

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: March 14, 2024

Time: Noon – 2 p.m.

PHC Attendees: Amy Turnipseed, Dr. Andrea Ocampo, Andrea Thomas, Anthony Sackett, Brandi Walker, Brittany Spears, Chelsea Breshears, Chris George, Cyress Mendiola, Edna Villaseñor, Hannah O'Leary, Javier Gomez, Jay Navarrete, Dr. Jeff Ribordy, Jeremy King, John Lemoine, Katherine Barresi, Kathryn Power, Katrina Tagle, Kory Watkins, Lynn Scuri, Manleen Randhawa, Mark Bontrager, Dr. Marshall Kubota, Marta Ford, Melissa Schumann, Dr. Mohamed Jalloh, Nisha Gupta, Patty Hayes, Dr. Robert Moore, Ryan Ciulla, Sarah Cardenas, Selina Delgado, Sonja Bjork, Dr. Stan Leung, Tim Sharp, Tommee Naenphan, Vicky Klakken, Wendi Davis

Consumer Attendees: Becky Sherman, Bethany Redmill, Beverly Franklin, Christina Thompson, Claire Gover, Ellen Payton, Eugene Korte, Jaime “Yan” Faurot, Jeanette Perez, 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 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</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	5	12:00
2) Introductions <i>Time: 10 minutes</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members and Partnership staff Ice Breaker Question: What is your favorite pie?	6	12:05

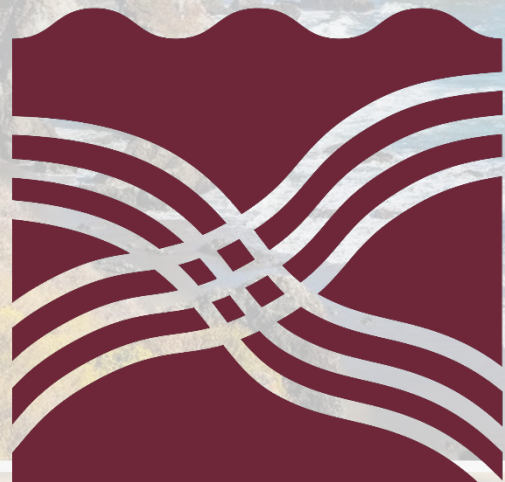
Topic	Description	Page	Time
3) Approval of December 2023 Minutes <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the December 2023 minutes and another member to second the motion		12:15
4) Follow Up from December 2023 CAC Meeting <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	<ul style="list-style-type: none"> Partnership Member Experience Annual Review Sexual Orientation and Gender Identity Data follow up 	8	12:20
5) Welcome New CAC Members <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Welcome new members as well provide a reminder for recruitment.	9	12:25
6) Report on Board Meeting <i>Time: 10 minutes</i> <i>Speaker: Wendy Longwell</i>	Recap on Partnership's Board of Commissioners' Meeting by Consumer Board Representative	10	12:30
7) Partnership Update <i>Time: 10 minutes</i> <i>Speaker: Sonja Bjork</i>	Brief overview of health plan updates	11	12:40
8) Consumer Board Member Position <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Announcement of consumer board term position	12	12:50
9) Insuring the Uninsured Project (ITUP) Conference <i>Time: 5 minutes</i> <i>Speaker: Lulu Zhang & Wendy Longwell</i>	Member recap of the Insuring the Uninsured Project Conference	13	12:55
10) Member Experience Annual Review <i>Time: 10 minutes</i> <i>Speaker: Anthony Sackett & Kory Watkins</i>	Presentation on 2023 Member Experience Survey Results	14-29	1:00
11) Partnership - Branded Pill Boxes <i>Time: 10 minutes</i> <i>Speaker: Stan Leung, Pharm.D. and Andrea Ocampo, Pharm.D.</i>	Overview of Branded Pill Boxes with member feedback	30-34	1:10
12) Health Disparity Data Review <i>Time: 15 minutes</i> <i>Speaker: Mohamed Jalloh, Pharm.D.</i>	Presentation on the health disparity data found from Partnership's internal evaluation	35	1:20

