

## MEETING AGENDA

**Meeting / Project Name:** Consumer Advisory Committee

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

**Date:** September 12, 2024      **Time:** Noon – 2 p.m.

**PHC Attendees:** Adriana Pantoja, Amanda Peters, Amy Turnipseed, Brandi Walker, Brent Weinberg, Brittany Spears, Chelsea Breshears, Cyress Mendiola, David Lavine, DeLorean Ruffin, Edna Villaseñor, Elijah Allen, Hannah O'Leary, Jeremy King, John Lemoine, Jose Puga, Katrina Tagle, Manleen Randhawa, Mark Bontrager, Dr. Marshall Kubota, Marta Ford, Matthew Mouille, Melissa Schumann, Dr. Mohamed Jalloh, Monica Uribe, Mona Cheng, Monika Brunkal, Ryan Ciulla, Roy Seely, Shari Roll, Sheila Hakel, Tim Sharp, Vicky Klakken, Wendi Davis, Yolanda Lantham

**Consumer Attendees:** Angelica “Angel” Settell, Becky Sherman, Belle Knight, Bethany Redmill, Beverly Franklin, Brion Burkett, Christina Thompson, Claire Gover, Craig Granum, Eli Seigel, Ellen Payton, Eugene Korte, Fanechka LaFitte, Guadalupe Alvarado, Jeanette Perez, Jennifer “Jenny” Bentrim, Joy Necom-Wade, Lance LeClair, Lori Carrillo, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sandra Mandujano, Sol McNally, William “Bill” Remak, Yan Yan “Jaime” Faurot

### Meeting 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)
- 281 Nevada St. Auburn, CA 95603 (Conference Room)
- 2760 Esplanade Suite 130, Chico, CA 95973 (Conference Room)

### Alternate Location:

- Banner Lassen Medical Center: 1000 Springs Ridge Dr. Susanville, CA 96130 (Pioneer Conference Room)

Topic	Description	Page	Time
<b>1) Welcome / Purpose of Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	4	12:00

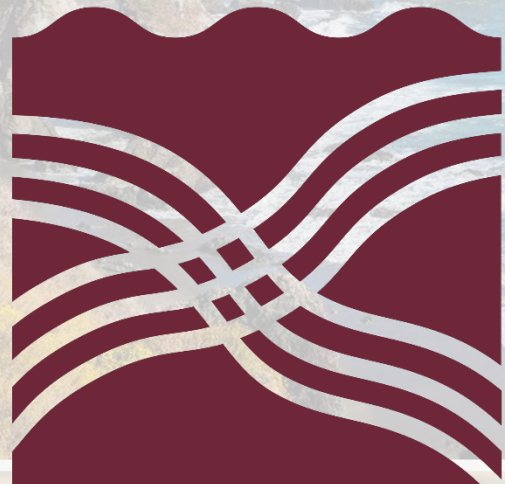
Topic	Description	Page	Time
<b>2) Introductions</b> <i>Time: 15 minutes</i> <i>Speakers: Melissa Schumann &amp; Ryan Ciulla</i>	Introduction of CAC members and Partnership staff. Welcome new members as well as provide a reminder for recruitment <b>Ice Breaker Question:</b>  In one or two words what are some encouraging words that you would give to someone?	5 - 6	12:05
<b>3) Approval of July 2024 Minutes</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the July 2024 minutes and another member to second the motion	7 - 19	12:20
<b>4) Follow Up from July 2024 CAC Meeting</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	<ul style="list-style-type: none"> <li>24 County Crisis phone numbers are in the packet</li> <li>Update on CCS Whole Child Model and breakdown in each region</li> </ul>	20	12:25
<b>5) CAC Member Seat Changes</b> <i>Time: 5 minutes</i> <i>Speaker: Araceli Gutierrez</i>	Thanking CAC member Lance LeClair for his years of service	21	12:30
<b>6) Consumer Board Representative Update</b> <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	Announcement of the new Consumer Board Representatives	22	12:35
<b>7) Report on Board Meeting</b> <i>Time: 15 minutes</i> <i>Speaker: Belle Knight, Brion Burkett, &amp; Marcelo "Nunie" Matta</i>	Consumer Board Representatives share their experience attending the August Board Meeting	23	12:40
<b>8) Partnership Update</b> <i>Time: 10 minutes</i> <i>Speaker: Wendi Davis</i>	Brief overview of health plan updates	24	12:55
<b>9) Preparing for Medicare</b> <i>Time: 20 minutes</i> <i>Speaker: Amy Turnipseed &amp; Matthew Mouille</i>	Presentation on how Partnership is preparing for Medicare	25 - 32	1:05
<b>10) Outreach and Education Campaign for Mental Health</b> <i>Time: 20 minutes</i> <i>Speaker: Mark Bontrager</i>	Presentation on Partnership's Behavioral Health Department member outreach and education campaign	33 - 44	1:25
<b>11) CHA/CHIP Update</b> <i>Time: 5 minutes</i> <i>Speaker: Monika Brunkal</i>	Brief update on Population Health CHA/CHIP work	45	1:45

Topic	Description	Page	Time
<b>12) Partnership in the Community</b> <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Brief update on community events attended by Partnership Member Services staff	46	1:50
<b>13) 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	47	1:55
<b>14) Next Meeting</b>	<b>December 12, 2024</b> <b>Noon – 2 p.m.</b>	48	

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PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*



# Consumer Advisory Committee (CAC)

Melissa Schumann & Ryan Ciulla  
September 12, 2024

# Welcome / Purpose of Meeting

Manager of Member Services, Melissa Schumann



## Consumer Representation by County

**Butte:** Eli, Lori

**Colusa:** Craig

**Humboldt:** Christina, Jennifer “Jenny,”  
Margaret

**Lake:** Bethany

**Lassen:** Ellen

**Marin:** Jaime “Yan”

**Napa:** Beverly

**Nevada:** Angelica “Angel”

**Placer:** Brion

**Shasta:** Becky, Belle, Joy, Wendy

**Solano:** Claire, Eugene, Jeanette, Sol

**Sonoma:** Guadalupe, Michael, Sandra,  
William “Bill”

**Tehama:** Fanechka

**Yolo:** Lulu, Marcelo “Nunie”

**Yuba:** Jackie

## Vacant County Seats

Del Norte   Glenn   Mendocino   Modoc   Plumas  
Sierra   Siskiyou   Sutter   Trinity

# Introductions

Managers of Member Services, Melissa Schumann & Ryan Ciulla

## Ice Breaker Question:

In one or two words what are some encouraging words that you would give to someone?





