

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: September 14, 2023 **Time:** Noon – 2 p.m.

PHC Attendees: Amy Turnipseed, Autumn Monson, Brandi Walker, Brittany Spears, Candice Quezada, Chelsea Breshears, Cyress Mendiola, Dr. Jeff Ribordy, Dr. Marshall Kubota, Dr. Mohamed Jalloh, Dr. Robert Moore, Jay Navarrete, Jaymee James, Jeremy King, Jessica, Echevarria, John Lemoine, Katrina Tagle, Kevin Spencer, Kory Watkins, Lynn Scuri, Manleen Randhawa, Mark Bontrager, Marta Ford, Melissa, McCartney, Melissa Schumann, Nisha Gupta, Patty Hayes, Ryan Ciulla, Sonja Bjork, Tim Sharp, Tommee Naephan, 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, 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)
- 1800 Spring Ridge Drive, Susanville, CA 96130 (Pioneer 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	4	12:00
2) Introductions <i>Time: 15 minutes</i> <i>Speakers: Melissa Schumann and Ryan Ciulla</i>	Introduction of CAC member attendees and what county they represent Ice Breaker Question: In one or two words name your favorite Fall activity	5	12:05

Topic	Description	Page	Time
3) Approval of June 2023 Minutes <i>Time: 5 minutes</i> <i>Speakers: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the June minutes and another member to second the motion	6 - 15	12:20
4) Follow Up from June 2023 CAC Meeting <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Durable Medical Equipment Update Follow-Up on Vaccine questions from Hannah's presentation Carelon- Mark will be presenting later in meeting	16	12:25
5) Report on Board Meeting <i>Time: 10 minutes</i> <i>Speaker: Wendy Longwell / Lance LeClair</i>	Recap on Partnership's Board of Commissioners' Meeting by Consumer Board Representative	17	12:30
6) Partnership Update <i>Time: 15 minutes</i> <i>Speaker: Sonja Bjork</i>	Brief overview of health plan updates	18	12:40
7) Carelon Behavioral Health Overview <i>Time: 10 minutes</i> <i>Speaker: Mark Bontrager</i>	Presentation on Carelon Behavioral Health	19 - 29	12:55
8) 2023 Grievance & Appeals Annual Report <i>Time: 10 minutes</i> <i>Speaker: Kory Watkins</i>	Partnership HealthPlan Grievance Presentation	30 - 45	1:05
9) Transportation <i>Time: 10 minutes</i> <i>Speaker: Melissa McCartney</i>	Update on Partnership's Transportation Services since launching, April 1, 2023	46 - 47	1:15
10) Partnership in The Community <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Solano County Family Health Services Open House event in Fairfield	48	1:25
11) Population Health Event Update <i>Time: 5 minutes</i> <i>Speaker: Manleen Randhawa</i>	Brief overview of events Population Health attended in during the months of July, August, and September	49 - 52	1:30

Topic	Description	Page	Time
12) Announcing CAC Recruitment <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann/Ryan Ciulla</i>	Launching of CAC's recruitment efforts and flyer	53	1:35
13) Open Forum <i>Time: 15 minutes</i> <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	54	1:40
14) Next Meeting <i>Speaker: Melissa Schumann</i>	December 14, 2023 Noon – 2 p.m.	55	1:55

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

Supervisor of Member Services, Melissa Schumann



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

Introductions

Supervisors of Member Services,
Melissa Schumann & Ryan Ciulla



Ice Breaker Question:

*In one or two words, name your
favorite Fall activity.*



MEETING MINUTES

Meeting Name: Consumer Advisory Committee (CAC)

Date: June 2, 2023

Time: Noon – 2 p.m.

Locations:

3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Rooms)

1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)

4605 Business Center Drive, Fairfield, CA 94534 (Conference Rooms A, B, C)

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

PHC Attendees: Alma Galvan, Amanda Hiatt, Araceli Gutierrez, Brittany Spears, Chelsea Breshears, Cody Thompson, Cyress Mendiola, Dr. Mohamed Jalloh, Dr. Robert Moore, Hannah O’Leary, Jay Navarrete, Jeremy King, John Lemoine, Katrina Tagle, Kevin Spencer, Liz Gibboney, Lynn Scuri, Malania De Paul, Patty Hayes, Ryan Ciulla, Sonja Bjork, Urania De La O, Wendi West

Consumer Attendees: Beverly Franklin, Darnice Richmond, Eugene Korte, Jaime Yan Fautot, Joy Newcom-Wade, Julia Hostler, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Monica Thoma, Wendy Ostergaard, William “Bill” Remak

Agenda Topic	Minutes	Action Items
1) Purpose of Meeting <i>Speaker: Ryan Ciulla</i>	Ryan Ciulla, Supervisor of Member Services , reminded 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>
2) Introductions <i>Speaker: Ryan Ciulla</i>	Introductions from all sites were conducted and all members were asked to answer the following icebreaker question: <i>“What is your favorite dish to bring to a BBQ or potluck?”</i>	<i>None</i>

Agenda Topic	Minutes	Action Items
3) CAC Member Seat Change <i>Speaker: Ryan Ciulla</i>	<p>Welcomed new CAC member, Jaime Yan Faurot.</p>	<p><i>None</i></p>
4) Public Comments <i>Speaker: Ryan Ciulla</i>	<p>Community advocates and members of the public were given the opportunity to address the committee on any non-agenda items of interest to the public that was within the subject matter jurisdiction of the committee.</p> <p>Bill Remak discussed how mental healthcare is delivered to its members throughout Partnership's service areas. Examples like chronic illness, homelessness, substance abuse. He wondered how these areas of concern are integrated with other activities that Partnership invests heavily in. He suggested our providers should be connected with others within the networks so Partnership's members can get the care they need.</p> <p>Monica Thoma said she gets questions from family members who are dealing with either a child, youth or adult who are having a mental health situation. Parents don't feel supported with what is happening with their family member. Is there an ombudsman or behavioral health specialist on staff that can answer these questions to help support them as well as the individual going through it.</p> <p>Lance LeClair shared the Suicide & Crisis Lifeline phone number. Instead of calling 911, you can call 988. Rather than the police coming out, someone from social services or a community resource officer will respond instead.</p>	<p><i>Sonja Bjork responded to Bill and suggested this be a future CAC topic with a special speaker that could talk about how this works within Partnership. She also confirmed that these issues could be discussed through Health Equity. Lynn Scuri said the Governor is introducing their new mental health strategy this afternoon.</i></p> <p><i>Wendi West responded to Monica saying we can bring some information back to CAC on how families can navigate those services.</i></p>

