

MEETING AGENDA

Meeting / Project Name: Community Advisory Committee

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

Date: December 11, 2025

Time: Noon – 2:00 p.m.

Meeting Locations:

- Humboldt - 1036 5th Street, Suite E, Eureka, CA 95501
- Placer – 281 Nevada Street, Auburn, CA 95603
- Shasta - 2525 Airpark Drive, Redding, CA 96001
- Solano - 4605 Business Center Drive, Fairfield, CA 94534
- Sonoma - 495 Tesconi Circle, Santa Rosa, CA 95401

Alternate Meeting Locations:

- Plumas Bank – 900 Mangrove Avenue, Chico, CA 95926
- Northeastern Rural Health Clinics – 1850 Spring Ridge Drive, Susanville, CA 96130
- Modoc Medical Center – 1111 N Nagle Street, Alturas, CA 96101

Topic	Description	Page
1) Welcome / Purpose of Meeting <i>Time: 12:00 (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	6
2) Introductions <i>Time: 12:05 (5 minutes)</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members. Welcoming new CAC members as well as providing a reminder for ongoing recruitment	7
3) Approval of September 2025 Minutes <i>Time: 12:10 (5 minutes)</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the September 2025 minutes and another member to second the motion	8-20

Topic	Description	Page
4) Follow up from September 2025 CAC Meeting <i>Time: 12:15 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	All follow up items from September 2025 meeting have been completed	21
5) Community Board Representative Update <i>Time: 12:20 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	Update on the new term for Community Board Representatives	22
6) Partnership Update <i>Time: 12:25 (10 minutes)</i> <i>Speaker: Jill Blake</i>	Brief overview of the health plan updates	23
7) CAC Year in Review 2025 <i>Time: 12:35 (5 minutes)</i> <i>Speaker: Ryan Ciulla & Melissa Schumann</i>	Review of events attended and accomplishments by CAC Members in 2025	24-26
8) Children's Services Overview <i>Time: 12:40 (10 minutes)</i> <i>Speaker: Kelly Young Stone</i>	Brief overview of Children's Services	27-29
9) Community Health Assessment (CHA)/ Community Health Improvement Plans (CHIP) Update <i>Time: 12:50 (5 minutes)</i> <i>Speaker: Hannah O'Leary & Lillian Merino</i>	Brief update on Population Health CHA/CHIP work	30-32

Topic	Description	Page
10) Community Reinvestment Plan Discussion <i>Time: 12:55 (20 minutes)</i> <i>Speaker: Dr. Mohamed Jalloh</i>	Brief overview of the Community Reinvestment Plan	33
11) Member Experience Annual Review <i>Time: 1:15 (10 minutes)</i> <i>Speaker: Anthony Sackett</i>	Presentation on 2025 Member Experience Survey Results	34-44
12) Medi-Cal Dental Overview <i>Time: 1:25 (5 minutes)</i> <i>Speaker: Darren Vinson & Ben Nguyen</i>	Brief overview of Medi-Cal Dental	45
13) Transportation App Demonstration <i>Time: 1:30 (15 minutes)</i> <i>Speaker: Brandi Walker</i>	Demonstration of the new Partnership Transportation App	46-63
14) Open Forum <i>Time: 1:45 (15 minutes)</i> <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	64
15) Next Meeting	March 12, 2026 Noon – 2 p.m.	65

This open and public meeting may be recorded. Any audio or video tape record of this meeting made by or at the direction of Partnership HealthPlan of California is subject to inspection under the Public Records Act and will be provided without charge, if requested. Any audio or video recording may be erased or destroyed 30 days after the recording. 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 Community Advisory Committee has designated Community Advisory Committee Coordinator as the contact for Partnership HealthPlan of California located at 4605 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Community Advisory Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all Partnership regional offices (see locations above). It can also be found online at www.partnershiphp.org. Partnership 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 cac@partnershiphp.org. Notification in advance of the meeting will enable the Community Advisory Committee Coordinator 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.



Community Advisory Committee

Melissa Schumann & Ryan Ciulla

December 11, 2025

Welcome/ Purpose of Meeting

Manager of Member Services, Melissa Schumann



Community Representation by County

Butte: Adrene, Eli

Colusa: Susan

Humboldt: Jennifer “Jenny,” Margaret

Lake: **Angela, Annette**

Lassen: Ellen

Marin: Jaime, Jason

Mendocino: **Perry**

Modoc: Lee

Napa: Beverly

Nevada: Harry, Raichael

Placer: Brion

Shasta: Belle, Joy, Wendy

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

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

Tehama: Fanechka

Yolo: Lulu, Marcelo “Nunie”

Yuba: Jackie

Vacant County Seats

Del Norte Glenn Plumas Sierra
Siskiyou Sutter Trinity



Introductions

Manager of Member Services, Melissa Schumann

Approval of September 2025 Meeting Minutes

Manager of Member Services, Ryan Ciulla





MEETING MINUTES

Meeting Name: Community Advisory Committee Meeting

Date: September 11, 2025

Time: Noon – 2 p.m.

Partnership Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 2525 Airpark Drive, Redding, CA 96001 (Airpark Conference Room)
- 1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
- 281 Nevada Street, Auburn, CA 95603 (Lincoln Conference Room)

Alternate Location:

- Plumas Bank – 900 Mangrove Avenue, Chico, CA 95926
- Northeastern Rural Health Clinics – 1850 Spring Ridge Drive, Susanville, CA 96130
- Modoc Medical Center – 1111 N Nagle Street Alturas, CA 96101

Partnership HealthPlan Attendees: Amanda Peters, Autumn Monson, Benjamin Amparo, Brandon Yadi, Brent Weinberg, Carl Foster, Carmen Muñoz, Cassandra McAuliffe, Celena Donahue, Ciara, Rejefski, Cristina Mozqueda-Rodriguez, Crystal Carattini, Cyress Mendiola, Edna Villaseñor, Elisandra Rios, Fred Guillen, Gabrielle Breshears, Greg Cafiero, Guillermo Rodriguez, Hillary Hendrix, Ileana Hernandez, James Legere, Jay Navarrete, Jesus Hermosillo, Jocelyn Hooper, John Lemoine, Jon Crnkovic, Jorge Rosas, Katie Bailey, Kathryn Power, Katrina Tagle, Kelly Young Stone, Krystal Johnson, Leigha Andrews, Madison Clark, Melissa Schumann, Dr. Mohamed Jalloh, Monika Brunkal, Mori McLennan, Rebecca Stark, Rosy Hernandez, Ryan Ciulla, Selina Delgado, Shahrukh Chishty, Shayla Hoang, Sonja Bjork, Sunshine Jackson, Tammi Lidie, Tara Logan, Tim Sharp, Tori Goff, Vicky Klakken

Committee Attendees: Adrene Ryan, Belle Knight, Beverly Franklin, Brion Burkett, Catherine Collins, Claire Gover, Eli Seigel, Fanechka LaFitte, Ellen Payton, Guadalupe Alvarado, Harry “Scott” Boggs, Jackie Berg, Jason Faurot, Jeanette Perez, Jennifer “Jenny” Bentrin, Lee Walton, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Raichael Stewart, Sol McNally, Susan Wagenaar, William “Bill” Remak, William Ward, Yan Yan “Jaime” Faurot

Agenda Topic	Minutes	Action Items
<p>1) Welcome / Purpose of Meeting <i>Speaker: Ryan Ciulla</i></p>	<p>Ryan Ciulla, Manager of Member Services, opened the meeting by welcoming everyone, read the housekeeping rules and reminded the members that the purpose of the Community 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 discuss concerns for all members by making sure that Partnership responds to the different kinds of health care needs for all members.</p>	<p><i>None</i></p>
<p>2) Introductions <i>Speakers: Melissa Schumann & Ryan Ciulla</i></p>	<p>CAC members in all Partnership sites gave their names and which County they were from.</p> <p>Members also answered the Ice Breaker question: <i>This or That? Pumpkin Pie or Apple Pie?</i></p>	<p><i>None</i></p>
<p>3) Approval of June 2025 Minutes <i>Speaker: Melissa Schumann</i></p>	<p>The June 2025 meeting minutes were reviewed and approved.</p>	<p><i>Vote: Raichael Stewart</i> voted to approve the minutes, <i>Belle Knight and William “Bill” Remak</i> also voted to approve the minutes.</p>

Agenda Topic	Minutes	Action Items
<p>4) Follow Up from June 2025 CAC Meeting <i>Speaker: Ryan Ciulla</i></p>	<p>Ryan Ciulla, Manager of Member Services, provided answers to follow-up questions from the June 2025 CAC Meeting.</p> <ul style="list-style-type: none"> Confirmed that members, Miyiosha “Mimi” Aubrey and Margaret Sager, were enrolled in the Partnership Texting Campaign. Confirmed that Jackie Berg was connected to a transportation representative and that the reimbursement statements requested from 2024 and 2025 were issued. Lulu Zhang previously asked if a member drives themselves to an appointment, would they be eligible for reimbursement of gas mileage, tolls and parking fees. Ryan Ciulla confirmed that members who drive themselves are not eligible for gas mileage reimbursement, and that they would need to be driven by someone else, such as a family member or friend. However, members are eligible to receive reimbursement for parking and tolls regardless of who drives them, as long as the expenses are submitted within 90 days of the appointment. Confirmed that Marcelo “Nunie” Matta’s billing inquiry was researched and resolved. 	
<p>5) Report on Board Meeting <i>Speaker: Belle Knight, Marcelo “Nunie” Matta & Brion Burkett</i></p>	<p>Belle Knight, Marcelo “Nunie” Matta, & Brion Burkett, Community Board Representatives, provided a recap of Partnership’s Board of Commissioners’ Meeting held on August 27, 2025.</p> <ul style="list-style-type: none"> Belle Knight stated that under H.R.1, the One Big Beautiful Bill Act, there will be potential budget reductions, and that it is very important for Medicaid members to maintain their eligibility. Belle noted once 	<p><i>Harry “Scott” Boggs asked for the date of the Internet Outage that affected Partnership and other organizations. This question was answered by Sonja</i></p>

Agenda Topic	Minutes	Action Items
<p>5) Report on Board Meeting Continued</p>	<p>eligibility is lost, it may be extremely difficult to regain. Belle also mentioned that Partnership is working with local counties to help members stay enrolled.</p> <ul style="list-style-type: none"> ○ Belle Knight also gave a shout out to Partnership’s Call Center staff, Karla, Johnny, and Cesar in Member Services and Autumn and Yolanda in Transportation for their wonderful and remarkable service. <p>Krissie Matta provided updates from the August Board meeting on behalf of Marcelo “Nunie” Matta.</p> <ul style="list-style-type: none"> • Krissie Matta shared that in early August, fourteen (14) new staff members joined the Partnership Behavioral Health team. They are currently training to start taking calls in mid-September. This team will provide behavioral health screenings and assist members with scheduling important appointments for mental health and substance abuse treatments. Krissie also shared that the phone number for the Behavioral Health Call Center will not be changing and will be the same as the phone number for Carelon Behavioral Health, which is 1-855-765-9703. • Krissie Matta also shared information about the CalAIM IPP (Incentive Payment Program) Grants and Access Grants. Krissie advised that the deadline to submit applications for funding was on May 16, 2025 and that Partnership received 131 proposals. Partnership has awarded 58 IPP for a total amount of \$14,492,814 and also awarded 17 access grants for a total of \$3,231,262. These funds are for projects that address specific access challenges in our communities by funding expansion of facilities or services for Partnership members. 	<p><i>Bjork, CEO, during the Partnership Update. The outage took place August 20 through August 21.</i></p>