Topic	Description	Page	Time
13) Population Needs Assessment (PNA) and CHA/CHIP Efforts <i>Time: 15 minutes</i> <i>Speaker: Hannah O'Leary</i>	Presentation on the work Partnership will do to address the gaps in services and health disparities; member feedback given via survey	36-43 44-53	1:35
14) 2024 CHW Program and Scholarship Opportunity Flyer <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Announcement of Partnership Community Health Worker training program scholarship	54	1:50
15) 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	1:55
16) Next Meeting <i>Speaker: Melissa Schumann</i>	July 11, 2024 Noon – 2 p.m.	56	2:00

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.



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Consumer Advisory Committee (CAC)

Melissa Schumann & Ryan Ciulla
March 14, 2024

Welcome / Purpose of Meeting

Supervisor of Member Services, Melissa Schumann

Consumer Representation by County



Butte:

Colusa:

Del Norte:

Glenn:

Humboldt: Christina, Julia, Margaret

Lake: Bethany

Lassen: Ellen

Marin: Jamie “Yan”

Mendocino:

Modoc:

Napa: Beverly

Nevada:

Placer:

Plumas:

Shasta: Becky, Joy, Monica, Wendy

Sierra:

Siskiyou:

Solano: Claire, Eugene, Jeanette

Sonoma: Michael, William “Bill”

Sutter:

Tehama:

Trinity:

Yolo: Lance, Lulu, Marcelo “Nunie”

Yuba:

Introductions

Supervisors of Member Services,
Melissa Schumann & Ryan Ciulla

Ice Breaker Question:
What is your favorite pie?



Approval of December 2023 Meeting Minutes

Supervisor of Member Services, Ryan Ciulla



Follow-Up from December 2023 Meeting

Supervisor of Member Services, Ryan Ciulla

- Partnership Member Experience Annual Review
- Sexual Orientation and Gender Identity Data

Welcome New CAC Member

Supervisor of Member Services, Melissa Schumann

Welcome new CAC Members!

Bethany Redmill (Lake County)

Claire Gover (Solano County)



Join Today!

Consumer Advisory Committee

Who We Are

Partnership's Consumer Advisory Committee (CAC) is for Partnership members, their parents/guardians and caretakers. CAC is the voice of our members. Partnership lets CAC member's knowledge and feedback guide our services. We are a diverse group. People of any age, sex, gender, sexual orientation, race, and ethnic background are welcome.

Who Can Join?

All Partnership members and (or) parents/guardians of members.

How to Join

Call Partnership's Member Services Department at (800) 863-4155 Monday – Friday, 8 a.m. to 5 p.m. TTY/TDD users may call the California Relay Service at (800) 735-2929 or call 711.

You may also visit our website at www.partnershiphp.org/Members

Access our website by scanning the QR code:



www.partnershiphp.org



Report on Board Meeting

Consumer Board Representative, Wendy Longwell

Recap on Partnership's Board of Commissioners' Meeting





10 County Expansion

- New Region, New Members, New Providers
- Operations Update
- Commission Changes



PARTNERSHIP

HEALTHPLAN
of CALIFORNIA
A Public Agency



Consumer Board
Member Position

Supervisor of Member Services,
Melissa Schumann

Insuring the Uninsured Project (ITUP) Conference

CAC Members, Lulu Zhang & Wendy Longwell



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA

A Public Agency



Member Experience Annual Review

Program Manager of Quality Improvement, Anthony Sackett
Director of Grievance & Appeals, Kory Watkins
March 14, 2024

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 Rating①
★★★★☆ 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	

