

## 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:** June 22, 2023

**Time:** Noon – 2 p.m.

**PHC Attendees:** Amanda Hiatt, Amy Turnipseed, Araceli Gutierrez, Chelsea Breshears, Cody Thompson, Cyress Mendiola, Dr. Jeff Ribordy, Dr. Marshall Kubota, Dr. Mohamed Jalloh, Dr. Robert Moore, Hannah O’Leary, John Lemoine, Katherine Barresi, Katrina Tagle, Kevin Spencer, Kory Watkins, Liz Gibboney, Lynn Scuri, Malania De Paul, Mark Bontrager, Marta Ford, Melissa Schumann, Nicole Curreri, Patty Hayes, Rebecca Boyd Anderson, Ryan Ciulla, Sonja Bjork, Urania De La O, Vicky Klakken, Wendi West

**Consumer Attendees:** Becky Sherman, Beverly Franklin, Christina Thompson, Darnice Richmond, Ellen Payton, Eugene Korte, Frances Porter, Yan Yan “Jaime” Faurot, Jeanette Perez, Jessica Gonzalez, Joy Newcom-Wade, Julia Hostler, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Monica Thoma, Wendy Longwell, 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 5<sup>th</sup> 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
<b>1) Welcome / Purpose of Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: 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
<b>2) Introductions</b> <i>Time: 15 minutes</i> <i>Speakers: Ryan Ciulla and Araceli Gutierrez</i>	Introduce attendees and what county they represent.  <b>Ice Breaker Question:</b> <i>What is your favorite dish to bring to a Summer BBQ or potluck?</i>	5	12:05
<b>3) CAC Member Seat Changes</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Welcome new CAC member Yan Yan “Jaime” Faurot	6	12:20

Topic	Description	Page	Time
<b>4) Public Comments</b> <i>Time: 10 minutes</i> <i>Speaker: Ryan Ciulla</i>	Community advocates or 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. Speakers will be limited to three (3) minutes.		12:25
<b>5) Approval of March 2023 Minutes</b> <i>Time: 5 minutes</i> <i>Speakers: Ryan Ciulla</i>	<p>Need a CAC member to make a motion to accept the Northern Region March minutes and another member to second the motion.</p> <p>Need a CAC member to make a motion to accept the Southern Region March minutes and another member to second the motion.</p>	<p>7</p> <p>NR 8-14</p> <p>SR 15-24</p>	12:35
<b>6) Follow Up from March 2023 CAC Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	None		12:40
<b>7) Consumer Board Member Announcement</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Update on consumer board representative term	25	12:45
<b>8) Report on Board Meeting</b> <i>Time: 10 minutes</i> <i>Speaker: Lance LeClair</i>	Recap on Partnership's Board of Commissioners' Meeting by Consumer Board Representative.	26	12:50
<b>9) Partnership Update</b> <i>Time: 15 minutes</i> <i>Speaker: Liz Gibboney</i>	Brief overview of health plan updates	27	1:00
<b>10) Yolo Healthy Aging Alliance Event</b> <i>Time: 10 minutes</i> <i>Speakers: Lance LeClair / Marcelo "Nunie" Matta</i>	Event highlights from consumer advisory members	28	1:15
<b>11) Redding Farmers Market Booth</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Announcement on Partnership's sponsorship of the Redding Farmers Market	29	1:25

Topic	Description	Page	Time
<b>12) Children's Art on Vaccines</b> <i>Time: 5 minutes</i> <i>Speaker: Hannah O'Leary</i>	Presentation on Anderson Middle School Poster Contest	30	1:30
<b>13) Member Material Review</b> <i>Time: 5 minutes</i> <i>Speaker: Hannah O'Leary</i>	Member material review with feedback given via survey	35	1:35
<b>14) Health Equity</b> <i>Time: 15 minutes</i> <i>Speaker: Dr. Jalloh</i>	Introduction to Partnership's Health Equity Officer and what Partnership is doing to promote Health Equity	48	1:40
<b>15) Open Forum</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Information sharing by committee members		1:55
<b>16) Next Meeting</b> <i>Speaker: Ryan Ciulla</i>	September 14, 2023 Noon – 2 p.m.		

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# Welcome / Purpose of Meeting

## Supervisor of Member Services, Ryan Ciulla



### Consumer Representation by County

**Humboldt:** Christina, Jessica, Julia, Margaret

**Lassen:** Ellen

**Marin:** Yan Yan “Jaime”

**Napa:** Beverly

**Shasta:** Becky, Joy, Monica, Wendy

**Solano:** Darnice, Jeanette, Eugene

**Sonoma:** Michael, William “Bill”

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



# Introductions

## Supervisors of Member Services, Ryan Ciulla & Araceli Gutierrez

### Ice Breaker Question:

*“What is your favorite dish to bring to a summer bbq or potluck?”*



# CAC Member Seat Change

Supervisor of Member Services, Ryan Ciulla

New Consumer Advisory Committee Member

**Yan Yan “Jaime” Faurot**



# Approval of March 2023 Minutes

## Supervisor of Member Services, Ryan Ciulla

**Northern Region meeting held on March 2, 2023**

**Southern Region meeting held on March 9, 2023**

*\*Refer to your folder for individual meeting minutes*





## MEETING MINUTES

**Meeting Name:** Consumer Advisory Committee (CAC)

**Date:** March 2, 2023

**Time:** 12:00 – 2:00 p.m.

**Locations:** 3688 Avtech Parkway, Redding, CA 96002 (Sundial/Turtle Bay Conference Rooms)

2525 Airpark Dr. Redding, CA 96001 (Huddle Room 4)

1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue\_meg Conference Room)

4605 Business Center Drive, Fairfield, CA 94534 (Napa/Solano Conference Rooms)

495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)

**PHC Attendees:** Araceli Gutierrez, Autumn Monson, Brittany Spears, Chelsea Breshears, Chris George, Cody Thompson, Cyress Mendiola, Eric Rushing, Hannah O'Leary, Jessee Benton, Katherine Barresi, Katrina Tagle, Kevin Spencer, Liz Gibboney, Malania De Paul, Mark Bontrager, Melissa Schumann, Nicole Curreri, Patty Hayes, Ryan Ciulla, Vicky Klakken, Wendi West

**Member Attendees:** Becky Sherman, Christina Thompson, Joy Newcom-Wade, Julia Hostler, Wendy Longwell

Agenda Topic	Minutes	Action Items
<b>1) Purpose of Meeting</b> <i>Speaker: Ryan Ciulla</i>	<b>Ryan Ciulla, Supervisor of Member Services</b> , reminded members that the purpose of the Consumer Advisory Committee is, to act as a liaison between the HealthPlan and the HealthPlan 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>
<b>2) Introductions</b> <i>Speaker: Ryan Ciulla</i>	Introductions from all sites were conducted and everyone was asked to answer the following icebreaker question: "In one or two words, what are you doing to get healthy?"	<i>None</i>

Agenda Topic	Minutes	Action Items
<b>3) Public Comments</b> <i>Speaker: Ryan Ciulla</i>	The Committee was provided an opportunity to present any comments about the agenda. Advocates and members of the public were also given an opportunity to address any items on the agenda.	None
<b>4) Approval of December 2022 Minutes</b> <i>Speaker: Ryan Ciulla</i>	The December 2022 meeting minutes were reviewed and approved.	<b><i>Motion: Becky Sherman</i></b> motioned to approve the minutes, <b><i>Wendy Longwell</i></b> seconded and the December 2022 minutes were approved.
<b>5) Follow Up from December 2022 CAC Meeting</b> <i>Speaker: Ryan Ciulla</i>	There were no follow up items from the December 2022 CAC meeting.	None
<b>6) Report on Board Meeting from Consumer Board Member</b> <i>Speaker: Wendy Longwell</i>	<p><b>Wendy Longwell, Consumer Board Member</b>, gave a brief recap from the last Board Meeting.</p> <p><b>PHC Expansion:</b> Board Retreat was held on, 02/22/23. Lots of discussion around PHC expansion and the ten new counties. There are a lot of moving pieces to make this happen and the biggest concerns are making sure things don't change for the existing counties and yet, the new counties get the same level of service the existing ones get.</p> <p><b>CalAIM:</b> There are new services coming. Not all services have been launched so when those start, it will take a lot of effort from everyone as well. PHC has an amazing team that will make sure all available services are there for Partnership's members.</p>	None



