These counties will become part of Partnership's service area as of, January 1, 2024. 	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
6) Partnership Update Continued <i>Speaker: Sonja Bjork</i>	<p>Michael Strain asked if there were any Tribal Health Centers in the new counties. Sonja Bjork said, out of all the managed care plans in the entire state, Partnership has the most. William “Bill” Remak asked if the currently contracted clinics and soon-to-be contracted clinics have mobile units available to the rural counties. Mark Bontrager responded saying there are quite a few clinics that will be deploying both preventative and mental health mobile care units.</p> <p>Marcelo “Nunie” Matta asked if Partnership is hiring staff in the expansion counties. Sonja Bjork stated its Partnership’s goal to have staff available throughout its service areas. There is a lot of flexibility with remote and hybrid work now, so Partnership wants to hire people from those communities.</p>	None
7) Carelon Behavioral Health Update <i>Speaker: Mark Bontrager</i>	<p>Mark Bontrager, Behavioral Health Administrator, gave a Carelon Behavioral Health update presentation.</p> <p>Partnership contracts with Carelon Behavioral Health, formerly known as, Beacon Health Options, to administer the mental health benefit. Carelon Behavioral Health contracts with mental health providers, they pay claims, they help with care coordination, and they operate a call center. Members can call them at, 1-855-765-9703.</p> <p>Services Include:</p> <ul style="list-style-type: none"> • Outpatient individual, family and group therapy • Psychiatric services • Labs, tests, drugs, supplements • Neuropsychological testing for the evaluation of a mental condition <p>\$5 billion plan for child and youth behavioral health infrastructure in schools with the goal to increase access to behavioral health services at school sites.</p>	None

Agenda Topic	Minutes	Action Items
<p>7) Caredon Behavioral Health Update Continued <i>Speaker: Mark Bontrager</i></p>	<p>Wendy Ostergaard said there are a lot of people who were getting services by being seen through the county and then again through Partnership. This included receiving opiates and other narcotic medications. Mark Bontrager said the state has now obligated the county and Partnership to communicate if the member is receiving services already.</p> <p>Jeanette Perez asked what kind of services are available for the homeless. Mark Bontrager said typically if someone is homeless and has significant mental health issues, they are serviced through the county through the mobile crisis units. Counties also get money through the Mental Health Services Act – Prop 63. These funds offer services to those who are homeless.</p> <p>Marcelo “Nunie” Matta asked about the county requirement to give 24/7 mental health services to people. Mark Bontrager said if someone is in crisis, the county is required to provide services 24/7, but the State also offers 988, which is a suicide and crisis lifeline that is also available 24 hours.</p> <p>Margaret Sager asked if someone needs mental health services, can they call Caredon Behavioral Health direct or do they need a referral? Mark Bontrager said members don’t need a physician referral or treatment authorization.</p> <p>Lance LeClair asked if substance abuse treatment is covered under Caredon Behavioral Health services. Mark Bontrager said members are screened through their primary care providers for initial intervention. However, there are seven counties within Partnership’s network that administers the substance use treatment benefit on behalf of the counties.</p>	<p><i>None</i></p>