Agenda Topic	Minutes	Action Items
<p>5) Report on Board Meeting Continued</p>	<ul style="list-style-type: none"> • Lastly, Krissie Matta shared that Partnership has achieved an organizational goal, with the NCQA (National Committee for Quality Assurance) survey being successful and was awarded Health Equity Accreditation. • Brion Burkett shared that behavioral health utilization is up and has continued to climb. In Quarter 1, utilization was 6.9% and by Quarter 4, it was up to 8.8%. • Brion Burkett also shared that the average call center wait time was 11 seconds and the goal was less than 30 seconds. • Brion Burkett provided information regarding Partnership’s internet outage. Brion Burkett advised that a main line was cut that affected many organizations, not just Partnership. Within 48 hours, services had been fully restored. 	
<p>6) Partnership Update <i>Speaker: Sonja Bjork</i></p>	<p>Sonja Bjork, Chief Executive Officer, shared Partnership HealthPlan of California updates.</p> <p>Sonja Bjork recapped Brion Burkett’s update regarding the internet outage that affected Partnership and provided an answer to Harry “Scott” Boggs question. Sonja Bjork shared that the service disruption occurred on August 20 and August 21. She also advised that Partnership took a proactive approach and provided outreach calls to agencies and providers that contact us frequently to inform them of what was happening.</p> <p>Sonja Bjork informed the committee that three (3) of the Community Advisory Committee members also sit on Partnership’s Board of Commissioners. She praised the connection that these members have as committee members as well as board members.</p>	<p><i>Yan Yan “Jaime” Faurot asked if the Partnership members will be able to preview the requirements and an overview of Medicare Advantage once it becomes available. Sonja informed Jaime that the marketing material will be brought to the CAC before the</i></p>

Agenda Topic	Minutes	Action Items
<p>6) Partnership Update Continued</p>	<p>Sonja Bjork provided an update to Partnership’s upcoming Medicare plan, Medicare Advantage. She informed the committee that Partnership Advantage will go live on January 1, 2027. Sonja Bjork shared the original go live date was January 1, 2026, but due to system upgrades, the delay was necessary. Partnership Advantage will go live in eight (8) counties within Partnership’s service area before expanding to the remaining service areas. The eight (8) counties include:</p> <ul style="list-style-type: none"> • Del Norte • Humboldt • Lake • Marin • Mendocino • Napa • Solano • Sonoma <p>Michael Strain asked if once members are enrolled with Partnership Advantage, will they still need to work with Medicare, or can they work with Partnership directly. Sonja Bjork advised that once members are enrolled with Partnership Advantage, they will be able to work directly with Partnership.</p> <p>Sol McNally asked if members with an autism diagnosis will be eligible for enrollment into Partnership Advantage. Sonja Bjork advised that if members already have Medicare, then they would be eligible for Partnership Advantage.</p>	<p><i>community to review the information.</i></p>

Agenda Topic	Minutes	Action Items
<p>6) Partnership Update Continued</p>	<p>Yan Yan “Jaime” Faurot asked if members who are fully disabled but not currently enrolled in Medicare would be eligible to qualify for Partnership Advantage. Sonja Bjork responded that while Partnership does not yet have the eligibility requirements regarding disabling conditions for Medicare Advantage, seniors 65+ will qualify.</p> <p>Jason Faurot asked how Partnership would determine who to market to and if current Medicare members would get this information as well. Sonja Bjork advised the CAC will see a preview of the materials and also shared that Partnership members who also have Medicare will be receiving information in the mail and through various outlets, such as commercials.</p> <p>William Ward advised that he received documentation stating, “Qualified Medicaid Benefits” and asked for clarification due to concerns about his benefits under the Medicaid program. In response, Sonja Bjork encouraged William to contact Partnership’s Member Services department for assistance with any documentation. Sonja Bjork also informed William that his question leads her into the next topic.</p> <p>Sonja Bjork discussed the coming changes with the Medi-Cal program specifically regarding work requirements, who will be required to complete that, and what will count towards work requirements. Sonja Bjork explained that Partnership will make understandable materials to help guide members. She also shared that certain changes affecting individuals with uncertain immigration status will begin as early as January 1, 2026. Sonja Bjork advised new applications for full-scope Medi-Cal may not be accepted by those with uncertain immigration status, including dental coverage.</p>	

Agenda Topic	Minutes	Action Items
<p>7) Annual Grievance & Appeals Report <i>Speaker: Mori McLennan</i></p>	<p>Mori McLennan, Manager of Grievance and Appeals Resolutions, presented on Partnership’s 2024 Grievance & Appeals Annual Report.</p> <p>Mori McLennan advised that it is important to note that while Transportation held the highest percentage of grievances, Partnership provided 1,166,701 rides in 2024 representing less than 0.4% of total rides.</p> <p>Sol McNally asked if under “Access Issues” the long wait time for appointments was referring to long waits to schedule appointments. Mori McLennan advised that it could be for scheduling appointments, receiving an appointment, and even waiting to schedule an appointment over the phone. Mori encouraged Sol to contact Member Services for assistance with filing a grievance, if she is experiencing issues with long wait times.</p> <p>Harry “Scott” Boggs asked if a grievance is filed against a specialist, is the grievance sent to the provider to corroborate the treatment plan or if an individual consultant reviews the grievance. Mori McLennan advised that cases that come to the Grievance and Appeals department are ready to be investigated. Mori stated that once the grievance is filed, it will come to grievance and appeals ready to be investigated by case analysts. The case analyst reviews the case and talks to the provider or specialist in question to get their side of what happened. From there, the Grievance Department will work with other departments to ensure the member gets the care that they need.</p> <p>Jennifer “Jenny” Bentrin asked how many denied trip reimbursements, where a member gets themselves to their appointment, have gone to a state hearing. Mori McLennan informed Jenny that this information will be covered later in the presentation.</p>	<p><i>Mori McLennan will obtain Yan Yan “Jaime” Faurot’s information and will have a grievance analyst reach out to start the grievance process.</i></p> <p><i>Yan Yan “Jaime” Faurot suggested that a representative from each department attend the CAC meetings to be able to assist with issues that members may be experiencing. Melissa Schumann advised that the CAC Team will look into the suggestion further.</i></p>

Agenda Topic	Minutes	Action Items
<p>7) Annual Grievance & Appeals Report Continued</p>	<p>Jeanette Perez asked what the vetting process is when selecting transportation providers. Sonja Bjork informed Jeanette that there is a team dedicated to contracting transportation providers. These transportation providers are responsible for vetting. Therefore, Partnership will assist with filing grievances against the transportation providers and their drivers.</p> <p>Michael Strain asked what the criteria is for expedited grievances. Mori McLennan responded that medical criteria cases are considered urgent if there is a risk of loss of life or limb.</p> <p>Michael Strain also noticed that the top three (3) counties for the filing of grievances come from the rural counties of Lassen, Modoc, and Siskiyou and asked if it is due to the lack of transportation providers available in those counties. Mori McLennan advised that the bulk of the grievances in those counties are due to not having enough transportation providers in the area to get members to their appointments timely.</p> <p>Yan Yan “Jaime” Faurot advised that she would like to better understand the grievance process for medical services to make it a priority. Jamie stated that she has been referred to a specialist by her provider and is still waiting. Mori McLennan advised that she will have a grievance case analyst follow up with her.</p> <p>Belle Knight provided a response to Jaime, suggesting that she contact specialists in her area to verify if they accept Partnership and can schedule her promptly to help expedite the process of obtaining a referral from her provider.</p>	

Agenda Topic	Minutes	Action Items
<p>7) Annual Grievance & Appeals Report Continued</p>	<p>Lulu Zhang asked for an explanation of the difference between sex stereotypes and gender identity. Mori McLennan advised she can stay after the meeting to discuss this with Lulu.</p>	
<p>8) Health Disparity Data Review <i>Speaker: Dr. Mohamed A. Jalloh, Pharm.D</i></p>	<p>Dr. Mohamed Jalloh, Director of Health Equity, provided a presentation on the health disparity data found from Partnership’s internal evaluation and asked for feedback from the members.</p> <p>Sol McNally shared that it is hard to get into appointments to complete routine immunizations and the providers seem to want to rush it into the beginning or end of the well child appointments.</p> <p>Marcelo “Nunie” Matta asked why people are not getting their vaccines. Dr. Mohamed Jalloh responded that many people have a sense of autonomy and are more cautious as to what is being put into their bodies. Dr. Mohamed Jalloh also shared that people will read information about possible health risks related to vaccines. Lastly, he shared that many of the concerns people once had about vaccines are no longer prevalent, as certain medical conditions, such as polio, are no longer a widespread concern.</p> <p>William Ward shared his experience with preventive screenings for different types of cancer. Dr. Mohamed Jalloh informed William that he would like to speak with him further about this for his suggestions and experiences.</p>	<p><i>Gabrielle Breshears will provide Dr. Mohamed Jalloh with William Ward’s contact information to get suggestions on what Partnership can do better to help members prevent and test early for cancers.</i></p>
<p>9) Partnership in the Community <i>Speaker: Tim Sharp</i></p>	<p>Tim Sharp, Regional Director, shared a brief update on the Nourish & Flourish event at the Redding Farmers’ Market.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>9) Partnership in the Community Continued</p>	<p>Tim Sharp shared that Partnership has been a proud sponsor of the Redding Farmers' Market for many years. The Nourish & Flourish Event took place on National Farmers Market week which also happened to be National Health Center Week. Partnership offered A1C screenings, vaccines, blood pressure checks, nutritional counseling, Narcan distribution, mammograms, and other health screenings.</p> <ul style="list-style-type: none"> • Tim Sharp shared a special call out to Shasta County CAC Member, Belle Knight, who volunteered at the event. <p>Melissa Schumann, Manager of Member Services, spoke briefly about National Health Center Week and the Back-to-School Community Health and Resource Fair in Chico. Melissa Schumann thanked Butte County CAC Member, Eli Seigel, for attending the event with Partnership.</p>	
<p>10) Member Outreach and Education Plan for Mental Health <i>Speaker: Brandon Yadi</i></p>	<p>Brandon Yadi, Project Manager I, Behavioral Health, gave a brief update on Member Outreach and Education Plan for Mental Health, Senate Bill (SB) 1019.</p> <ul style="list-style-type: none"> • SB 1019 aims to address the historically low utilization of Medi-Cal members with mild to moderate mental health disorders (non-specialty mental health services) • Brandon Yadi explained that the focus populations that were selected were the lowest utilizers based on the 2024 utilization assessments. The focus populations for this outreach were: <ul style="list-style-type: none"> ○ African American members in Solano County ○ Hispanic members in Solano County ○ All of Modoc County ○ Tribal communities in all counties 	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
11) Children’s Services Overview <i>Speaker: Kelly Stone</i>	Kelly Stone, Director of Care Coordination , was scheduled to present an overview of Children’s Services; however, this presentation has been rescheduled and will be provided at the December 2025 CAC meeting.	
12) Open Forum <i>Speaker: All</i>	All members of the committee and members of the public may address the committee on any non-agenda items of interest to the public that is within the subject matter jurisdiction of the committee.	<i>None</i>
13) Next Meeting	Melissa Schumann, Manager of Member Services , advised that more information about the next term of Community Board Representatives will be provided during the December meeting. <p style="text-align: center;">December 11, 2025 Noon – 2 p.m.</p>	<i>Melissa Schumann informed all CAC Members that the CAC Team will follow up with each member individually to collect any questions that could not be asked during the meeting.</i>

Follow Up From September 2025 CAC Meeting

Melissa Schumann
Manager of Member Services



Community Board Representative Update

Melissa Schumann
Manager of Member Services



Partnership Update

Jill Blake
Regional Director



CAC Year in Review – 2025

Ryan Ciulla
Manager of Member Services



CAC Year in Review – 2025

Manager of Member Services, Ryan Ciulla

Winter 2025 Newsletter Article

Summer 2025 Newsletter Article

Medicare? Medicaid? Medi-Cal? It can be confusing!