Agenda Topic	Minutes	Action Items
4) Public Comments Continued <i>Speaker: Ryan Ciulla</i>	<p>Lance LeClair thanked Partnership for donating to “Walk4Hearing.” Partnership donated \$500 to the non-profit.</p> <p>Jaime Yan Faurot wanted to know if we could have a speaker from Carelon come speak at our next CAC meeting. In Marin County there are contracted support groups that are dedicated to youth (18-25 year old) going through crisis or have mental health challenges. Partnership should have a component like this for its members.</p> <p>Julia Hostler said the Hoopa Valley Indian Reservation is in crisis; they are dealing with people with mental health issues, fentanyl overdoses, and the only provider in the area may be leaving the medical center. There's not a whole lot of assistance for them in the area, but they have formed taskforces to try and deal with some of these struggles.</p>	<p>Sonja Bjork responded to Jaime saying we would add peer-to-peer support to our future agenda topics as well invite someone from Carelon Behavioral Health to give a presentation.</p> <p>Wendi West responded to Julia saying she plans to discuss this with Partnership’s Chief Medical Officer, Dr. Moore. Partnership has been successful in seeing a decrease in opioid usage, so we will continue to pull resources together to get support to the Hoopa community.</p>
5) Approval of March 2023 Minutes <i>Speaker: Ryan Ciulla</i>	<p>The March 2023 meeting minutes were reviewed and approved.</p>	<p>Motions:</p> <p>Julia Hostler motioned to approve the minutes, Monica Thoma seconded and the Northern Region March 2023 minutes were approved.</p> <p>Nunie Matta motioned to approve the minutes, Darnice Richmond seconded and the Southern Region March 2023 minutes were approved.</p>

Agenda Topic	Minutes	Action Items
6) Follow Up from March 2023 CAC Meeting <i>Speaker: Ryan Ciulla</i>	There were no follow-up items from the March 2023 CAC meeting.	<i>None</i>
7) Consumer Board Member Announcement <i>Speaker: Ryan Ciulla</i>	Terms have been extended by a year for Partnership's Consumer Board Representatives, Wendy Longwell and Lance LeClair. Their term will now go through June of 2024.	<i>None</i>
8) Report on Board Meeting from Consumer Board Member <i>Speaker: Lance LeClair</i>	<p>Lance LeClair, Consumer Board Member, gave a brief recap from the last Board Meeting held on April 26, 2023.</p> <p>Resolutions approved by the Board:</p> <ul style="list-style-type: none"> • Re-appointment of Dr. Broschard & Gerald Huber to the Board, both of whom represent Solano County. • Commendation and Appreciation to Kari Lake for service to Partnership. • Approval of the Budget Assumptions for Fiscal Year 2023/2024 <p>CEO Report:</p> <ul style="list-style-type: none"> • Geographic Expansion (10 counties): Partnership staff is meeting with providers in the new regions and have begun contracting efforts. They hold ongoing monthly meetings with DHCS and the expansion counties leadership team. Partnership hired a new Eastern Region Director, Scott McFarland. He has a lot of experience and is familiar with the rural northern California health care system. 	<i>None</i>

Agenda Topic	Minutes	Action Items
8) Report on Board Meeting from Consumer Board Member Continued <i>Speaker: Lance LeClair</i>	<ul style="list-style-type: none"> • NQCA Accreditation: Partnership will undergo an NCQA renewal survey from October to December 2023. Staff is working closely with an NCQA Consultant to achieve a successful outcome. • Health Equity: Partnership is planning to seek accreditation in 2025. Partnership opened applications for round two of funding for the Capacity & Infrastructure Transition and Expansion & Development Initiative. The funds will be used by new and current contracted Enhanced Care Management (ECM) providers, toward increasing provider workforce, developing infrastructure & integration, as well as monitoring and outreach plans. • Medicare Duals-Special Needs Program (D-SNP) actuarial assessment is being done to understand the resources that will be needed to provide this benefit in the future. • Partnership has dispersed approximately \$14 million dollars to our County of Education and school district partners for the first half of the project plan. (Partnership has partnered with 14 county school districts) funds will be used toward expanding behavioral health workforce at schools, expanding wellness centers & projects at schools, universal behavioral health screenings, implementation of prevention strategies like suicide, mental health & first aid. • Work continues on “Keep Your Medi-Cal” campaign; one way is through call center alerts for members who are identified as receiving redetermination letters. This summer the call center will begin making outreach calls to those who have lost or are at risk of losing their benefits. 	None

Agenda Topic	Minutes	Action Items
8) Report on Board Meeting from Consumer Board Member Continued <i>Speaker: Lance LeClair</i>	<p>Written reports were provided on Operational, Metrics & Financial, Media & Legislative Updates, as well as the Chief Medical Office (CMO) report on Quality.</p> <p>The board voted to select Sonja Bjork as Partnership's new Chief Executive Office as of July 1, 2023.</p>	<p><i>None</i></p>
9) Partnership Update <i>Speaker: Liz Gibboney</i>	<p>Liz Gibboney, Chief Executive Officer, gave an overview of the Health Plan Updates.</p> <p>DHCS & State Issues</p> <ul style="list-style-type: none"> • State Budget • CalAIM: Getting Ready for Medicare. • Kaiser "Direct" Contract • Student Behavioral Health Incentive Program (SBHIP) <p>General Issues:</p> <ul style="list-style-type: none"> • Geographic Expansion • NCQA and Health Equity <p>Lance LeClair presented Liz with a plaque on behalf of all current and past CAC members, thanking her for her dedication to Partnership and its members.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
10) Yolo Healthy Aging Alliance Event <i>Speaker: Lance LeClair / Marcelo “Nunie” Matta</i>	<p>Lance LeClair and Nunie Matta, Consumer Advisory Committee Members, presented event highlights from the Yolo Healthy Aging Alliance Event.</p> <p>Healthy Aging Alliance is a non-profit organization whose mission is to enhance the well-being of older adults through education, collaboration and advocacy. They work to identify and field gaps and to connect older adults with services and resources in Yolo County. This event was held on, April 16, 2023. Partnership regularly supports non-profits in our community and this is one of them.</p>	<p><i>None</i></p>
11) Redding Farmers Market <i>Speaker: Ryan Ciulla</i>	<p>Ryan Ciulla, Supervisor of Member Services announced Partnership’s sponsorship of the Redding Farmers Market.</p> <p><u>Event Location & Date/Time:</u> 777 Cypress Ave, Redding (behind Redding City Hall) Saturdays from 7:30 a.m. to Noon April 1, 2023 through December 2023.</p> <p>Partnership’s Population Health Team attends this every Saturday. They have an informational booth with member information, flyers, and information on Partnership’s programs and services. They also give out swag items and are available to answer any questions. The purpose of the booth is to make sure Partnership is present in our community and that people know we are here to help.</p> <p>CAC members are encouraged to attend the Market and stop by the booth; they can provide their feedback on the how the booth looks and what information is being provided. Partnership is also giving away, “Market Bucks” so the member can do some shopping while they’re there.</p>	<p><i>Wendi West and Monica Thoma will be attending the Market together. All other CAC members are welcome to come!</i></p>

Agenda Topic	Minutes	Action Items
<p>12) Children's Art on Vaccines <i>Speaker: Hannah O'Leary</i></p>	<p>Hannah O'Leary, Sr. Health Educator of Population Health, presented on Anderson Middle School's Poster Contest.</p> <p>Partnership worked with Anderson Middle School in Shasta County to host a poster contest and vaccine clinic. Two Partnership staff members from the Population Health Team gave a brief educational presentation on the importance of vaccines. The students were then asked to draw a poster about vaccinations with a short message on what they learned. The posters were displayed at the school's open house event where students and parents could see and vote on their favorite. They were also encouraged to visit the clinic to receive their required shots for the next school year. First, Second, and Third place winner posters were shared.</p>	<p>Wendy Ostergaard asked if the meningitis was one of the vaccines, which Hannah confirmed it was.</p> <p>Jaime Yan Faurot asked if we do anything as far as prevention or early intervention in physical and mental health. She said it would be a good idea to do posters like this for mental health awareness as well. Sonja Bjork responded saying the SBHIP grant is providing a lot of money to the school districts to do special projects like this. She will ask the guest speaker at our next CAC meeting to highlight a couple projects that are being funded to support mental health.</p> <p>Bill Remak asked if there is more information on what vaccines were provided during the outreach program and how it was done with the young parents during this event. Hannah responded saying the marketing took place through the teachers and the vaccines that were provided were, Tdap, MCV4, and HPV.</p>