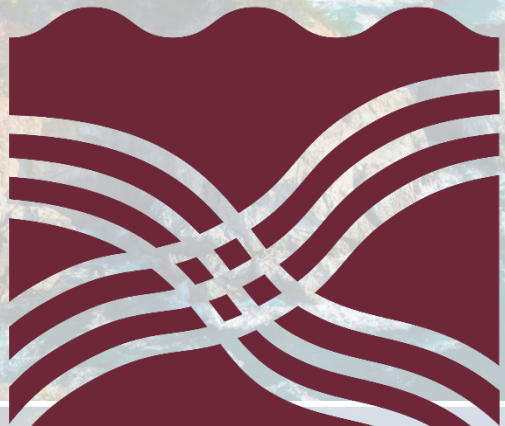
Agenda Topic	Minutes	Action Items
<p>7) Carelon Behavioral Health Update Continued <i>Speaker: Mark Bontrager</i></p>	<p>Claire Gover asked if there is a shared consent form for members. Mark Bontrager said there is proposed shared information that the county can honor or not. For an individual who is getting services through both systems of care, their treatment provider can share information to a fellow treatment provider if it is regarding the same patient.</p> <p>Christina Thompson said there is no one to do medication management in her area and was wondering if members are allowed to go outside their county who can do this? Mark Bontrager said members can certainly cross over county lines for the delivery of services. Since the pandemic, many providers have moved towards telehealth, which can give access to therapy and medication.</p> <p>Marcelo “Nunie” Matta asked if children in school need parental consent to receive these services. Mark Bontrager said the state of California allows minors 12 years or older to consent to mental health reproductive, or substance use disorder treatment.</p> <p>William “Bill” Remak asked what is defined as a school. Mark Bontrager said TK (transitional kindergarten) through age 25 years old.</p>	<p>None</p>
<p>8) 2023 Grievance & Appeals Annual Report <i>Speaker: Latrice Innes</i></p>	<p>Latrice Innes, Manager of Grievance and Appeals, presented the 2023 Grievance and Appeals Annual Report.</p> <p>Partnership’s Grievance and Appeals Annual Report is nearly identical to its previous year. With 4,085 grievances filed in 2022 and 4,069 filed in 2021. Following the report this year, it has been determined that more Caucasians and African Americans file grievances than they are represented, while Hispanics are underrepresented. More women tend to file grievances than men do.</p>	<p>None</p>

Agenda Topic	Minutes	Action Items
<p>8) 2023 Grievance & Appeals Annual Report Continued <i>Speaker: Latrice Innes</i></p>	<p>Marcelo “Nunie” Matta asked if the person’s name who filed the grievance is kept confidential or if it is disclosed to the provider. Latrice Innes said the member’s name is disclosed.</p> <p>William “Bill” Remak asked if the stipulated hearing outcomes included settlements between the providers and patient. Latrice Innes clarified that complaints are not subject to state hearings, stipulated cases apply to appeals but are settled prior to going to court, and remands are when Partnership receives additional or new information they didn’t have prior to going to court.</p>	<p><i>None</i></p>
<p>9) Transportation <i>Speaker: Melissa McCartney</i></p>	<p>Melissa McCartney, Director of Transportation Services, provided an update on Partnership’s Transportation Services since launching, April 1, 2023.</p> <p>Partnership’s Transportation Services has received an influx of member transports in comparison to its former vendor, MTM. Previously, MTM totaled 28,000 member transportations and Partnership totaled 49,000 member transportations. Due to the increase in transportation requests and call volume, Partnership has implemented the call back feature for members who call to schedule a transport. The goal of bringing the transportation services in-house is to provide members with a better experience.</p> <p>Partnership’s Transportation Department has been making many process improvements since going live. Melissa shared she has had the opportunity to speak with CAC members about their experience and encourages feedback. CAC feedback is taken back to the Transportation Team where they discuss what can be done to make it better for all members.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
9) Transportation Continued <i>Speaker: Melissa McCartney</i>	Members are encouraged to visit Partnership's Transportation webpage for more information: http://www.partnershiphp.org/Members/Medi-Cal/Pages/Transportation-Services.aspx	None
10) Partnership in The Community <i>Speaker: Melissa Schumann</i>	<p>Melissa Schumann, Supervisor of Member Services, gave a brief recap of the Solano County Family Health Services Open House event in Fairfield.</p> <p>Partnership and several CAC members including, Beverly Franklin, Darnice Richmond, and Lance LeClair were able to visit the Solano County Family Health Services Open House. They were able to tour the medical and dental mobile booths on behalf of the National Association of Community Health Centers, which sponsors National Health Center Week in August. CAC members shared their experience.</p> <p>Beverly Franklin said it was a nice event and hoped the units can be at all the schools because many of the children need it.</p> <p>Lance LeClair said he really enjoyed seeing the Solano County Family Health Services. They had two mobile units that had full service that were really nice.</p>	None
11) Population Health Event Update <i>Speaker: Manleen Randhawa</i>	<p>Manleen Randhawa, Health Educator, provided a brief overview of events that the Population Health Team attended during the months of July, August, and September.</p> <p>Population Health attended 53 events this quarter, which ranged from mobile mammography events, Redding's Farmers Market, Child Immunization events, and several health fairs.</p> <p><i>Members are encouraged to email the Population Health Team if there is an event they think Partnership should be at:</i> PopHealthOutreach@partnershiphp.org </p>	None