 **Accredited**

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

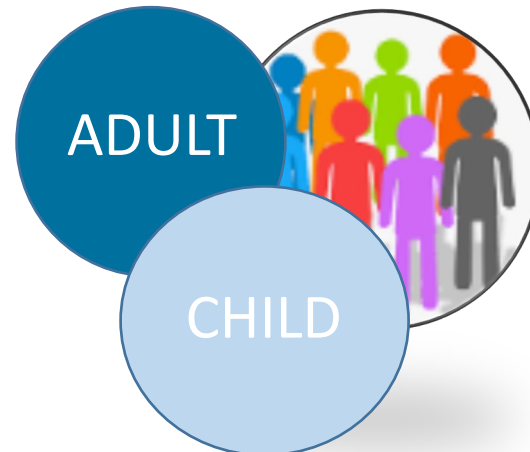
Member Experience

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 titled 'CAHPS Health Plan Survey' and includes questions about the respondent's health plan. The middle form is titled 'Adult Medicaid Survey 5.1' and includes questions about the respondent's health care in the last 6 months. The bottom form is titled 'Your Personal Doctor' and includes questions about the respondent's personal doctor.

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**

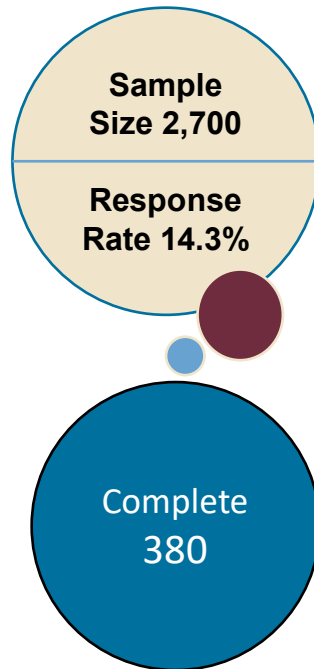
6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

Member Experience

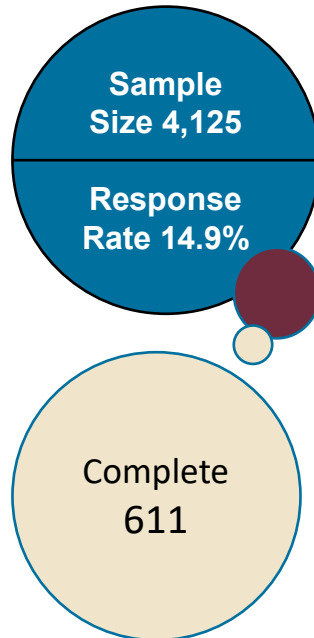
Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Results