Agenda Topic	Minutes	Action Items
13) Member Material Review <i>Speaker: Hannah O'Leary</i>	<p>Hannah O'Leary, Sr. Health Educator of Population Health, presented member material.</p> <ul style="list-style-type: none"> • Breastfeeding Resources • Control Your Asthma • Child Resistant Pill Organizer 	<p>Lance LeClair asked if the materials could be provided in the form the member would receive it. For example, if it's supposed to be a brochure, the CAC members receive it in brochure form rather than single pages. Patty Hayes responded saying Partnership will provide the materials in the form the member would receive it.</p>
14) Health Equity <i>Speaker: Dr. Mohamed Jalloh</i>	<p>Dr. Mohamed Jalloh, Director of Health Equity, provided a presentation on Health Equity.</p> <p>Dr. Jalloh gave a brief history on his educational background and how it led him to his current role as Partnership's Director of Health Equity.</p> <p>He encourages members to reach out to him with him any feedback (stories, complaints, patterns) and recommendations or advice they can give him on what they're seeing in their communities.</p> <p>Email: mjalloh@partnershiphp.org</p>	<p>Jaime Yan Faurot will meet with Dr. Jalloh after the meeting and let him know which clinic or medical center would be good for him to reach out to in Marin County.</p> <p>Bill Remak said one of the issues he sees with disparity within Partnership is not having the providers for specialty care in certain areas. Dr. Jalloh responded to Bill and said there are disparities specific to people in rural areas compared to urban areas; so, he will be touring some of those areas in hopes of meeting with people to get direct feedback and ideas on what could be done to eliminate those disparities.</p>

Agenda Topic	Minutes	Action Items
15) Open Forum <i>Speaker: Ryan Ciulla</i>	<p>Members and members of the public were given the opportunity to address the committee on any agenda and non-agenda items of interest.</p> <p>Nunie Matta asked if there was a way Partnership or the State could help encourage the vendors to move faster when it comes to durable medical equipment. He said they've lost paperwork and had to start all over again. It took approximately three weeks after Partnership got ahold of the vendor to approve a wheelchair.</p> <p>Jaime Yan Faurot said Partnership can provide coordinated care to assist its members. For example, there's a place in Marin that fixes wheelchairs.</p> <p>Wendy Ostergaard asked if Partnership can look into preventative care as well?</p> <p>Bill Remak said as members and patient advocates, if you can, you should participate in clinical trials because it helps advance the science and technology in medicine. Although it may not directly affect the day-to-day operations of the health plan, the health plan does depend on the best science in order to provide the best results as a payer.</p>	<p>Sonja Bjork replied to Nunie saying <i>those who have multiple insurances, it's hard to hold the vendors accountable. She will share his experience with a statewide committee she is on that may bring light to the difficulties members experience when they have more than one insurance company they work with.</i></p> <p>Lance LeClair will provide Sonja with information regarding an assembly bill that has to do with wheelchair access and improving the system.</p>
16) Next Meeting <i>Speaker: Ryan Ciulla</i>	September 14, 2023 Noon – 2 p.m.	<i>None</i>

Follow-up from June 2023 CAC Meeting

Supervisor of Member Services, Ryan Ciulla

- **Durable Medical Equipment**
- **Vaccine Outreach Program**
- **Carelon Behavioral Health**

Report On Board Meeting

Consumer Board Representatives, Wendy Longwell & Lance LeClair

Recap on Partnership's Board of Commissioners' Meeting



Partnership Update

Chief Executive Officer, Sonja Bjork





Carelon Behavioral Health Update

September 14, 2023



Partnership contracts with another entity to administer mental health benefits:

Carelon Behavioral Health *(formerly Beacon Health Options)*

What do they do for Partnership?

- Call Center **1-855-765-9703**
- Contract with Providers
- Pay Claims
- Care Coordination

Services Include:

- Outpatient individual, family and group therapy
- Psychiatric services
- Labs, tests, drugs, supplements
- Neuropsychological testing for the evaluation of a mental condition

Whose Responsible for Mental Health Services?

Specialty Mental Health (County)	Non-Specialty Mental Health (Partnership Health Plan)
Psychiatric Hospitals Crisis Stabilization Mobile Crisis Units	Acute General Hospitals Emergency Room Services
Outpatient Services:	
Therapy: Individual, Group, Family, Psychiatric	Therapy: Individual, Group, Family, Psychiatric
Eligibility: Mental Health Diagnosis or suspected condition and a Significant Impairment in life functioning	Eligibility: Mental Health Diagnosis or suspected condition and a mild/moderate impairment in life functioning

How does someone get help?

It depends...

Example:

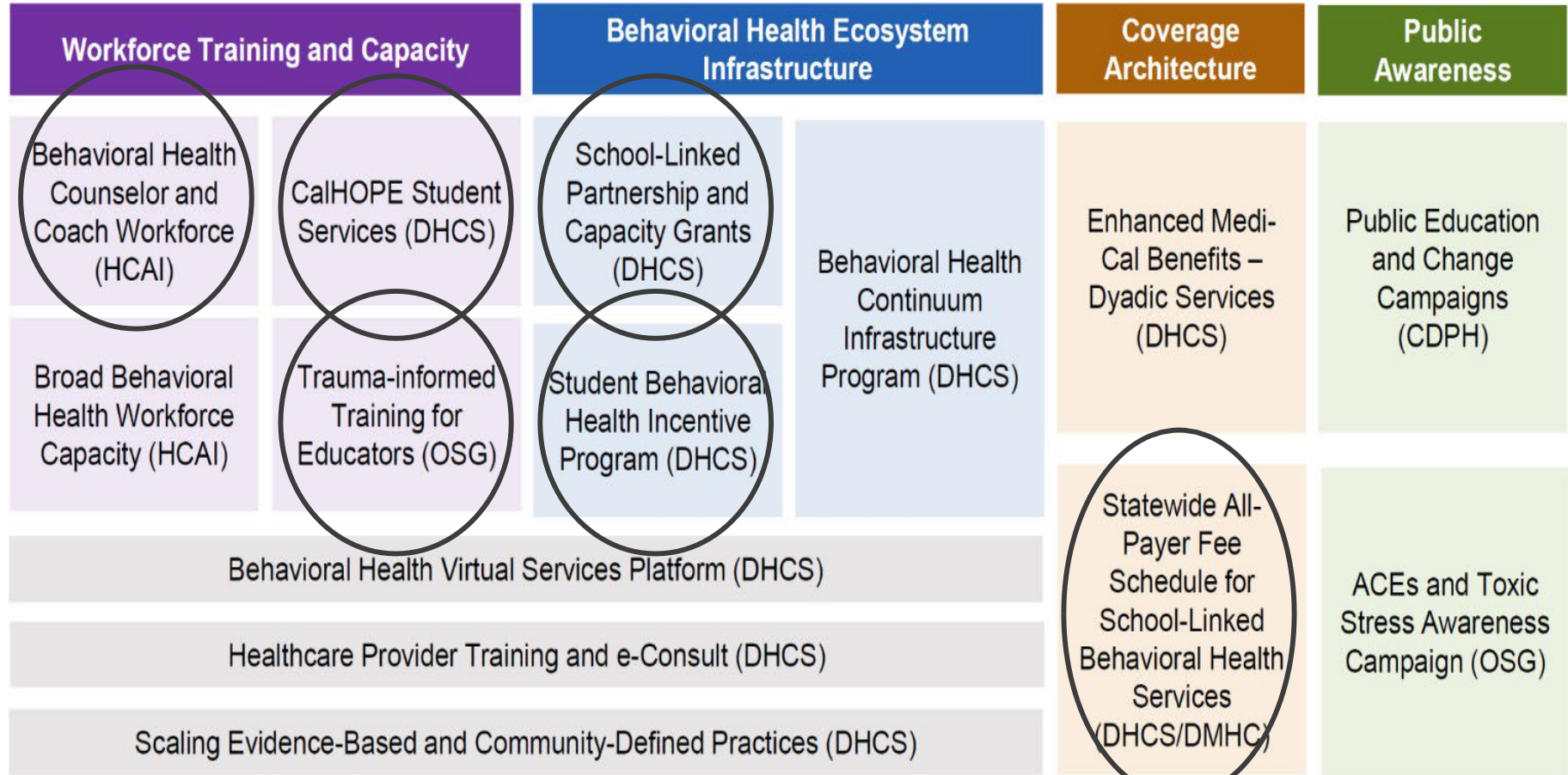
Wanda Wonderful is having a difficult time...