## MEETING MINUTES

**Meeting Name:** Consumer Advisory Committee Meeting

**Date:** July 11, 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)
- 281 Nevada St. Auburn, CA 95603 (Lincoln Conference Room)

**Partnership Attendees:** Andrea Thomas, Anthony Sackett, Ariana Quintero, Brandi Walker, Brittany Spears, Chelsea Breshears, Cyress Mendiola, David Lavine, Edna Villaseñor, Hannah O'Leary, Jeremy King, John Lemoine, Kathryn Power, Katrina Tagle, Kody Herrera, Malania De Paul, Manleen Randhawa, Marc Agudelo, Mark Bontrager, Melissa Schumann, Mona Cheng, Rachel Contreras, Rachel Villa, Ramneek Kaur, Rebecca Stark, Ryan Ciulla, Shahrukh Chishty, Sheila Hakel, Tim Sharp, Tommee Naenphan, Vicky Klakken, Wendi Davis

**Consumer Attendees:** Angelica “Angel” Settell, Becky Sherman, Belle Knight, Bethany Redmill, Beverly Franklin, Brion Burkett, Christina Thompson, Claire Gover, Eli Seigel, Ellen Payton, Eugene Korte, Guadalupe Alvarado, Jaime “Yan” Faurot, Jennifer “Jenny” Bentrin, Joy Newcom-Wade, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sandra Mandujano, Sol McNally, Wendy Longwell, William “Bill” Remak

Agenda Topic	Minutes	Action Items
<b>1) Welcome / Purpose of Meeting</b> <i>Speaker: Ryan Ciulla</i>	<p><b>Ryan Ciulla, Supervisor of Member Services</b>, opened the meeting by welcoming everyone, read the housekeeping rules and reminded the committee members that the purpose of the Consumer Advisory Committee (CAC) 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 Partnership responds to the different kinds of health care needs for all members.</p> <p>The Board has approved an update to Partnership's stipend policy, which includes an increase in the amount for attending each CAC Meeting. The new amount is, \$100 starting with today's meeting.</p>	<i>None</i>
<b>2) Introductions</b> <i>Speakers: Melissa Schumann and Ryan Ciulla</i>	<p>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 muffin?</p>	<i>None</i>
<b>3) Approval of March 2024 Minutes</b> <i>Speaker: Ryan Ciulla</i>	<p>The March 2024 meeting minutes were reviewed and approved.</p>	<p><b><i>Vote:</i></b>  <b><i>Wendy Longwell</i></b> voted to approve the minutes, <b><i>Becky Sherman</i></b> also voted to approve the minutes. The March 2024 meeting minutes were approved.</p>