Agenda Topic	Minutes	Action Items
<p><b>7) HealthPlan Update</b>  <i>Speaker: Liz Gibboney</i></p>	<p><b>Liz Gibboney, Chief Executive Officer</b>, gave an overview of the HealthPlan Updates.</p> <p><b>CalAIM:</b> Over 2,100 members enrolled in Enhanced Care Management (ECM). Over 1,300 members getting community support which is mostly housing and meal services. PHC is actively working on the Medicare Dual Special Needs Program that will happen in 2026. PHC is currently assessing how we are doing now compared to what Medicare is currently requiring.</p> <p><b>Wellness &amp; Recovery:</b> PHC's regional model is a drug treatment program that is currently in seven counties. PHC is actively working with Lake County and the State to add Lake to that model. Hoping to go-live in July 2023.</p> <p><b>Medi-Cal Redeterminations:</b> With the public health emergency ending and redeterminations going active again, the Department of Health Care Services (DHCS) is ramping up their public information efforts to ensure Medi-Cal recipients know what is going to happen in the next year. They have created a website called: <a href="http://www.keepmedicalcoverage.org">www.keepmedicalcoverage.org</a>. It has a lot of information about the importance of ensuring your contact information is current with your county eligibility worker, providers, and health plan. It's also important not to ignore any correspondence you get from your county as they go to redetermine cases. The counties will start mailing members in April 2023 to let them know they are being renewed automatically or if they need to provide more information.</p> <p><b>Health Equity:</b> National Committee on Quality Assurance (NCQA) will require PHC to have, Health Equity accreditation status. PHC plans to seek accreditation by June of 2024 or 2025 to be compliant.</p> <p><b>PHC Expansion:</b> PHC will adopt ten new counties by 2024. PHC is working with the board governance committee on how to adjust the board seats. Plans are to secure another regional office within one of those ten counties to create a physical presence.</p>	<p><i>None</i></p>



Agenda Topic	Minutes	Action Items
<p><b>8) 2023 Population Needs Assessment (PNA) &amp; Cultural and Linguistic (C&amp;L) Action Plan</b>  <i>Speaker: Nicole Curreri</i></p>	<p><b>Nicole Curreri, Manager of Population Health</b> presented a summary of key findings from PHC's most recent Population Health Assessment and provided a member feedback survey.</p> <p>Population Needs Assessment (PNA) is required by DHCS and NCQA. PHC will create a PNA every year.</p> <p><b>Key Findings:</b>  Within PHC's 14 counties, the communities stated they need more access to care, mental health, and substance use services.</p> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li><b>Health of Mothers and Babies:</b> Will explore ways to support and educate members on benefits and services PHC provides.</li> <li><b>Youth Tobacco Use:</b> PHC is starting a pilot in Lake County that will provide tobacco education and empower youth to be healthy without the use of tobacco.</li> <li><b>Vaccinations:</b> PHC is collaborating with different schools to offer school-based immunization clinics.</li> <li><b>Grievances:</b> Looking at why some race and ethnicities are filing more than others are. On PHC's website, a grievance video shares how a grievance can be filed and its process.</li> <li><b>High Emergency Room Use:</b> Adding questions to community-based surveys.</li> <li><b>Breast Cancer Screening:</b> Continue providing mobile mammography clinics.</li> <li><b>High Blood Pressure:</b> Explore a barbershop intervention by working with our new Director of Health Equity.</li> </ul>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<b>9) Transportation</b> Speaker: Melissa McCartney	<p><b>Melissa McCartney, Director of Transportation Services</b> announced PHC's new Transportation Department.</p> <p>Starting <b>April 1, 2023</b>, all of the transportation scheduling will be done by PHC instead of MTM. There will be a new number for members to call and they will be speaking with PHC staff to help schedule their rides. PHC has received a lot of great feedback from the CAC Members and it's believed this will be a huge improvement for members because PHC will be able to provide better customer service.</p>	<p><b>Wendy Longwell</b> asked if there is a flyer she can hand out to members who come to her work (Disability Action Center (DAC)) with questions. <b>Melissa McCartney</b> said there is an updated flyer she will send to <b>Chelsea Breshears</b> who can send it to the CAC members or out for other distribution as needed.</p>
<b>10) Beacon Name Change</b> Speaker: Ryan Ciulla	<p><b>Ryan Ciulla, Supervisor of Member Services</b>, announced Beacon's name change to Carelon Behavior Health.</p> <p>Starting <b>March 1, 2023</b>, Beacon Health Options will change its name to Carelon Behavioral Health. Members do not need to do anything. Their benefits and plan will not change. Members can see all past doctors and health care experts. All Beacon phone numbers, emails, websites, and apps will redirect the member to the right place.</p>	<p>None</p>

Agenda Topic	Minutes	Action Items
<b>11) NR &amp; SR CAC</b> <i>Speaker: Kevin Spencer</i>	<p><b>Kevin Spencer, Sr. Director of Member Services</b> announced the NR &amp; SR CAC meetings will combined.</p> <p>March 2023 will be the last CAC meetings that are held separately. The reason for the merge is to ensure all members are hearing the same message and increase the number of committee members attending to strengthen discussions. Nothing changes for the members. Locations of meetings will stay the same and there will still be discussions on local challenges or opportunities. Members will still be given an opportunity to bring up any individual concerns or topics. There will still be facilitators in each region that members can reach out to as needed. As PHC prepares for expansion in the East, it is still being decided if that region will be a separate meeting or if it will become a part of the greater CAC group. We will let everyone know when that time comes.</p>	<p><b>Wendy Longwell</b> asked if when considering the new dates for the meeting, if they could be set closer to the Board Meeting dates so the information she brings back to CAC is relevant. <b>Liz Gibboney</b> recommended, rather than have the meetings spaced evenly apart, the meetings could be scheduled slightly different to align better with the Board meeting.</p>
<b>12) Member Newsletter</b> <i>Speaker: Patty Hayes</i>	<p><b>Patty Hayes, Manager of Communications</b>, shared models of proposed new style and cover design along with a member feedback survey.</p> <p>The newsletter has health articles, recipes, and lots of PHC benefits and services. The newsletter has looked the same for many years but with the move to a magazine style, PHC is taking the opportunity to update its look. PHC hopes making it appear more modern, it will be more appealing and encourage members to look through it.</p>	<p><b>Wendy Longwell</b> asked if they have been reviewed for accessibility. For example, option three, the header doesn't have enough contrast between the background color and the text color. Also, what size font will be in the newsletter? <b>Patty Hayes</b> said accessibility for all readers has been discussed with the developers of the models, but concerns like this should be considered when choosing one of the three options. The text will be 12 point font or larger.</p>

Agenda Topic	Minutes	Action Items
<b>13) PHC Videos on Website</b> Speaker: Patty Hayes	<p><b>Patty Hayes, Manager of Communications</b>, shared informational videos from PHC's website.</p> <p>A new feature on the PHC website are short videos for members. The creation of the videos are part of the response from the member experience survey also known as the, Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. They are an effort to increase awareness of who Partnership is and what we do for our members. The videos offer useful information in a way that's more convenient and a little more accessible and easier to understand than our written materials. More videos to come.</p>	None
<b>14) Next Meeting</b> Speaker: Ryan Ciulla	<b>Ryan Ciulla, Supervisor of Member Services</b> , let everyone know we will notify everyone when the next scheduled meeting will be.	None



## MEETING MINUTES

**Meeting Name:** Consumer Advisory Committee Meeting

**Date:** March 9, 2023

**Time:** 12 – 1:45 p.m.

**Location:** 4605 Business Center Drive, Fairfield, CA 94534 (Conference Rooms A, B & C)  
495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)  
2525 Airpark Drive, Redding, CA 96001 (Huddle Room 2)

**PHC Attendees:** Araceli Gutierrez, Brittany Spears, Chelsea Breshears, Cyress Mendiola, Elly Rios, Hannah O’Leary, John Lemoine, Jose Puga, Katrina Tagle, Kevin Spencer, Lisa O’Connell, Lise West, Lynn Scuri, Marisela Delgado, Marta Ford, Melissa McCartney, Melissa Schumann, Dr. Mohamed Jalloh, Nicole Curreri, Patty Hayes, Dr. Robert Moore, Ryan Ciulla, Sonja Bjork