Child & Youth Behavioral Health Infrastructure (CYBHI)

- “Behavioral Health Well-Child Visits”, aka Dyadic Services (\$800m)
- CalHope (\$45)
- Behavioral Health Virtual Services Platform (\$800m)
- Evidence Based Interventions Grants (\$450m)
- Workforce Grants (\$500m)
- Student Behavioral Health Incentive Program (\$400m)
- School-Linked Behavioral Health Capacity Grants (\$550m)
- Wellness Coaches (\$350m)
- Statewide Fee Schedule 1/1/24

Direct Impact on Schools



Overarching Goal: Increase access and utilization of behavioral health services at school sites; improve coordination between MCPs, Schools and School-linked BH providers

Statewide:

- \$400 million to managed care plans
- Partnering with County Office of Education & LEAs
- 2022 is assessment and planning year
- 2023/24 Project Intervention Years

Partnership Counties:

- 14 County Offices of Education
- 86 School District Partners (LEAs)
- Monthly Learning Collaborative
- \$22 million in Incentive funding



SBHIP Interventions in PHC Counties

INTERVENTION	COUNTY
BH Wellness Programs:	SOLANO – PBIS training HUMBOLDT – Youth Mental Health First Aid training LAKE – SEL training MENDOCINO – “RULER” training SISKIYOU – Training in BHW programs SONOMA – Healing-centered Wellness curriculum TRINITY – Expanded staff wellness training
Wellness Centers	YOLO NAPA TRINITY DEL NORTE (Mobile Wellness Center)
BH Screenings & Referrals	SOLANO MENDOCINO SISKIYOU LAKE
Build Stronger Partnerships to Expand Medi-Cal Services	SOLANO – building LEA Medi-Cal billing capacity HUMBOLDT – analyst position; identify sustainable funding streams; strengthen referral processes MARIN – TA to support LEA participation in centralized billing SHASTA – Create toolkit for third-party Medi-Cal billing vendor SONOMA – TA for building billing capacity
Expand BH Workforce:	MODOC –BH assistants NAPA -- Social workers, clinicians, or similar positions SONOMA – Increase BH-related positions
Expand BH Workforce: Interns	SOLANO MARIN
Care Teams	LASSEN – establish a project team coordinator position SHASTA – Expand Community Connect referrals to include depression and anxiety; create GIS map of services
IT Enhancements: Referral system	YOLO
Suicide Prevention Strategies	SONOMA

I. Bond: \$5 Billion in Bonds to build housing for BH Impacted Individuals

II. Modernize MHSA – new categorical spending requirements

- 30% for ‘housing supports’
- 35% Full Service Partnerships (Wraparound)
- 35% Behavioral Health Service & Supports (Early Intervention, Prevention)
- Counties can choose to include individuals with primary Substance Use Disorder

III. Increase Accountability

- Behavioral Health Transparency & Accountability Reports for counties
- Will Require Commercial Health Plans to cover behavioral health at the same level as Medi-Cal

Questions?





Grievance & Appeals Annual Report – CY 2022

Kory Watkins, MBA-HM
Associate Director,
Grievance & Appeals

June 2023



Agenda



Overview

The Numbers

The Members

The Reasons

Improvements

Purpose Overview

The Grievance & Appeals (G&A) department is responsible for resolving member complaints, grievances, and appeals. Our primary goal is to **ensure that our members' rights are protected, and that they have a fair process to address any concerns or disputes** they may have regarding their healthcare services.

The G&A department is an integral piece of the health plan because we:

