

MEETING AGENDA

Meeting / Project Name: Consumer Advisory Committee

Objective of Meeting: The Consumer Advisory Committee (CAC) advocates for members by ensuring that PHC is responsive to the diversity of health care needs of all members.

Date: March 2, 2023

Time: 12:00 p.m. – 2:00 p.m.

PHC Attendees: Amy Turnipseed, Araceli Gutierrez, Autumn Monson, Brittany Spears, Chelsea Breshears, Cyress Mendiola, Eva Lopez, Hannah O’Leary, Jessee Benton, Dr. Jeff Ribordy, Katherine Barresi, Kevin Spencer, Liz Gibboney, Malania De Paul, Mark Bontrager, Melissa Schumann, Nicole Curreri, Patty Hayes, Ryan Ciulla, Dr. Teresa Frankovich, Vicky Klakken, Wendi West

Consumer Attendees: Becky Sherman, Christina Hostler, Ellen Payton, Joy Newcom-Wade, Julia Hostler, Margaret Sager, Monica Thoma, Wendy Longwell

Attending In-Person

3688 Avtech Parkway, Redding, CA 96002 (Turtle Bay Conference Room)

2525 Airpark Dr. Redding, CA 96001 (Huddle Room 4)

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

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A)

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

Topic	Description	Page	Time
1) Purpose of Meeting <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Brief description of what CAC is and its purpose including, NR County Map of regional offices and member representation.	4	12:00
2) Introductions <i>Time: 10 minutes</i> <i>Speaker: Ryan Ciulla</i>	<i>Introduce attendees and what county they represent.</i> Ice Breaker Question: In one or two words, share something you are doing to get healthy.	5	12:05
3) Public Comments <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Community advocates or 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. Speakers will be limited to three (3) minutes.		12:15
4) Approval of December 2022 Minutes <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the December minutes and another member to second the motion	6-16	12:20

Topic	Description	Page	Time
5) Follow Up from December CAC Meeting <i>Time:</i> <i>Speaker: Ryan Ciulla</i>	None		
6) Report on Board Meeting from Consumer Board Member <i>Time: 10 minutes</i> <i>Speaker: Wendy Longwell</i>	Brief update of the last PHC Board Meeting	17	12:25
7) HealthPlan Update <i>Time: 15 minutes</i> <i>Speaker: Liz Gibboney</i>	Overview of HealthPlan updates	18	12:35
8) 2023 Population Needs Assessment (PNA) & Cultural and Linguistic (C&L) Action Plan <i>Time: 15 minutes</i> <i>Speaker: Nicole Curreri</i>	Presentation on the work PHC will do to address the gaps in services and health disparities; member feedback given via survey	19-28	12:50
9) Transportation <i>Time: 10 minutes</i> <i>Speaker: Melissa McCartney</i>	Launching of PHC's new Transportation Department	29	1:05
10) Beacon Name Change <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Starting March 1, 2023, Beacon's name will change to Carelon Behavioral Health	30	1:15
11) NR & SR CAC <i>Time: 5 minutes</i> <i>Speaker: Kevin Spencer</i>	Starting June 2023, Northern and Southern Region CAC meetings will be combined.	31	1:20
12) Member Newsletter <i>Time: 5 minutes</i> <i>Speaker: Patty Hayes</i>	Share models of proposed new style and cover design; member feedback given via survey	32-35	1:25
13) PHC Videos on Website <i>Time: 5 minutes</i> <i>Speaker: Patty Hayes</i>	Share informational videos: Who is Partnership HealthPlan? My Partnership ID Card	36	1:30
14) Next Meeting <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	TBD		1:35

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 Finance Committee has designated the Administrative Assistant to the CFO as the contact for Partnership HealthPlan of California located at 4665 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Finance 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 cbreshears@partnershiphp.org. Notification in advance of the meeting will enable the Administrative Assistant 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.



Regional Offices

Humboldt: Christina, Jessica, Julia, Margaret

Shasta: Becky, Joy, Monica, Wendy

Lassen: Ellen

Del Norte:

Siskiyou:

Modoc:

Trinity:



Ice Breaker Question

Supervisor of Member Services - Ryan Ciulla

In one or two words, share something you are doing to get healthy.