**Member Attendees:** Beverly Franklin, Darnice Richmond, Eugene Korte, Lance LeClair, Lulu Zhang, Michael Strain, Marcelo Matta, Wendy Ostergaard

**Ad Hoc:** Glenda Jones, Jaime Yan Faurot, Jason Faurot, Krissie Matta, Patrick Beale

**Absent:** Frances Porter, Lasonja Porter, William Remak

Agenda Topic	Minutes	Action Items
<b>1) Introductions</b> <i>Speaker: Araceli Gutierrez and Melissa Schumann</i>	<b>Araceli Gutierrez, Supervisor of Member Services</b> , opened the meeting and announced <b>Melissa Schumann, Supervisor of Member Services</b> as the co-facilitator for this meeting. Melissa will be taking over as facilitator.  Housekeeping rules and directions were given. Participant roll call and introductions were conducted. Each member was asked to answer the following question: “In one or two words, share something you are doing to get healthy.”	<i>None</i>
<b>2) Public Comments</b> <i>Speaker: Araceli Gutierrez</i>	The committee was provided with an opportunity to present any comments regarding the agenda. Advocates and members of the public were also given an opportunity to address any comments pertaining to any non-agenda items.	<i>None</i>

Agenda Topic	Minutes	Action Items
<b>3) CAC Member Seat Change</b> <i>Speaker: Melissa Schumann</i> <b>CAC Member Seat Change Continued</b> <i>Speaker: Melissa Schumann</i>	<p><b>Melissa Schumann, Supervisor of Member Services</b> announced the seat changes in Yolo County.</p> <p>Melissa recognized and thanked member Lasonja Porter for her many years of dedicated service and welcomed new member Lulu Zhang.</p>	<p><i>None</i></p>
<b>4) Approval of December 2022 Minutes</b> <i>Speaker: Melissa Schumann</i>	<p>The December 2022 meeting minutes were reviewed and approved.</p>	<p><b>Nunie Matta</b> motioned to approve the minutes. <b>Lance LeClair</b> seconded the motion and the December 2022 minutes were approved.</p>
<b>5) Follow Up from December CAC Meeting</b> <i>Speaker: Melissa Schumann</i>	<p><b>Melissa Schumann, Supervisor of Member Services</b> stated that there was no follow up agenda items from the December 2022 CAC Meeting.</p>	<p><i>None</i></p>
<b>6) Report on Board Meeting from Consumer Board Member</b> <i>Speaker: Lance LeClair</i>	<p><b>Lance LeClair, Consumer Board Member</b>, gave a brief recap on the last Board Meeting that was held on December 7, 2022 and Strategic Planning Retreat that was held on February 22, 2023.</p> <p>Topics that were discussed during the Board meeting included input responses to California Advancing and Innovating Medi-Cal (CalAIM) and Enhanced Care Management (ECM), Geographic Expansion, Housing and Homeless Initiative Program, NCQA Accreditation, and the Health Equity program.</p>	<p><b>Michael Strain</b> asked if there was a deadline to be aware of for receiving the redetermination letter.</p> <p><b>Lance LeClair</b> said it is based on the date you joined Medi-Cal. He suggested contacting your Medi-Cal Office to find out more information.</p> <p><b>Kevin Spencer</b> added that there is a grace period for filling out the redetermination packets, but strongly encourages everyone to get it</p>



Agenda Topic	Minutes	Action Items
<p><b>Report on Board Meeting from Consumer Board Member Continued</b>  <b>Speaker: Lance LeClair</b></p>	<p>The Strategic Planning Retreat was held in Napa County at the River Terrace Inn. Speakers at the retreat focused their presentation around the healthcare workforce. With the geographic expansion being in mostly rural counties, it's not always easy find healthcare providers in those areas.</p> <p>Lance reminded everyone that Medi-Cal is sending out redetermination packets and the importance of getting them submitted as soon as they're received in order to keep their benefits active. He also reminded them to pass this information along to anyone they think might not receive it. You can sign up to be a Medi-Cal Coverage Ambassador to receive these updates and spread the word to others. Sign Up Here:  <a href="https://www.dhcs.ca.gov/toolkits/Pages/PHE-Outreach-Toolkit.aspx">https://www.dhcs.ca.gov/toolkits/Pages/PHE-Outreach-Toolkit.aspx</a></p>	<p><i>submitted soon after they're received. Any changes to your address, phone number, etc. should also be reported to the County as soon as possible to make sure your packets are received on time.</i></p> <p><b>Nunie Matta</b> asked who do we register with? He hasn't received his packet and doesn't want to miss it because last time it took over a year to get it back on.</p> <p><b>Lance LeClair</b> said there's certain conditions that eliminate you from having to be redetermined because the funding comes from a different budget, but to call the local county office to confirm if you fall into that category.</p> <p><b>Kevin Spencer</b> added that there are certain criteria in which some members don't need to fill out the redetermination packets. He suggests contacting your individual county office for more information on when or if you'll be receiving a packet.</p> <p><b>Jaime Faurot</b> asked for those who have linguistic challenges filling out the forms, what steps is Partnership taking to help ease that process. She understands PHC offers translated forms, but her concern is more towards the culture or stigma, the</p>

Agenda Topic	Minutes	Action Items
<b>Report on Board Meeting from Consumer Board Member Continued</b> <i>Speaker: Lance LeClair</i>		<i>unwritten part of reaching that audience.</i> <b>Kevin Spencer</b> answered both the county offices and PHC have language services available to use if needed. <b>Jaime Faurot</b> commented that she wasn't offered the language services in the past when she needed help.
<b>7) Healthplan Update</b> <i>Speaker: Sonja Bjork</i>	<p><b>Sonja Bjork, Deputy CEO/Chief Operating Officer</b>, gave an overview on the Healthplan Updates.</p> <p><b>Medi-Cal Redetermination:</b> Partnership doesn't determine eligibility; this happens with the County or the Social Security Office. Although Partnership doesn't determine eligibility, Sonja emphasized how important it is that our members stay eligible. Our main message has been to make sure that either Social Security or the County Medi-Cal Eligibility Office has your most recent contact information and when you receive any correspondence from them don't ignore it. You can sign up to be a Medi-Cal Coverage Ambassador where you'll be given informational flyers regarding the redetermination to distribute to the community. These flyers are available in several different languages. The State has also created other ads through YouTube videos and billboards to get this message out to as many people as possible. If members have trouble filling out the packets, many health centers have outreach workers that can help members in person.</p> <p>Sonja touched on how important participation from our members is on the Consumer Advisory Committee. They are the voice and representation of over 600,000 members. She welcomed new members Lulu and Jaime to the committee. She also congratulated</p>	<p><b>Michael Strain</b> stated that less populated areas are harder to serve and asked if it is about the availability of healthcare providers in the area or people signing onto Medi-Cal / Partnership? Or just in general?</p> <p><b>Sonja Bjork</b> There's about 200,000 members already on Medi-Cal in those areas. Medi-Cal is already accepted in those counties through several different health plan providers. With the expansion, PHC will be the only provider.</p> <p><b>Nunie Matta</b> asked if the Board vote will determine the State funding of the geographic expansion?</p> <p><b>Sonja Bjork</b> answered that is correct. The State has to let PHC know the funding rates. The Board will then cast their votes on whether to move forward with the expansion.</p> <p><b>Nunie Matta</b> asked when will the rates be available?</p>

Agenda Topic	Minutes	Action Items
<b>Healthplan Update Continued</b> <i>Speaker: Sonja Bjork</i>	<p>Nunie on his new role with the Statewide Consumer Advisory Committee.</p> <p>CEO, Liz Gibboney will be retiring in July. Members of the Board, which include Lance LeClair and Wendy Longwell, will be a part of the search for our new CEO.</p> <p><b>Geographic Expansion:</b> Sonja along with other PHC staff members spent a lot of time visiting ten new counties to understand their needs and what they didn't like about their previous health plan providers. The expansion is still tentative. The Board will be voting on the expansion in October 2023.</p>	<p><b>Sonja Bjork</b> said we are constantly asking for the final rates, but the state won't be able to provide the final numbers until September 2023.</p> <p><b>Jaime Faurot</b> asked if there was representation of someone from the community to help with those decisions?</p> <p><b>Sonja Bjork</b> answered yes. Every board meeting is open to the public and there is an agenda item dedicated to public comments. CAC Members such as Lance LeClair and Wendy Longwell have a seat on the Board and get a vote. Sonja suggests reaching out to them with any concerns you may have on the subject being voted on.</p>
<b>8) Paul's Place Opening Celebration</b> <i>Speaker: Melissa Schumann</i>	<p><b>Melissa Schumann, Supervisor of Member Services</b> gave a brief overview of the opening celebration event that took place on <b>February 8, 2023.</b></p> <p>Several PHC staff and CAC members Beverly, Eugene, and Nunie attended the event. Each member shared their experience of the day.</p> <p>Paul's Place is a community inspired, four story building that was designed to serve and shelter at risk and homeless individuals in Davis, California. The facility includes a day use resource center, emergency transitional and permanent supportive housing.</p>	<p>None</p>