Help members understand their benefits

Improve how PHC delivers benefits

Improve provider's service to members

Solve conflicts between parties

Identify new training opportunities

Process Overview

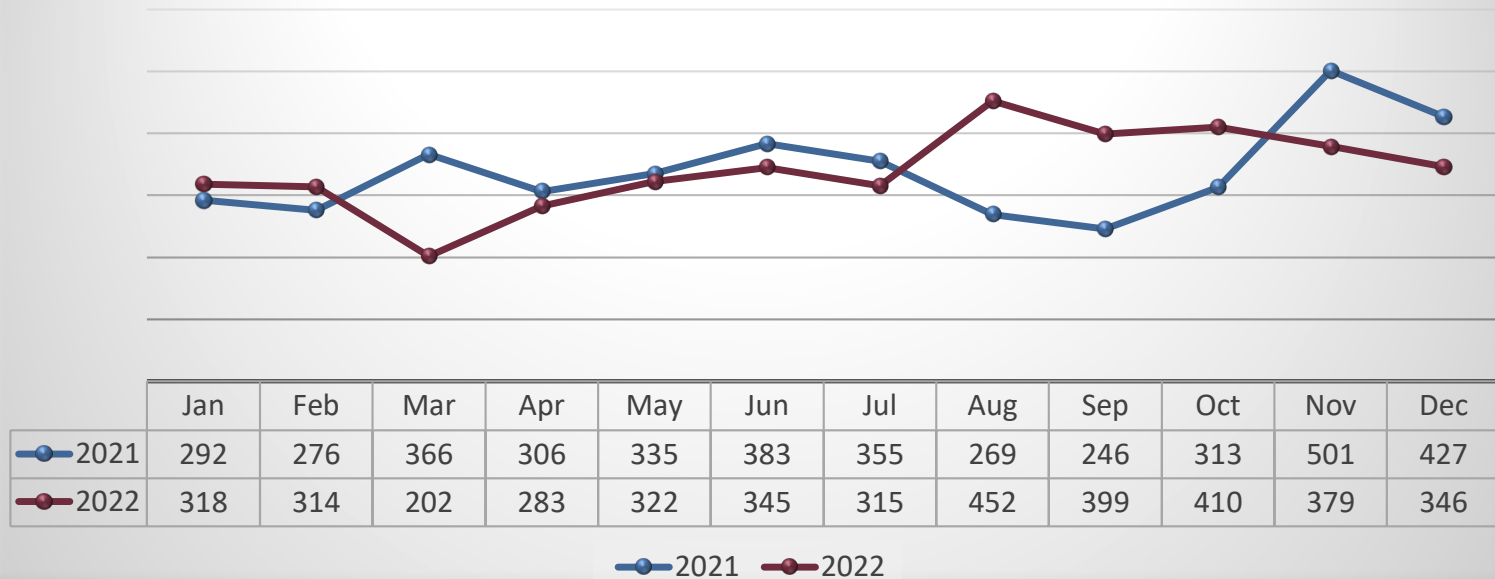


G&A processes 5 different case-types



Annual Statistics By Year

Cases Closed Per Month 2021 vs 2022



Total Annual Case Count

2022 – 4,085

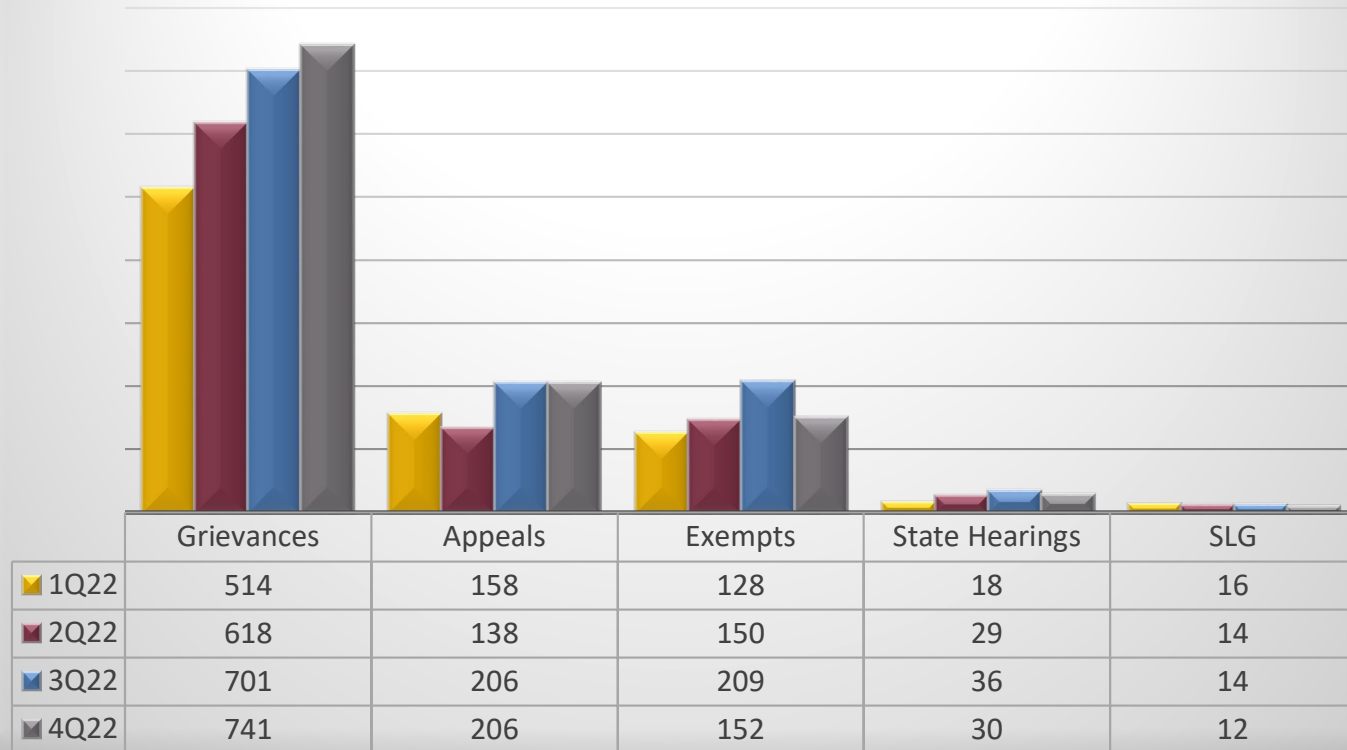
2021 – 4,069

2020 – 4,081

2019 – 5,432

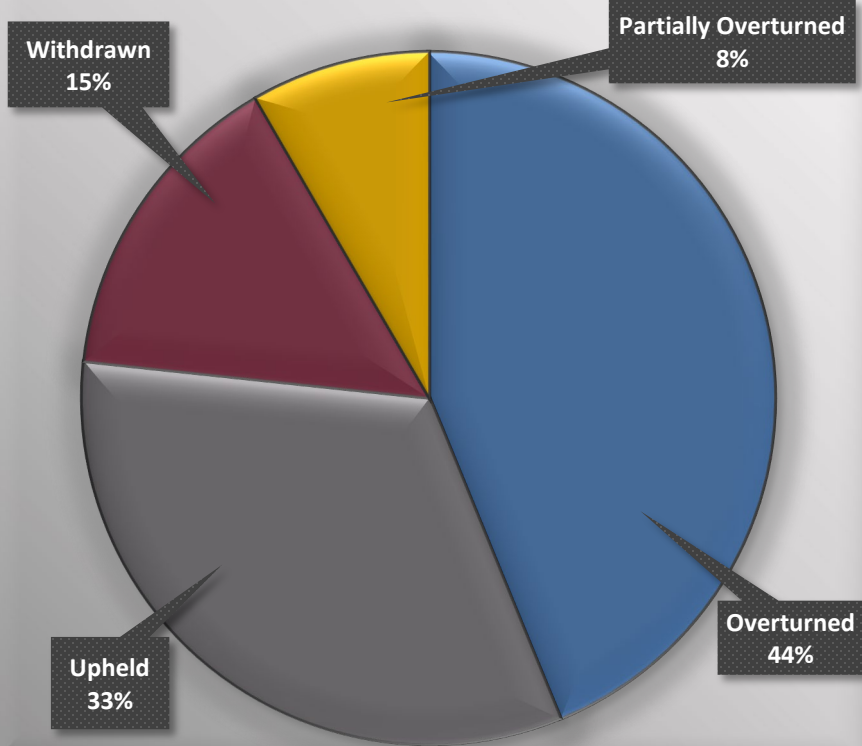
Annual Statistics By Quarter

2022 Cases Closed By Case Type

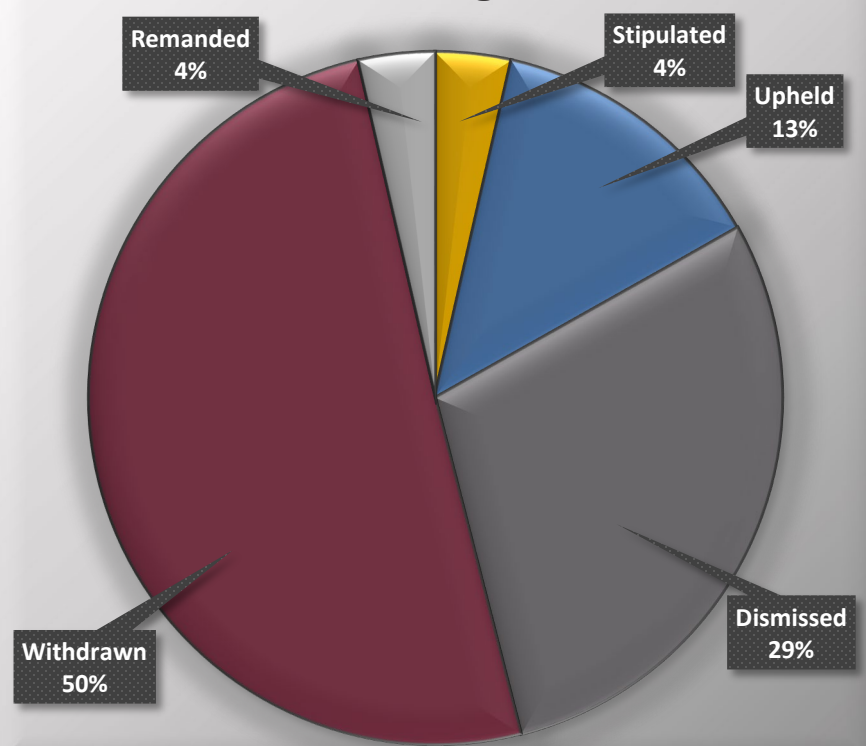


Case Outcomes

2022 Appeal Outcomes



2022 State Hearing Outcomes



Timeliness

2022 Performance

	Case Closure	Ack-Letters Mailed
# Cases Impacted by DHCS TAT	3338	3338
# Late	213	131
Goal	98.0%	98.0%
Actual Performance	93.6%	96.1%

Performance Goals