MEETING MINUTES

Partnership HealthPlan

Consumer Advisory Committee (Northern Region)

December 1, 2022, 12:00pm – 2:00pm

3688 Avtech Parkway Redding CA 96002 (Sundial Conference Room)
1036 5th Street Suite E, Eureka, CA 95501 (Sue Meg Conference Room)



Partnership Attendees: Araceli Gutierrez, Bettina Spiller, Chelsea Breshears, Cody Thompson, Cyress Mendiola, Hannah O’Leary, Jeff Ribordy, Jessee Benton, Jessica Stimson, Katrina Tagle, Kevin Spencer, Kory Watkins, Liz Gibboney, Melania De Paul, Melissa Schumann, Michelle Crockett, Michelle Mootz, Ryan Ciulla, Stephanie Cossa, Vicky Klakken

Shasta CAC Participants: Becky Sherman, Monica Thoma, Joy Newcom-Wade
Absent: Crystal Chavez, Wendy Longwell

Humboldt CAC Participants: Margaret Sager, Julia Hostler
Absent: Jessica Gonzalez

Lassen CAC Participants:
Absent: Ellen Payton



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Agenda Topic	Topics	Comments/Discussions/Action Items
2. Purpose of CAC <i>Jessica Stimson</i>	Jessica Stimson, Supervisor of Member Services , reminded everyone what the purpose of the Consumer Advisory Committee was. <i>“The purpose of CAC is to act as a liaison between the HealthPlan and the HealthPlan members, to provide a forum to discuss common issues of interest and importance, to create a supportive and informative networking environment and to advocate for members by ensuring that Partnership is responsive to the diversity of health care needs of all members.”</i>	<i>None</i>
3. Introduction <i>Jessica Stimson</i>	Introductions from all sites were conducted and each Member was asked to answer the following question: <i>“In a few words, share something kind that someone said or did for you recently.”</i>	<i>None</i>
4. Public Comments <i>Jessica Stimson</i>	The committee was provided with an opportunity to present any comments regarding the agenda. Advocates and members of the public were also given an opportunity to address any comments pertaining to any non-agenda items.	<i>Margaret Sager:</i> <i>A staff member from Center for Healthcare Strategies called her and asked her questions about PHC’s CAC. The Center said the State is considering developing a CAC and was hearing great things from everyone regarding PHC’s CAC. She said the state would do well if they modeled after PHC’s CAC.</i>



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5. Approval of September 2022 Minutes <i>Jessica Stimson</i>	The September 2022 meeting Minutes were reviewed and approved.	<u>MOTION:</u> <i>Becky Sherman</i> motioned to approve the minutes. <i>Margaret Sager</i> seconded and the September 2022 minutes were approved.
I. Old Business 1. Follow-up from September's CAC meeting. <i>Jessica Stimson</i>	Follow up questions or issues from June's CAC meeting. <ul style="list-style-type: none">ACAP Winner Announced: Marina Esquivel Cisneros, a member of CalOptima Health out of Orange County was awarded the \$5,000 scholarship towards tuition and educational expenses.June Meeting Minutes Re-Motioned	<u>MOTION:</u> <i>Julia Hostler</i> motioned to approve the minutes. <i>Becky Sherman</i> seconded and the June 2022 minutes were approved.
II. Standing Agenda Items 1. HealthPlan Update <i>Liz Gibboney</i>	Liz Gibboney, Chief Executive Officer , gave a brief recap of the HealthPlan Updates. <ul style="list-style-type: none">Listening Tours: PHC hosted three state DHCS regional meetings. DHCS' top leadership held a dozen meetings up and down California. They talk to communities about how CalAIM and other Medi-Cal programs are working.	<i>Julia Hostler:</i> Is there a schedule of meetings or are they by invitation only? <i>Liz Gibboney:</i> There may be some information on the DHCS website but the meetings are small and are generally not open to the public.



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1. HealthPlan Update Continued <i>Liz Gibboney</i>	<p>Each meeting is four hours long, attended in-person by health center leaders, hospital leaders and community based organizations. They heard about CalAIM and the states big five waiver program including all the initiatives under that umbrella. They also heard about transportation challenges, and the sparse care in rural areas and how difficult it is to find and keep physicians, nurses, behavioral health specialists, and other key positions in the healthcare delivery system.</p> <ul style="list-style-type: none">• PHC Expansion: Ten additional counties have all voted with their boards of supervisors to affiliate with PHC and leave their current model of Medi-Cal managed care. Their members would join PHC in January 2024.• Behavioral Health Phase II: PHC's team is working with over 80 school districts within PHC's current 14 counties. The counties offices of education submitted grants to PHC for various significant state funding, from kids to high school students who need additional mental health and substance use services. Once plans are approved, the school districts will get funds to implement some of the interventions they would like to make in the coming few years.	<p>Monica Thoma: Will the behavioral health grants support students who are on an IEP and a 504? She has seen an uptick in juvenile hall kids. Liz Gibboney: Yes, these funds are for any kid who needs mental health or substance use services. The state is trying to build longer-term infrastructure to have a system that is more school based. Therapist available at school through telehealth or therapist or other peer support types on campus.</p> <p>Monica Thoma: Is this only for people with Medi-Cal? Liz Gibboney: The mental health grants are intended to improve available aid services at schools, but the state realizes that 30-40% are covered by the Medi-Cal program, but some of the changes they are making are allowing services regardless of their insurance payer, so it won't be based only on the Medi-Cal kids.</p>