Agenda Topic	Minutes	Action Items
<p><b>4) Follow Up from March 2024 CAC Meeting</b>  <i>Time: 5 minutes</i>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Supervisor of Member Services</b> provided answers to follow-up questions from the March 2024 CAC Meeting.</p> <ul style="list-style-type: none"> <li>• 2024 Community Health Worker (CHW) Program and Scholarship Opportunity <ul style="list-style-type: none"> <li>○ Salary: \$20 - \$25 per hour. This depends on the organization.</li> <li>○ Degree: No degree is required, but lived experience that aligns and provides a connection between the CHW and community or population being served. Lived experience relates to incarceration, military service, pregnancy and birth disability, foster system placement, homelessness, mental health conditions or substance use, being a survivor of domestic or intimate partner violence or abuse and exploitation. It can also include shared race, ethnicity, sexual orientation, gender identity, language or cultural background of one or more linguistic cultural or other groups in the community for which the CHW is providing services. A certification will also be required; however, the State hasn't decided what that will be.</li> </ul> </li> <li>• Schools and Mental Health Services: Mark Bontrager, Sr. Director of Behavioral Health, will provide an update later in the meeting.</li> </ul>	<p><i>None</i></p>
<p><b>5) 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, June 26, 2024.</p> <ul style="list-style-type: none"> <li>• A needs assessment was conducted for each of Partnership's servicing counties; four areas were discussed in detail. Partnership is actively helping in each of these areas: <ol style="list-style-type: none"> <li>1. Healthcare access and quality due to the realness of most counties</li> </ol> </li> </ul>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>5) Report on Board Meeting Continued</b>  <i>Time: 10 minutes</i>  <i>Speaker: Wendy Longwell</i></p>	<ol style="list-style-type: none"> <li>2. Economic stability: housing issues</li> <li>3. Lack of healthy food and ways to exercise, transportation, and fire threats</li> <li>4. Adverse childhood experiences and how it affects you as an adult</li> </ol> <ul style="list-style-type: none"> <li>• California's Managed Care Organization (MCO) Tax: Assembly Bill 119 authorized a MCO tax, effective, April 1, 2023 through December 31, 2026. The MCO tax is estimated to provide \$19.4 billion in net non-federal funding. This tax is a provider tax imposed by states on health care services. The burden of the tax falls mostly on providers, such as a tax on health plans per members served. The tax is used as a mechanism to generate new state funds that can be used to match with federal funds to bring additional federal Medicaid dollars to California.</li> <li>• Transportation: Partnership provided 103,756 rides for members for the month of May 2024 alone.</li> <li>• AB 2200 – California's Guaranteed Health Care for All Act: If approved, this act will provide comprehensive coverage including primary care, hospitalization, prescription drugs, mental health, and long-term care. There will be no out-of-pocket costs. Equity will be a primary focus. Patients can choose their provider without network restrictions and medications will be more affordable.</li> </ul> <p>The CAC had a lot of great ideas of how members can get involved in their communities or within the CAC. Wendy brought these ideas to the Board and there have been several implementations since. Ideas include, members attending the Redding Farmers Market, implementing a, "New Member Orientation" for new members coming onto the CAC, and an article in the Partnership Newsletter written by a member and their perspective.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>6) Consumer Board Member Position</b>  <i>Time: 5 minutes</i>  <i>Speaker: Cyress Mendiola</i></p>	<p><b>Cyress Mendiola, Associate Director of Member Services</b> announced 8 CAC members have shown interest by submitting their application to serve as a Partnership Consumer Board Representative. Partnership needs one consumer from each of the Eastern, Northern, and Southern Regions. Next steps include selecting the Representative within the next two to three weeks.</p> <p><b>Wendy Longwell</b> said she and Lance are currently the Board Representatives and their terms are ending so that's where the positions are coming from. She said the update she provides during this meeting, is what the new representative would be required to do. You would also provide the Board with what CAC is doing.</p> <p><b>Bethany Redmill</b> asked for clarification on where the members will be selected from. Wendi Davis broke down each region and where Partnership is needing representation from.</p> <div data-bbox="787 902 1421 1456"> <p><b>Partnership Regions</b></p> <p>Legend: North (blue), South (maroon), East (teal)</p> <p>Regions shown on map:</p> <ul style="list-style-type: none"> <li><b>North (Blue):</b> DEL NORTE, SISKIYOU, MODOC, SHASTA, LASSEN, TRINITY, HUMBOLDT, TEHAMA.</li> <li><b>South (Maroon):</b> MENDOCINO, SONOMA, NAPA, YOLO, SOLANO, MARIN.</li> <li><b>East (Teal):</b> PLUMAS, BUTTE, GLENN, COLUSA, YUBA, SIERRA, NEVADA, PLACER.</li> </ul> <p><small>For Consumer Advisory Committee use only.</small></p> </div>	<p><i>If anyone is interested in becoming a Board Representative, please reach out to Melissa Schumann, Ryan Ciulla, or Cyress Mendiola.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>6) Consumer Board Member Position Continued</b>  <i>Time: 5 minutes</i>  <i>Speaker: Cyress Mendiola</i></p>	<p><b>Jaime Faurot</b> asked if the Board was inclusive to people with different experiences and how diverse it was. She said she represents the Asian community, which is marginally underserved. She wants to discourage colorblindness. Would the Board consider someone from this community or are they looking for someone that is familiar with the process already? <b>Wendi Davis</b> said Partnership not only considers, but encourages. We have made a special effort in recruiting our new CAC members by ensuring our CAC member representation is reflective of the communities they represent. We think it is important and even those small areas that may not be the large majorities. This direction will be given to this committee to also take those types of things into consideration with our three representatives from the CAC. We want to cast our net as wide as we can to encompass those different areas of specialty, backgrounds, ethnicities, etc. There are a lot of unique things about people that others can't see and this is a top priority for all of us.</p> <p><b>Marcelo “Nunie” Matta</b> asked about the frequency and location of Board meetings and the qualifications required to attend. Cyress Mendiola explained that the meetings are held at one of the Partnership regional offices, rotating locations with each session. The commitment is for a two-year term. <b>Wendi Davis</b> added that a Representative must be an active Partnership member, and being on the CAC is a qualification in itself. Partnership will provide any necessary assistance for attending meetings. A selection committee, consisting of CAC members, Wendi herself, and a representative from the Board of Directors, will review all applications and cast their votes. Wendi also acknowledged Wendy Longwell and Lance LeClair for their excellent performance in their roles.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>6) Partnership Update</b>  <i>Time: 10 minutes</i>  <i>Speaker: Wendi Davis</i></p>	<p><b>Wendi Davis, Chief Operating Officer</b> gave a brief overview of health plan updates.</p> <ul style="list-style-type: none"> <li>Partnership and CommonSpirit Health “Dignity” are back under contract. Partnership retroactive hospitals as of, April 1, 2024 and for Primary Care, Specialist, DME, etc. were retroactive as of, June 1, 2024. Members who were reassigned to another provider after falling out of contract, called back in to Member Services and were approved to be reassigned back to Dignity. These reassignments became effective as of, July 1, 2024.</li> <li>The Managed Care Organization (MCO) tax is a tax on the managed care plans, like Partnership. This tax does not fall on the people. The State is asking that the money the health plans have already paid toward this tax be mostly used for services they want to implement rather than reassigning it to the general fund.</li> <li>As of January 1, 2025, Partnership will go-live with Whole Child Model with our ten expansion counties. This means, Partnership will assume the California Children’s Services (CCS) program and will become responsible for the case management, approvals, and monitoring of those kids. This service includes approximately 4,500 children. Partnership is working closely with each county and the providers to make the transition as smooth as possible.</li> </ul> <p><b>Brion Burkett</b> asked what number this measure was and if it is a senate bill, assembly bill, etc. <b>Wendi Davis</b> said it is called, Proposition 35: Protect Our Health Care or Managed Care Organization (MCO) tax.</p>	<p><i>Wendi will give an update on the Whole Child Model, which starts on January 1, 2025, at a future CAC meeting.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>6) Partnership Update Continued</b>  <i>Time: 10 minutes</i>  <i>Speaker: Wendi Davis</i></p>	<p><b>Ellen Payton</b> said it is confusing what they are asking of the voters, so for clarification, should people be voting, “yes” or “no” on this measure. <b>Wendi Davis</b> said she doesn’t want to tell anyone how to vote. However, the way the measure is written, if you want to see the tax funds that the health plans paid go towards rural hospitals and providers, then a, “yes” vote would be appropriate. If you would like to see the tax funds go towards anything, including the general fund, a “no” vote would be appropriate.</p> <p><b>William “Bill” Remak</b> asked if the nonprofit clinics and hospitals that Partnership contracts with, will they be affected differently by Proposition 35. <b>Wendi Davis</b> responded saying no, and provided an example. She said for a small rural safety net hospital, at the end of the year, they have an opportunity to get additional funds based on the services they provided. These funds help them to remain open and continue providing services to our communities.</p>	<p><i>None</i></p>
<p><b>7) CHA / CHIP Updates</b>  <i>Time: 10 minutes</i>  <i>Speaker: Hannah O’Leary</i></p>	<p><b>Hannah O’Leary, Manager of Population Health</b> gave a presentation update on the Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP).</p> <p>This is a new project given to Partnership by the Department of Health Care Services (DHCS). It replaces a report that looks at the health and social needs of our members. Now, Partnership works closely with the public health departments in each of our servicing counties to look at what the community needs are and how they plan to help.</p>	<p><i>The Population Health Team will develop a survey for the CAC Members to provide feedback on health education, wellness programs, language and culture needs, and health equity needs.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>7) CHA / CHIP Updates Continued</b>  <i>Time: 10 minutes</i>  <i>Speaker: Hannah O’Leary</i></p>	<ul style="list-style-type: none"> <li>Goals: two counties have approved goals, three counties have a priority area, ten counties have no goal, and nine counties have goals pending approval.</li> <li>Partnership is sharing data and attending meetings with the public health departments to ensure goals are met.</li> <li>Partnership hired a new team that will work closely with the counties. They will provide support with meetings, distribute surveys, and conduct focus groups, interviews, and meetings.</li> <li>Partnership is looking closely at emerging themes such as, access to care, behavioral health, healthy eating and active living, tobacco use, adverse childhood experiences, and transportation (rides), low income/homelessness, lowering suicide rates, knowing about resources, human connection, and being aware of diseases.</li> </ul> <p><b>Clair Gover</b> asked if, SMART was an acronym for something. Hannah O’Leary responded saying that this type of goal allows it to be measurable, tracked, and time bound. It’s a goal that you can actually achieve.</p>	<p><i>None</i></p>
<p><b>8) A Member Story</b>  <i>Time: 5 minutes</i>  <i>Speaker: Melissa Schumann</i></p>	<p><b>Melissa Schumann, Supervisor of Member Services</b> shared a member story video on CAC member Marcelo “Nunie” Matta. The video features Nunie who is also a member of the State Medi-Cal Member Advisory Committee.</p> <p>Nunie provided an update from the last meeting he attended, which they are working on improving their process for grievances and appeals.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>9) Partnership ID Card Sleeve Pilot</b>  <i>Time: 15 minutes</i>  <i>Speaker: Anthony Sackett</i></p>	<p><b>Anthony Sackett, Program Manager II, Quality Improvement,</b> provided a presentation on the Partnership ID card sleeve pilot. CAC members were provided a sample of ID card sleeve and were asked to provide feedback.</p> <p>Feedback provided by the CAC members included:</p> <ul style="list-style-type: none"> <li>• Too large to fit in a wallet like other cards</li> <li>• Fits nicely in a large wallet, but the sleeve will be bulky if there are more than two cards in it</li> <li>• Recommend making the sleeve the size of a card</li> <li>• The design is great, 10 out of 10</li> <li>• Usability is a 2 out of 10</li> <li>• Good size to fit in a jean pocket</li> <li>• Add commonly used or urgent phone numbers</li> <li>• Colors are nice</li> <li>• Nice size to fit additional cards</li> <li>• Plastic is not earth friendly</li> </ul> <p>Anthony will hand these sleeves out to members at another event and get their feedback as well. Once his team gathers all feedback they will reassess. He will provide an update to CAC, if requested.</p> <p><b>Belle Knight</b> asked why a member's full ID number can't be on the ID card? Edna Villaseñor said the last four numbers are not there because they can change and we wouldn't want to issue new cards every time they change.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p><b>10) Schools and Mental Health Services</b>  <i>Time: 10 minutes</i>  <i>Speaker: Mark Bontrager</i></p>	<p><b>Mark Bontrager, Sr. Director of Behavioral Health</b>, provided an informational update regarding parents getting involved in mental health programs at schools.</p> <p>The Child and Youth Behavioral Health Infrastructure (CYBHI) initiative is driving several school-based efforts. This is a \$2 billion initiative by the state, encompassing approximately 15 different projects, including the Student Behavioral Health Incentive Program (SBHIP). For the past three years, Partnership has collaborated with schools on prevention and early intervention. Now, the State of California will reimburse all health plans, including both Medi-Cal and commercial insurance, for delivering mental health services at school sites. This can be done either by the school itself or by affiliated providers. The state is working to remove all barriers to care for children and youth at school sites, which also includes family therapy. Partnership is open to different means of access that are sensitive to the needs of our members, so if there is another option Partnership needs to be aware of, please let us know.</p> <p>Mark Bontrager reiterated that these initiatives are developed by the state. Partnership does not have any influence on who the eligible providers are.</p> <p><b>Belle Knight</b> said her son has tried utilizing the suicide helpline, but no one answered. She asked if there are other options locally that children can reach out to. Mark Bontrager responded saying there are other options. There is the 988 hotline, each county is mandated to have a mobile crisis unit where they will go to the person needing assistance, and then under child welfare there's the Family Emergency Response System (FERS).</p>	<p><i>Mark Bontrager will be presenting at the next meeting regarding an annual mental health utilization assessment. He will consult with the CAC members about member outreach and education campaigns as it relates to members using Partnership's health services.</i></p>

