



MEETING MINUTES

Meeting Name: Community Advisory Committee Meeting

Date: June 12, 2025

Time: Noon – 2 p.m.

Partnership Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 2525 Airpark Drive, Redding, CA 96001 (Airpark 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)
- 2760 Esplanade Suite 130, Chico, CA 95973 (Conference Room)

Alternate Location:

- Chapa-De Indian Health Clinics – 11660 Atwood Drive, Auburn, CA 95603
- Northeastern Rural Health Clinics – 1850 Spring Ridge Drive, Susanville, CA 96130
- Modoc Medical Center – 1111 N Nagle Street Alturas, CA 96101

Partnership HealthPlan Attendees: Amanda Peters, Anthony Sackett, Brandi Walker, Brent Weinberg, Cassandra McAuliffe, Celena Donahue, Chelsea Breshears, Cyress Mendiola, Dr. DeLorean Ruffin, Donnita Domingue, Edna Villaseñor, Gabrielle Breshears, Greg Cafiero, Ileana Hernandez, James Legere, Jaronna Jackson, Jay Navarrete, Jill Blake, Jocelyn Hooper, Joel Beatty, John Lemoine, Jon Crnkovic, Kathryn Power, Katrina Tagle, Krystal Johnson, Leigha Andrews, Madison Clark, Marta Ford, Melissa Corralejo, Melissa Schumann, Monika Brunkal, Rebecca Stark, Reyna Ortiz, Ruth Hancock, Ryan Ciulla, Tabitha Dean, Tammi Lidie, Tara Logan, Tim Sharp, Tommee Naenphan, Vicky Klakken

Committee Attendees: Becky Sherman, Belle Knight, Beverly Franklin, Catherine Collins, Christina Thompson, Eli Seigel, Ellen Payton, Guadalupe Alvarado, Harry “Scott” Boggs, Jackie Berg, Jeanette Perez, Jennifer “Jenny” Bentrim, Lee Walton, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Miyiosha “Mimi” Aubrey, Wendy Longwell, William “Bill” Remak

| Agenda Topic | Minutes | Action Items |
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| 1) Welcome / Purpose of Meeting <i>Speaker: Ryan Ciulla</i> | Ryan Ciulla, Manager of Member Services , opened the meeting by welcoming all attendees and reviewing the housekeeping guidelines. The attendees were reminded that the purpose of the Community Advisory Committee (CAC) is to serve as a bridge between Partnership HealthPlan and its members. The CAC provides a forum for discussing concerns and important topics, ensuring that members have a voice. The committee provides a valuable space for addressing issues and helps ensure that Partnership is responsive to the diverse health care needs of all its members. | <i>None</i> |
| 2) Introductions <i>Speakers: Melissa Schumann & Ryan Ciulla</i> | CAC members in all meeting locations introduced themselves and the County they represent. Members also answered the Ice Breaker question: <i>This or That? Iced Tea or Lemonade?</i> | <i>None</i> |
| 3) Approval of March 2025 Minutes <i>Speaker: Melissa Schumann</i> | The March 2025 meeting minutes were reviewed and approved. | <i>Vote: Marcelo “Nunie” Matta</i> voted to approve the minutes, <i>Ellen Payton</i> also voted to approve the minutes. |

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| <p>4) Follow Up from March 2025 CAC Meeting <i>Speaker: Melissa Schumann</i></p> | <p>Melissa Schumann, Manager of Member Services, provided answers to follow-up questions from the March 2025 CAC Meeting.</p> <p>Wendi Davis requested that committee members assist Partnership by informing those in their communities that they can receive text messages from Partnership and encouraging them to read those messages.</p> <p>Lulu Zhang received a text message from Partnership stating they offer an advice nurse benefit and is requesting that a verification marker be included in these messages. This will help members confirm that they are real messages and not a scam.</p> <p>Wendy Longwell recommended that members call Partnership after receiving the text message to verify the message is real, then programming the number into their phones.</p> | <p><i>Wendi Davis advised that text messages from Partnership will begin with “Important Message from Partnership HealthPlan” but will ask if there is a verification process that can be implemented to better help identify these messages.</i></p> <p><i>Wendi Davis shared, the numbers these text messages are sent from rotate, but will double check.</i></p> |
| <p>5) CAC Member Seat Changes <i>Speaker: Ryan Ciulla</i></p> | <p>Ryan Ciulla, Manager of Member Services, presented Becky Sherman with a plaque celebrating 11 years of dedicated service to the CAC. Her commitment and contributions leave a lasting impact that will continue to inspire the committee for years to come.</p> | <p>None</p> |