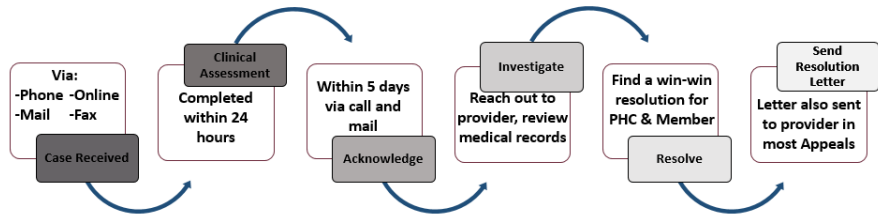
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1. HealthPlan Update Continued <i>Liz Gibboney</i>	<ul style="list-style-type: none"> Board Retreat: PHC is planning their annual board retreat. They will meet in February 2023. They have invited the head of the California Department of Health Care Access and Information (HCAI). HCAI disburses a lot of state funds to the healthcare workforce and PHC is hoping they make their financial investment in our counties to help with the workforce issues we are facing. 	<i>None</i>
III. New Business 1. 2022 Grievance & Appeals Annual Report <i>Kory Watkins</i>	<p>Kory Watkins, Associate Director of Grievance & Appeals, provided a presentation on 2021's Grievance Appeals Annual Report.</p> <ul style="list-style-type: none"> Cases are held confidentially in the Grievance and Appeals Department. PHC has a strict retaliation policy. Grievance and Appeals Process ↓  <pre> graph LR A["Via: -Phone -Online -Mail -Fax Case Received"] --> B["Clinical Assessment Completed within 24 hours"] B --> C["Within 5 days via call and mail Acknowledge"] C --> D["Investigate Reach out to provider, review medical records"] D --> E["Find a win-win resolution for PHC & Member Resolve"] E --> F["Send Resolution Letter Letter also sent to provider in most Appeals"] </pre>	<p><i>Monica Thoma: Regarding discrimination, has that been added to the new consolidated two-page grievance form? Kory Watkins: Not specifically. On the form, the member is asked to explain what happened. If they say anything that alludes to discrimination, the grievance will be filed as such. They don't have to say the word discrimination, they just need to explain that they felt they were treated differently.</i></p>



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1. 2022 Grievance & Appeals Annual Report Continued <i>Kory Watkins</i>	<p>Kory provided several stats which included:</p> <ul style="list-style-type: none">• Annual Stats: Number of cases investigated• Outcomes: Appeal and state hearing outcomes• Timeliness: Case investigation stats• Member Demographics: As insight to who filed the cases• Categories of Dissatisfaction: An overall look at the issues• The Reasons: 2021 vs 2020• The Reasons: Service by provider• The Reasons: Discrimination/Unfair Treatment• Improvements: Upgrades PHC made in 2021	<p>Monica Thoma: On Page 32 of the packet, the 76 letters that were late, could that be because the member moved? Is PHC mailing and emailing the letters? Kory Watkins: PHC doesn't send anything via email because we want to make sure it is secure. The 76 letters are those that didn't make it to the mailbox by the fifth day. Calendar days include weekends and holidays.</p> <p>Julia Hostler: How are the grievances categorized? Who decides what category they go into, especially when there could be multiple issues with one case? Kory Watkins: There are grievance case analysts who process and categorize each case. When there are multiple categories, for reporting purposes, PHC typically pulls out the main one that's being described. Julia Hostler: Does PHC reach out to the Providers? Kory Watkins: Yes, any form of dissatisfaction with a provider, our Provider Relations department reaches out to them on behalf of the grievance department to work with them. However, with cases involving discrimination, the grievance department works directly with the provider.</p>