Agenda Topic	Minutes	Action Items
12) Announcing CAC Recruitment <i>Speaker: Melissa Schumann and Ryan Ciulla</i>	<p>Melissa Schumann, Supervisor of Member Services, announced CAC's recruitment efforts and flyer.</p> <p>Michael Strain said he is excited to see a flyer and start recruiting for the committee. He asked if this is the final flyer, when it will be released for use, and how Partnership plans to reach the community with it.</p> <p>Melissa Schumann stated the flyer is still being reviewed but once it is finalized, it will be posted on Partnership's website. The flyer will also be shared with CAC members who can distribute it, and it will also be shared with doctors' offices.</p>	<p><i>Once recruitment flyer is finalized, CAC members will be notified so they can start recruiting with it.</i></p>
13) Open Forum <i>Speaker: All</i>	<p>All members of the committee and members of the public had an opportunity to address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee.</p>	<p><i>None</i></p>
14) Next Meeting <i>Speaker: Melissa Schumann</i>	<p>December 14, 2023 Noon – 2 p.m.</p>	<p><i>None</i></p>

PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Sexual Orientation and Gender Identify (SOGI): Definitions, Partnership Resources and Benefits

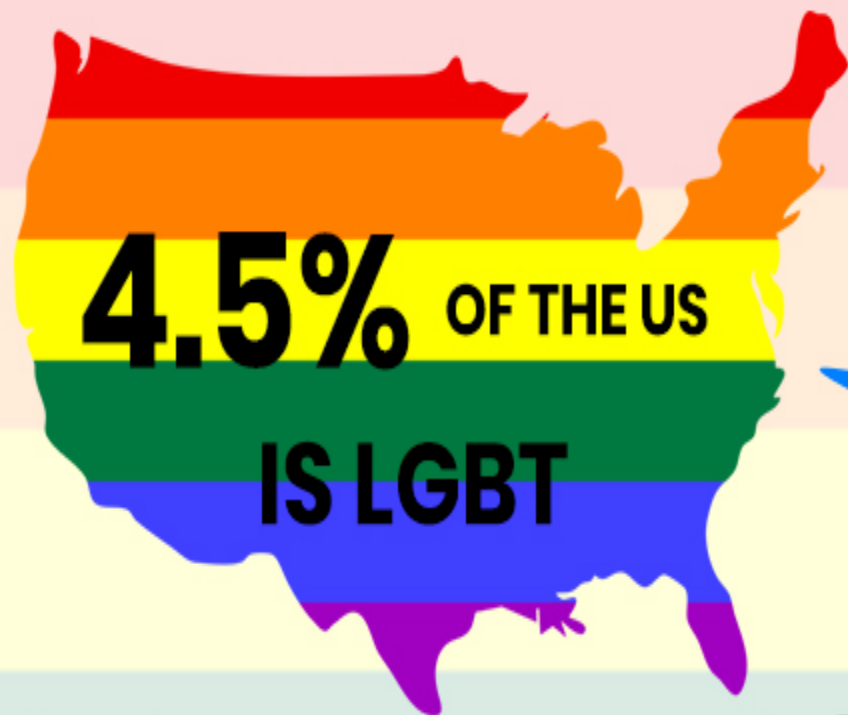
Cassia Martinez, RN
Mohamed Jalloh, PharmD, BCPS
Ron Klinger, MSN

Outline

Background on Prevalence of Diseases

Sexual Orientation

Gender Identity




(THAT'S NEARLY 15 MILLION PEOPLE)