Agenda Topic	Minutes	Action Items
<p><b>10) Schools and Mental Health Services Continued</b>  <i>Time: 10 minutes</i>  <i>Speaker: Mark Bontrager</i></p>	<p><b>Wendy Longwell</b> asked if Partnership or these crisis teams are addressing the different disabilities and social anxieties that go along with them to ensure they are getting the help they need? Mark Bontrager responded saying he understood that what is available isn't always a solution to every individual. But another option is telehealth, which removes some barriers allowing an individual a therapy appointment from the security of their home. Additionally, one of the initiatives includes wellness coaches who are not clinicians to offer support, case management, and intervention. <b>Wendy Longwell</b> responded saying connectivity is a problem living in rural areas. Also, once a child graduates from school, where are we supposed to reach them? How do we assist them into adulthood and continue providing them the services? Far Northern Regional Center provides day programs, is there something similar to this available? <b>Brion Burkett</b> responded saying a Discord server would be a great option for those issues. Partnership could staff and be available for kids under 16 years old. <b>Sol McNally</b> said she uses Discord and believes it could work in a mental health situation.</p> <p><b>Jaime “Yan” Faurot</b> said it's important to have peer involvement at an early age and asked if Partnership has considered having peers with different lived experiences who work with the clinicians. Mark Bontrager replied saying they have community health workers who have lived experience, which is the closest comparable to a peer.</p> <p><b>Ellen Payton</b> said parents or mentors to a child should not be making a big deal out of the child going to counseling. There is a stigma and a fear a child has with disclosing they are in counseling, but if the adult in the situation makes it more of a normal situation, maybe the children will be more open to going.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<b>15) Open Forum</b> <i>Speaker: All</i>	<p>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</p> <p><b>Lulu Zhang</b> said there are artificial intelligence (AI) platforms that can really help when a person doesn't want to go to an in-person session. It's available 24/7 and you can get assistance on your phone, tablet, computer, or any other smart device. She said the interactive tool understands the questions and appears quite compassionate. It provides advice as well as links to additional resources.</p> <p><b>Eli Seigel</b> said he does a lot of in-services on being handy capable and would like an opportunity to discuss his illnesses because there may be other Partnership members that also have the same. There are conferences, walks that could be done, fundraisers, and education that could help a lot of people. There is also holistic and other topical medication available that he'd like to speak about that could help people who can't take oral medication. He would also like to bring light to others that handy capable people are just that. They are capable and shouldn't be spoken down to or spoken to like a child. Eli reiterated that Partnership is a fabulous organization and thanked everyone at Partnership for being due diligent and caring.</p>	<i>None</i>
<b>16) Next Meeting</b>	<b>September 12, 2024</b> <b>Noon – 2 p.m.</b>	

