



## MEETING MINUTES

**Meeting Name:** Consumer Advisory Committee Meeting

**Date:** March 14, 2024

**Time:** Noon – 2 p.m.

**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)

**Partnership Attendees:** Dr. Andrea Ocampo, Andrea Thomas, Anthony Sackett, Brandi Walker, Brittany Spears, Chelsea Breshears, Chris George, Cyress Mendiola, Edna Villaseñor, Hannah O’Leary, Jay Navarrete, Dr. Jeff Ribordy, Jeremy King, John Lemoine, Kathryn Power, Katrina Tagle, Kory Watkins, Luzero Morales Garcia, Lynn Scuri, Manleen Randhawa, Marta Ford, Melissa Schumann, Dr. Mohamed Jalloh, Nisha Gupta, Dr. Robert Moore, Ryan Ciulla, Sarah Cardenas, Selina Delgado, Sonja Bjork, Dr. Stan Leung, Tim Sharp, Vicky Klakken, Wendi Davis

**Consumer Attendees:** Becky Sherman, Bethany Redmill, Beverly Franklin, Christina Thompson, Claire Gover, Eugene Korte, Jaime “Yan” Faurot, Jeanette Perez, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Wendy Longwell, William “Bill” Remak

Agenda Topic	Minutes	Action Items
<p><b>1) Welcome / Purpose of Meeting</b>  <i>Speakers: Melissa Schumann and Ryan Ciulla</i></p> <p><b>Welcome / Purpose of Meeting (continued)</b></p>	<p><b>Melissa Schumann and Ryan Ciulla, Supervisors of Member Services</b>, opened the meeting by welcoming everyone, read the housekeeping rules and reminded the members that the purpose of the Consumer Advisory Committee is to act as a bridge between the health plan and the members by giving them a forum to discuss common issues of interest and importance. The Committee creates a good place to bring up concerns for all members by making sure that</p>	<p><i>None</i></p>

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<i>Speakers: Melissa Schumann and Ryan Ciulla</i>	Partnership responds to the different kinds of health care needs for all members.	
<b>2) Introductions</b> <i>Speakers: Melissa Schumann and Ryan Ciulla</i>	CAC members in all Partnership sites gave their names and which county they were from. Members also answered the Ice Breaker question: What is your favorite pie?	<i>None</i>
<b>3) Approval of December 2023 Minutes</b> <i>Speaker: Ryan Ciulla</i>	The December 2023 meeting minutes were reviewed and approved	<b>Vote:</b> <i>Wendy Longwell voted to approve the minutes, Becky Sherman also voted to approve the minutes. The December 2023 meeting minutes were approved.</i>
<b>4) Follow Up from December 2023 CAC Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla and Cyress Mendiola</i>  <b>Follow Up from December 2023 CAC Meeting (continued)</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla and</i>	<b>Ryan Ciulla, Supervisor of Member Services</b> provided answers to follow up questions from the December 2023 CAC Meeting.  The <b>Partnership Member Experience Annual Review</b> was moved from December 2023's meeting to today's. Anthony Sackett from Health Services Quality Improvement and Kory Watkins from Grievance & Appeals will be providing a presentation on Partnership's 2022 Member Experience Survey results.  In December 2023, Dr. Jalloh presented on <b>Sexual Orientation and Gender Identity</b> . From that presentation, a new application was created for all CAC members to fill out. The application includes Department of Health Care Services (DHCS) required information to ensure the CAC is comprised of all services areas and is inclusive to all members.  <b>Cyress Mendiola, Sr. Manager of Member Services</b> went over new requirements that DHCS has for the Consumer Advisory Committee	<i>Member Services is currently providing Member Informative Sessions in each of Partnership's servicing counties trying to engage with members as well as providers and county based organizations. If there are any CAC Members interested in participating in these sessions, or have further questions or feedback, please feel free to reach out to the CAC Team at: <a href="mailto:cac@partnershiphp.org">cac@partnershiphp.org</a>.</i>