**OF THEM, 1/3 EXPERIENCE A MENTAL ILLNESS
(60% MORE THAN HETEROSEXUALS)**


**AND ARE 2-3x MORE LIKELY TO HAVE LONG-TERM
PSYCHOLOGICAL OR EMOTIONAL PROBLEMS**

**REGULARLY FACING PREJUDICE,
HARASSMENT, & DISCRIMINATION**


**WHICH CAUSES SERIOUS ISSUES
WITHIN THE LGBTQ+ POPULATION...**



**TRANSGENDER
PEOPLE ATTEMPT
SUICIDE 9x MORE
THAN THE ENTIRE
US POPULATION,**



**LGBTQ+ ADULTS ARE
56% MORE LIKELY TO
DEVELOP AN
ALCOHOL USE
DISORDER,**



**AND ALMOST 3x
AS LIKELY TO
DEVELOP
ANOTHER
SUBSTANCE USE
DISORDER.**



SOURCES:

<https://news.gallup.com/poll/234863/estimate-lgbt-population-rises.aspx>
<https://link.springer.com/article/10.1007%2Fs11606-014-2905-y>

<https://transequality.org/sites/default/files/docs/usts/USTS-Full-Report-Dec17.pdf>
<https://www.samhsa.gov/data/sites/default/files/NSDUH-SexualOrientation-2015/NSDUH-SexualOrientation-2015/NSDUH-SexualOrientation-2015.htm>

Sexual Orientation

- “An inherent or immutable enduring **emotional, romantic or sexual attraction** to other people.” – Human Rights Campaign

Source: <https://www.hrc.org/resources/sexual-orientation-and-gender-identity-terminology-and-definitions>

Source: <https://health.ucdavis.edu/diversity-inclusion/LGBTQI/LGBTQ-Plus.html>

Definitions (Not fully Listed)

- **Asexual:** No sexual attraction or desire for partnership
- **Bisexual:** Attraction toward people of same and at least one other gender
- **Heterosexual:** Attraction toward people of a different gender
- **Homosexual:** Attraction toward people of same gender
- **Monosexual:** Attraction for only one gender
- **Pansexual:** Attraction for all genders and sexes

Source: <https://www.hrc.org/resources/sexual-orientation-and-gender-identity-terminology-and-definitions>

Source: <https://health.ucdavis.edu/diversity-inclusion/LGBTQI/LGBTQ-Plus.html>

Gender Identity

- **“One's innermost concept of self as male, female, a blend of both or neither – how individuals **perceive** themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth. – Human Rights Campaign**

Source: <https://www.hrc.org/resources/sexual-orientation-and-gender-identity-terminology-and-definitions>

Source: <https://health.ucdavis.edu/diversity-inclusion/LGBTQI/LGBTQ-Plus.html>

A common misunderstanding

- Sexual Orientation is **distinct** from **Gender Identity and Expression**.

Sex Assigned At Birth

Male

Female

Intersex

Transgender

- “An **umbrella term** for people whose gender identity and/or expression is **different** from cultural expectations based on the **sex they were assigned at birth**. Being transgender does not imply any specific sexual orientation.” – Human Rights Campaign

Gender Identities (Not fully exhaustive)



Male



**Transgender
Male (Trans
Man)**



**Transgender
Female
(Trans
Woman)**



Female



**Additional
Category**



Now for some Good News...

- **Gender affirming care** has been shown to **reduce suicidality** and lead to improved development for Gender non-conforming youth.
- **Family support reduces all risk factors for gender non-conforming youth** 😊

Austin, A., Craig, S. L., D'Souza, S., & McInroy, L. B. (2020). *Journal of Interpersonal Violence*, 0886260520915554

Grossman, A. H., Park, J. Y., Frank, J. A., & Russell, S. T. (2021). *Journal of Homosexuality*, 68(8), 1260-1277

Gower, A. L., Rider, G. N., Brown, C., McMorris, B. J., Coleman, E., Taliaferro, L. A., & Eisenberg, M. E. (2018) *American Journal of Preventive Medicine*, 55(6), 787-794...

Gender-Affirming Health Care



Gender-Affirming Health Care

FOR OUR ADULT MEMBERS

WE'RE HERE TO HELP

Do you see yourself as transgender, non-binary, or gender-diverse?

Are you struggling to understand your gender? You are not alone. Partnership HealthPlan of California is here to help you get the care and support you need. We are your partner in health, from everyday issues to gender-related needs.