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| 6) Report on Board Meeting <i>Speaker: Wendi Davis</i> | <p>Wendi Davis, Chief Operating Officer, provided a recap of Partnership's Board of Commissioners' Retreat held in April 2025.</p> <ul style="list-style-type: none"> • Shared that the federal and state governments are making changes to the Medicaid program. • Previously, many individuals had limited coverage, such as emergency/pregnancy services only or were not covered at all, but now they are. • Over the past 10-15 years, California has actively worked to lower the number of uninsured people. <p>Michael Strain asked when the next board meeting will be hosted at the Santa Rosa office. Wendi Davis advised that board meetings are held every other month at all Partnership offices. Since the expansion, the executive staff have made an effort to maintain representation in each office, rather than all at one location.</p> | <p><i>None</i></p> |
| 7) Partnership Update <i>Speaker: Wendi Davis</i> | <p>Wendi Davis, Chief Operating Officer, shared Partnership updates.</p> <p>Wendi Davis announced the decision to postpone the implementation of Partnership's new claims system. Wendi shared that there are still improvements to be made and more time is needed for implementation. With the postponement of the new claims system, there will also be a delay to the new case management system and Partnership's Medicare Advantage program. Partnership Advantage is expected to go live on January 1, 2027.</p> <p>Harry "Scott" Boggs asked if Partnership was covering Medigap payments for seniors. Wendi Davis explained the process of coordinating benefits for members with Medicare and Partnership (Medi-Cal).</p> | <p><i>None</i></p> |

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| <p>7) Partnership Update Continued <i>Speaker: Wendi Davis</i></p> | <p>William “Bill” Remak cautioned members that are seen by out-of-network providers. Wendi Davis explained that Partnership members with Medicare as primary are able to be seen by out-of-network providers and Partnership is required to coordinate benefits. She also explained it is non-compliant for a provider to bill a member instead of Partnership. Wendi Davis and Ryan Ciulla advised William “Bill” Remak to contact Partnership’s Member Services Department when this happens to have the billing issue looked into.</p> <p>Jennifer “Jenny” Bentrim asked if these postponements will affect the implementation of Partnership’s Transportation application. Wendi Davis shared that Partnership is providing nearly 130,000 rides every month and is coming up with ways to expedite the process for scheduling rides. She shared that Partnership has piloted the application with nearly 1,000 trips in a limited area. The pilot program will next expand to Solano County members before rolling out to all Partnership counties. She shared that the application will allow members to request rides and track progress before their ride arrives. The application will not allow members to request reimbursement yet. Wendi Davis encouraged members to continue calling the Transportation Department in advance to request reimbursement.</p> <p>Marcelo “Nunie” Matta advised that he is not a single rider and needs accommodations for a helper to come with him and asked if this is something the application will be able to accommodate. Wendi Davis advised the application will ask a series of questions, including how many people will be attending with you, if you will have children who need car seats, if you have steps at your home and how many, and if the member needs a wheelchair. Partnership will provide transportation based on the responses received.</p> | |

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| 7) Partnership Update Continued <i>Speaker: Wendi Davis</i> | <p>Wendy Longwell asked if Partnership will provide training to use the application because a lot of people may need assistance with learning the new process. Wendi Davis advised that there will be training on how to use the application.</p> <p>Jennifer “Jenny” Bentrim asked how the application will help with gas mileage reimbursement and out-of-pocket medical expenses and if members will be able to submit documents through the application. Wendi Davis explained that the ability to submit documents through the application will not be available right away but is hoping to get there. Brandi Walker explained that members are currently able to submit documents by fax and email.</p> | |
| 8) Announcement of CAC Coordinator <i>Speaker: Melissa Schumann</i> | <p>Melissa Schumann, Manager of Member Services, introduced Gabrielle Breshears as the new CAC Coordinator.</p> <p>Melissa Schumann provided the CAC email address for members to reach Gabrielle Breshears.</p> <p>Gabrielle Breshears can be reached at (530) 999-6986 or at cac@partnershiphp.org</p> | <i>Wendi Davis asked Gabrielle Breshears to provide her direct line to all CAC members.</i> |
| 9) CAC in the Community <i>Speaker: Ryan Ciulla</i> | <p>Ryan Ciulla, Manager of Member Services, shared a brief update on community events attended by CAC members.</p> <ul style="list-style-type: none"> • Supporting California Medi-Cal Managed Care Plans (MCPs) to Strengthen Community Advisory Committees (CACs) • Archway Recovery Services - Groundbreaking | <i>None</i> |