Agenda Topic	Minutes	Action Items
<p><b>9) 2023 Population Needs Assessment (PNA) &amp; Cultural and Linguistic (C&amp;L) Action Plan</b>  <i>Speaker: Nicole Curreri</i></p>	<p><b>Nicole Curreri, Manager of Population Health</b>, presented a summary of key findings from PHC's most recent Population Health Assessment and provided a member feedback survey.</p> <p>Population Needs Assessment (PNA) is required by DHCS and NCQA. PHC will create a PNA every year.</p> <p><b>Key Findings:</b>  Within PHC's 14 counties, the communities stated they need more access to care, mental health, and substance use services.</p> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li><b>Health of Mothers and Babies:</b> Will explore ways to support and educate members on benefits and services PHC provides.</li> <li><b>Youth Tobacco Use:</b> PHC is starting a pilot in Lake County that will provide tobacco education and empower youth to be healthy without the use of tobacco.</li> <li><b>Vaccinations:</b> PHC is collaborating with different schools to offer school-based immunization clinics.</li> <li><b>Grievances:</b> Looking at why some race and ethnicities are filing more than others are. On PHC's website, a grievance video shares how a grievance can be filed and its process.</li> <li><b>High Emergency Room Use:</b> Adding questions to community-based surveys.</li> <li><b>Breast Cancer Screening:</b> Continue providing mobile mammography clinics.</li> <li><b>High Blood Pressure:</b> Explore a barbershop intervention by working with our new Director of Health Equity.</li> </ul>	<p><i>None</i></p>
<p><b>10) Transportation</b>  <i>Speaker: Melissa McCartney</i></p>	<p><b>Melissa McCartney, Director of Transportation Services</b> announced PHC's new Transportation Department.</p>	<p><i>Sonja Bjork commented that a previous CAC Member would be very glad to hear we are now offering this service in house.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>Transportation Continued</b>  <i>Speaker: Melissa McCartney</i></p>	<p>Starting <b>April 1, 2023</b>, all of the transportation scheduling will be done by PHC instead of MTM. There will be a new number for members to call and they will be speaking with PHC staff to help schedule their rides. There is a flyer with this information that is available for distribution. PHC has received a lot of great feedback from the CAC Members and it's believed this will be a huge improvement for members because PHC will be able to provide better customer service.</p>	<p><b>Jaime Faurot</b> shared her issues with using our current transportation services.</p> <p><b>Araceli Gutierrez</b> thanked Jaime for sharing her experience and connect her with the right contacts to follow up with after the meeting.</p> <p><b>Lance LeClair</b> asked are you going to be using ride share services such as Uber or will the transportation come from within PHC?</p> <p><b>Melissa McCartney</b> answered that we have direct contracts with several transportation companies which include Uber and Lyft. The companies will vary based on area of service.</p> <p><b>Darnice Richmond</b> asked if they will be notifying members of this service because she hasn't heard of it until now.</p> <p><b>Melissa McCartney</b> said the information is available in the Member Handbook and on the Member webpage. The Provider Relations Department also helps inform our clinical and hospital partners of this service. Members that already utilize this service received a letter about the transition.</p> <p><b>Nunie Matta</b> asks will they be able to accommodate the caregiver?</p> <p><b>Melissa McCartney</b> answered yes they will for our wheelchair riders this</p>

Agenda Topic	Minutes	Action Items
<b>Transportation Continued</b> <i>Speaker: Melissa McCartney</i>		<p><i>is considered a non-emergency medical transportation. This is a new change to the benefit that was made by the State.</i></p> <p><b>Wendy Ostergaard</b> asked if service animals are included in the accommodations?</p> <p><b>Melissa McCartney</b> answered that we take those on a case by case basis.</p> <p><b>Michael Strain</b> expressed his issues with using our current services.</p> <p><b>Melissa McCartney and Marta Ford</b> responded with letting the members know their issues and concerns are what led to creating this new department. PHC is hoping to resolve many of these problems by handling them directly.</p>
<b>11) Beacon Name Change</b> <i>Speaker: Araceli Gutierrez</i>	<p><b>Araceli Gutierrez, Supervisor of Member Services</b> announced the name change of our mental health benefit vendor.</p> <p>Starting <b>March 1, 2023</b>, Beacon Health Options will change its name to Carelon Behavioral Health. Members do not need to do anything. A letter went out to those who utilize this service to notify them of the name change. Their benefits and plan will not change. Members can see all past doctors and health care experts. All Beacon phone numbers, emails, websites, and apps will redirect the member to the right place. Any questions or concerns can be addressed directly with Carelon or PHC Member Services Department.</p>	<p>None</p>



Agenda Topic	Minutes	Action Items
<b>12) CAC Meeting Merge</b> <i>Speaker: Kevin Spencer</i>	<p><b>Kevin Spencer, Senior Director of Member Services</b> announced the Northern and Southern Region CAC meetings will be combined.</p> <p><b>March 2023</b> will be the last CAC meetings that are held separately. The reason for the merge is to ensure all members are hearing the same message and increase the number of committee members attending to strengthen discussions. Nothing changes for the members. Locations of meetings will stay the same and there will still be discussions on local challenges or opportunities. Members will still be given an opportunity to bring up any individual concerns or topics. There will still be facilitators in each region that members can reach out to as needed. As PHC prepares for expansion in the East, it is still being decided if that region will be a separate meeting or if it will become a part of the greater CAC group. We will let everyone know when that time comes.</p>	<p><b>Nunie Matta</b> remembered coming in-person and asked, do you know what happened to Ukiah and Lake?</p> <p><b>Kevin Spencer</b> said due to low participation rates in those areas caused these locations to not be unavailable.</p> <p><b>Nunie Matta</b> asked is it because it's a rural and/or dead area? Is Partnership reaching out there?</p> <p><b>Kevin Spencer</b> said we might consider creating a separate CAC group in the eastern region, but prior to doing so, it will be brought to the attention of the entire CAC committee.</p>
<b>13) Member Newsletter</b> <i>Speaker: Patty Hayes</i>	<p><b>Patty Hayes, Manager of Communications</b>, shared models of proposed new style and cover design along with a member feedback survey.</p> <p>The newsletter has health articles, recipes, and lots of PHC benefits and services. The newsletter has looked the same for many years but with the move to a magazine style, PHC is taking the opportunity to update its look. PHC hopes making it appear more modern, it will be more appealing and encourage members to look through it.</p>	<p>None</p>
<b>14) PHC Videos on Website</b> <i>Speaker: Patty Hayes</i>	<p><b>Patty Hayes, Manager of Communications</b>, shared informational videos from PHC's website.</p> <p>A new feature on the PHC website are short videos for members. The creation of the videos is part of the response from the member</p>	<p>None</p>

Agenda Topic	Minutes	Action Items
<b>PHC Videos on Website Continued</b> <i>Speaker: Patty Hayes</i>	<p>experience survey also known as the, Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The videos are part of the ongoing effort to increase awareness of who Partnership is and what we do for our members. The videos offer useful information in a way that's more convenient and a little more accessible and easier to understand than our written materials. More videos to come.</p>	
<b>15) Open Discussion</b> <i>Speaker: All</i>	<p>No items were brought up to address during the open discussion.</p>	<p><i>None</i></p>
<b>16) Next Meeting</b>	<p><b>Araceli Gutierrez, Supervisor of Member Services</b> closed out the meeting and informed everyone they will be notified of when the next meeting will happen as it is currently under discussion.</p> <p>Meeting adjourned at 1:40 p.m.</p>	<p><i>None</i></p>

# Consumer Board Announcement

## Supervisor of Member Services, Ryan Ciulla

Lance LeClair and Wendy Longwell's Consumer Board Representative term has been extended for one more year.