## Follow-Up from July 2024 Meeting

Manager of Member Services, Ryan Ciulla

- 24 County Crisis phone numbers are in packet
- Update on CCS Whole Child Model and breakdown in each region.

# CAC Member Seat Changes

Supervisor of Member Services, Araceli Gutierrez



# Consumer Board Representative Update

Manager of Member Services, Melissa Schumann

**Belle Knight**



**Brion Burkett**



**Marcelo “Nunie” Matta**



# Report on Board Meeting

Consumer Board Representatives,  
Belle Knight, Brion Burkett, Marcelo “Nunie” Matta

## Recap on Partnership’s Board of Commissioners’ Meeting





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# Partnership Update

Wendi Davis  
Chief Operating Officer



## Medicare - DSNP



The goals of California Advancing and Innovating Medi-Cal (CalAIM) are to:

- Address California's physical and mental health needs
- Improve and integrate care for Californians
- Be a catalyst for equity and justice
- Work together to build a healthier state

***As part of CalAIM, All Medi-Cal plans must offer a Medicare Special Needs Plan for Dual Eligible Beneficiaries (Medicare D-SNP) by 2026.***

# Medi-Cal vs Medicare: Key Program Components

	Medi-Cal	Medicare
<b>Eligibility</b>	Low-income	<ul style="list-style-type: none"><li>• 65+, disability, or ESRD</li><li>• have paid Medicare taxes</li></ul>
<b>Oversight</b>	State DHCS	Federal CMS
<b>Benefits</b>	Benefits not covered by Medicare <ul style="list-style-type: none"><li>• Examples: SNF days over 100, dental, IHSS, non-medical transportation, incontinent supplies</li></ul>	Medicare primary coverage for <ul style="list-style-type: none"><li>• Inpatient/hospital services (Part A)</li><li>• Physician/outpatient services (Part B)</li><li>• Pharmacy medications (Part D)</li><li>• Supplemental benefits</li></ul>
<b>Plan Options</b>	Only Partnership for the 24 county service area (COHS model)**  ** <i>Kaiser an option in 8 counties</i>	Beneficiary choice and market competition <ul style="list-style-type: none"><li>• Medicare FFS</li><li>• Many Medicare Advantage Plans (including Special Needs Plans, D-SNPs)</li></ul>
<b>Other unique differences</b>		Model of care*, STARS, risk adjustment, financial model and bid process, sales and marketing

- Partnership has 92,815 members over the age of 65 in our 24 counties.



## Medicare Benefits

Medicare Fee For Service or  
Medicare Advantage Health Plans

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## Medi-Cal Benefits



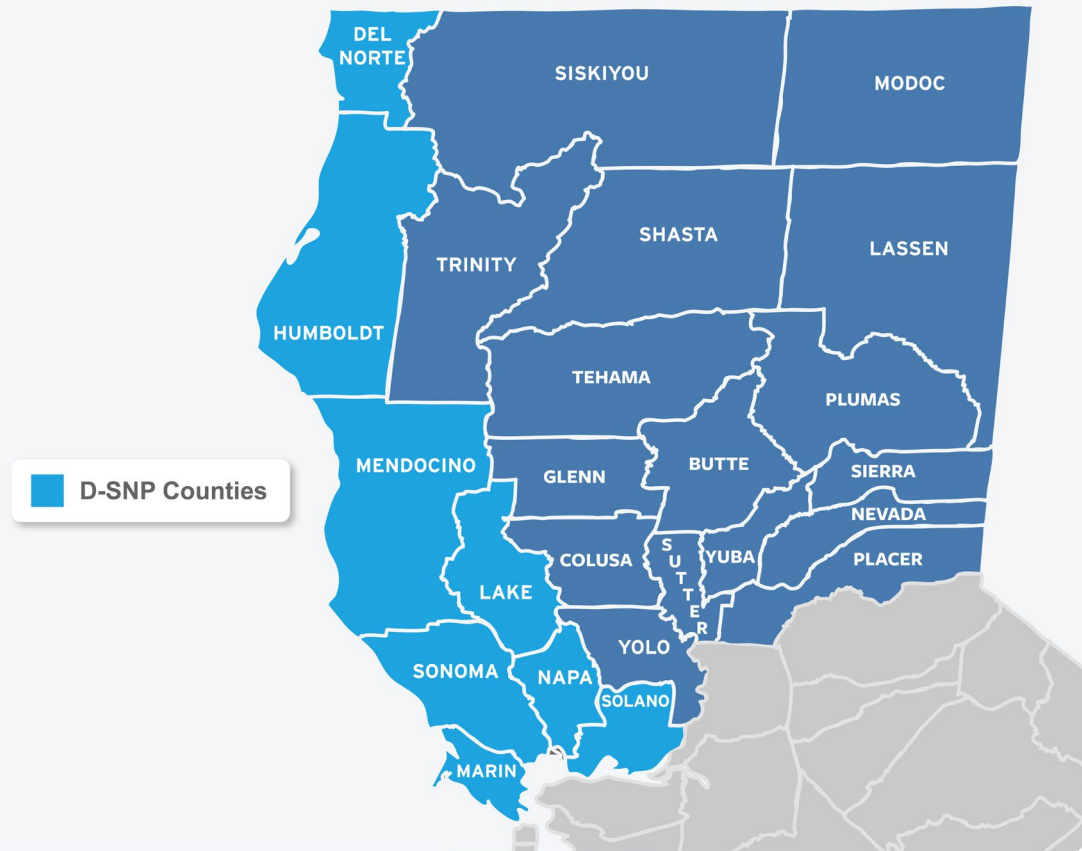


## Medi-Cal and Medicare Benefits (and materials)



## Partnership Service Area

Partnership serves  
55,000 members with  
Medicare coverage in these  
eight counties\* today