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1. 2022 Grievance & Appeals Annual Report Continued <i>Kory Watkins</i>	<i>Continued</i>	<i>Julia Hostler: Is there a grievance related specifically to medication either picking up or a problem with a pharmacy? Kory Watkins: There is a category for medication, but PHC doesn't get a lot of them now that Medi-Cal Rx manages the Pharmacy benefit. The ones we would process typically fall under prior authorization. If it's a grievance because of the pharmacy, it would fall under 'Service,' but if it's an appeal because they need their medication that could fall under, 'Prior Authorization.'</i> <i>Julia Hostler: Even with Medi-Cal Rx overseeing the pharmacy benefit now, it would be nice to show how many dissatisfied members there are. Kory Watkins: Unfortunately, unless the medication was administered in the provider's office, the grievance would have to go to Medi-Cal Rx.</i>
2. Annual PHC Member Satisfaction Results <i>Kevin Spencer</i>	Kevin Spencer, Sr. Director of Member Services provided a presentation on 2021/2022 Member Experience Grand Analysis (MEGA) Report and requested member feedback. <ul style="list-style-type: none">The Analysis helps PHC meet the requirements for accreditation with the National Committee for Quality Assurance (NCQA).	<i>Kevin Spencer: <u>What Challenges have you run into when scheduling appointments?</u> Margaret Sager: In general, it's taking longer to get appointments; it's not the plan nor the provider's fault, they are just overworked; it's just the way things are right now.</i>



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2. Annual PHC Member Satisfaction Results <i>Kevin Spencer</i>	<ul style="list-style-type: none"> MEGA represents two data sets: Grievance & Appeals data, and the Consumer Assessment of Healthcare Providers & Systems (CAHPS). Purpose of the CAHPS survey is to measure member satisfaction in identifying where our pain points are and how we can improve. PHC does this survey once a year although, the State only requires it once every three years. <ul style="list-style-type: none"> Score = How members rated PHC. Percentile = How PHC falls within the rank of other health plans who are NCQA accredited. <p>Goal is to have the highest percentile, but anything below the 25th percentile is targeted for discussion and potential intervention.</p> <p>Adult Survey:</p> <ul style="list-style-type: none"> Members eligible for the survey were those 18 years and older who were continuously enrolled in the plan for the last six months of the measurement year. <p>Sample Size: 2700 Response Rate: 14.1%</p>	<p><i>Julia Hostler: There used to be materials sent out that said which providers accepted your insurance; those materials seem to be outdated because you call a provider and they say they no longer accept PHC. Also, members don't know what individual clinic's requirements are for becoming an established patient. Some of the processes are very long which takes longer to get an initial appointment. Both these things are very frustrating to members.</i></p> <p><u><i>When you think of rating the health plan, what does that mean to you?</i></u></p> <p><i>Julia Hostler: It sounds like they are thinking about their individual provider rather than Partnership.</i></p> <p><i>Margaret Sager: It means the HealthPlan itself. But, the general population who receives Medi-Cal don't have the highest education levels, so sometimes things need to be spelled out more simplistically.</i></p>



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2. Annual PHC Member Satisfaction Results Continued <i>Kevin Spencer</i>	<p>Six scores fell below the 25th percentile:</p> <ol style="list-style-type: none">1. Rating of all Health Plan 69.9%; 5th percentile2. Rating of All Health Care 70.0%; 5th percentile3. Rating of Personal Doctor 77.6%; 6th percentile4. Getting Needed Care 76.0%; 7th percentile<ul style="list-style-type: none">• Getting care, tests, or treatment• Getting specialist appointment5. Getting Care Quickly 72.9%; 5th percentile<ul style="list-style-type: none">• Getting urgent care• Getting routine care <p>Care Coordination 81.3%; 15th percentile</p> <p>Child Survey:</p> <ul style="list-style-type: none">• Members eligible for the survey were parents of those 17 years and younger who were continuously enrolled in the plan for at least five of the last six months of the year. <p>Sample Size: 4,125 Response Rate 14.5%</p>	<p><u>Do you have any ideas on ways to make members more aware of us, and how to use our services?</u></p> <p><i>Margaret Sager:</i> Now that things are opening back up, Health Fairs are a great way to reach people. PBS-Public Service Announcement.</p> <p><i>Julia Hostler:</i> Found it difficult to get an answer as to how PHC and Medi-Cal differ and how someone is assigned to PHC vs the with the County.</p> <p><u>Other Suggestions?</u></p> <p><i>Monica Thoma:</i> Facebook as a platform. What about the homeless centers for getting ideas? Kevin Spencer: There will be an outreach effort in Humboldt to our homeless population in helping them utilize their benefits.</p>