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	<p>be a great way to help members reach out to a consumer that has a direct connection with the board. <b>Wendy Longwell</b> said it would also be nice to have a CAC Member write an article for the newsletter sharing what the members are doing and how involved they are in Partnership. <b>Lulu Zhang</b> said another idea would be for one CAC member from each county meet remotely for about an hour each week to discuss issues or obstacles they are experiencing in their particular county. They can then bring back all the information and share with the CAC the most frequently mentioned problems. <b>William Remak</b> said it would be an added resource to add CAC information to Partnership's Website.</p> <p>Cyress Mendiola thanked everyone for their excitement, energy, and feedback regarding this topic.</p>	
<p><b>5) Welcome New CAC Members</b>  <i>Time: 5 minutes</i>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Supervisor of Member Services</b> introduced two new CAC Members, Bethany Redmill representing Lake County, and Claire Gover representing Solano County.</p>	<p><i>The CAC is recruiting for all 24 counties, so if you know someone that would be a good fit, please reach out to the CAC Team at, <a href="mailto:cac@partnershiphp.org">cac@partnershiphp.org</a>.</i></p>
<p><b>6) Report on Board Meeting</b>  <i>Time: 10 minutes</i>  <i>Speaker: Wendy Longwell</i></p>	<p><b>Wendy Longwell, Consumer Board Representative</b> provided a recap on Partnership's Board of Commissioners' Meeting held on, February 28, 2024.</p> <ul style="list-style-type: none"> <li>• Partnership continues to hire more staff in all departments. There is lots of training taking place to be able to assist with all the questions coming in, especially from the members in the expansion counties</li> <li>• Membership has increased by approximately 300,000 members</li> <li>• There is a large increase in Enhanced Care Management (ECM) members that need assistance</li> <li>• Partnership has provided over 1 million rides to members</li> </ul>	<p><i>None</i></p>

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	<ul style="list-style-type: none"> <li>Partnership has a new Chair and Vice Chair for the Board</li> </ul>	
<p><b>7) Partnership Update</b>  <i>Time: 10 minutes</i>  <i>Speaker: Sonja Bjork</i></p> <p><b>7) Partnership Update (continued)</b>  <i>Time: 10 minutes</i>  <i>Speaker: Sonja Bjork</i></p>	<p><b>Sonja Bjork, Chief Executive Officer</b> gave a brief overview of health plan updates.</p> <p><b><u>10 County Expansion</u></b></p> <ul style="list-style-type: none"> <li>Partnership expanded into 10 new counties on January 1, 2024 and there are currently 918,000 members</li> <li>A selection committee will be created that includes CAC members who will participate in selecting members onto the CAC</li> <li>Partnership has contracted with thousands of new healthcare providers</li> <li>There will now be a total of three Consumer Board Representatives; one in the Eastern Region, one in the Northern Region, and one in the Southern Region</li> </ul> <p><b><u>Operations Update</u></b></p> <ul style="list-style-type: none"> <li>The contract with our healthcare providers, Dignity Health and Mercy Medical Group, is ending at the end of March 2024</li> <li>The state requires Partnership to send out notification about the termination to our members at least 30 days prior to give members time to select a new provider. The main areas that are being impacted are Yolo and Shasta counties.</li> <li>Even with the upcoming termination, Partnership continues to negotiate with Dignity and Mercy to come to an agreement on a new contract</li> <li>For any questions or concerns please contact Partnership's Member Services department at (800) 863-4155</li> </ul> <p><b>Wendy Longwell</b> said she was notified that MD Imaging is no longer with Shasta Community, so it puts a big strain on members who need imaging care. Sonja said California provides a lot of consumer</p>	<p><i>Sonja will provide an update to the CAC in July on how the school districts are doing with the state's experimental company.</i></p>