Case Closure

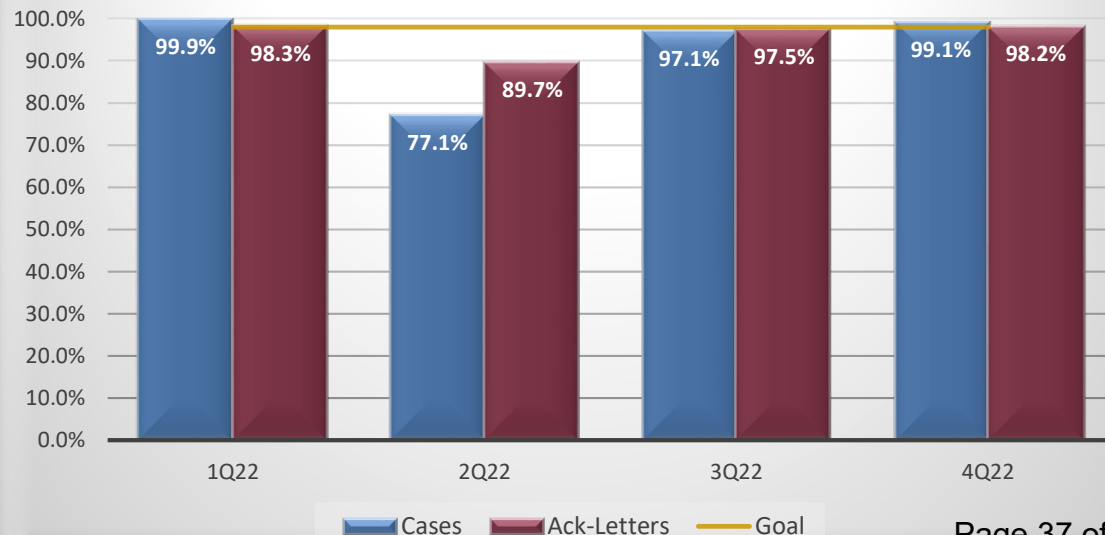
- Expedited cases – Investigate 98% of cases within 72 hours
- Standard Cases – Investigate 98% of cases within 30 days
- Extended Cases – Investigate 98% of cases within 44 days

Acknowledgment Letters

- Mail Acknowledgment Letters on or before the 5th calendar day after case received

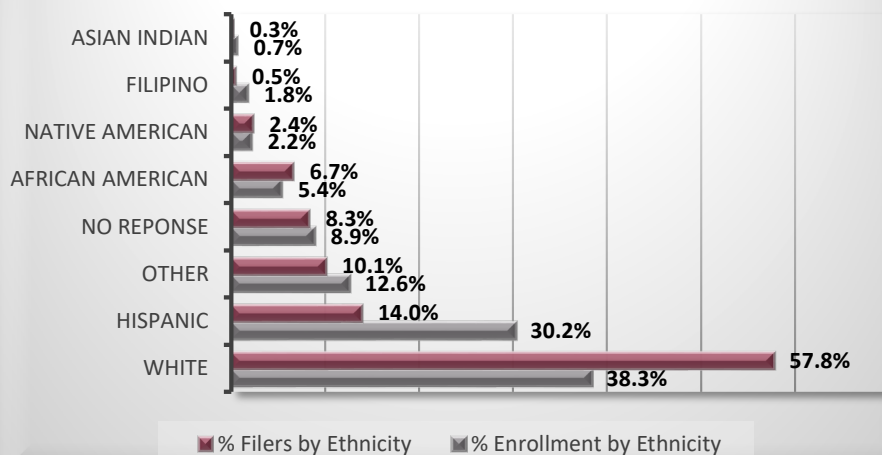
2Q22 timeliness was impacted by the system disruption that occurred in March 2022.

2022 Casework Timeliness

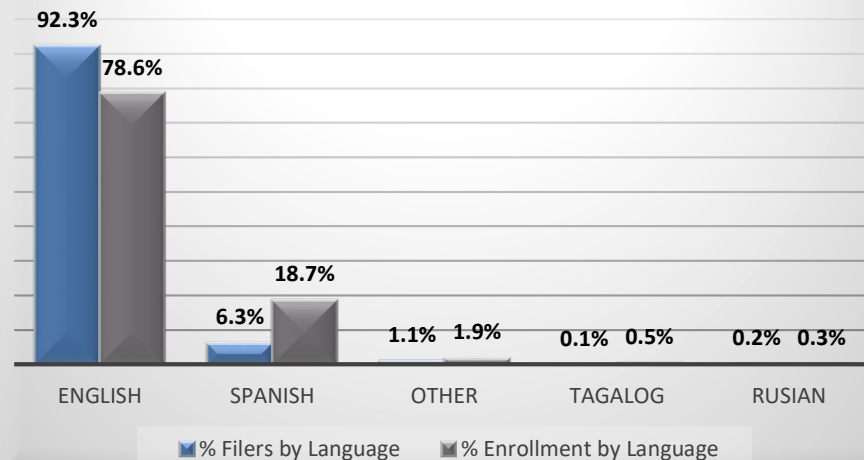


Member Demographics

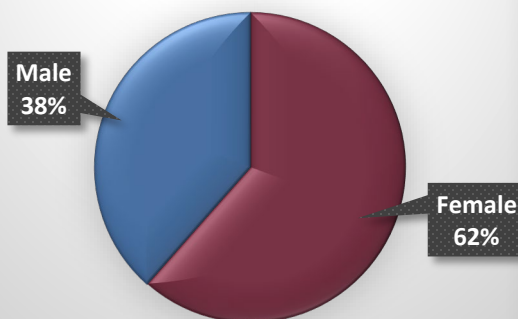
2022 Cases by Ethnicity



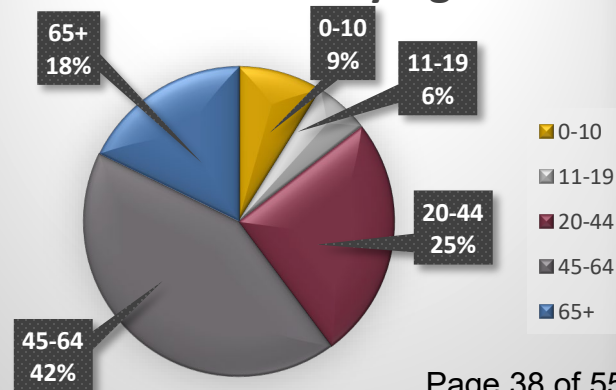
2022 Filers by Language



2022 Filers by Gender



2022 Filers by Age



Members who are White or African American filed more cases than they are represented by enrollment. Hispanics are underrepresented.

