

## 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 9, 2023

**Time:** 12 p.m. – 1:45 p.m.

**PHC Attendees:** Araceli Gutierrez, Ashlyn Scott, Brittany Spears, Colleen Valenti, Cyress Mendiola, Debra McAllister, Hannah O’Leary, Jessica Hackwell, John Lemoine, Jose Puga, Kathryn Power, Katrina Tagle, Kevin Spencer, Latrice Innes, Lisa O’Connell, Lise West, Liz Gibboney, Lynn Scuri, Dr. Marshall Kubota, Melissa McCartney, Melissa Schumann, Dr. Mohamed Jalloh, Nicole Curreri, Patty Hayes, Rebecca Boyd Anderson, Dr. Robert Moore, Sarah Browning, Sheila Hakel, Sonja Bjork

**Consumer Attendees:** Beverly Franklin, Darnice Richmond, Eugene Korte, Frances Porter, Lasonja Porter, Lance LeClair, Michael Strain, Marcelo Matta, Wendy Ostergaard, William Remak

**Ad Hoc:**

### Attending In-Person Locations

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

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

2525 Airpark Drive, Redding, CA 96001 (Huddle Room 2)

Topic	Description	Page	Time
<b>1) Introductions</b> <i>Time: 10 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</i>	Introduce attendees and what area they represent. <b>Ice Breaker Question:</b> In one or two words, share something you are doing to get healthy.	4	12 p.m.
<b>2) CAC Member Seat Changes</b> <i>Time: 5 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</i>	Thanking CAC Member Lasonja Porter for years of service and welcoming new CAC Member Lulu Zhang.		12:10 p.m.
<b>3) Public Comments</b> <i>Time: 5 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</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 p.m.

<b>4) Approval of December 2022 Minutes</b> <i>Time: 5 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</i>	Need a CAC member to make a motion to accept the December minutes and another member to second the motion.	6	12:20 p.m.
<b>5) Follow Up from December CAC Meeting</b> <i>Time: 0 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</i>	None		12:25 p.m.
<b>6) Report on Board Meeting from Consumer Board Member</b> <i>Time: 10 minutes</i> <i>Speaker: Lance Leclair</i>	Brief update of the last PHC Board Meeting		12:25 p.m.
<b>7) HealthPlan Update</b> <i>Time: 10 minutes</i> <i>Speaker: Sonja Bjork</i>	Overview of HealthPlan Updates		12:35 p.m.
<b>8) Pauls' Place Opening Celebration</b> <i>Time: 10 minutes</i> <i>Speaker: Melissa Schumann</i>	Brief overview of the opening celebration from those who attended the event		12:45 p.m.
<b>9) 2023 Population Needs Assessment (PNA) &amp; Cultural and Linguistic (C&amp;L) Action Plan</b> <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	15	12:55 p.m.
<b>10) Transportation</b> <i>Time: 5 minutes</i> <i>Speaker: Melissa McCartney</i>	Launching of PHC's new Transportation Department	25	1:10 p.m.
<b>11) Beacon Name Change</b> <i>Time: 5 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</i>	Starting March 1, 2023, Beacon's name will change to Carelon Behavioral Health	26	1:15 p.m.
<b>12) CAC Meetings Merging</b> <i>Time: 5 minutes</i> <i>Speaker: Kevin Spencer</i>	Starting June 2023, Northern and Southern Region CAC meetings will be combined	27	1:20 p.m.

<b>13) Member Newsletter</b> <i>Time: 5 minutes</i> <i>Speaker: Patty Hayes</i>	Share models of proposed new style and cover design; member feedback given via survey	28	1:25 p.m.
<b>14) PHC Videos on Website</b> <i>Time: 5 minutes</i> <i>Speaker: Patty Hayes, Brittany Spears</i>	Share informational video: <ul style="list-style-type: none"> <li>• Who is Partnership HealthPlan?</li> <li>• My Partnership ID Card</li> </ul>	32	1:30 p.m.
<b>15) Open Discussion</b> <i>Time: 5 minutes</i> <i>Speaker: All</i>			1:35 p.m.
<b>16) Next Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Araceli Gutierrez / Melissa Schumann</i>	TBD		1:40 p.m.

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](http://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 [MSCAC\\_SR@partnershiphp.org](mailto:MSCAC_SR@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.