- Supplemental Benefits
- Provider Support
- Care Coordination Support
- What Works vs What Doesn't

# Your Experience with Medicare



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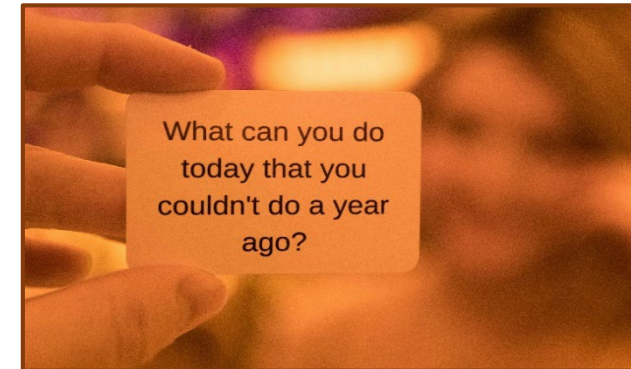
# Behavioral Health Utilization, Member Outreach and Education Campaign

Partnership Consumer Advisory Committee  
September 12, 2024

# Mental Health: Member Outreach and Education Plan

SB1019 mandates that all managed care plans do the following every year:

- Conduct an assessment of mental health utilization
- Consult with stakeholders:
  - Consumer Advisory Committee
  - Tribal members
  - Racial and ethnic diverse stakeholders
  - Include input from the Population Needs Assessment
- Create a Member Outreach and Education Plan
  - Plan must include multiple means of communication
  - (examples: website, written materials, texts, etc.)
  - Use “stigma reduction” techniques
  - Meet cultural and linguistic standards

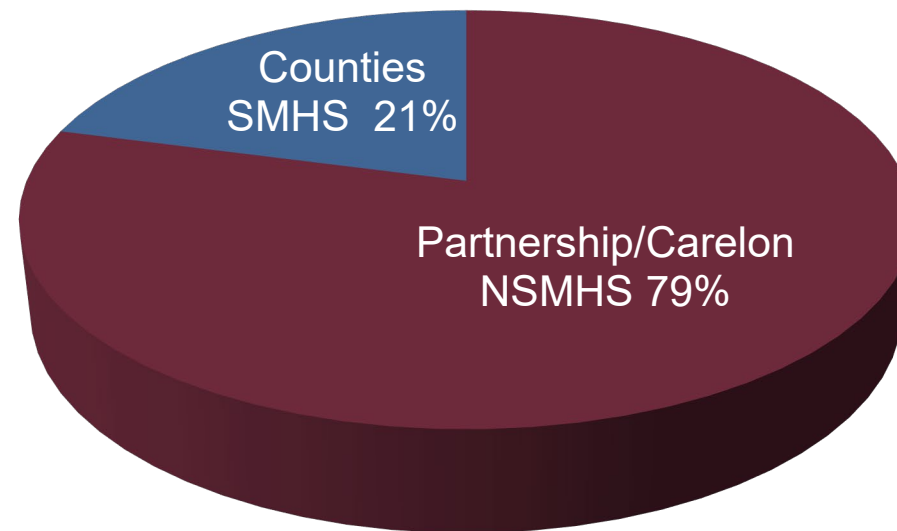


***We need your help!***

# Mental Health: Utilization Rates

Calendar Year 2023

**Overall Penetration Rate Nearly 10%**



- Members Utilized Mental Health Services through network administered by Carelon = 48,985
- Members Utilized County Speciality Mental Health = 12, 920

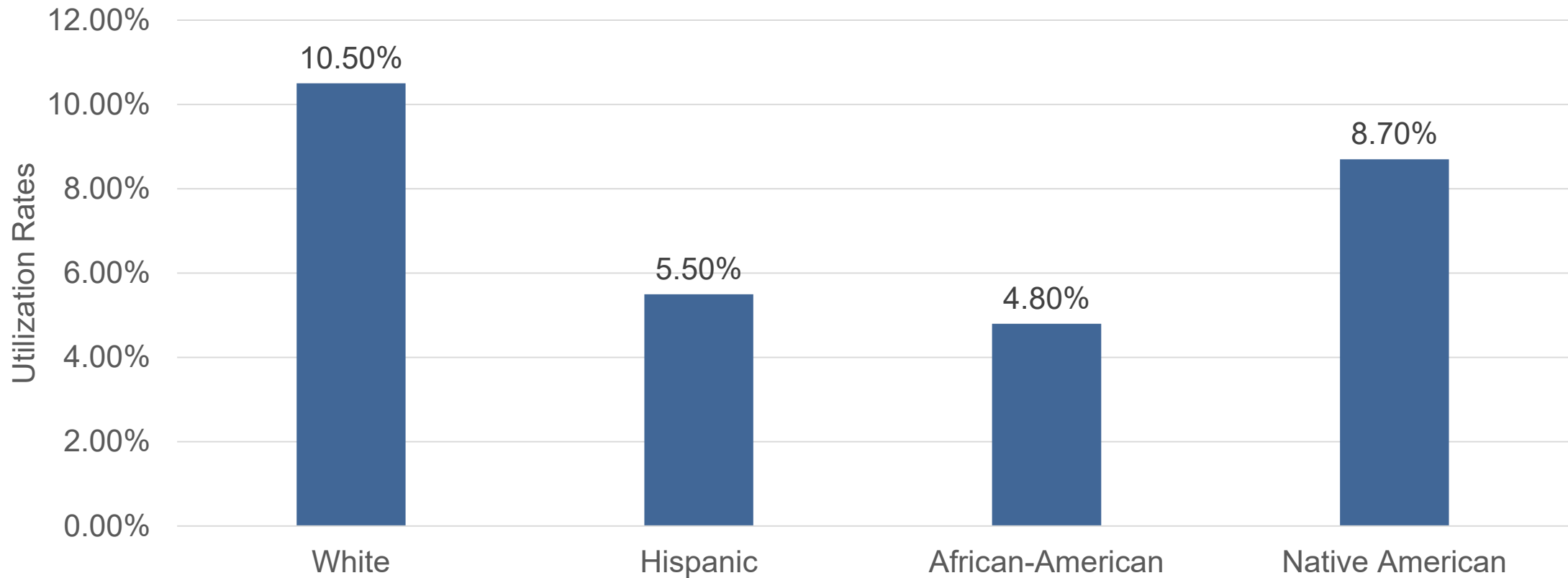
# What Do We Know About Our Utilizing Members?