# Report On Board Meeting

## Consumer Board Representative, Lance LeClair

### Recap on Partnership's Board of Commissioners' Meeting



# Partnership Updates

## Chief Executive Officer, Liz Gibboney



### DHCS & State Issues

- State Budget
- CalAIM: Getting Ready for Medicare
- Kaiser “Direct” Contract
- Student Behavioral Health Incentive Program

### General Issues:

- Geographic Expansion
- NCQA and Health Equity

Thank you, Consumer Advisory Committee!

It has been a joy and honor to work with you during my 29 years at Partnership.

Thank you for representing our 700,00 members and  
for contributing to our mission every day!



# Yolo Health Aging Alliance Event

## Consumer Advisory Members, Lance LeClair & Marcelo “Nunie” Matta





# Redding Farmers Market Booth

Supervisor of Member Services, Ryan Ciulla



*Redding Certified  
Farmers Markets*

## Fresh and Local

### Redding Farmers Market

Saturdays 7:30am-12:00pm

Beginning April 1st

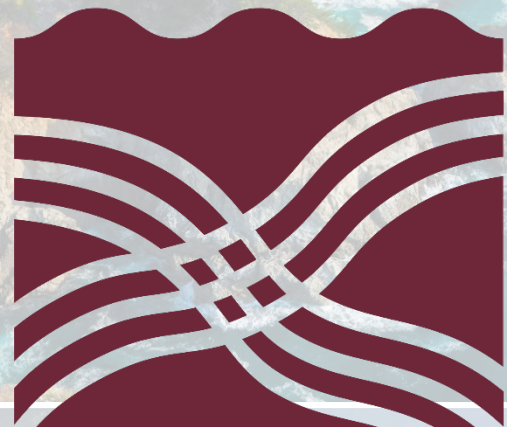
777 Cypress Ave, Redding  
(behind Redding City Hall)

<https://www.reddingfarmersmarkets.com/>





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# Anderson Middle School Poster Contest

Hannah O'Leary MPH, CHES  
June 22, 2023

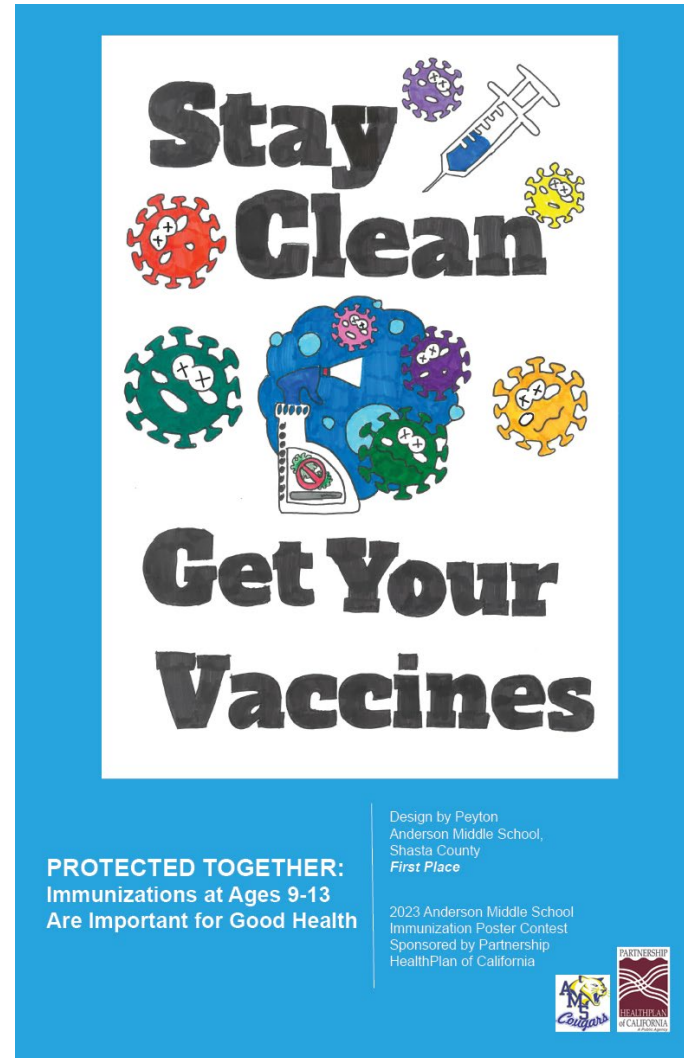


# Anderson Middle School Poster Contest

## Background

- In-class education
- Poster Contest
- Voting on posters at Open House
- Partnership-sponsored vaccine clinic
  - 7 kids vaccinated, 5 were Partnership members

# First Place Winner: Peyton



# Second Place Winner: Ronnie



**PROTECTED  
TOGETHER:**  
Immunizations  
at Ages 9-13  
Are Important  
for Good Health

Design by Ronnie  
Anderson Middle School,  
Shasta County  
*Second Place*

2023 Anderson Middle  
School Immunization  
Poster Contest  
Sponsored by  
Partnership HealthPlan  
of California



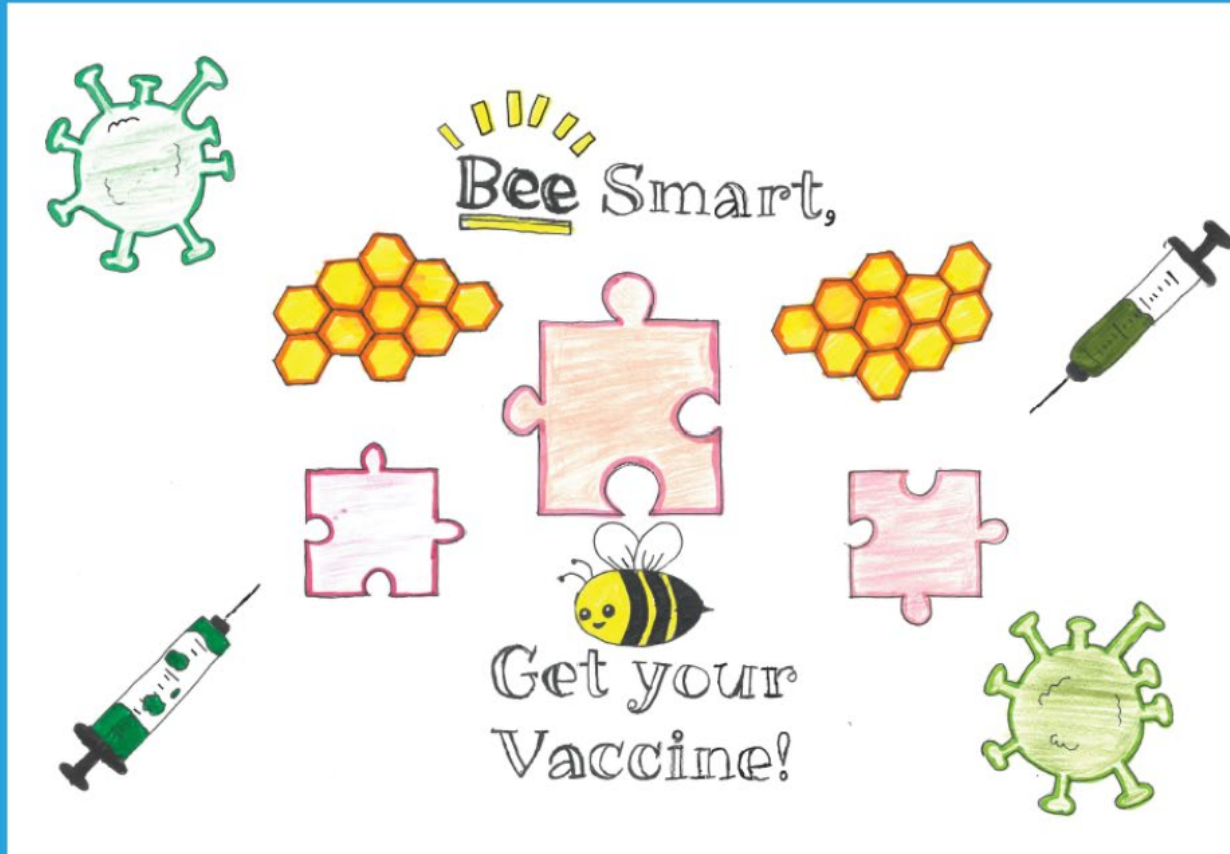
# Third Place Winner: Leah



**PROTECTED  
TOGETHER:**  
Immunizations  
at Ages 9-13  
Are Important  
for Good Health

Design by Leah  
Anderson Middle School,  
Shasta County  
*Third Place*

2023 Anderson Middle  
School Immunization  
Poster Contest  
Sponsored by  
Partnership HealthPlan  
of California



# Member Material Review

Senior Health Educator, Hannah O'Leary

1. Breastfeeding Resources
2. Control Your Asthma
3. Child Resistant Pill Organizer







Partnership is here to keep you and your baby healthy. Call the Population Health Department, Monday – Friday, 8 a.m. to 5 p.m., at **(855) 798-8764** to learn more about the Growing Together Program or if you want more tips on keeping your baby healthy as they grow.