### CAC Members per County

**Mendocino:**

**Lake:**

**Sonoma:** Bill, Michael

**Marin:**

**Napa:** Beverly

**Solano:** Darnice, Eugene, Jeanette

**Yolo:** Lasonja, Wendy, Frances, Nunie, Lance

 **Regional Office Locations**





## **Ice Breaker Question**

Supervisor of Member Services - Araceli Gutierrez / Melissa Schumann

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





## MEETING MINUTES

### Consumer Advisory Committee (Southern Region)

Thursday, December 8, 2022, 12:00pm – 1:30pm

PHC Southeast Regional Office 4665 Business Center Drive, Fairfield CA 94534  
West Building (Conference Room Napa/Solano – 1<sup>st</sup> floor)



**Attendees:** Beverly Franklin, Glenda Jones, Eugene Korte, Wendy Ostergaard, Dona Ostergaard, Darnice Richmond, Belinda (guest), Frances Porter, Lasonja Porter, Lance LeClair

**Phone Attendees:** William Remak, Marcelo (Nunie) Matta

**Partnership Attendees:** Liz Gibboney, Kevin Spencer, Cyress Mendiola, John Lemoine, Joe Chiminiello, Araceli Gutierrez, Katrina Tagle, Melissa Schumann, Nicole Luna, Brittany Spears, Chelsea Breshears, Ryan Ciulla, Dr. Marshall Kubota, Hannah O'Leary, Kory Watkins, Latrice Innes, Lynn Scuri

**Absent:** Michael Strain, Jeanette Perez

Agenda Topic	Minutes	Comments/Discussion/Action Items
Introduction <b>Araceli Gutierrez</b> Member Services Supervisor	Housekeeping rules and directions were given. Roll Call and introductions from all participants were conducted. Each member was asked to answer the following question: <b><i>“In a few words, can you share something kind that someone said to you or you said to someone recently?”</i></b>	<i>None</i>
Public Comments <b>Araceli Gutierrez</b> Member Services Supervisor	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>None</i>



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<p>Approval of September 2022 Minutes All</p>	<p>The September 2022 Meeting Minutes were reviewed and approved</p>	<p><b><u>Motion:</u></b> Darnice Richmond motioned to approve the minutes. Several CAC members seconded the motion and the September 2022 minutes were approved.</p>
<p><b>Old Business</b></p>		
<p>Follow-up from June's CAC Meeting <b>Araceli Gutierrez</b> Member Services Supervisor</p>	<p><b>Follow up from September CAC meeting</b></p> <ol style="list-style-type: none"> <li>1. June meeting minutes re-motioned.</li> <li>2. ACAP Scholarship: Marina Esquivel Cisneros, a member of CalOptima Health out of Orange County was awarded the \$5,000 scholarship towards tuition and educational expenses.</li> <li>3. Community Health Worker (CHW) Scholarship: new scholarship opportunity was presented</li> </ol>	<p><b><u>Motion:</u></b> Darnice Richmond motioned to approve the minutes. Several CAC members seconded the motion and the June 2022 minutes were approved.</p>
<p><b>Standing Agenda Items</b></p>		
<p>Board Meeting Report <b>Lance LeClair</b> Consumer Board Member</p>	<p><b>Lance LeClair, CAC Member</b> provided a brief update on the Board Meeting report.</p> <ul style="list-style-type: none"> <li>• CEO, Liz Gibboney reported updates on 11 areas that Partnerships executive team is continuing to work on. They are evaluating, developing, planning and preparing to implement initiatives effectively and to ensure PHC meets all DHCS requirements.</li> <li>• PHC is working on growing their provider network as our membership continues to grow. (August 2022 our membership was 659,818 members, an increase of 2,839 from the previous month)</li> </ul>	

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- An Associate Director of Housing/Incentive Programs has been selected to lead our housing work and other incentive programs.
- PHC is continuing to meet with providers and stakeholders in the geographic expansion counties.

Deputy CEO/COO, Sonja Bjork delivered her message to the Board via satellite from Washington D.C. where she is working with MACPAC (see below):

The Medicaid and CHIP Payment and Access Commission (MACPAC) is a non-partisan legislative branch agency that provides policy and data analysis and makes recommendations to Congress, the Secretary of the U.S. Department of Health and Human Services, and the states on a wide array of issues affecting Medicaid and the State Children's Health Insurance Program (CHIP). The U.S. Comptroller General appoints MACPAC's 17 commissioners, who come from diverse regions across the United States and bring broad expertise and a wide range of perspectives on Medicaid and CHIP.