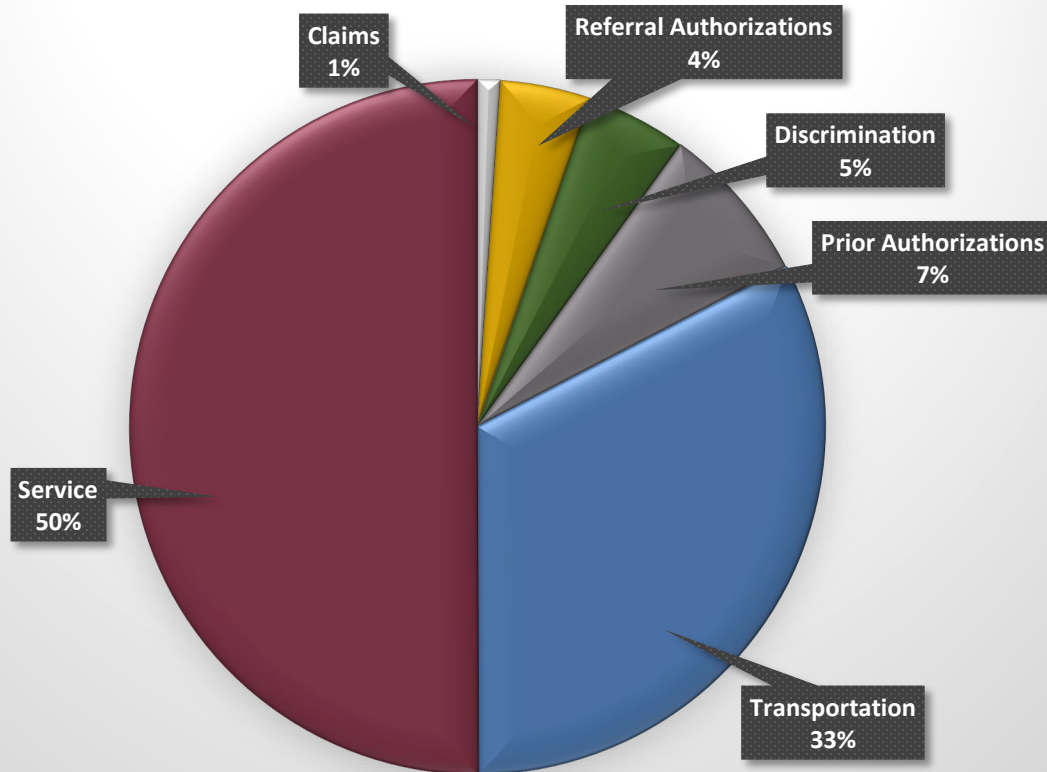
Member Demographics

2022 Filers by County		
County	% Filers by County	% Eligibility by County
Solano	19.0%	20.3%
Shasta	14.1%	10.6%
Humboldt	12.8%	9.1%
Sonoma	11.5%	19.3%
Yolo	7.4%	9.2%
Marin	6.1%	7.4%
Lake	6.0%	5.2%
Mendocino	5.7%	6.1%
Siskiyou	4.6%	2.9%
Del Norte	3.9%	1.9%
Napa	3.5%	5.2%
Lassen	3.3%	1.3%
Modoc	1.2%	0.6%
Trinity	0.9%	0.9%

2022 Filers by Top 10 Cities		
City	# Cases	% Cases
Redding	308	7.5%
Fairfield	245	6.0%
Vallejo	218	5.3%
Santa Rosa	191	4.7%
Eureka	169	4.1%
W. Sacramento	139	3.4%
Vacaville	139	3.4%
Crescent City	121	3.0%
Arcata	113	2.8%
Napa	109	2.7%