CAHPS® Adult Scores



	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



	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

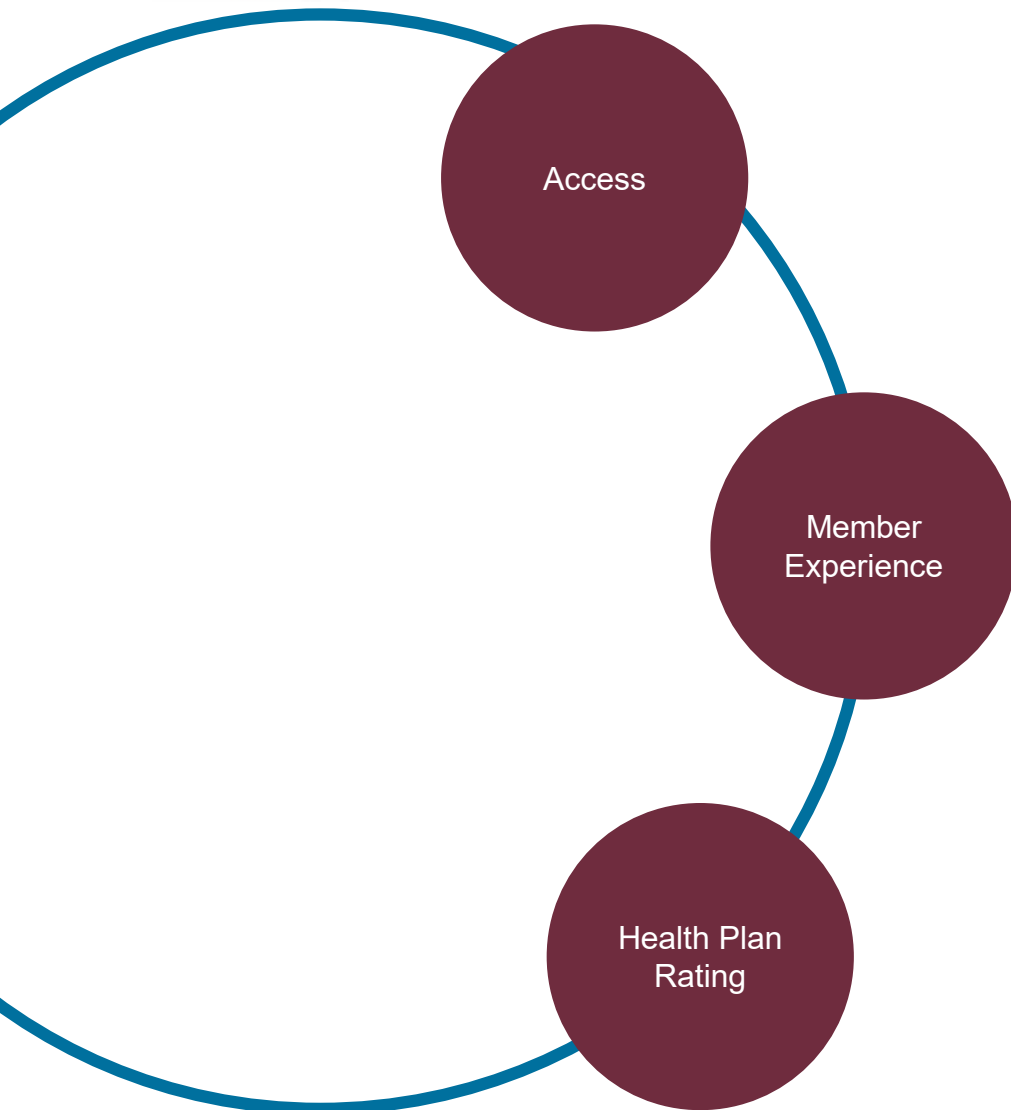
- **NCQA Category Threshold**

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

Member Experience

2022 Member Experience Summary

Member Experience Focus



- 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



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Pill Box Pilot

Andrea Ocampo, PharmD
March 2024

Pill Box Background

- 1,000 child-resistant pill boxes were mailed to select members with young children
- A sample of members were surveyed to see how they felt about Partnership sending this to them



Pill Box Survey

- Survey conducted February 2024
- A total of 444 members called to participate in survey
- 50 members completed the survey (response rate of 11.3%)
- **Results**
 - 78% are currently using or plan to use the pill box
 - 74% felt very happy/happy about the pill box
 - 26% felt neutral
 - 100% felt that other Partnership members would appreciate having these
 - 14% gave the pill box to someone else



Pill Box Survey

I loved the pill box, it was a nice gesture from Partnership.



Gave it to my mom and she loves it!



Very useful, helps me stay organized.



This is great, especially since I have a toddler and they cannot get it open.



Happy to receive my pill box to keep my children safe.



Very happy! I wasn't expecting a pill box but I'm not surprised as I was provided a blood pressure monitor in the past by Partnership.



Pill Box Survey



Consumer Advisory Committee: Pillbox Survey and Feedback

1. Do you think this pillbox would be helpful for our Partnership members? Why?



2. How do you feel about the Partnership label on this pillbox?



3. How should we give pillboxes to members who need them? (Should we mail them to members with a lot of medications or wait for them to call if they want one? Or do you have another idea?)



PARTNERSHIP

HEALTHPLAN
of CALIFORNIA
A Public Agency



Health Equity Data Analysis

Director of Health Equity,
Mohamed Jalloh, Pharm.D.
March 14, 2024



Population Needs Assessment Preliminary Results

Hannah O'Leary, MPH, CHES

March 2024



What is the Population Needs Assessment (PNA)?