## Members Utilizing Services in our Non-Specialty System:

- Overall average of 10 visits per utilizer
- 32% telehealth visits
- 88% therapy
- 12% medication management
- Diagnoses:
  - 45% anxiety disorders
  - 25% depressive disorders

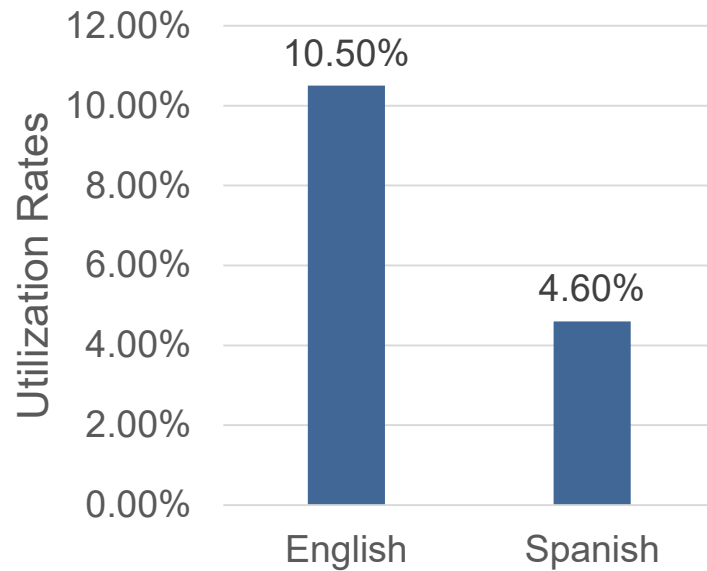
# Utilization of Mental Health Services CY 2023