Mental
Health Care

Hormone
Replacement
Therapy

Surgeries
and
Procedures

Gender Affirming Care Benefits

- Youth who use **puberty blockers** or other hormonal therapy experience vast reductions in **mental health concerns and self-harm**
- Persons who undergo desired **transitional support** have a **higher happiness index** than the general population 😊

Fontanari, A. M. V., Vilanova, F., Schneider, M. A., Chinazzo, I., Soll, B. M., Schwarz, K., ... & Brandelli Costa, A. (2020). *LGBT Health*, 7(5), 237-247.

Gorin-Lazard, A., Baumstarck, K., Boyer, L., Maquigneau, A., Penochet, J. C., Pringuey, D., ... & Auquier, P. (2013). *The Journal of Nervous and Mental Disease*, 201(11), 996-1000.

De Vries, A. L., McGuire, J. K., Steensma, T. D., Wagenaar, E. C., Doreleijers, T. A., & Cohen-Kettenis, P. T. (2014).. *Pediatrics*, 134(4), 696-704.



Partnership Resources for our Employees



- Celebration of LGBTQIA+ communities during month of June
- Employees have option to change standard maroon logo in their email signatures

Partnership Resources for our Community

SOLANO COUNTY LGBTQ+ RESOURCES

**Note: Some services may have changed due to COVID-19,
Please call to confirm hours and services available**

HEALTH CENTERS

Gender Health Center

“Provides education, advocacy, mental health and other health services and marginalized populations as an act of social justice with a specialization in gender and sexual identities.”

Location: 2020 29th Street, Suite 201

Sacramento, CA 95817

Contact: (916) 455-2391

Email: info@ghcmail.org

Website:

<http://www.thegenderhealthcenter.org/index.html>

Last Verified On: 04/11/2023



Questions



CAC Member Seat Change

Supervisor of Member Services, Melissa Schumann

Appreciation Award

Darnice Richmond



Strategic Planning Discussion

Chief Strategy & Government Affairs Officer – Amy Turnipseed Consultant – Wendy Todd

1. Looking forward, Partnership will continue to prioritize timely access to medical care and services. We know that visits with the doctor are not the only way to keep members healthy.
 - **In addition to timely access to visits, what type of communication, services or support would help members maintain their health?**
 - **What strategies could Partnership explore to help support the health of members (beyond getting to a doctor when needed)?**
2. A central focus of Partnership in the coming years will be to address and reduce health disparities, or differences, among our members in different geographic and demographic communities. Health disparities are preventable circumstances relating to individuals' health status based on social factors such as income, ethnicity, education, age and gender. For example, Black Americans' life expectancy is 4 years earlier than White Americans and Mexican Americans suffer disproportionately from diabetes. In order to improve health outcomes for specific populations, we need to better understand the experience of our members who deal with health issues.
 - **How might Partnership go about learning more about what members who experience poor health outcomes need to be healthier?**
 - **How might Partnership go about learning from members in rural areas?**
 - **How might Partnership go about learning from members who do not speak or read English?**
 - **How might Partnership go about learning from members who have disabilities (including mental health and/or substance abuse issues)?**
 - **How might Partnership go about learning from members who are People of Color, Black, and/or Indigenous?**
3. A priority for the future is to elevate awareness of and connection to Partnership among our members and the broader community.
 - **What traits or characteristics make Partnership special or sets us apart?**
 - **What do you think is most important for *people in the community* to know about Partnership?**
 - **What do you think is most important for Partnership *members* to know about Partnership?**



Member Experience Annual Review December 2023

Today's Topics

- Improvement Efforts for 2022-2023
- A Review of 2022
 - Member Experience Survey
 - Grievance & Appeals (i.e. member concerns)
- Areas we want to improve in
- Questions & Answers



*"At Partnership, our mission – to help our members, and the communities we serve, be healthy – is our driving force every single day."
Sonja Bjork, CEO*

Improvement Efforts for 2022-2023

The National Committee for Quality Assurance (NCQA)

Helps Partnership know where they need to improve.