- Two open house events recently took place in the Southwest Region, the Russian River Health Center located in Guerneville and the Caritas Center in Sonoma county. They offer services to support homelessness, including temporary housing, childcare services, showers, and laundry, and many more services.
- Reported on operations in the Southern Region that focused on supporting the three major initiatives, CAL-AIM, HHIP (Housing & Homeless Incentive Program) which supports integration of health and housing services to the homeless, and SBHIP (Student Behavioral Health Incentive Program) which provides funds and supports integration of enhancing behavioral services to youth, on site or adjacent to school facilities.
- Increased efficiency on claims, provider recruitment, and implementing the new payor system.
- In Health Services, the Population Health Department is building up their staff and partnerships with the community so that they can increase their outreach. They're

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	<p>continuing to look for ways to help build relationships with many of the underserved populations we serve.</p> <ul style="list-style-type: none"> <li>The Care Coordination team is preparing Phase II ECM to provide direct ECM to eligible members.</li> </ul>	
<p>Health Plan Update <b>Liz Gibboney</b> CEO</p>	<p><b>Liz Gibboney, Chief Executive Officer</b>, gave a brief recap of the HealthPlan Updates.</p> <p>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. 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"> <li>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.</li> <li>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.</li> <li>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</li> </ul>	

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healthcare workforce and PHC is hoping they make their financial investment in our counties to help with the workforce issues we are facing.

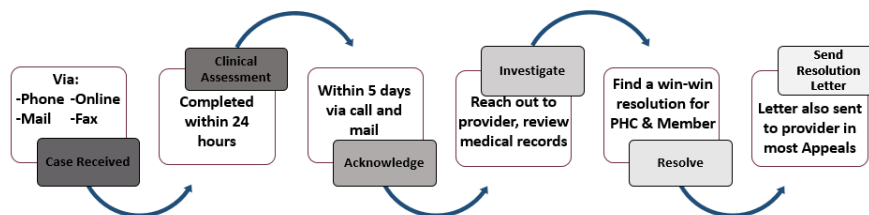
### New Business

2022 Grievance & Appeals Annual Report

**Kory Watkins**  
*Associate Director of Grievance & Appeals*

**Kory Watkins, Associate Director of Grievance & Appeals**, provided a presentation on 2021's Grievance Appeals Annual Report.

- Cases are held confidentially in the Grievance and Appeals Department. PHC has a strict retaliation policy.
- Grievance and Appeals Process ↓



Kory provided several stats which included:

- 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





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	<ul style="list-style-type: none"><li>• The Reasons: 2021 vs 2020</li><li>• The Reasons: Service by provider</li><li>• The Reasons: Discrimination/Unfair Treatment</li><li>• Improvements: Upgrades PHC made in 2021</li></ul>	
<p>Annual PHC Member Satisfaction Results</p> <p><b>Kevin Spencer</b> <i>Senior Director of Member Services</i></p>	<p><b>Kevin Spencer, Sr. Director of Member Services</b> provided a presentation on 2021/2022 Member Experience Grand Analysis (MEGA) Report and requested member feedback. The Analysis helps PHC meet the requirements for accreditation with the National Committee for Quality Assurance (NCQA).</p> <ul style="list-style-type: none"><li>• MEGA represents two data sets: Grievance &amp; Appeals data, and the Consumer Assessment of Healthcare Providers &amp; Systems (CAHPS).</li><li>• Purpose of the CAHPS survey is to measure member satisfaction in identifying where our pain points are and how we can improve.</li><li>• PHC does this survey once a year although, the State only requires it once every three years.<ul style="list-style-type: none"><li>○ Score = How members rated PHC.</li><li>○ Percentile = How PHC falls within the rank of other health plans who are NCQA accredited.</li></ul></li></ul> <p>Goal is to have the highest percentile, but anything below the 25<sup>th</sup> percentile is targeted for discussion and potential intervention.</p> <p><b>Adult Survey:</b></p> <ul style="list-style-type: none"><li>• 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.</li></ul> <p><b>Sample Size:</b> 2700</p>	

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#### **Response Rate:** 14.1%

Six scores fell below the 25<sup>th</sup> percentile:

1. Rating of all Health Plan 69.9%; 5<sup>th</sup> percentile
2. Rating of All Health Care 70.0%; 5<sup>th</sup> percentile
3. Rating of Personal Doctor 77.6%; 6<sup>th</sup> percentile
4. Getting Needed Care 76.0%; 7<sup>th</sup> percentile
  - Getting care, tests, or treatment
  - Getting specialist appointment
5. Getting Care Quickly 72.9%; 5<sup>th</sup> percentile
  - Getting urgent care
  - Getting routine care

Care Coordination 81.3%; 15<sup>th</sup> percentile

#### **Child Survey:**

- 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.