By Lulu Zhang

In the mid-1960s, President Lyndon B. Johnson pushed for the “Great Society” programs. Medicare and Medicaid were a part of the plan to improve access to health care. They were both signed into law. Medicare is federal health insurance for eligible seniors. Medicaid is a federal and state program helping those with low income or a disability.

Medi-Cal is what California calls its version of Medicaid. The state uses many agencies to make Medi-Cal services available to all eligible members.

Partnership HealthPlan of California contracts with the state to cover 24 Northern California counties. They are Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Nevada, Placer, Plumas, Shasta, Sierra, Siskiyou, Solano, Sonoma, Sutter, Tehama, Trinity, Yolo, and Yuba.

In other words, Partnership helps make Medi-Cal services available for people in these 24 counties. They work with local primary care offices, hospitals, and health centers to provide Medi-Cal services.

Partnership wants to be your partner in health.

Anyone can check to see if they qualify for Medi-Cal by talking to their county office. The county office can also help fill out an application.

A QUICK RECAP

Medicare: Federal health coverage for eligible seniors

Medicaid: Federal and state program to provide health coverage for low-income Americans

Medi-Cal: California’s Medicaid program

Partnership: Health plan serving Medi-Cal members in 24 Northern California counties

Lulu Zhang is a Partnership member and a UC Davis history graduate. She serves on Partnership’s Consumer Advisory Committee. ♦

Prior Authorizations and Getting Care

By Lulu Zhang

Needing prior authorization to get the care you need can be hard at times. Do not get stressed out! Let us answer some common questions about prior authorizations and how you can get help with them.

A prior authorization helps health plans work with providers. When a provider thinks a patient needs a service that might not get approved right away by insurance, they submit a prior authorization request form. This makes sure the insurance only pays for care that is medically needed.

If you are told you need a prior authorization, please call your provider’s office and let them know to submit one.

Different prior authorization forms are used for different needs. Please see the list below:

- Diagnosis (e.g. MRI)
- Medicine
- Treatment (e.g. physical therapy or chemotherapy)

- Surgery
- Replacing lost glasses

Your provider may use another name for prior authorization. You might hear “pre-authorization,” “prior auth,” or “P.A.” instead. The prior authorization request process can be hard. Do not be afraid to say your concerns and ask questions. Talking with health care staff helps them make sure you get the care you need.

If you need help, call Partnership’s Member Services at **(800) 863-4155**, Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

Lulu Zhang is a Partnership member and a UC Davis history graduate. She serves on Partnership’s Community Advisory Committee. ♦

2025 Events Attended by CAC Members



- Insuring the Uninsured Conference – February 2025
- Supporting California Medi-Cal Managed Care Plans to Strengthen Community Advisory Committees: In-Person Workshop – March 2025
- Archway Recovery Services Groundbreaking Ceremony – April 2025
- Nourish & Flourish Event at the Redding Farmers Market – August 2025
- National Health Centers Week at Ampla Health – August 2025
- Walk to End Alzheimer's – October 2025
- Mosaic West Sac Groundbreaking Ceremony – November 2025



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Children's Services

Director of Care Coordination
Kelly Stone

Children's Services

Expansion
Update

Ongoing
Collaboration

Member
Story

Partnership Member Story: Adrian Perez



View Adrian's remarkable story here: <http://vimeo.com/1095645159>



CHA/CHIP Updates

Population Health

December 11, 2025



CHA/CHIP Updates

CHA/CHIP Community Needs

- Access to care
- Health outcomes
- Behavioral health
- Social determinants of health
- Violence prevention
- Transportation (rides)

Goal Status

- 16 approved goals
- Four approved draft goals
- Two counties identified priority area
- Two counties no goal

Grant Opportunity

- \$100,000 grant for Local public health departments

Reminder: We want your input on community needs!



2024 CAC Survey: We Listened. We're Changing. We're Moving Forward.

What we heard

- More digital and member engagement
- Trust the doctors in our network
- More mental health support

What we've started

- New app to help with rides
- Talking more with doctors
- Updated local resources online
- Behavioral health support call center
- Celebrating moms-to-be

Coming Soon

- Better health care tracking
- Info session for members
- Helpful text messaging about your care
- 2025 CAC survey



Community Reinvestment Plan Discussion

Dr. Mohamed Jalloh, Pharm.D., BCPS

December 11, 2025



2024 Member Experience Survey *Results and Actions*

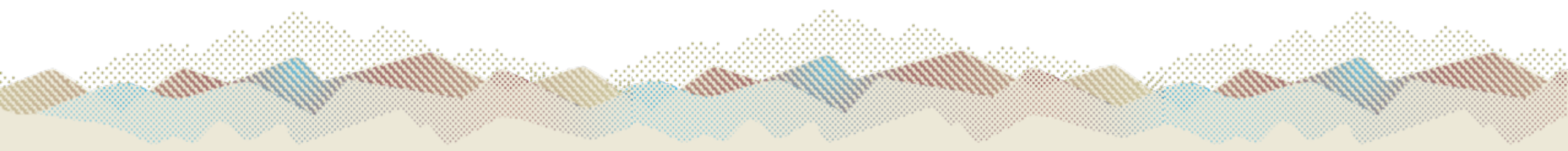
Anthony Sackett, Quality Improvement CAHPS® Program Manager II

Agenda

- How health plans are scored
 - ***Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey***
- Listening to what members say
- What we are doing to make things better
- Questions and answers



Listening to Members Through Survey Feedback



Member Satisfaction



Unsatisfied

Very Satisfied



Survey: Adult Feedback

Overall Care

- Getting Care



- Getting Care Quickly



Provider Care

- Rating of Personal Doctor



Health Plan

- Rating of Health Plan



- Rating of Health Care



Survey: Child Feedback

Overall Care

- Getting Care



- Getting Care Quickly



Provider Care

- Rating of Personal Doctor



Health Plan

- Rating of Health Plan



- Rating of Health Care



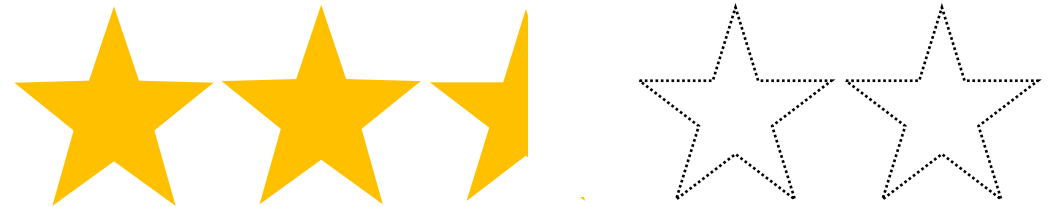
Scoring for Health Plans

Adult Members



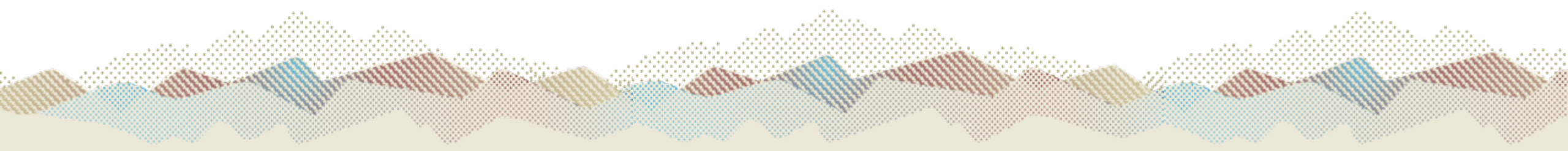
2 Stars Out of 5

Child Members



2.5 Stars Out of 5

Working Together to Make Things Better




Steps to Make Things Better

- We are adding more doctors and specialists to help members.
- We are helping members learn more about their top four health benefits.



Survey Resource

Adult Survey



SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 Yes → If Yes, Go to Question 1
 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605.

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

1. Our records show that you are now in Partnership HealthPlan of California. Is that right?

Yes → If Yes, Go to Question 3
 No

2. What is the name of your health plan?
(Please print)

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Yes
 No → If No, Go to Question 5

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Never
 Sometimes
 Usually
 Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

Yes
 No → If No, Go to Question 7

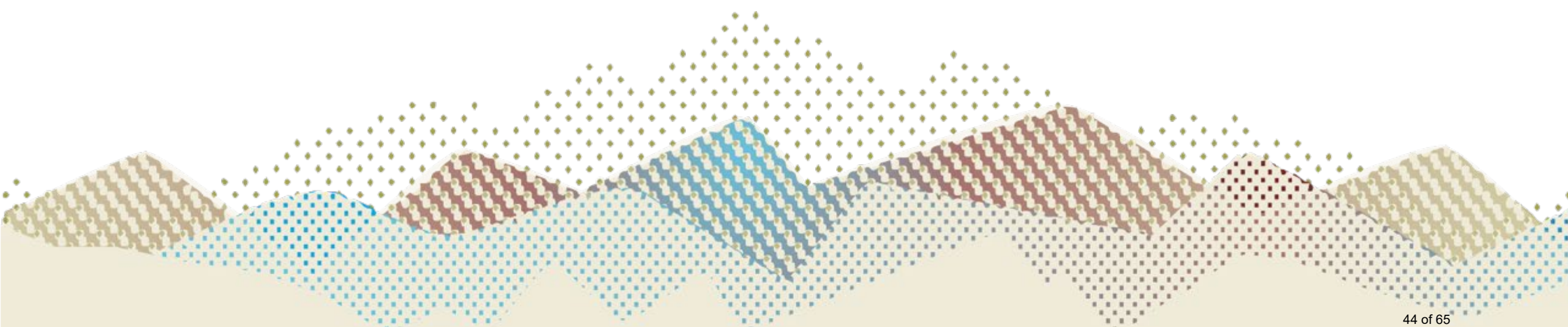
6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Never
 Sometimes
 Usually
 Always

Questions

- Rating of Health Plan
 - Question: 28
- Rating of Health Care
 - Question: 8
- Rating of Personal Doctor
 - Question: 18
- Getting Needed Care
 - Question(s): 9, 20
- Getting Care Quickly
 - Question(s): 4, 6

Questions?





