



MEETING MINUTES

Meeting Name: Consumer Advisory Committee

Date: September 14, 2023

Time: Noon – 2 p.m.

Location:

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

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

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

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

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

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

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

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

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

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

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

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

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

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