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| <p>10) Community Health Assessment (CHA)/ Community Health Improvement Plans (CHIP) Update <i>Speaker: Monika Brunkal</i></p> | <p>Monika Brunkal, Associate Director of Population Health, gave a brief update on the CHA/CHIP work being completed by Partnership's Population Health Department. Monika shared that the Medi-Cal Managed Care Plan — Local Health Jurisdiction Collaboration Worksheets have been completed in all 24 counties. Monika shared several goals that counties are actively working toward.</p> <ul style="list-style-type: none"> • Lake – Reducing the rate of tobacco use in adults • Colusa – Increasing perinatal care • Siskiyou – Improving perinatal mental health by increasing participation and depression screenings • Butte – Increasing lead screening in children to meet the 50th percentile benchmark • Tehama – Improving telehealth visits to enhance access to care for underserved populations <p>Marcello “Nunie” Matta asked who determines the goals in each county. Monika Brunkal shared that Partnership listens to the needs of the counties and the counties prioritize and chose the goal, while Partnerships provides support.</p> <p>Ellen Payton asked for clarification on who contacts Partnership about the goals that need to be met in Lassen County. Monika Brunkal shared that since this program started in 2023, Partnership consistently meets with County Health Departments in all 24 Partnership counties.</p> <p>Jeanette Perez asked for a brief summary of the seven additional goals that are currently in process. Monika Brunkal advised that while a brief summary of the seven goals wasn't currently available, the broader goal is to have a smart goal in place for each county.</p> | <p><i>None</i></p> |

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| <p>11) Transportation Overview <i>Speaker: Brandi Walker</i></p> | <p>Brandi Walker, Manager of Transportation, provided an overview of transportation and the member reimbursement process.</p> <p>Jackie Berg shared her experience with receiving reimbursements for transportation.</p> <p>Lulu Zhang asked if she would still be eligible for reimbursement if a family member drove her to the appointment using her car. Brandi Walker informed Lulu that she is eligible for reimbursement; the driver would need to submit their driver's license along with the car's registration and insurance.</p> <p>Lulu Zhang also asked if a member drives themselves to an out-of-town appointment and they have to pay for parking, are they eligible to request reimbursement for this. Brandi Walker will follow up with Lulu.</p> <p>Lulu Zhang asked for clarification on the meaning of Non-Medical Transportation services because the Partnership Transportation Benefit is for transportation to and from medical appointments. Brandi Walker informed Lulu that Non-Medical Transportation refers to transportation that does not require a medical vehicle.</p> <p>Miyiosha "Mimi" Aubrey asked for the timeline to request transportation. Brandi Walker responded that rides can be scheduled for the current and the following month.</p> <p>Raichael Stewart, a member of the public, asked if there is a mandated time frame for Partnership to reimburse designated drivers. Brandi Walker advised the time frame for Partnership to reimburse drivers is 60 days, after all the required documents have been received.</p> | <p><i>Brandi Walker stated that she will conduct research and follow up with Jackie.</i></p> <p><i>Brandi Walker will follow up with Lulu about whether self-driving members can be reimbursed for parking and tolls.</i></p> <p><i>Jill Blake obtained Raichael Stewart's information and will provide to Brandi Walker to follow up.</i></p> |

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| 11) Transportation Overview Continued <i>Speaker: Brandi Walker</i> | <p>Raichael Stewart, a member of the public, asked what the protocol was if the time frame of 60 days is not met. Brandi Walker responded that members are able to call Partnership's Transportation Department to confirm all documents are on file for payment.</p> <p>Wendy Longwell made a comment that many members are not aware of this benefit, or they have complaints regarding the benefit. Wendy suggested that Partnership do more outreach for these members who are not aware of or are having bad experiences. Brandi Walker asked Wendy Longwell for suggestions of where the Transportation Department can do more presentations.</p> | <p><i>Wendy will speak with Brandi after the meeting to share suggestions.</i></p> |
| 12) Open Forum <i>Speaker: All</i> | <p>All members of the committee and members of the public may address the committee on any non-agenda items of interest to the public that is within the subject matter jurisdiction of the committee.</p> | <p><i>None</i></p> |
| 13) Next Meeting | <p>September 11, 2025 Noon – 2 p.m.</p> | |