*Partnership HealthPlan of California – Your partner in health.*

[www.partnershiphp.org](http://www.partnershiphp.org)



## Breastfeeding Resources

For moms who need help  
with breastfeeding



**Breast milk is a good source of food for babies.**

Health experts say you should try to feed your baby breast milk for at least the first 6 months of life. Many moms can breastfeed for longer and others may need to stop. Both are OK.

The Centers for Disease Control and Prevention says breastfeeding can help lower the chances of moms and babies getting sick later in life.

Page 37 of 64

## Getting Help with Breastfeeding

### Solano

- ABC Prenatal Program: (707) 646-4166
- NorthBay Outpatient Lactation Clinic: (707) 646-5024
- Public Health Nursing: (707) 784-8070
- The Pump House: (707) 446-8959
- WIC:
  - Dixon: (707) 678-0717
  - Fairfield: (707) 784-2200
  - Vacaville: (707) 469-4555
  - Vallejo: (707) 553-5381
- Public Health Nursing: (707) 784-8070
- The Pump House: (707) 446-8959

### Sonoma

- My Navigator Program: (707) 902-3031
- Le Leche League: (707) 347-9484
- Breastfeeding Home Visit Program – Better Beginnings: (707) 902-3031

### Trinity

- La Leche League of Northern California and Hawaii: (707) 485-1940
- WIC: (530) 623-1358

### Yolo

- WIC: (530) 666-8445

## When Breastfeeding Stops



**Many moms want to breastfeed but have to stop for many reasons.**

Breastfeeding can be hard, especially as a new mom. If you had to stop feeding your baby breast milk, you can try again. There is no need to feel bad about starting over or trying again. You are not alone – many moms have a hard time with breastfeeding. There are places to go for help if you are having a hard time making breast milk.





### Modoc

- Modoc County Health Services: (530) 233-6311
- Modoc County Public Health Breastfeeding Support: (530) 233-6311
- WIC: (530) 257-7094

### Napa

- Breastfeeding Support Group – Queen of the Valley: (800) 449-3627
- WIC: (707) 253-4853

### Shasta

- La Leche League of Northern California and Hawaii: (707) 485-1940

### Siskiyou

- La Leche League of Northern California and Hawaii: (707) 485-1940
- First 5 Siskiyou Breastfeeding Support: (530) 926-8405
- WIC Locations
  - Yreka: (530) 841-2170
  - Mt. Shasta: (530) 841-2170
  - Dunsmuir: (530) 841-2170
  - Happy Camp: (800) 442-2333
  - Fort Jones: (530) 841-2134
  - Weed: (530) 841-2134
  - Tulelake Office: (530) 841-2134

## Getting Help with Breastfeeding

### Lake

- WIC Locations
  - WIC Middletown: (707) 263-5253
  - WIC Clearlake: (707) 994-1151
  - WIC Lakeport: (707) 263-5253
  - WIC Lucerne: (707) 263-5253
  - Mother Wise - (707) 349-1210
- La Leche League of Northern California and Hawaii: (707) 380-5177

### Lassen

- Mother To Baby: (866) 626-6847
- La Leche League of Northern California and Hawaii: (707) 485-1940
- WIC: (530) 257-7094

### Marin

- WIC: (415) 473-6889
- La Leche League of Marin: (415) 721-2842

### Mendocino

- WIC Locations
  - Ukiah WIC: (707) 472-2743
  - Fort Bragg WIC: (707) 964-7106
  - Willits WIC: (707) 472-2743
- Mendocino BreastStart: (855) 855-6455
- La Leche League of Northern California and Hawaii: (707) 485-1940

## Relactation

### Relactation is breastfeeding after stopping for a while.

There are many reasons why someone may want to try to breastfeed again. Relactation is a process. It may be hard to get your milk to come in again but it is possible.

Once you begin producing milk again, you need to keep feeding your baby (or pumping) to keep the milk supply. Relactation may take some time to happen. If it does not happen right away, keep trying and be kind to yourself while you try to build a milk supply.

The following pages include resources to help you with breastfeeding, including lactation support.

## Getting Help with Breastfeeding

### Resources

#### For Moms Trying to Breastfeed Again

##### Videos

- **First Droplets:** shows you different things to try when breastfeeding.



Scan QR code or visit:  
[www.firstdroplets.com/downloads/](http://www.firstdroplets.com/downloads/)

##### Mobile App

- **Text 4 Baby App:** a texting app that helps you learn more about babies.



Scan QR code or visit:  
<https://www.text4baby.org/>

##### General:

- Nursing Mothers Counsel: (650) 327-6455
- La Leche League International: (800) 525-3243
- U.S. Office on Women's Health: (800) 994-9662

##### By County:

###### Del Norte

- Del Norte County Breastfeeding Coalition: (707) 464-0942
- Circle of Moms, Pregnant and New Mothers Support Group: (707) 464-0942
- WIC: (707) 464-0942

###### Humboldt

- North Country Prenatal Services: (707) 822-1385
- Paso a Paso (Step by Step): (707) 296-0618
- WIC
  - Eureka WIC: (707) 445-6255
  - Garberville WIC: (707) 923-2779
  - Fortuna WIC: (707) 726-9427
  - McKinleyville WIC: (707) 445-6255 or (707) 839-1173
- Paso a Paso, St. Joseph's: (707) 441-4477
- Breastfeeding Task Force of Humboldt County: (707) 441-5573
- Humboldt County Breastfeeding Task Force: (707) 441-5573

## FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



**Educational Material Title:** Breastfeeding Resources: For moms who need help with breastfeeding

Thank you for participating in our field testing survey. Your feedback will be used to better connect with our members. This survey should take no longer than 5 minutes to complete.

1. Does this educational handout grab your attention?
  - ☐ Yes
  - ☐ Somewhat
  - ☐ No
  - ☐ Not Applicable
2. Is the handout easy to understand?
  - ☐ Yes
  - ☐ Somewhat
  - ☐ No
  - ☐ Not Applicable
3. Does the message of the handout make you want to take action?
  - ☐ Yes
  - ☐ No
  - ☐ Not Applicable
4. Would you share this handout?
  - ☐ Yes
  - ☐ No
  - ☐ Not Applicable
5. Do you connect to the images on the handout?
  - ☐ Yes
  - ☐ Somewhat
  - ☐ Not at all
  - ☐ Not Applicable
6. If you could make changes to this handout, what would they be?
  - ☐ No changes
  - ☐ List changes:

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# Control Your Asthma

## What is asthma?

Asthma is a health issue that can make it hard to breathe. Signs of an asthma attack often include wheezing or coughing. Having asthma can be scary, but there are things you can do to help control your asthma.



## How can you control your asthma?

### Avoid triggers.

Triggers are things that can cause your asthma to get worse. The best way to avoid an asthma attack is to avoid triggers. Triggers are different for everyone and can include things like:

- Tobacco smoke
- Dust
- Pets
- Mold
- Air pollution

Talk to your doctor, they can help you find out what triggers your asthma.

### Make a routine.

Having a daily routine can help control your asthma.

- Keep your medicines where you can see them so you remember to take them.
- Take your medicines the same time every day as your doctor recommended.
- Link your medicines to a daily activity like brushing your teeth or eating breakfast.
- Use things like a calendar, alarm, or a smartphone app to remind you to take your medicines.

### How can your doctor help you with your asthma?

#### Ask your doctor which medicine to take.

There are two main kinds of asthma medicines:

- Controller medicines help stop asthma attacks by helping control swelling in your throat and lungs. These medicines are usually taken on a regular basis. Use them the way your doctor tells you.
- Rescue inhalers help open your throat and lungs fast to stop an asthma attack. They should be used only when you cannot breathe, or during an active asthma attack.