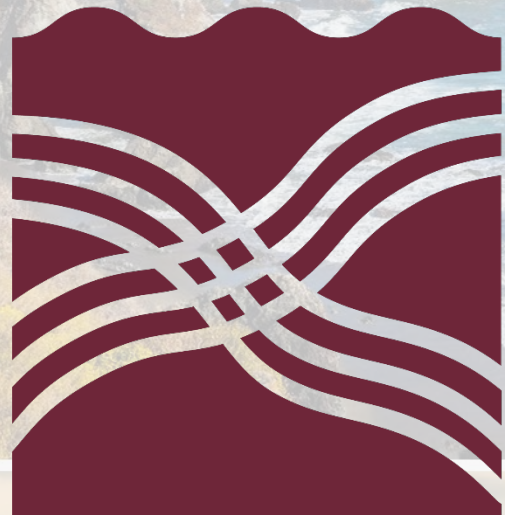
Medi-Cal Dental Overview

Darren Vinson & Ben Nguyen – Medi-Cal Dental

December 11, 2025



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



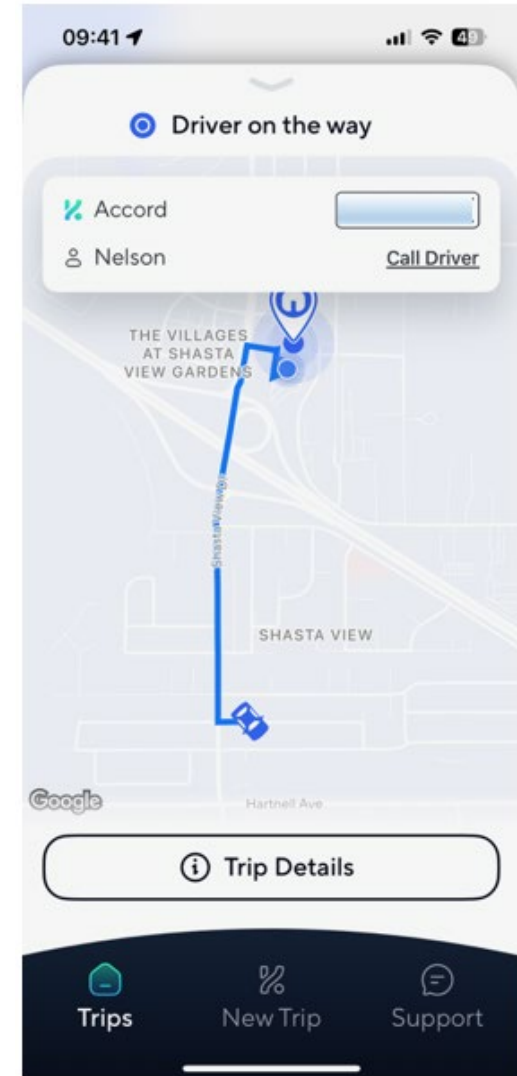
Kinetik Health Member Application

Brandi Walker
December 11, 2025

Objective

Empowering members to request trips quickly and effortlessly.

- Stand alone or recurring trip schedules
- Share health conditions and accessibility needs
- View, call, and track assigned driver



Supported Services



Non-Emergency Medical Transportation (NEMT)

- Door-to-door assistance or other medical management is required
- Non-emergency ambulance, gurney van, wheelchair van, or medical air transport
- Requires a PCS



Non-Medical Transportation (NMT)

- Assistance or medical management is not required
- Member must be ambulatory and able to self-transfer
- Taxi or Lyft*

**Lyft is available in approved service areas and must meet trip requirements*

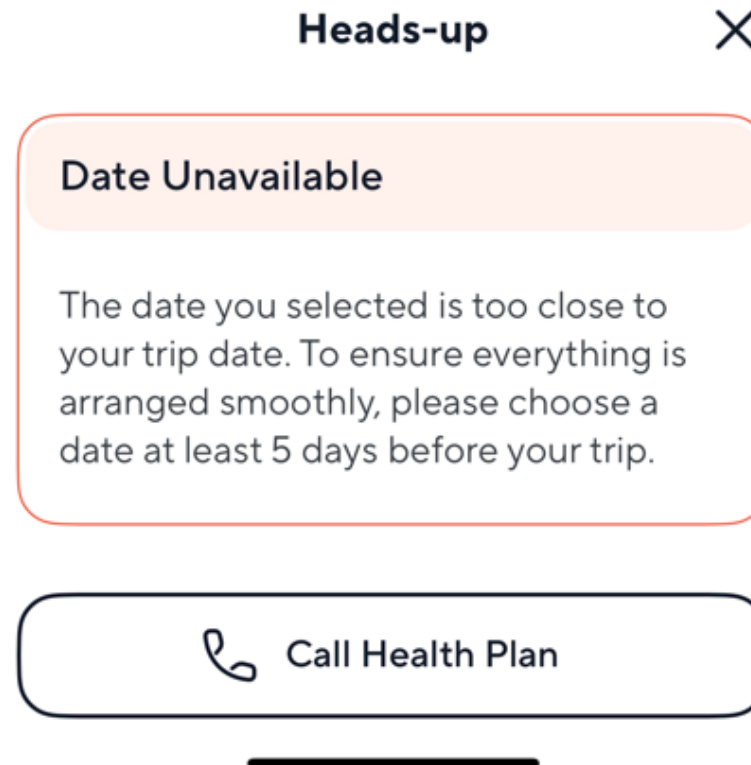


Gas Mileage Reimbursement (GMR)

- A friend or family member uses a personal vehicle to drive you to your appointments
- Requires valid driver's license, vehicle registration, and vehicle insurance

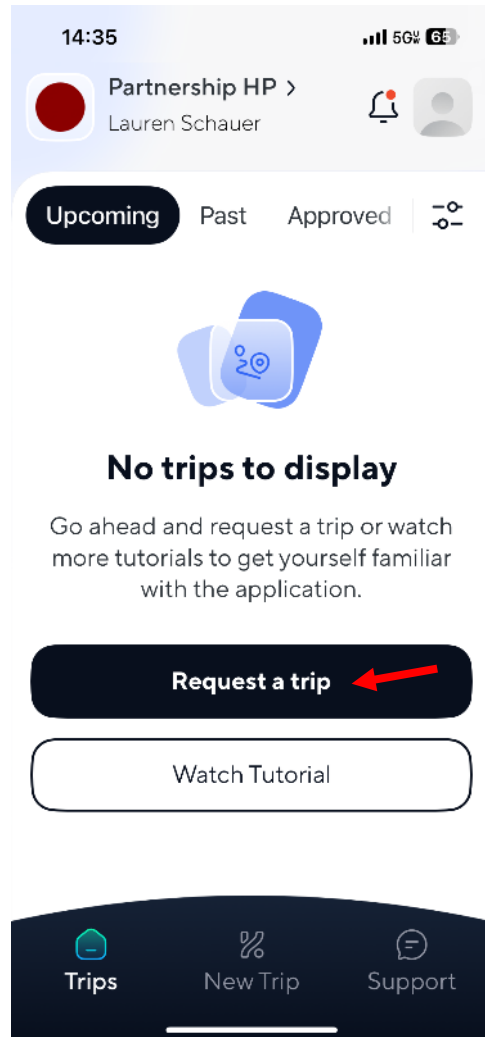
Current Limitations

- Short-notice trips (less than five days) – **not** supported
- Travel-related expenses (TRE) requests – **not** supported