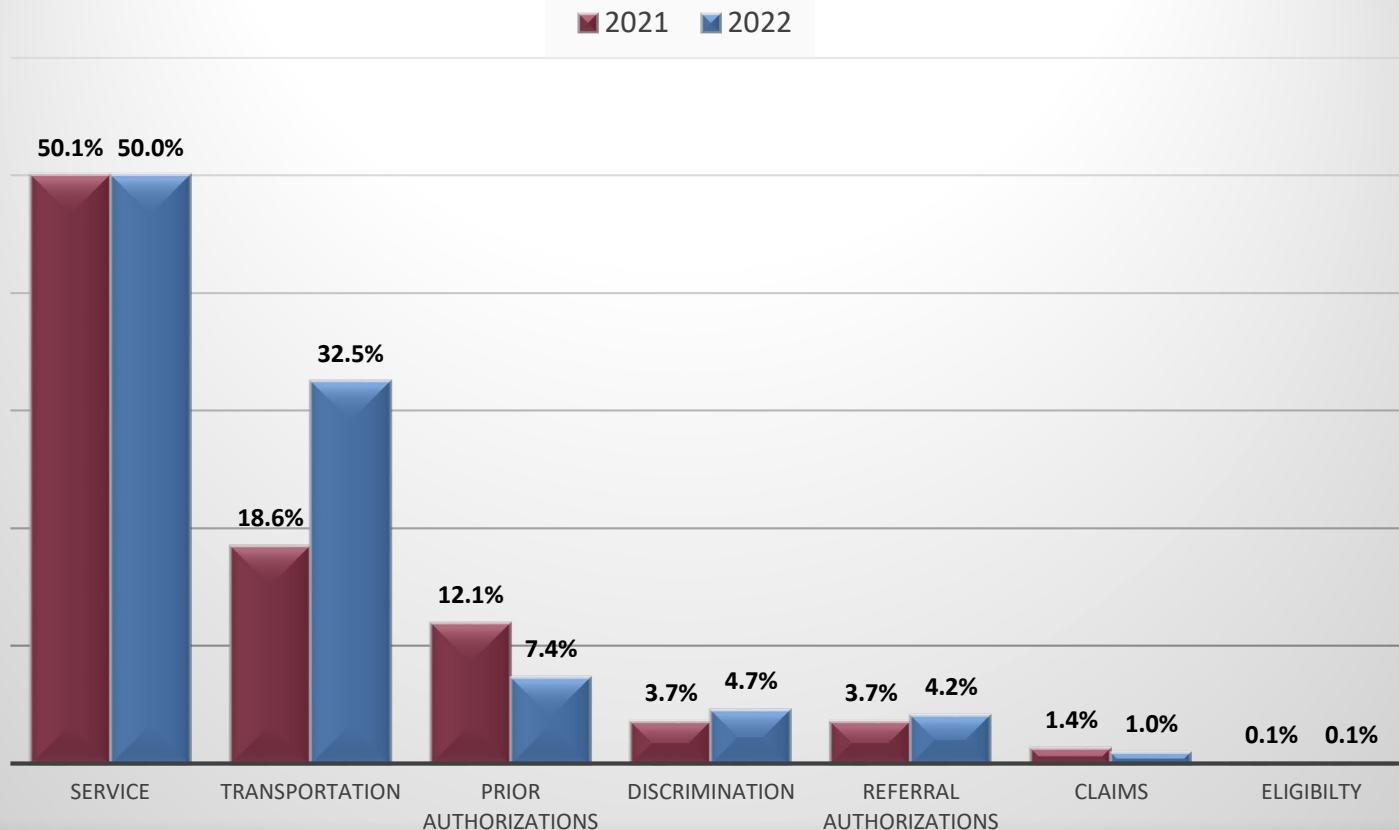
Categories of Dissatisfaction

2022 Core Categories of Dissatisfaction



The Reasons

2021 vs 2022 Dissatisfaction Categories



Service Related

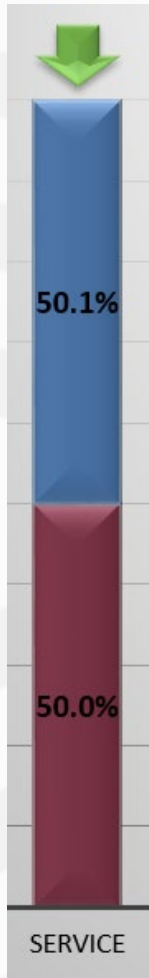
Breakdown of Service Issues

Provider Services account for 86% (3,290 concerns). The top four reported concerns related to Provider Services are:

- Treatment Plan Disputes (21%)
- Poor Provider Communication (15%)
- Poor Provider Attitude (15%)
- Access/Scheduling Appointments (14%)

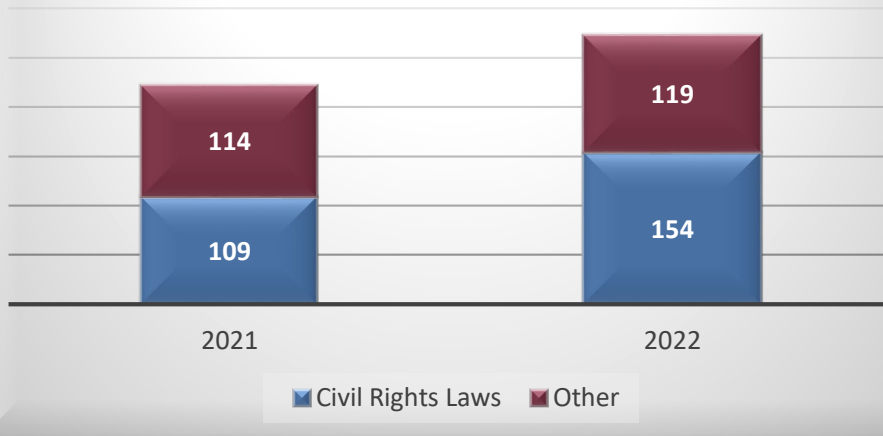
Other Service Issues include:

- PHC Service Complaints (7%)
- PCP Enrollment (4%)
- PHC Staff Complaints (2%)



Discrimination

Discrimination Cases 2021 vs 2022



Discrimination cases can fall into more than one category

Discrimination Categories	# Reported Concerns
Race or Ethnicity	50
Disability	49
Language Assistance Services	21
Age	14
Language	12
Gender	5
Basis of Sex	4
Sexual Orientation	4
Limited English Skills	3
Religion	3
Auxillary Aids and Services	2
Nationality	2
Gender Expression	1
Gender Identity	1

Improvements

Improving Internal Quality

- Initiated quarterly meetings between G&A Nurses and Medical Director for Quality to review cases and trends
- Standardized documentation to include real-time updating of internal documents as process changes occur

PARTNERSHIP



HEALTHPLAN
of CALIFORNIA

A Public Agency

Questions?



Transportation

Director of Transportation Services, Melissa McCartney



Did you know that you may be able to get transportation to your Medi-Cal covered services?

There are 4 types of transportation services you can get as a Partnership HealthPlan of California member:

1) Emergency Transportation Services

Partnership covers ambulance services. Call **911** right away if you need emergency transportation. You do not need to ask your doctor.

2) Non-Emergency Medical Transportation (NEMT)

Partnership covers transportation to medical services and appointments. This is for when you have a health issue that makes you not able to get to your visit by car, bus, train or taxi. Ask your doctor for NEMT services. Your doctor will know what kind of transportation service you need for your health issues. If you need help getting out of your house, getting into a vehicle, and/or getting into a medical office, you may be able to get NEMT services. Types of NEMT services are:

- Ambulance
- Air Transport
- Wheelchair Van
- Gurney Van

Call **Partnership Transportation Services** to ask for doctor-approved NEMT services at least 5 days before your visit. Call **(866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m.** Please call as soon as possible for urgent visits.

3) Non-Medical Transportation (NMT)

Partnership also covers rides in cars, taxis, buses, or through gas mileage payments to get to medical visits. You may be able to get:

- Gas mileage payments when a family member or friend takes you to a visit. In most cases, members cannot be paid directly.
- Bus passes / para-transit tickets
- Taxi vouchers
- Train tickets

Partnership will pay for the lowest cost NMT service that meets your health needs. For example, you may get a bus pass but not a taxi if there is a bus route near you and your visit.

Please call (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m. to get NMT services. Call at least 5 days before your service or appointment. Please call as soon as possible if your need is urgent.

4) Additional Benefits for Travel Expenses

Partnership may cover:

- Meals
- Tolls
- Lodging
- Parking
- Medical Attendant Reimbursement

You must ask Partnership for these services before the visit. **Please call Partnership Transportation Services at (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m.** to get these added benefits. Call at least 5 days before your medical service or appointment. Call as soon as possible if your visit is urgent.

Call Member Services at (800) 863-4155, Monday – Friday, 8 a.m. – 5 p.m. for questions about Partnership benefits. TTY: Call (800) 735-2929 or 711. Please have your ID number or ID card ready.

Partnership in the Community

Supervisor of Member Services, Melissa Schumann

Solano County Family Health Services Open House





Population Health Event Update

Manleen Randhawa, MPH, CHES
Health Educator

53 Events Attend for Q3

39 Events Attended from July 1 – August 31

13 Mobile Mammography Events

6 Redding Farmer's Markets

4 Child Immunization Events

16 Health Fairs



14 Scheduled for Sept 1 – Sept 30

6 Mobile Mammography events through mid-Sept

5 Redding Farmer's Markets

3 Health Fairs

Mobile Mammography Clinics

- Population Health has been attending mobile mammography event days at various clinics within Partnership's service area
- At the event, our staff:
 - Engage with people getting their screening
 - Hand out goodie bags
 - Offer member information on benefits



Hear of an Event we Should be at?

Email us!

PopHealthOutreach@partnershiphp.org

Some events we attend are posted to our social media, so be sure to give Partnership a follow on Facebook!

CAC Recruitment

Supervisor of Member Services, Melissa Schumann



Open Forum





Next Meeting

December 14, 2023

Noon – 2 p.m.