Race & Ethnicity

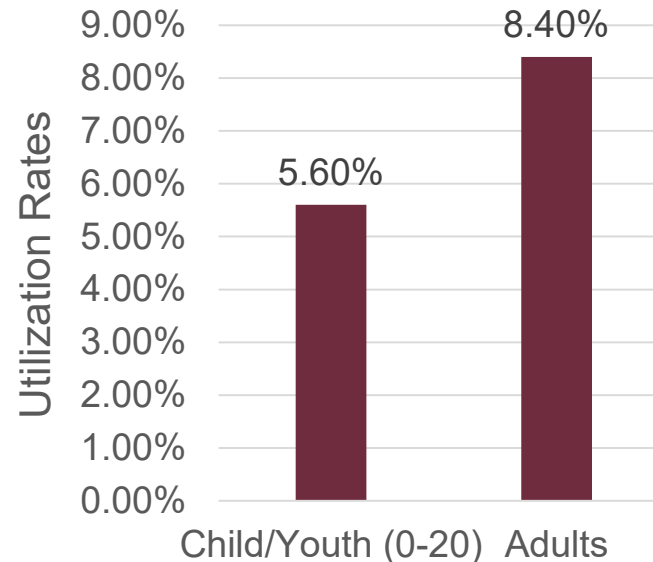


# Utilization of Mental Health Services CY2023

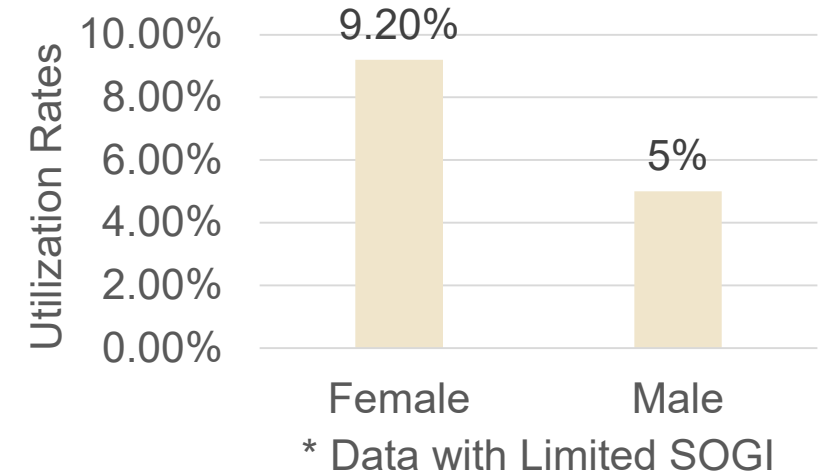
Preferred Language



Age

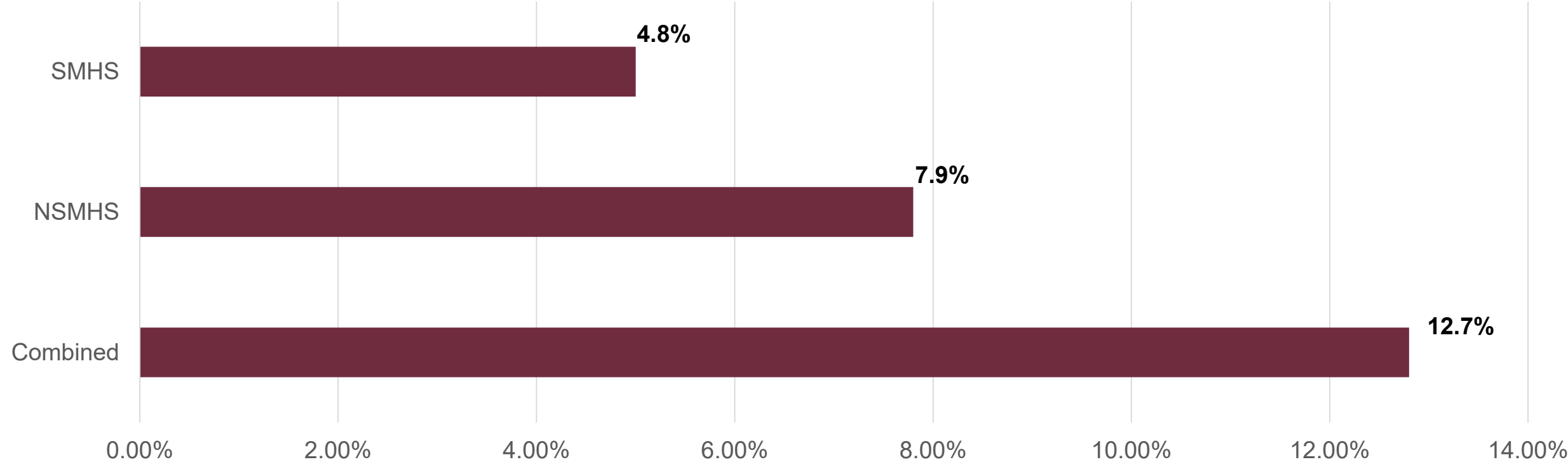


Gender



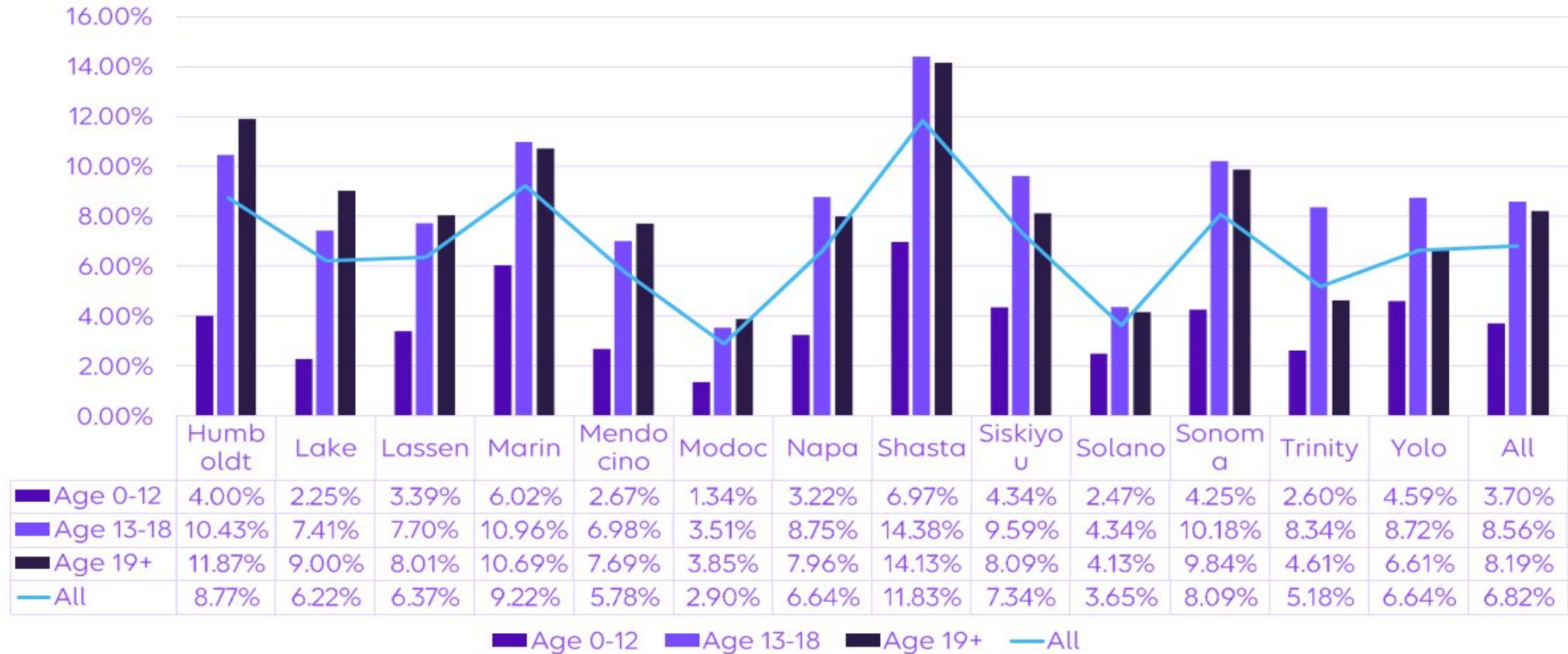
# Utilization of Mental Health Services CY2023

Members with Disability Aid Codes  
Utilization Rate



# Utilization by Geography

Utilization by Age and County



# Stigma Reduction Best Practices

- **Education:** Provide education to combat myths or misunderstandings
- **Targeted:** Focus on specific groups for the highest impact and keep it local
- **Credible:** People hear it best from others who are most like them
- **Continuous:** The message needs to be repeated and in multiple ways for it to land

**Best Practices: Strategic Stigma Change by Patrick W. Corrigan, Psy.D**

**Publication:** Psychiatric Services Volume 62, Number 8

# Consumer Advisory Committee Members

## Questions to Consider

- How can we better inform members about mental health services available?
- What would you like to know more about when it comes to your mental health benefits?
- How do we reach more of our members to let them know about mental health services available? (keep in mind best practices – education, targeted, local, continuous)
  - Phone call
  - Texts
  - Email
  - Advertisements/web
  - Other

# Consumer Advisory Committee Members

## Questions to Consider

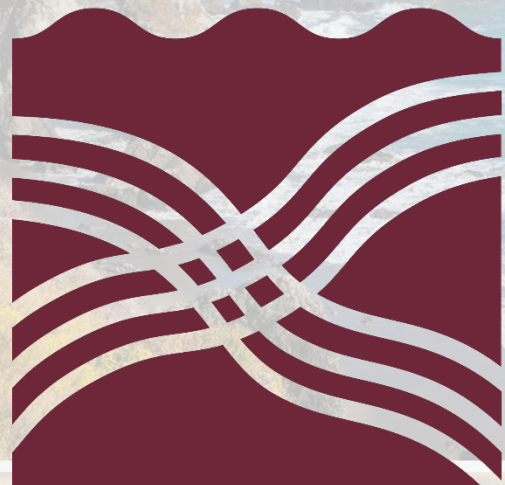
- How might we remove barriers?
- How can we better help members get services, particularly from those groups that have lower utilization?
  - Hispanic & African-American members
  - Geography - Modoc

# Questions





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# CHA / CHIP Update

Monika Brunkal  
Associate Director of Population Health



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# Partnership in the Community

Ryan Ciulla  
Manager of Member Services

# Open Forum





**Next Meeting**  
**December 12, 2024**  
**Noon – 2 p.m.**