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<p><b>7) Partnership Update (continued)</b>  <i>Time: 10 minutes</i>  <i>Speaker: Sonja Bjork</i></p>	<p>protections such as continuity of care. If a member is receiving care, they can continue getting care. Partnership also has the transportation benefit available to members who need assistance getting to a provider. Wendi Davis said there will be a replacement for the imaging services in Shasta County.</p> <p><b><u>Commission Changes</u></b></p> <ul style="list-style-type: none"> <li>Partnership’s Board now has a total of 40 commissioners. The Chair of this board is Kim Tangermann from Lake County and the Vice Chair is Dean Germano from Shasta County.</li> </ul> <p><b><u>Schools and Mental Health Services</u></b></p> <p>California did an experiment that includes eight school districts in our servicing area by hiring a company that will receive insurance bills from each child no matter what insurance plan the child has. They will pay the bill so the school can be paid immediately, and then the company will send the bills to the correct health plan for reimbursement.</p> <p><b>William Remak</b> said schools have recently lost a lot of their nursing staff so he is curious how this experiment would work with such limited staff. Would the schools hire more nurses and counselors? Sonja responded and said schools don’t have to add to their staff, rather a community based organization that has counselors, therapists, etc. can come to the school on certain days.</p> <p><b>Jaime “Yan” Faurot</b> asked if Partnership engages in hiring peers to serve as a paraprofessional with the clinicians. Sonja responded to Jaime and said California is aware of the workforce shortage and they are paying a lot more attention to these types of needed positions</p> <p><b>Jeanette Perez</b> said Solano Community College has a great human services certificate program that trains student to provide services in this area. Sonja responded to Jeanette, starting January 1, 2025,</p>	<p><i>Jaymee James, Manager of Mental Health Programs responded to Marcelo Matta saying most clinicians are going to want to work with parents; however, it’s a very good question that she will take back to her team to get an answer.</i></p>

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	<p>Medi-Cal is allowing Partnership to pay for a job called, Community Health Worker (CHW), also known as peer worker.</p> <p><b>Marcelo “Nunie” Matta</b> asked if it’s possible to get parents involved in the mental health programs at schools. He also asked if providers have their own advisory committees. Sonja responded saying Dr. Moore is a part the Physician’s Advisory Committee (PAC) and they operate a lot like the CAC, but with providers instead.</p>	
<p><b>8) Consumer Board Member Position</b>  <i>Time: 5 minutes</i>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Supervisor of Member Services</b> announced the Partnership is now taking applications for Consumer Board Representative. We will need one consumer from the Eastern, Northern, and Southern Regions. If Interested, email Ryan Ciulla or Melissa Schumann at <a href="mailto:cac@partnershiphp.org">cac@partnershiphp.org</a> for an application. Deadline to turn in the application is, <b>April 30<sup>th</sup>, 2024.</b></p>	<p><i>None</i></p>
<p><b>9) Insuring the Uninsured Project (ITUP) Conference</b>  <i>Time: 5 minutes</i>  <i>Speaker: Lulu Zhang &amp; Wendy Longwell</i></p>	<p><b>Lulu Zhang and Wendy Longwell, Consumer Advisory Committee Members</b> provided and overview of their experience at the Insuring the Uninsured Project (ITUP) Conference.</p> <p>Lulu was very happy to see community based and non-profit organizations attend. It showed how much they care and are working to improve healthcare equity and access to care. This conference restored her faith in that there are people who care and want to help.</p> <p>Wendy Longwell shared that she took the opportunity to tell the attendees how happy she is that Medi-Cal is going in the right direction at the state level; however, if misinformation is being given out to people at the county level, then access still isn’t there.</p>	<p><i>None</i></p>
<p><b>10) Member Experience Annual Review</b>  <i>Time: 10 minutes</i>  <i>Speaker: Anthony Sackett &amp;</i></p>	<p><b>Anthony Sacket, Program Manager II, Health Services - Quality Improvement and Kory Watkins, Director of Grievance &amp; Appeals,</b> provided a presentation on 2023 Member Experience Annual Review.</p>	