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Agenda Topic	Topics	Comments/Discussions/Action Items
2. Annual PHC Member Satisfaction Results Continued <i>Kevin Spencer</i>	<p>Four scores fell below the 25th percentile:</p> <ol style="list-style-type: none">1. Rating of Health Plan 82.2%; 11th percentile2. Rating of All Health Care 83.7%; 5th percentile3. Rating of specialist 81.6%; 6th percentile4. Getting needed care 79.6%; 10th percentile<ul style="list-style-type: none">• Easy to get care believed necessary for child• Easy to get appointment for child with specialist <p>Action Areas: Three lowest scores per survey</p> <p>Adult Survey: Getting Care Quickly Rating of the Health Plan How Well Doctors Communicate</p> <p>Child Survey: Getting Needed Care Rating of Health Care Rating of Health Plan</p>	<i>None</i>
3. Community Health Worker (CHW) Scholarship <i>Jessica Stimson</i>	<p>Jessica Stimson, Supervisor of Member Services, gave a brief mention of the program scholarship opportunity.</p>	<i>None</i>



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4. CAC Achievements for the Year <i>Ryan Ciulla</i>	Ryan Ciulla, Supervisor of Member Services , provided a review of the CAC Achievements from 2022.	<i>None</i>
5. Population Health Member Material Review <i>Hannah O'Leary</i>	Hannah O'Leary, Sr. Health Educator , provided member material for review: Managing Diabetes Diet and Exercise.	<i>Julia Hostler: The flyer is eye-catching and vibrant.</i> <i>Margaret Sager: How do these materials get to members?</i> Hannah O'Leary: Sometimes PHC will do mailing campaigns, but this one in particular, if a member wanted more information on diabetes, we would sent this to them.
IV. Additional Business/Other Items 1. Open Forum for All		<i>None</i>
V. Adjournment 1. Next Meeting	Meeting adjourned at 2:00 pm March 2, 2023 Minuets Recorded by: Chelsea Breshears	



Board Meeting Update

Consumer Board Member - Wendy Longwell





HealthPlan Update

Chief Executive Officer - Liz Gibboney





PARTNERSHIP



HEALTHPLAN
of CALIFORNIA

A Public Agency

Review of 2023 PNA

Consumer Advisory Committee
Nicole Curreri, Population Health
March 2023

Population Needs Assessment (PNA)



Population Needs Assessment (PNA) is a requirement of the Department of Health Care Services (DHCS) and the National Committee on Quality Assurance (NCQA)

PHC will continue to create a PNA every year, even though DHCS changed their requirements to every 3 years

Member Population: 675,665
(Dec. 2022)

Summary of Key Findings

Community Health Needs Research

- Access to Care
- Mental Health
- Substance Use Services



Summary of Key Findings Continued ...

- Pregnant people and their babies in Northern counties don't have good health outcomes
- Tobacco, drug, and alcohol use among youth
- Low child and teen vaccine rates
- Grievances are mostly filed by White members

Summary of Key Findings Continued ...

- Black/African American members use the Emergency Room more than other races
- Native American members don't get screened for breast cancer as much as other groups
- Native Americans and Black/African Americans are more likely to have higher blood pressures than other races
- Wildfires burned over 100,000 acres in 2022



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA

A Public Agency

How Does PHC Plan to
Help?

Action Plan

- Health of Mothers and Babies
- Youth Tobacco Use
- Vaccinations
- Grievances



Action Plan

- High Emergency Room Use for Black/African American members
- Breast Cancer Screenings
- High Blood Pressure



Feedback





SURVEY: 2023 Population Needs Assessment (PNA)

We want to hear from you! This feedback is used to help create ideas on how to address some of the needs in our counties. Thank you for providing your thoughts!

Please select one of the options below each question, or write in another idea.