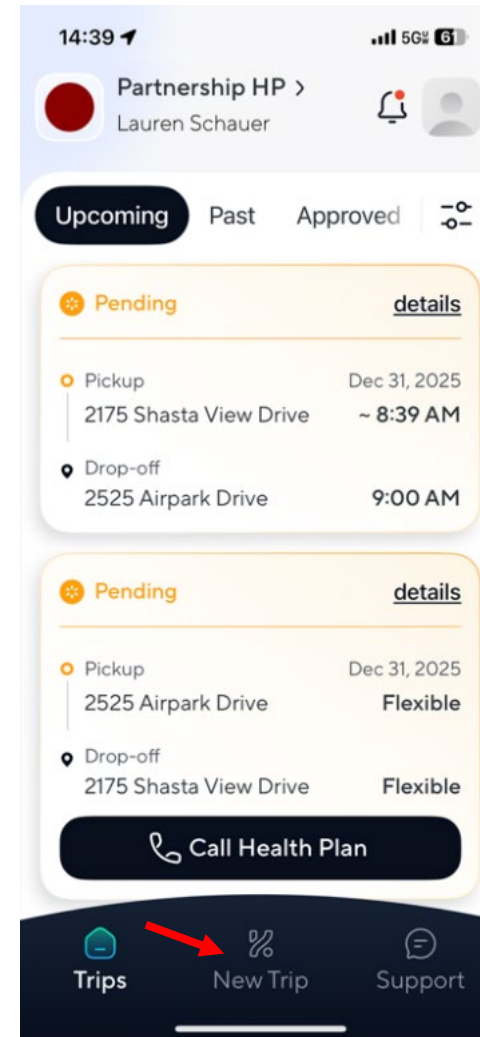


Request a Trip

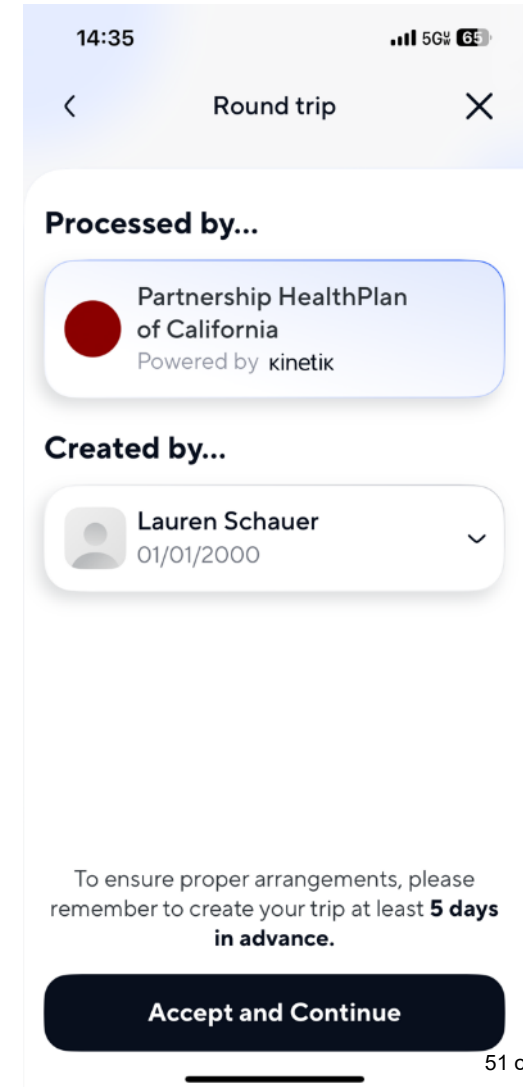
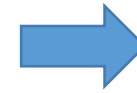
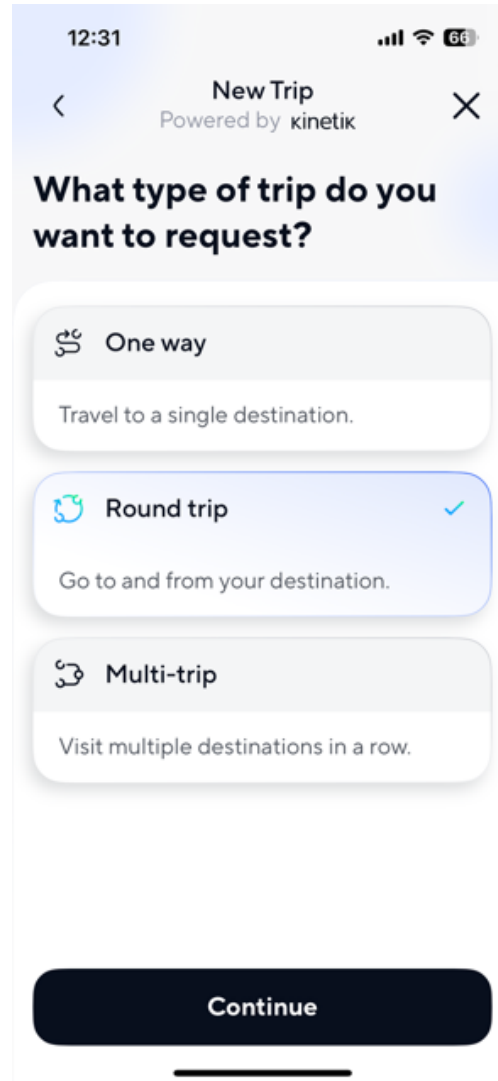
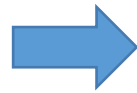
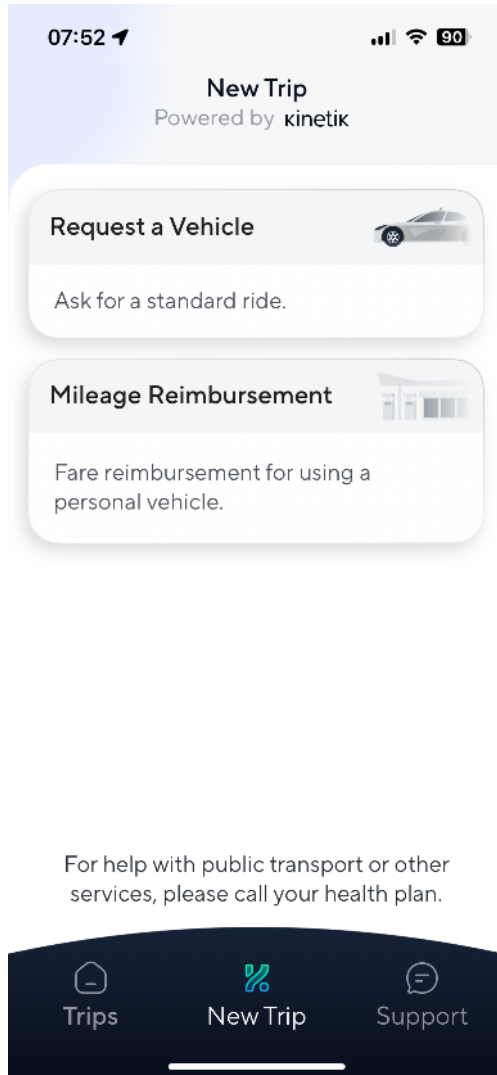
Screen View 1



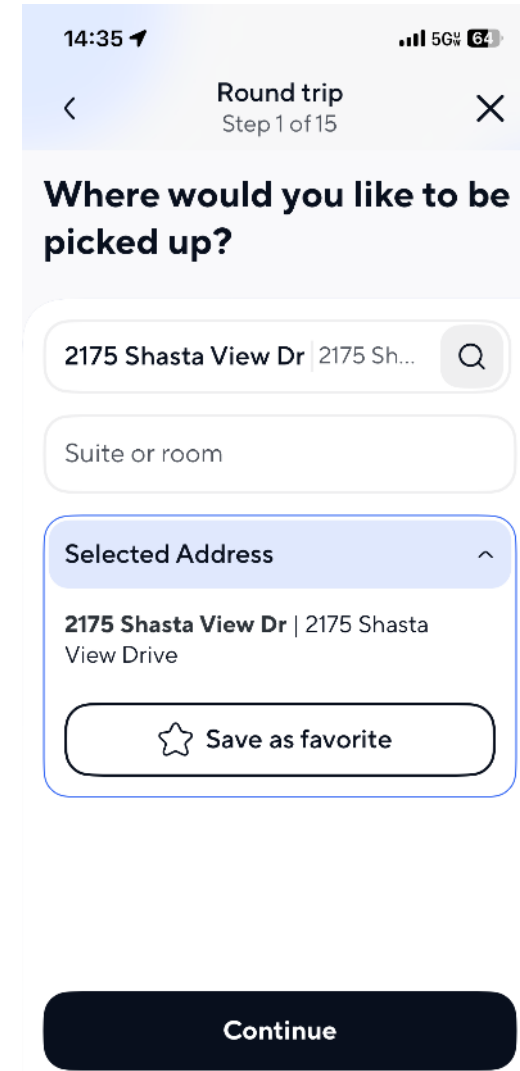
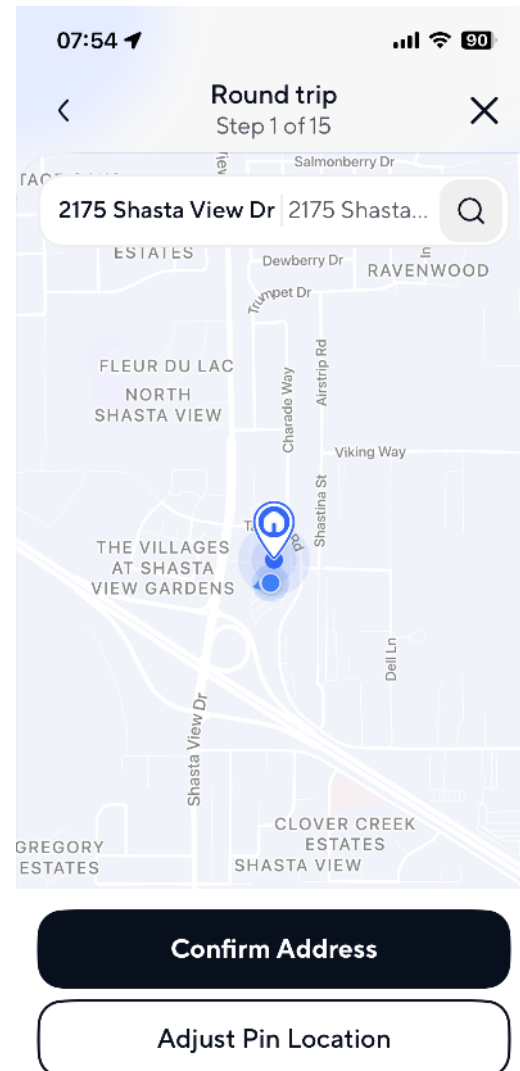
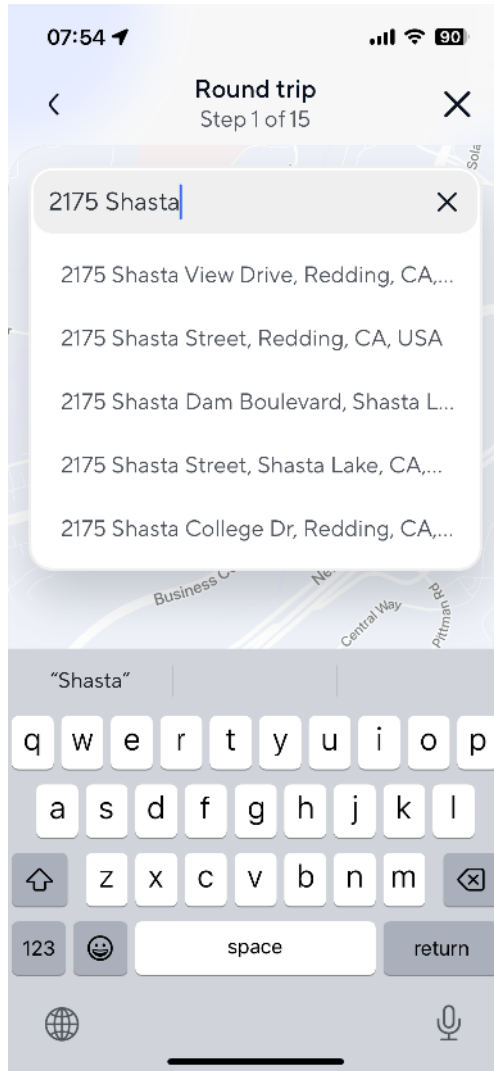
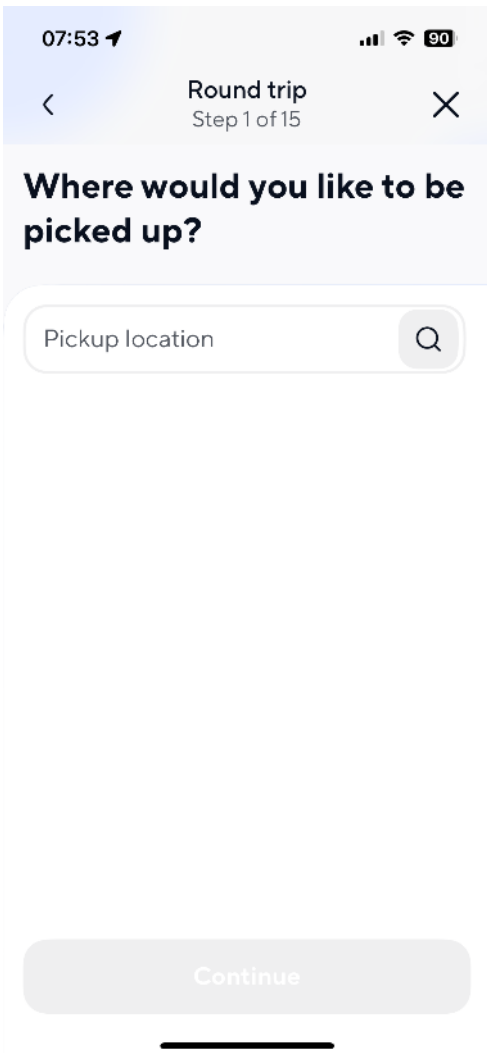
Screen View 2