#### Talk to your pharmacist.

- Ask your pharmacist about how to use your inhaler. They can show you how to use it.
- Ask your pharmacist about using a spacer. Spacers are a tool used with your inhaler to help you get the most out of your medicine.
- Refill all your medicines at once to save time when going to the pharmacy.

#### Use an asthma action plan or asthma journal.

- Ask your doctor what you should keep track of in your asthma journal.
- Have your doctor go over your asthma action plan.

#### You can talk to someone at Partnership.

- Call our Member Services Department at **(800) 863-4155**
- You can also use the healthy living tools on the Member Portal by going to <https://member.partnershiphp.org/>

***Partnership HealthPlan of California – Your partner in health***

## FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



### **Educational Material Title:** Control Your Asthma Health Education Material

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## Child Resistant Pill Organizer

Partnership HealthPlan of California provides pill boxes to our members with young children. We want to help you prevent your children from eating any medicines they should not eat.

Every year, about 35,000 young children end up in the emergency room because they find medicines within reach.



### Pill Organizer Directions

- Push down and slide it open towards the arrow to open the pill box.
- Slide the lid in the opposite direction until you hear a click to make sure it is closed tight.

### Medication Reminder Tips

- Use the pill box: Use the provided pill box to keep track of your medicines.
- Make it a routine: Take your medicines as part of your daily routine.
- Set reminders: Set an alarm clock or timer on your phone to remind you when it is time to take your medicine.

### Tips to protect your children

- Store medicines in a safe place. Make sure it is high enough so young children cannot reach it or see it.
- Keep medicines in the containers it came with. Make sure the child-proof caps are still working.
- Always lock the caps after use if you use the pill box from Partnership.
- Never leave medicines or vitamins on a counter where children can get them.
- Teach your children what medicine is. Tell them why you or a trusted adult must be the one to give it to them.
- Save the Poison Help number **(800) 222-1222** on all your phones so you have it when you need it

### Partnership is here to help.

Call the Pharmacy Department at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. to learn more. TTY users can call California Relay Service at **(800) 735-2929** or **711**.

## FIELD TESTING: MEMBER EDUCATIONAL MATERIAL



### **Educational Material Title:** Child Resistant Pill Organizer

Thank you for participating in our field testing survey. Your feedback will be used to better connect with our members. This survey should take no longer than 5 minutes to complete.

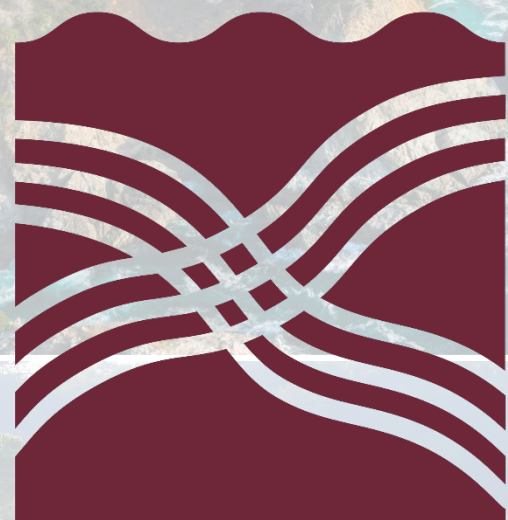
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# Meet Your New Director of Health Equity

**Mohamed Jalloh, PharmD, BCPS**  
Director of Health Equity  
(Serving as Partnership's Health Equity Officer)

June 22, 2023

# Fun Fact About Me 😊

## East PA, born and raised...



- Originally from city of Reading, PA (outside of Philadelphia)

## Got the Degree 😊

- Pharm.D. from Wilkes University (outside Scranton, PA)
- Post-Doc Training at Creighton University in Nebraska
- Board Certification in General Medicine in 2019



# Fun Fact About Me 😊

## Assistant Professor at Touro University CA

- Clinical Pharmacist at OLE Health and Lifelong
- Guest Lecture at Stanford University

## Specialty

- Family Medicine
- Evidence-Based Practice
- Men's Health, Travel Medicine, and Immunizations

# Fun Interesting Fact







# Health Equity

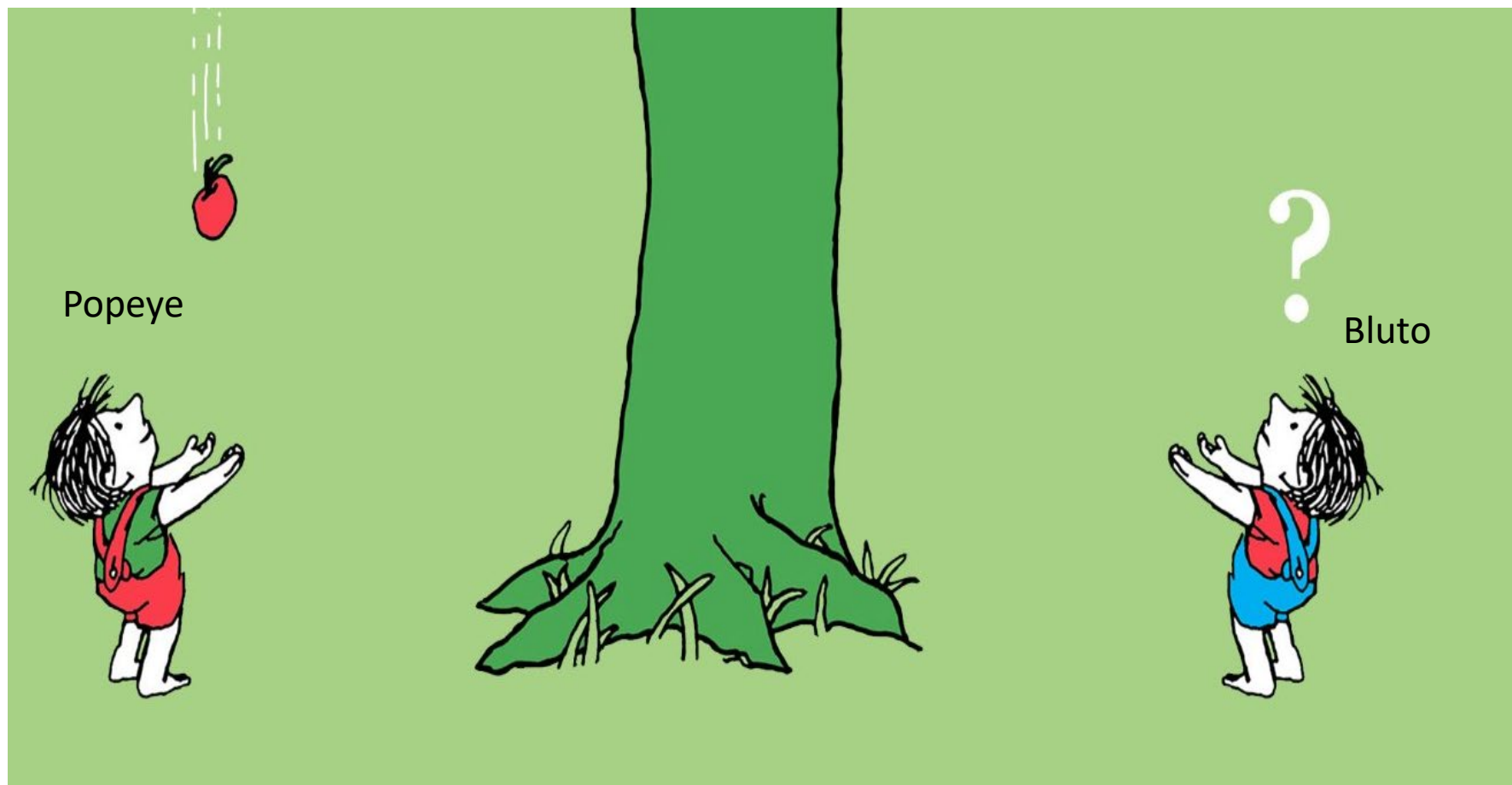
## Key Definitions

# Definition

Disparity: A measured  
difference between  
one group and another  
group (aka Difference)



# Disparity



# Definition

Inequity: A disparity in which a socio-economically disadvantaged group has a **worse** outcome than the dominant/historically favored group—especially when there is no clear biological reason