1. What are the best ways to engage youth for tobacco, drugs and alcohol prevention?
 - a. School or Classroom Presentation
 - b. TikTok video
 - c. YouTube video
 - d. Informational Flyers
 - e. Parent Education
 - f. Other: _____

2. Not all members know of covered benefits like vision, dental, and transportation. What is the best way to tell members about all of their benefits?
 - a. Informational flyer or booklet in the mail
 - b. Flyers given out in the community
 - c. YouTube videos
 - d. Explaining it over the phone
 - e. Member Newsletter article
 - f. Other: _____

3. How can we make sure moms and babies learn about the care they need to continue being healthy?
 - a. Informational flyer or booklet in the mail
 - b. Flyers given out in the community
 - c. YouTube videos
 - d. Member Newsletter article
 - e. Other: _____

4. What may be some reasons people don't get their routine cancer screenings?
 - a. Issues with getting to the doctor's office
 - b. Uncomfortable with doctor
 - c. Fear of the results
 - d. Don't know enough about why it is needed
 - e. Other: _____



PHC's Transportation Department

Director of Transportation Services - Melissa McCartney



Beacon Health Options Will Become Carelon Behavioral Health

Dear Member,

Partnership HealthPlan of California wanted to share the news that Beacon Health Options will change its name to **Carelon Behavioral Health** on March 1, 2023.

Who is Carelon Behavioral Health?

Beacon/Carelon offers mental health care for Partnership members.

How Will this Affect You?

You and your health are very important to us. Beacon's name change will not impact your care. Keep these things in mind:

- You do not need to do anything
- Your benefits and plan will not change
- You can see all of your past doctors and health care experts
- All Beacon phone numbers, emails, websites, and apps will redirect you to the right place

Why the Change?

Beacon is able to offer more mental health experts by joining the Carelon brand. This allows them to better meet your health care needs.

Here for You.

Carelon Behavioral Health wants to help you get the care you need. They are ready to help serve you. Please contact Carelon Behavioral Health at **(855) 765-9703** if you have any questions or concerns.

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

Sincerely,

Partnership HealthPlan of California



Northern and Southern Region
Consumer Advisory Committee (CAC) Meetings
Sr. Director of Member Services - Kevin Spencer





In This Issue:

- What you need to know about blood pressure **Page 2**
- When *really* should you worry about cancer? **Page 2**
- Does music help your health? **Page 3**
- Itatur rernam repudis nulparum rem volorru mquibus **Page 3**
- Odita ne dolut omnihil exceper spelici delis eniti cusam labo **Page 4**



Headline for Main Cover Story Here

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YOUR PARTNER IN HEALTH



WINTER 2023

In This Issue:

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- When *really* should you worry about cancer? **Page 2**
- Does music help your health? **Page 3**
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Jane Doe & son John
People Profiled Below
Caption Here

Headline for Main Cover Story Here

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NEWS

YOUR PARTNER IN HEALTH

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SURVEY: Member Newsletter Cover

Member Newsletter Cover Design: Please Choose Your Favorite

The Member Newsletter comes in the mail twice a year to Partnership members and is also posted on our website. The current newsletter is a foldout design, and the style has not changed in many years. We want to make the newsletter more visually appealing and are changing it to a magazine-style design, where the reader can easily flip through the pages. We would like you to choose your favorite cover design from the three options provided. Note that these examples are just mockups, so the images and articles will change. We would like you to make your selection based on the look and style, as well as the title of the newsletter.



The current design.

Option 1



Option 2



Option 3



1. Please choose your favorite cover design:

- ☐ Option 1
☐ Option 2
☐ Option 3

2. Do you have any additional comments?

- ☐ No comments
☐ Yes. If yes, please share your comments here:

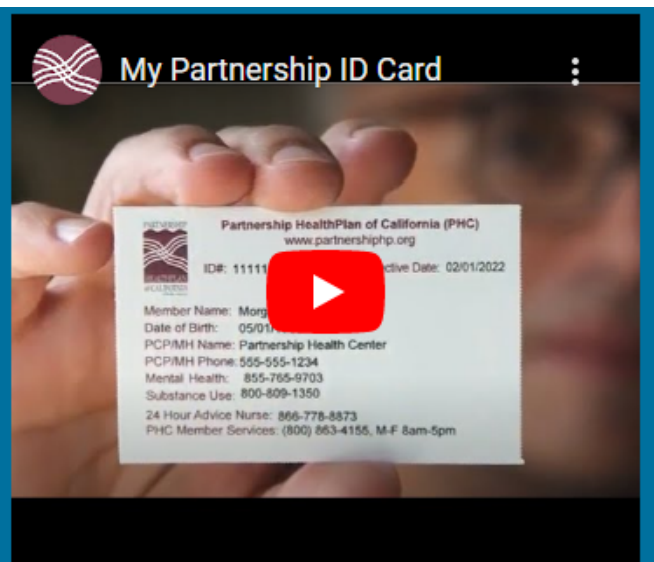


PHC's Informational Videos

Manager of Communications - Patty Hayes



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