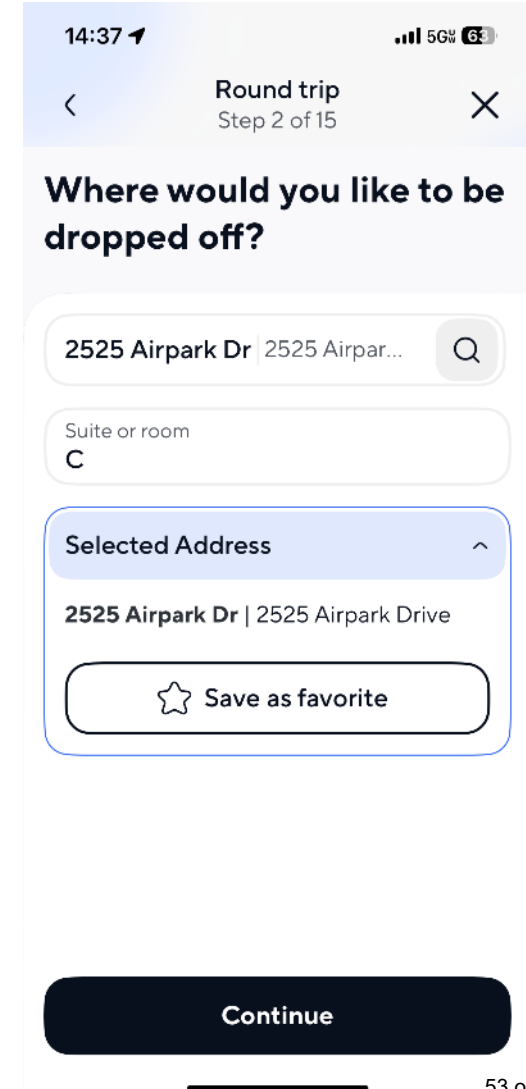
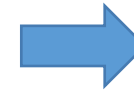
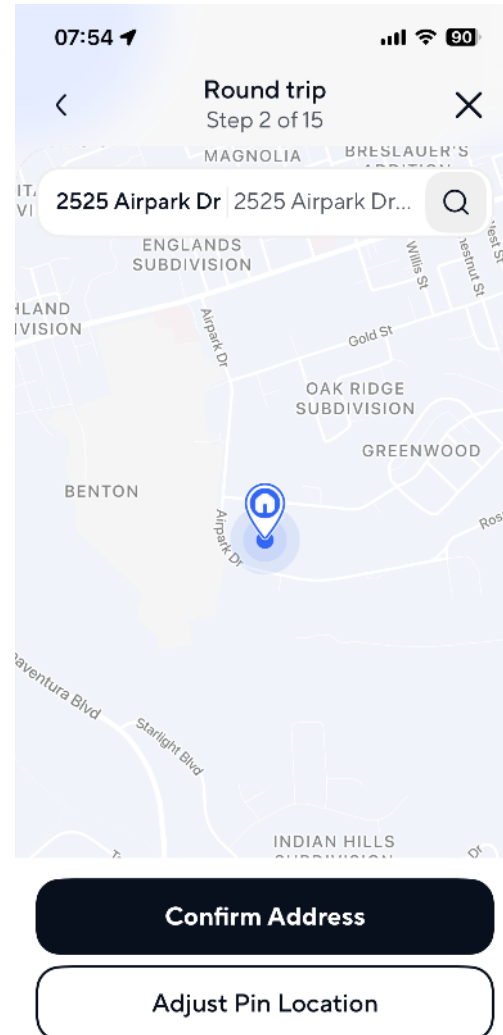
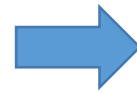
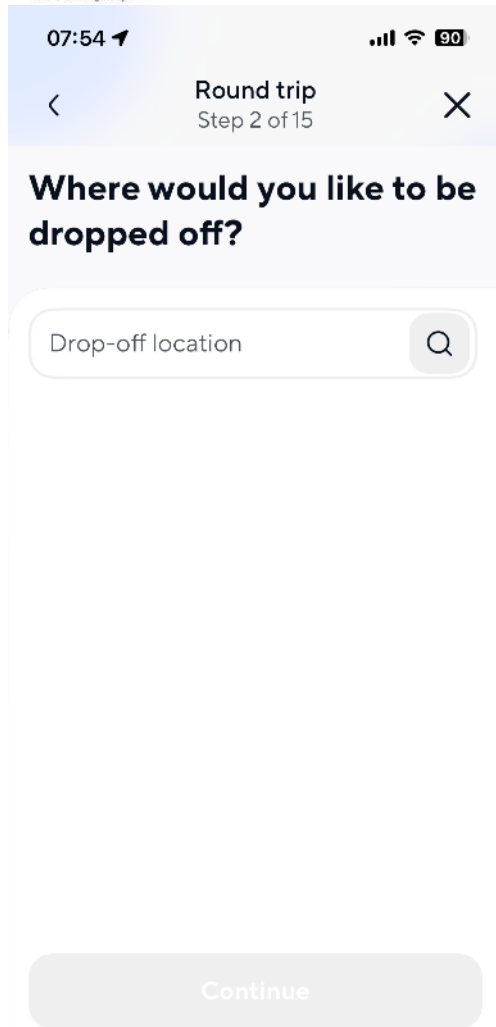
New Trip



Step 1: Trip 1 Pickup Location



Step 2: Dropoff Location*



*For roundtrips, this auto-generates as the pickup location in trip 2 of the itinerary

Steps 3 – 4: Appointment Information

14:37 5G 63

< Round trip Step 3 of 15 X

Choose the Date for Your Trips *i*

Dec 31, 2025

i Timezone set to "Pacific Standard Time (PST)"

Trip | Dec 31, 2025 ▾

- Pickup
2175 Shasta View Drive
- Drop-off
2525 Airpark Drive

Continue



14:37 5G 63

< Round trip Trip 1 - Step 4 of 15 X

Select the arrive by time *i* for your first trip

9:00 AM

i Timezone set to "Pacific Standard Time (PST)"

Trip 1 | Dec 31, 2025 ▾

- Pickup (Est. 8:40 AM)
2175 Shasta View Drive
- Drop-off (9:00 AM)
2525 Airpark Drive

Continue

Steps 5: Trip 1 Driver Information

07:55 📶 📶 90

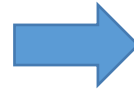
< Round trip
Trip 1 - Step 5 of 15 X

**Add a note for the driver
for your first trip** ⓘ

Describe your health conditions

0/100

Continue



14:38 📶 5G 63

< Round trip
Trip 1 - Step 5 of 15 X

**Add a note for the driver
for your first trip** ⓘ

Gate code 1234
Dog 50 lbs

26/100

Continue

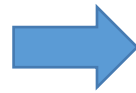
Steps 6: Trip 1 Assistance

07:57 📶 🔋 89

< Round trip ✕
Trip 1 - Step 6 of 15

Do you need help going up or down the stairs for the first trip?

Yes | No



07:57 📶 🔋 89

< Round trip ✕
Trip 1 - Step 6 of 15

How many stairs do you need assistance with?

Yes | No

Select number of stairs

07:57 📶 🔋 89

< Round trip ✕
Trip 1 - Step 6 of 15

Do you need help going up or down the stairs for the first trip?

Yes | No

Step 7: Trip 2 Return Time

Screen View 1

14:38 5G% 63

< Round trip Trip 2 - Step 7 of 15 X

Select the pickup time for your return trip ⓘ

Arrive by Pickup I don't know

Select a time ⌚

ⓘ Timezone set to "Pacific Standard Time (PST)"

Trip 2 | Dec 31, 2025

- Pickup
2525 Airpark Drive
- Drop-off
2175 Shasta View Drive

Continue

Screen View 2

14:38 5G% 63

< Round trip Trip 2 - Step 7 of 15 X

Call us when ready ⓘ

Arrive by Pickup I don't know

Flexible time ^

Since the pickup time is flexible, you'll have to **call your Transportation Provider 30 mins before the trip** to inform them you are ready.

ⓘ Timezone set to "Pacific Standard Time (PST)"

Trip 2 | Dec 31, 2025

- Pickup (Flexible)
2525 Airpark Drive
- Drop-off (Flexible)
2175 Shasta View Drive

Continue

Steps 8 – 9: Trip 2 Driver Information

07:57

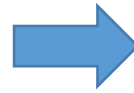
< Round trip Trip 2 - Step 8 of 15 X

Add a note for the driver for your return trip

Describe your health conditions

0/100

Continue



07:58

< Round trip Trip 2 - Step 9 of 15 X

How many stairs do you need assistance with?

Yes | No

Stair Count | I don't know

10

Continue

Roundtrips and multi-leg trips: same as steps 5 – 6

Step 10: Appointment Reason

Scroll and Select

07:58 📶 🔋 89%

< Round trip Step 10 of 15 ✕

Select the trip reason ⓘ

Trip Reason 🔍

Search and select one reason for the trip (e.g. Non-Emergency Hospital Discharge)

Acupuncture

Allergy

Audiology

Behavioral Health Therapy (BHT)

Continue

Type and Select

14:39 📶 🔋 56%

< Round trip Step 10 of 15 ✕

Select the trip reason ⓘ

car 🔍 ✕

Cardiology ✓

Medical Adult Daycare

Primary Care Physician

care | careful | carry

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ✕

123 😊 space return

🌐 🎤

Steps 11 – 13: Trip Needs

07:58 📶 📶 89

< Round trip Step 11 of 15 ✕

Who's Traveling with You?

Adults

Children with car seat

Children without car seat

Information ^

Use the + or - buttons to change the number of adults and children (not including you). This helps us send a vehicle that fits everyone comfortably.

Continue



07:58 📶 📶 89

< Round trip Step 12 of 15 ✕

Make sure your health information is up to date. i

Height 5'8"

Weight 200 lb

Describe your health conditions

Continue




07:58 📶 📶 89


< Round trip Step 13 of 15 ✕


Make sure your accessibility needs are up to date. i


Mobility Aids

None

 Folding Wheelchair

 Motorized Wheelchair

 Collapsible Walker

 Cane

Continue

Includes medical equipment and sensory assistance

Step 14 – 15: Verify Details

07:59

< Round trip Step 14 of 15 >

Phone Number for Your Trips

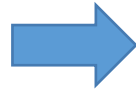
Phone number

Please review your phone number to make sure it's up to date. We may use it to contact you about your trip if needed.

You can use the pencil icon to update it.