# Inequality or Inequity

## Inequality

Unequal access to  
opportunities

Popeye



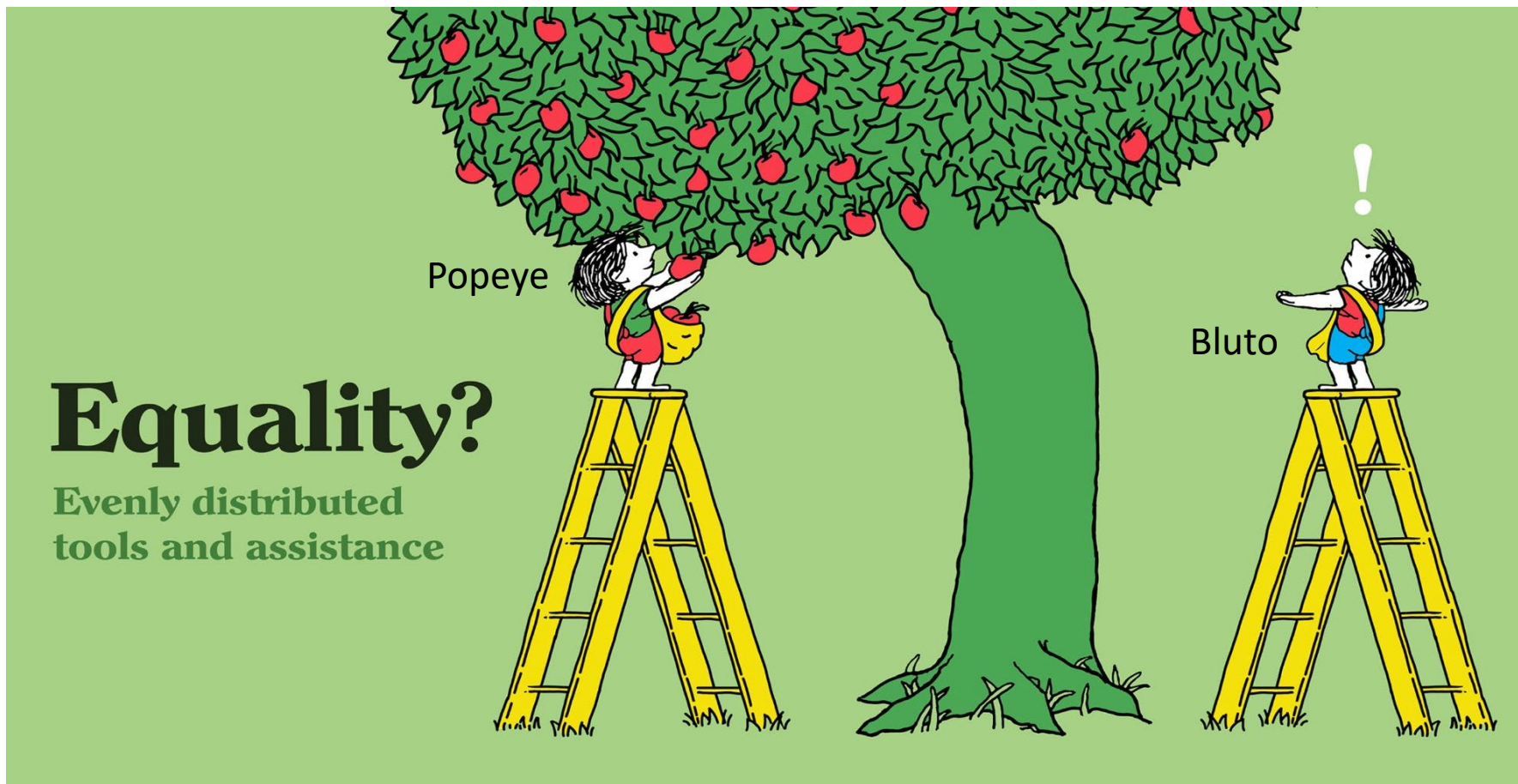
# POP QUIZ!

# Tell Me

What should be given  
to address this  
**inequity?**

(Hint = Can buy at Lowes)

# Equality

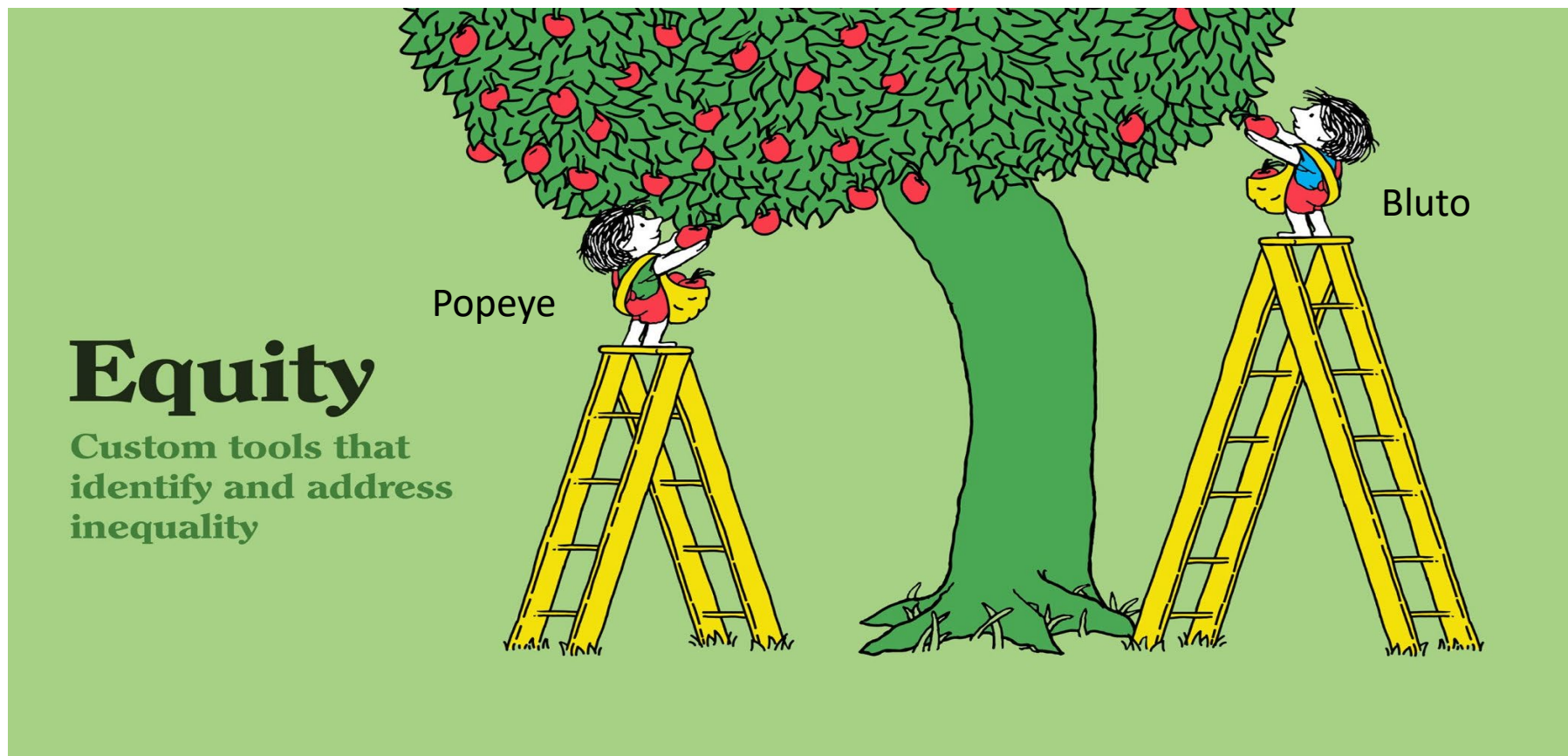




# Tell Me

What should be  
done to **REALLY**  
address this  
**inequity?**

# Equity







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Health equity is the  
state in which  
everyone has a fair  
and just opportunity  
to attain their highest  
level of health.



## Tell Me

What do you think  
about when you hear  
**“Health Equity”?**



# Give Me the “Hook-Up”

Email me [mjalloh@partnershiphp.org](mailto:mjalloh@partnershiphp.org)

- Feedback (**Stories**, Complaints, Patterns)
- **Recommendations** or **Advice**