Partnership HealthPlan of California
California



Health Plan Rating^①
★★★★★ 3.5 of 5

INSURANCE TYPE^① Medicaid	PRODUCT TYPE HMO
NEXT REVIEW DATE 10/17/2023	MEMBERS ENROLLED 675,501
EVALUATION PRODUCT First Survey	
WEBSITE http://www.partnershiphp.org	



Last update: 09/15/2023
Ratings are updated annually (September)

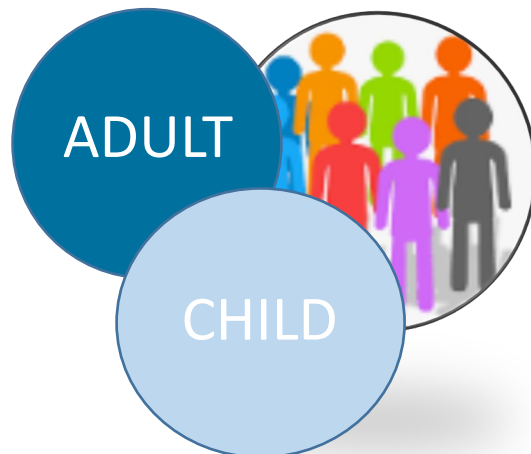
Member Experience

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

Survey Sections

- Your Health Care in the Last 6 Months
- Your Main Doctor
- Getting Health Care From Specialists (health care experts)
- Your Health Plan
- About You



The image shows three overlapping survey forms. The top form is the 'CAHPS Health Plan Survey' with questions 1 through 7. The middle form is the 'Adult Medicaid Survey 5.1' with questions 5 through 11. The bottom form is the 'Your Personal Doctor' section with questions 10 through 15. The forms contain various checkboxes and rating scales for assessing healthcare experiences.

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey



SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☒ Yes → **If Yes, Go to Question 1**
☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605.

1. Our records show that you are now in Partnership HealthPlan of California. Is that right?

☐ Yes → **If Yes, Go to Question 3**
☐ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

☐ Yes
☐ No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

☐ Yes
☐ No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- ☐ None → **If None, Go to Question 10**
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ☐ 0 Worst health care possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- ☐ Yes
☐ No → **If No, Go to Question 19**

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐ None → **If None, Go to Question 18**
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
☐ No → **If No, Go to Question 18**

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- ☐ None → *If None, Go to Question 10*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ☐ 0 Worst health care possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- ☐ Yes
☐ No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐ None → *If None, Go to Question 18*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
☐ No → *If No, Go to Question 18*

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

13. In the last 6 months, how often did your personal doctor listen carefully to you?

15. In the last 6 months, how often did your personal doctor spend enough time with you?



Member Experience

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Results

Eureka | Fairfield | Redding | Santa Rosa



CAHPS® Adult Scores

**Sample
Size 2,700**

**Response
Rate 14.3%**

**Complete
380**

	ADULT CAHPS Composite	Performance	2022-2023 (14.3% Response Rate) Sample Size 2,700 Total Returns 380
Rating Measure	Rating of Health Plan (% 8, 9, 10)	↑ 3.9%	73.8%
	Rating of All Health Care (% 8, 9, 10)	↑ 4.9%	74.9%
	Rating of Personal Doctor (% 8, 9, 10)	↑ 3.9%	81.5%
	Rating of Specialist Seen Most Often (% 8, 9, 10)	↓ -1.2%	81.1%
Composite Measure	Getting Needed Care (% Always or Usually)	↑ 0.4%	76.4%
	Getting Care Quickly (% Always or Usually)	↓ -3.4%	69.5%
	Care Coordination (% Always or Usually)	↑ 5.3%	86.6%
	Customer Service (% Always or Usually)	↑ 1.4%	88.6%

CAHPS® Child Scores

**Sample
Size 4,125**

**Response
Rate 14.9%**

**Complete
611**

	CHILD CAHPS Composite	Performance	2022-2023 (14.9% Response Rate) Sample Size 4,125 Total Returns 611
Rating Measure	Rating of Health Plan (% 8, 9, 10)	↑ 2.5%	84.7%
	Rating of All Health Care (% 8, 9, 10)	↓ -3.3%	80.4%
	Rating of Personal Doctor (% 8, 9, 10)	↑ 1.5%	90.5%
	Rating of Specialist Seen Most Often (% 8, 9, 10)	↑ 3.6%	85.2%
Composite Measure	Getting Needed Care (% Always or Usually)	↓ -2.9%	76.7%
	Getting Care Quickly (% Always or Usually)	↓ -7.8%	76.3%
	Care Coordination (% Always or Usually)	↓ -4.2%	81.1%
	Customer Service (% Always or Usually)	↑ 0.5%	89.9%