Continue

Remove Number



14:39 5G

< Round trip Step 15 of 15 >

Review full request

Dec 31, 2025

Trip #1 Trip #2

Pickup location
2175 Shasta View Drive

Drop-off location
2525 Airpark Drive

Time
9:00 AM

Trip reason
Cardiology

Confirm and Request



14:39 5G

< Round trip Step 15 of 15 >

Review full request

Dec 31, 2025

Trip #1 Trip #2

Pickup location
2525 Airpark Drive

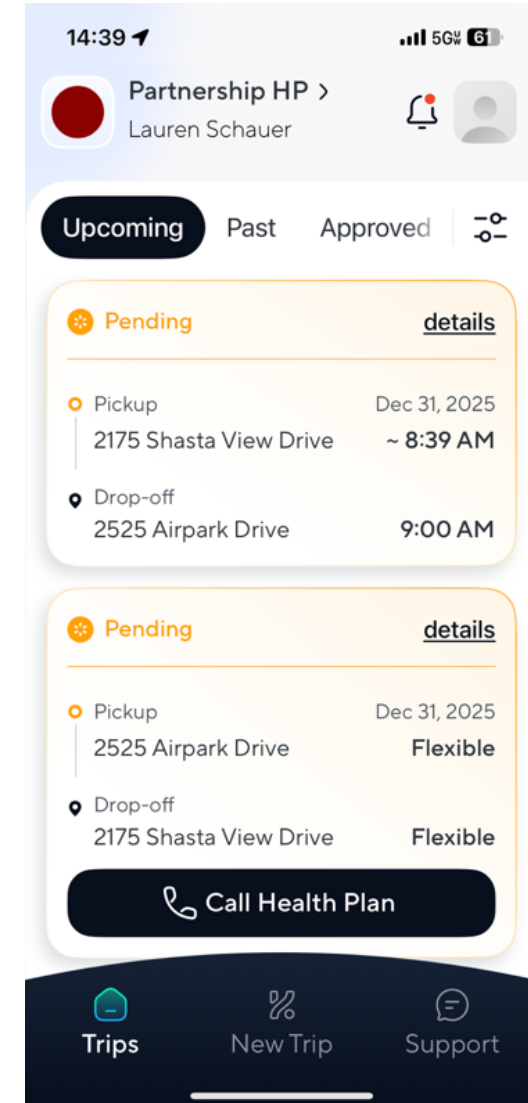
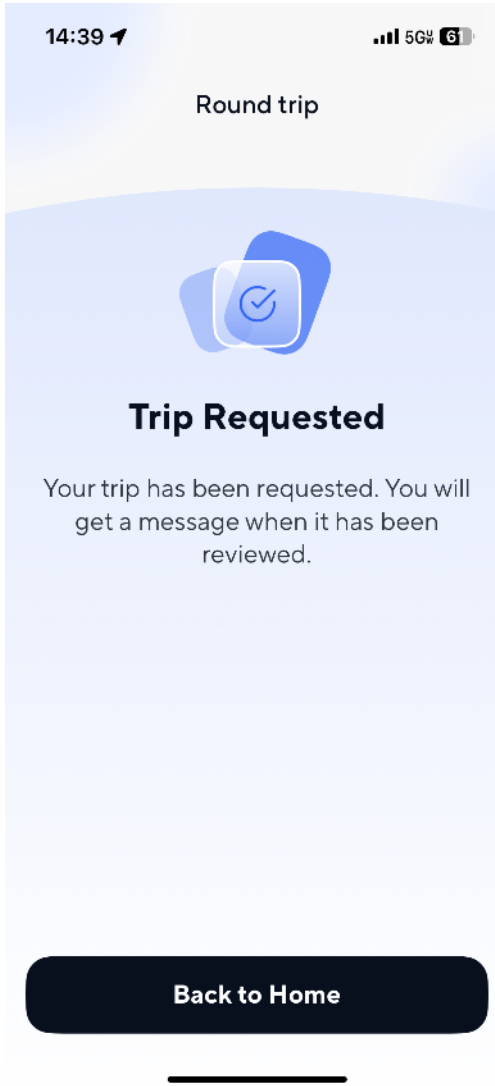
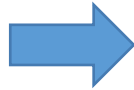
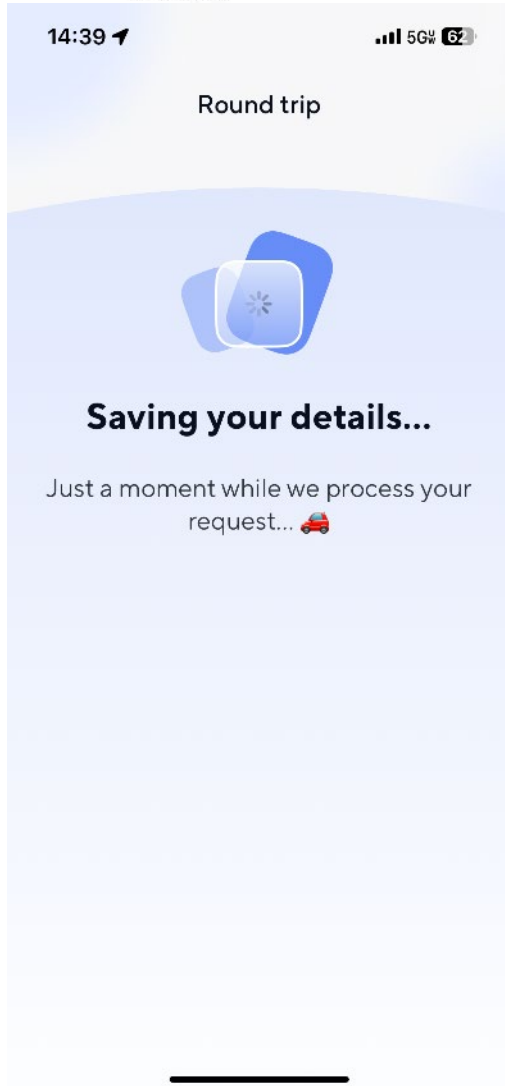
Drop-off location
2175 Shasta View Drive

Time
Flexible

Trip reason
Cardiology

Confirm and Request

Sending Request



Transportation Services

Direct: (866) 828-2303

Monday – Friday, 7 a.m. – 7 p.m.

Open Forum



Next Meeting

March 12, 2026

Noon – 2 p.m.

cac@partnershiphp.org

September CAC Follow-Up Items

Action Item	Outcome(s)
Harry Boggs, Nevada County, wanted to know the dates of the system disruption that affected Partnership.	Confirmed dates: August 20 – August 21, 2025
William “Bill” Remak, Sonoma County, asked to connect with Dr. Jalloh to share data he has been working on related to vaccines.	Bill and Dr. Jalloh met to discuss vaccine related data.
Dr. Jalloh would like to speak with William Ward, Butte County, offline, regarding suggestions on what Partnership can do better to help members prevent and test early for cancers.	William and Dr. Jalloh had a conversation about his experiences with cancer prevention and what Partnership can do to spread the importance of early screenings.
CAC Coordinator, Gabrielle, to reach out to each CAC member to obtain additional follow-up questions after the meeting.	Gabrielle successfully completed outreach to each CAC member to obtain follow-up questions, leaving messages for anyone who did not respond, and confirmed that there are no additional follow-up items at this time.
Claire Gover, Solano County, asked to be connected to Brandon Yadi for outreach purposes for Solano College.	Gabrielle provided Brandon Yadi with Claire’s contact information and they were able to connect.
Lulu Zhang, Yolo County, emailed the CAC Team after the September Meeting asking for more information about the new term for the Community Board Representatives.	Lulu was informed that the current Community Board Representative terms are coming to an end and that more information will be provided at the December CAC meeting.
<p>Raichael Stewart had the following questions after the Grievance & Appeals Annual Report:</p> <ol style="list-style-type: none"> 1. Are there any Transportation grievance resolutions that can be appealed? 2. What is the correct process for submitting a grievance related to Medi-Cal Rx? Members have received conflicting guidance from Medi-Cal Rx, health plans, and state agencies, and clarification would be helpful. 	<p>Mori McLennan, Sr. Manager of Grievance & Appeals, provided the following data:</p> <ol style="list-style-type: none"> 1. Are there any Transportation grievance resolutions that can be appealed? <ol style="list-style-type: none"> a. <i>Yes, denials for reimbursement for mileage, meals and lodging can be appealed.</i> 2. What is the correct process for submitting a grievance related to Medi-Cal Rx? Members have received conflicting guidance from Medi-Cal Rx, health plans, and state agencies, and clarification would be helpful. Partnership does not process Medi-Cal RX grievances at this time.

September CAC Follow-Up Items

	<ol style="list-style-type: none"> a. The member should contact the Medi-Cal Rx Customer Service Center: <ol style="list-style-type: none"> a. <i>By phone: (800) 977-2273</i> b. <i>Online: www.medi-calrx.dhcs.ca.gov</i> c. <i>By Fax: (800) 869-4325</i> d. <i>By Mail: Medi-Cal Rx Customer Service Center Attn: Complaints and Grievances Unit P.O. Box 730 Rancho Cordova, CA 95741-0730</i>
<p>Jennifer “Jenny” Bentrim had the following questions after the Grievance & Appeals Annual Report:</p> <ol style="list-style-type: none"> 1. What percentage of appeals within Transportation are denied and/or changed to grievance? 2. The main reasons for Denials for Transportation reimbursements? 3. How many state hearings are done for Transportation? 4. How many appeals for TS reimbursement have been overturned (percentage if possible)? 5. How many denied trip reimbursements where a member gets themselves to their appointment have gone to a state hearing. 	<p>Mori McLennan, Sr. Manager of Grievance & Appeals, provided the following data from Quarter 2 (April 2025 – June 2025) and Quarter 3 (July 2025 – September 2025):</p> <ol style="list-style-type: none"> 1. What percentage of appeals within Transportation are denied and/or changed to grievance? <ol style="list-style-type: none"> a. <i>In the third quarter of 2025, approximately 64.3%.</i> 2. The main reasons for Denials for Transportation reimbursements? <ol style="list-style-type: none"> a. <i>The provider was not the closest provider</i> b. <i>The appointment could not be verified</i> c. <i>Member credentials/ documentation were not submitted</i> 3. How many state hearings are done for Transportation? <ol style="list-style-type: none"> a. <i>In the second quarter of 2025, there were a total of 8 State Hearings related to Transportation.</i> b. <i>In the third quarter of 2025, there was one State Hearing related to Transportation.</i> 4. How many appeals for Transportation reimbursement have been overturned (percentage if possible)? <ol style="list-style-type: none"> a. <i>7.2%</i> 5. How many denied trip reimbursements where a member gets themselves to their appointment have gone to a state hearing.

September CAC Follow-Up Items

	<ul style="list-style-type: none">a. <i>In the second quarter of 2025, there were a total of 8.</i><ul style="list-style-type: none">i. <i>4 were withdrawn</i>ii. <i>3 were stipulated</i>iii. <i>1 was dismissed</i>b. <i>In the third quarter of 2025, there were no denied trip reimbursements</i>
--	---

Common Community Health Needs in Partnership's 24-County Region

- **Access to Care**
 - Perinatal (pregnancy and birth) care and education
 - Well visits
- **Behavioral Health**
 - Youth mental health
- **Maternal and Child Health**
- **Social Determinants of Health**
 - Food access
 - Transportation (rides)
 - Economic (income) stability
 - Education
 - Affordable housing
 - Workforce development
- **Physical Health / Chronic Conditions and Disability**
 - Oral health
 - Diabetes
 - Cancer
 - Mortality (death)
 - Heart disease
 - Cerebrovascular (brain) disease
 - Unintentional injuries (injuries caused by accident)
 - Alzheimer's disease
 - Sexually transmitted diseases (STDs)
 - Cognitive disorders/aging (mental decline caused by aging)
 - COVID-19
 - Obesity
 - Motor vehicle (car) injuries
 - Kidney disease
 - Alcohol-related disease and injury
 - Accidents and injuries
 - Suicide
 - Risk behaviors
 - Tobacco use

CHA/CHIP Updates

- Vaccine rates
- Health screenings
- Violence prevention
- Health behaviors and outcomes
- Adverse childhood experiences reduction (ACEs)/healthy beginnings
- **Physical environment (what's around you)**
 - Climate and environment
 - Safe neighborhoods and built environment
 - Unhealthy air quality
 - Access to physical activity
- **Other**
 - Building partnerships
 - Expand broadband (internet) access
 - Increase telehealth access
 - Increase community-based mobile health, home visits, and health transport
 - Increase trust and transparency (openness)
 - Coordinated action to improve healthy environments
 - Cultivating (encourage) community
 - Structural racism
 - Resource connection
 - Access to resources
 - Mobilize community - improve safe transportation (ride) options

CHA/CHIP Updates

Goal Status

- 16 counties have approved goals
- Four counties with draft goals
- Two with a priority area identified
- Two with no goal or priority area

Goal topics include:

- Vaccines
- Maternal / child health
- Tobacco use
- Diabetes management
- Perinatal (pregnancy and birth) care
- Health care access
- Substance use care
- Lead screenings for kids
- Specialty referrals
- Mental health
- STI reduction
- Health screenings
- Medi-Cal benefit uptake
 - Enhanced Care Management (ECM)
 - Community Supports (CS)
 - Community Health Worker (CHW)
- Increase use of outdoors
- Transportation

For questions on specific county goals, please contact the CAC team.