**Sample Size:** 4,125

**Response Rate** 14.5%

Four scores fell below the 25<sup>th</sup> percentile:

1. Rating of Health Plan 82.2%; 11<sup>th</sup> percentile
2. Rating of All Health Care 83.7%; 5<sup>th</sup> percentile
3. Rating of specialist 81.6%; 6<sup>th</sup> percentile
4. Getting needed care 79.6%; 10<sup>th</sup> percentile
  - Easy to get care believed necessary for child



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	<ul style="list-style-type: none"><li>• Easy to get appointment for child with specialist</li></ul> <p><b>Action Areas:</b> Three lowest scores per survey</p> <p><b>Adult Survey:</b> Getting Care Quickly Rating of the Health Plan How Well Doctors Communicate</p> <p><b>Child Survey:</b> Getting Needed Care Rating of Health Care Rating of Health Plan</p>	
CAC Achievements for The Year <b>Melissa Schumann</b> <i>Member Services Supervisor</i>	<p><b>Melissa Schumann, Member Services Supervisor</b> recognized the achievements the CAC team has accomplished this year. The CAC members provided quality feedback and brought up great questions and concerns regarding Medi-Cal RX, the Student Behavioral Health School Initiative, CalAIM Enhanced Care Management (ECM), Member Materials, the System Disruption, the 10 county expansion, the ACAP Scholarship, Guiding Principles &amp; New DHCS Regulations, Community Supports especially in:</p> <ul style="list-style-type: none"><li>• Housing Transition Navigation Services</li><li>• Housing Deposits</li><li>• Housing Tenancy</li><li>• Short-Term Post Hospitalization Housing</li><li>• Recuperative Care (Medical Respite)</li><li>• Medically Tailored Meals or Medically Supportive Food</li><li>• Lance had the opportunity to attend the board meeting and board retreat this year and gave us detailed updates.</li><li>• Darnice and Lance had the opportunity to attend the Ole Health 50 year's event and reported how wonderful the event was.</li></ul>	<i>None</i>



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Population Health <b>Hannah O’Leary</b> <i>Senior Health Educator</i>	<b>Population Health</b> Member Material Review: Managing Diabetes: Diet and Exercise	<i>None</i>
<b>Additional Business/Other Items</b>		
Thank You to CAC Members <b>Melissa Schumann</b> <i>Member Services Supervisor</i>  Open Discussion	<b>Melissa Schumann, Member Services Supervisor</b> thanked our CAC members for their continued dedication to CAC, always raising valid questions and providing an important perspective. You all are our eyes and ears in the community and your feedback is extremely valuable to us. We were able to accomplish everything this year with your continued feedback and participation.  Committee members and attendees were given the opportunity to bring up any other topics, questions or concerns that weren't discussed on the agenda.	<i>None</i>
Adjournment Next Meeting	Meeting adjourned at 1:35 pm Thursday, March 9, 2023  Minutes recorded by: Katrina Tagle	





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# 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





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# 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: \_\_\_\_\_

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## **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 & Southern Region**

### **Consumer Advisory Committee (CAC) Meetings**

Senior Director of Member Services - Kevin Spencer





# NEWS



YOUR PARTNER IN HEALTH

## 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**



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# YOUR PARTNER IN HEALTH



WINTER 2023

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Jane Doe & son John  
People Profiled Below  
Caption Here



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# NEWS

YOUR PARTNER IN HEALTH

WINTER 2023

## 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**



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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:

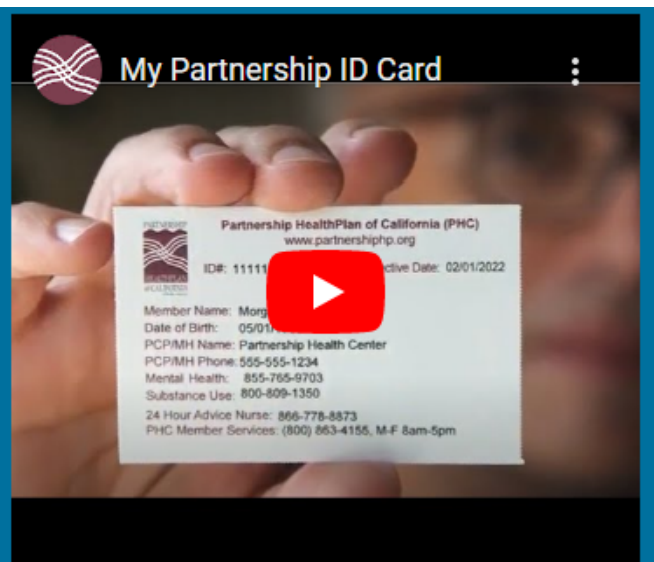


## PHC's Informational Videos

Manager of Communications - Patty Hayes



**Who is Partnership?**  
Duration: 1:47  
[View More Videos](#)



**My Partnership ID Card**  
Duration: 1:37  
[View More Videos](#)