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<p><i>Kory Watkins</i></p>	<ul style="list-style-type: none"> <li>• Date of services captured in the survey are from 2022 calendar year.</li> <li>• The Member Experience Survey is actually called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey</li> </ul> <p><b>Grievance and Appeals Data</b></p> <ul style="list-style-type: none"> <li>• We compare two years of data (2021 and 2022) to see the difference between the amount of grievances we receive and to decide if Partnership met our thresholds</li> <li>• Each grievance is categorized into one of five categories: Access, Billing/Financial, Quality of Provider Office, Attitude/Service, Quality of Care</li> </ul>	
<p><b>11) Partnership - Branded Pill Boxes</b>  <i>Time: 10 minutes</i>  <i>Speaker: Dr. Stan Leung, Pharm.D. and Dr. Andrea Ocampo, Pharm.D.</i></p>	<p><b>Dr. Andrea Ocampo, Clinical Pharmacist and Dr. Stan Leung, Director of Pharmacy Services</b>, provided a presentation on the Partnership Branded Pill Box Pilot. CAC members were provided a sample of pill box and asked to provide feedback through a survey.</p> <p><b>Beverly Franklin</b> suggested these pill boxes be given out to members at community events.</p> <p><b>Wendy Longwell</b> said she is concerned with people who have fine motor issues or arthritis and don't have the strength in their hands to push out that lid.</p> <p><b>Lance LeClair</b> also shared his concern with this as it doesn't provide a solution to those who take medication multiple times a day. Dr. Leung responded and said the pill box vendor, Nathan Langley, is present in the meeting and did take those concerns into consideration when designing them. The pill boxes went through the orthopedic and arthritis association testing and it passed. But, these concerns will be brought back to the vendor to make sure that the testing, evaluation, and solutions to these concerns are addressed.</p>	<p><i>None</i></p>



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<p><b>12) Health Disparity Data Review</b>  <i>Time: 15 minutes</i>  <i>Speaker: Dr. Mohamed Jalloh, Pharm.D.</i></p> <p><b>12) Health Disparity Data Review (continued)</b>  <i>Time: 15 minutes</i>  <i>Speaker: Dr. Mohamed Jalloh, Pharm.D.</i></p>	<p><b>Dr. Mohamed Jalloh, Director of Health Equity</b>, provided a presentation on the health disparity data found from Partnership’s internal evaluation and asked for feedback from the members.</p> <p><b>Lance LeClair</b> said he found this presentation very interesting and it’s not what you would expect. We need to work with everyone not just one group or another. He also mentioned that providers don’t know how to communicate with the LGBTQIA2S+ community or those who struggle with addiction, especial the younger community who may be afraid to speak up.</p> <p><b>Wendy Longwell</b> said she would like to see more training around disability awareness. Sometimes a disability looks like someone is under the influence of drugs or alcohol, which nurses or other staff may turn them away assuming they are under the influence when in reality they are dealing with a disability or a more serious issue. Another concern is when someone has a memory disability. The doctor’s office may no longer see the member saying they have missed too many appointments, but it’s their disability making them forget appointments.</p> <p><b>Jeanette Perez</b> said there is a lot of unawareness around certain disabilities and culture sensitivity.</p> <p><b>Bill Remak</b> said adolescence requires a lot of attention in regard to cybercrimes because it affects the mental health of the younger population. There should be more educational attention put toward this.</p> <p><b>Claire Gover</b> asked if once a person has been screened for cancer, is there a way to help them access additional services or care sooner.</p>	<p><i>None</i></p>

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	Dr.Mohamed Jalloh said when we train providers, they need to get the member connect to the service they need.	
<b>13) Population Needs Assessment (PNA) and CHA/CHIP Efforts</b> <i>Time: 15 minutes</i> <i>Speaker: Hannah O’Leary</i>	<p><b>Hannah O’Leary, Manager of Population Health</b>, provided a presentation on the work Partnership will do to address the gaps in services and health disparities; member feedback given through a survey</p> <p><b>Lance LeClair</b> asked what funding is Partnership required to get? Hannah said the DHCS is asking Partnership to help the counties with development. But this is an evolving process and it looks different from county to county in regard to what assistance they need specifically.</p>	<i>None</i>
<b>14) 2024 CHW Program and Scholarship Opportunity Flyer</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	<p>Announcement of Partnership Community Health Worker training program scholarship. A Flyer was provided to all members with details.</p> <p><b>Lance LeClair</b> asked how much their salary will be.</p> <p><b>Marcelo “Nunie” Matta</b> asked what kind of a degree you need.</p>	<i>The CAC Team will follow up and provide the salary amount and if it requires a degree.</i>
<b>15) Open Forum</b> <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	<i>None</i>
<b>16) Next Meeting</b> <i>Speaker: Melissa Schumann</i>	<b>July 11, 2024</b> <b>Noon – 2 p.m.</b>	