\$100,000 Grant Opportunity

- Partnership has agreed to offer local public health departments the opportunity to apply for a \$100,000 grant to help fund their CHA/CHIP processes.
- Sierra County has been awarded the grant.
- The following county requests are under review: Humboldt, and Siskiyou.

CHA/CHIP Updates

Community Advisory Committee Annual Survey

2024 Survey Results

In 2024, the Community Advisory Committee (CAC) gave feedback about how well people understand and use certain benefits from Partnership HealthPlan of California. The survey shared what's going well, what needs to be better, and how to make those changes.

Here are the main themes:

- Partnership gives helpful resources.
- People trust the information they get from their doctors.
- There should be more ways to connect with members online and in the community.
- More support is needed for mental health

2025 Survey

You are invited to participate in the 2025 CAC survey. This survey asks for your feedback on existing Partnership programs so we can better serve our members. You can access it in one of three ways:

- Mail
- Email
- QR code (see below)

Let the CAC team know how you want to receive the survey. Please be sure to return your survey by **December 31, 2025!**





Population Health: Programs and Support Services Survey

Partnership HealthPlan of California’s Population Health Department was created to help connect our members with services that support their well-being and address rising health risks. Your feedback on our programs will help us better serve our members.

1. Which Partnership resources have you used to learn how to access your benefits? (Select all that apply)
 - a. Partnership employee at local event
 - b. Member portal
 - c. Partnership website
 - d. Educational videos
 - e. Phone call to Partnership
 - f. Your provider
 - g. Other (please specify): _____

2. Did you find the resources above helpful? Yes No
 - a. If you answered “No,” please tell us why: _____

3. Some parents who are new to Partnership may face challenges in getting the care they need for themselves and their babies. What are some ways Partnership could better support these members?

4. If you could make changes to how members access care, what changes would you make?

5. Did you know that Partnership offers transportation services for medical appointments?
 Yes No

6. What is the best way for Partnership to make sure all members know about transportation services?

7. Did you know that there are local resource pages for each of our 24 counties on the Partnership website?
 Yes No



Population Health: Programs and Support Services Survey

8. If you answered *Yes* to Question 7, did you visit your county's resource page to look for help with any of the following?
- a. Food, money, or job support
 - b. Health/mental health care
 - c. Housing
 - d. Other (please specify): _____
9. If you have used the Partnership resources listed above, were they helpful to you?
- Yes
 - No
 - Maybe
 - I have not used them yet
10. How is mental health viewed in your community?
- _____
- _____
11. Do people in your community feel nervous or unsure about getting help for mental health problems like feeling sad, worried, or stressed? Yes No
12. Are there any health problems that you think affect people in your community more than others? This could be because of their gender, race, culture, or where they live. If yes, what are they?
- _____
- _____
13. Do you know which health problems and groups of people Partnership is focusing on right now?
(Examples: diabetes, high blood pressure, asthma)
- a. If Yes, how did you hear about it?

 - b. If No, what is the best way for Partnership to share this with you?

14. How can Partnership make sure our messages and outreach work well for different groups of people?
- _____
- _____
15. What language do you prefer Partnership to use when engaging with your family and community?
- _____

Thank you for taking part in our Population Health Survey!



Community Reinvestment Needs: Recommendations Request from CAC

Name (optional): _____ County of Residence: _____

Improving Neighborhoods and Community Spaces: One of our community reinvestment strategies focuses on improving neighborhoods and the community spaces. *Please share with us how you feel about the activities below by marking them: "Like, Don't Like, or Unsure"*

Funding to support expansion of Rural Health Centers (RHC) or Federally Qualified Health Centers (FQHC) facilities to meet community needs:

Don't Like Like Unsure

Funding to support outdoor park developments:

Don't Like Like Unsure

Funding to support farmers market developments:

Don't Like Like Unsure

What additional activities do you recommend Partnership use reinvestment funds for in order to improve neighborhoods and community spaces? Please share your ideas below:

Improving Health Care Workforce: One of our community reinvestment strategies focuses on growing the health care workforce. *Please share with us how you feel about the activities below by selecting: Like, Don't Like, or Unsure.*

Funding to support specialty provider recruitment:

Don't Like Like Unsure

Funding to support student scholarships for allied health:

- Dental hygienists
- Occupational therapists
- X-Ray technicians
- Dieticians
- Physical therapists
- Respiratory therapist
- Medical technicians

Don't Like Like Unsure





Community Reinvestment Needs: Recommendations Request from CAC

Funding to help create or expand medical residency programs (including direct funding or studies to see if they're possible):

- Don't Like Like Unsure

Funding to support high school and college programs that encourage students to enter allied health or medical careers:

- Don't Like Like Unsure

Funding support for mentorship and skill-building programs for youth:

- Don't Like Like Unsure

What additional activities do you recommend Partnership use reinvestment funds for to help grow the health care workforce? *Please share your ideas below:*

Improving Health Outcomes and Well-Being for Priority Populations: One of our community reinvestment strategies focuses on improving health and well-being for people and communities most in need. *Please share with us how you feel about the activities below by marking them: "Like, Don't Like, or Unsure"*

Support for community fitness programs:

- Don't Like Like Unsure

Support for after-school exercise programs:

- Don't Like Like Unsure

Support funding to help low-income families start or grow savings accounts for their children (from birth to age 18):

- Don't Like Like Unsure

Support programs that help build community connections (such as friendship bench developments):

- Don't Like Like Unsure





Community Reinvestment Needs: Recommendations Request from CAC

Support funding for the development of community wellness centers and community resource centers:

Don't Like

Like

Unsure

What additional activities do you recommend Partnership use reinvestment funds for to improve well-being for priority populations? Please share your ideas below:

Improving Local Communities: One of our community reinvestment strategies focuses on improving local communities. Please share with us how you feel about the activities below by marking them: "Like, Don't Like, or Unsure"

Funding to support programs that help reduce social isolation:

Don't Like

Like

Unsure

Funding to support literacy programs for community members:

Don't Like

Like

Unsure

Funding to support training community members to become health advocates:

Don't Like

Like

Unsure

What additional activities do you recommend Partnership use reinvestment funds to improve local communities? Please share your ideas below:

Please provide your preferred contact method if you would like us to contact you about your feedback:

Medi-Cal Has Dental Covered

Regular dental check-ups are important for your overall health. Medi-Cal covers dental services for **FREE** for all ages. See the chart below for details on covered services.

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS & SENIORS
Exams*, x-rays, teeth cleaning, and fluoride varnish	✓	✓	✓	✓	✓
Fillings and tooth removal	✓	✓	✓	✓	✓
Emergency services	✓	✓	✓	✓	✓
Sedation	✓	✓	✓		✓
Molar sealants**		✓	✓		
Root canals		✓	✓	✓	✓
Orthodontics (braces)***			✓		
Crowns			✓	✓	✓
Partial and full dentures and denture relines			✓	✓	✓
Scaling and root planing			✓	✓	✓

*Free check-ups every six months, and sometimes more, for members under the age of 21 and every 12 months for members 21 and older.

**Permanent molar sealants are covered for kids and teens up to age 21.

***For those who qualify.

Babies

Take your child to the dentist by their first tooth or first birthday. Baby teeth are key for eating, talking, and smiling.

Kids

Around age five, children start losing baby teeth. Ask your dentist about molar sealants, covered by Medi-Cal, to prevent cavities.

Teens

Sugary foods increase the risk of gum disease and cavities in teens. Regular dental check-ups keep their smiles healthy.

Pregnancy

Dental care is safe and recommended during pregnancy. Medi-Cal covers dental visits during pregnancy and 12 months postpartum.

Adults and Seniors

Regular dental visits keep your teeth strong and reduce the risk of gum disease. Medi-Cal covers full dental care for adults 21 and older.

Caregivers

Help your loved one maintain good oral health through daily care and regular dental visits. Don't forget to care for your own smile too!



Scan the QR code or visit SmileCalifornia.org to learn about your free dental services and find a Medi-Cal dentist today. Or call **1-800-322-6384** for help.

Medi-Cal cubre sus servicios dentales

Los chequeos dentales regulares son importantes para su salud en general. Medi-Cal cubre servicios dentales **GRATIS** para todas las edades. Consulte esta tabla para obtener detalles sobre los servicios cubiertos.

SERVICIOS	BEBÉS	NIÑOS	ADOLESCENTES	EMBARAZO	ADULTOS Y PERSONAS MAYORES
Exámenes*, radiografías, limpieza dental, y barniz de fluoruro	✓	✓	✓	✓	✓
Empastes y extracción de dientes	✓	✓	✓	✓	✓
Servicios de emergencia	✓	✓	✓	✓	✓
Sedación	✓	✓	✓	✓	✓
Selladores de muelas**		✓	✓		
Tratamientos de conducto radicular		✓	✓	✓	✓
Ortodoncias (frenillos)***			✓		
Coronas			✓	✓	✓
Dentaduras postizas parciales y completas y rebase de dentadura postiza			✓	✓	✓
Escalamiento y cepillado de la raíz			✓	✓	✓

*Chequeos gratis cada seis meses, y a veces más, para miembros menores de 21 años, y cada 12 meses para miembros de 21 años en adelante.

**Los selladores de muelas permanentes están cubiertos para niños y adolescentes hasta los 21 años.

***Para las personas que califiquen.

Bebés

Lleve a su hijo al dentista cuando le salga el primer diente o cuando cumpla su primer año. Los dientes de leche son fundamentales para comer, hablar y sonreír.

Niños

Alrededor de los cinco años, los niños comienzan a perder los dientes de leche. Pregúntele a su dentista sobre los selladores de muelas, cubiertos por Medi-Cal, para prevenir las caries.

Adolescentes

Los alimentos azucarados aumentan el riesgo de enfermedades de las encías y caries en los adolescentes. Los chequeos dentales regulares mantienen sus sonrisas saludables.

Embarazo

El cuidado dental es seguro y recomendado durante el embarazo. Medi-Cal cubre las visitas al dentista durante el embarazo y los 12 meses después del parto.

Adultos y personas mayores

Las visitas regulares al dentista mantienen los dientes fuertes y reducen el riesgo de enfermedades de las encías. Medi-Cal cubre el cuidado dental completo para adultos mayores de 21 años.

Cuidadores

Ayude a su ser querido a mantener una buena salud bucal mediante el cuidado diario y las visitas regulares al dentista. ¡No olvide cuidar también su propia sonrisa!



Escanee el código QR o visite [SonrieCalifornia.org](https://www.SonrieCalifornia.org) para más información sobre los servicios dentales gratis y para encontrar un dentista de Medi-Cal hoy mismo. O llame al **1-800-322-6384** si necesita ayuda.