- Pinpoints member needs and health disparities (unfair health outcomes)
- Helps Partnership better serve our members
- Primary focus is Partnership members
- Helps meet rules Partnership has to follow
- Uses many data sources

Findings and Identified Needs

- Issues in getting good health care
- Low income
- Neighborhood concerns
- Community concerns

Ways Partnership will Take Action on Member Needs

Partnership staff structure

- Hired key staff
- Increase doula and community health workers (CHW) network

Other actions

- Use state funds (CalAIM)
- CHW funding
- Point in Time (PIT) count efforts
- Fire and disaster email inbox

Ways Partnership will Take Action on Member Needs

Member health and wellness

- High blood pressure health issues
- Colon and cervical cancer screenings
- Breast cancer screenings
- Working with Tribes
- Well-child visits and vaccines

Ways Partnership will Take Action on Member Needs

Access to care

- Getting more doctors to serve Medi-Cal members long-term

Health disparities (unequal health outcomes)

- Diabetes
- Hypertension
- Breast cancer screenings

Health education/culture and language needs

- Telling members about Medi-Cal services
- Member-friendly videos

Summary

Identified Needs

- Issues in getting health care
- Low income
- Neighborhood concerns
- Community concerns

Actions

- Partnership structure
- Member health and wellness
- Access to care
- Health disparities (unequal health outcomes)
- Health education/culture and language needs



Questions?





Community Health Assessment and Community Health Improvement Plan Collaborative

Hannah O'Leary, MPH, CHES

March 2024



Background

- The Population Needs Assessment points out needs and health disparities (unfair health outcomes)
- Partnership must now work on the Community Health Assessments (CHAs) and/or Community Health Improvement Plans (CHIPs) with each local public health department

Background

- Partnership's shared work with local public health departments:
 - Helps Partnership know what the needs and strengths of our members and communities are
 - Makes it less likely to double up on work

Where Are We Now?

- Partnership has met at least twice with every county and is working toward a shared goal
- County priority areas (areas they want to focus on)
 - Helping people have better access to doctors
 - Behavioral health/mental health/substance use
 - Help with getting to Medi-Cal covered visits

Where Are We Now?

- Other County priority areas are:
 - Dental health
 - Building a team of community health workers
 - Maternal/child health
 - Well-child visits/vaccines
 - Adverse childhood experiences (ACEs)
 - Ongoing health issues

Solano Draft SMART Goal

By December 2025, Solano County and health plans will work collaboratively to develop targeted community and managed care plan-specific interventions that improve the percentage of children ages 0 to 30 months who receive well-child visits. This will meet or exceed the Department of Health Care Services (DHCS) 2023 minimum performance level benchmarks of 58.38% receiving six or more visits for ages 0 to 15 months and 66.76% receiving two or more visits for ages 15 to 30 months.

Where Are We Going?

- Turn areas of need into shared goals
- Attend county meetings by county request
- As of January 1, 2024, health plans must offer counties funding and/or in-kind staffing
 - Partnership staff are already working closely with the counties
- Data sharing
 - Must align with the Data Exchange Framework
 - Per DHCS, must start in 2025

Challenges

Challenges

- Drafting SMART goals



Summary

- Partnership must “collaborate meaningfully” with each county public health department on their CHA and CHIP efforts, and on a shared SMART goal
- Partnership must share data
- Partnership has already met with our 24 counties and knows what their main areas of need are
- Some SMART goals have been drafted
- Asks for funding and/or staffing assistance

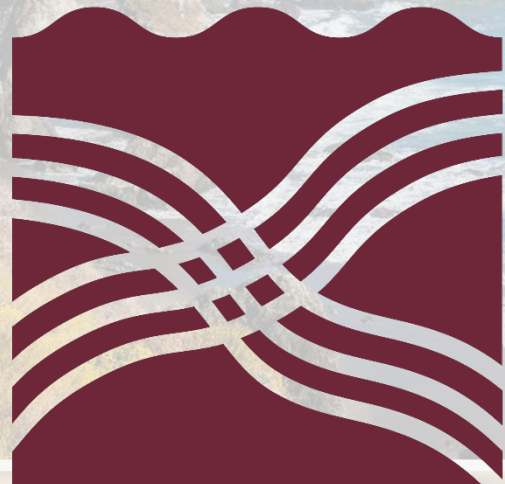


Questions?





PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



2024 CHW Program and Scholarship Opportunity

Supervisor of Member Services,
Ryan Ciulla

Open Forum





Next Meeting

July 11, 2024

Noon – 2 p.m.