Member Experience

Grievance & Appeals

Grievances Only

Reporting Period: Annual 2021 vs. 2022								
NCQA Category	Previous Period: 2021			Current Period: 2022			Threshold	Threshold Met?
	Grievances	Avg PHC Mship	Grievances p/1,000	Grievances	Avg PHC Mship	Grievances p/1,000		
Access	934	610,183	1.53	1,055	638,303	1.65	1.68	Yes
Attitude/Service	1,462	610,183	2.40	1,278	638,303	2.00	2.64	Yes
Billing/Financial	239	610,183	0.39	113	638,303	0.18	0.43	Yes
Quality of Care	71	610,183	0.12	105	638,303	0.16	0.13	No
Quality of Provider Office	39	610,183	0.06	4	638,303	0.01	0.07	Yes
TOTAL	2,745	610,183	4.50	2,555	638,303	4.00	4.95	Yes

GRIEVANCES

- **Total Case Filings**
 Year-Over-Year
- **NCQA Category Threshold**
 - Access
 - Billing/Financial
 - Quality of Provider Office
 - Attitude/Service
 - Quality of Care

Appeals & Second Level Grievances

Reporting Period: Annual 2021 vs. 2022								
NCQA Category	Previous Period: 2021			Current Period: 2022			Threshold	Threshold Met?
	Appeals & SLG	Avg PHC Mship	Appeals & SLGs p/1,000	Appeals & SLG	Avg PHC Mship	Appeals & SLGs p/1,000		
Access	278	610,183	0.46	332	638,303	0.52	0.50	No
Attitude/Service	34	610,183	0.06	47	638,303	0.07	0.06	No
Billing/Financial	329	610,183	0.54	382	638,303	0.60	0.59	No
Quality of Care	0	610,183	0.00	1	638,303	0.00	0.00	No
Quality of Provider Office	1	610,183	0.00	0	638,303	0.00	0.00	Yes
TOTAL	642	610,183	1.05	762	638,303	1.19	1.16	No

APPEALS & SECOND LEVEL GRIEVANCES

- **Total Case Filings**

↑ Year-Over-Year

- **NCQA Category Threshold**

- Access
- Billing/Financial
- Quality of Provider Office
- Attitude/Service
- Quality of Care



Member Experience

2022 Member Experience Summary

Eureka | Fairfield | Redding | Santa Rosa



Member Experience Focus

Access

Member
Experience

Health Plan
Rating

- Keep our focus on: Access, Health Plan Rating, and Member Experience
- Active Listening: Listen to members and communities through in-person meetings
- Train staff on work that focuses on members



Improvement Focus

Access

- Workforce Development Resident Retention Program
- Increase Telehealth Use by 25% among Direct To Member (DTM)
- Transportation Services

Health Plan Rating

- Getting better at how we talk to members
- Telling people about Partnership



“At Partnership, our mission – to help our members, and the communities we serve, be healthy – is our driving force every single day.”

Sonja Bjork, CEO

Questions?



Please email us at: PHC_CAHPs@Partnershiphp.org

Member Material Review

Health Educator – Manleen Randhawa

- **PAP Test Flyer**
- **Cholesterol Booklet**
- **Baby Scale Instructions**
- **HPV Self-Swab Test Instructions**
- **Bedwetting Alarm for Children Instructions**

**Refer to your folder for materials & surveys*



CAC Achievements

Supervisors of Member Services – Melissa Schumann & Ryan Ciulla



Open Forum



Next Meeting



Next Meeting

March 14, 2024

Noon – 2 p.m.

Call or Email Us!

Melissa Schumann: (707) 420-7519

Ryan Ciulla: (530) 999-6883

Email: cac@partnershipho.org

Member Services: (800) 863-4155