

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: September 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: Ryan Ciulla</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	5
2) Introductions <i>Time: 12:05 (15 minutes)</i> <i>Speaker: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members and Partnership staff. Welcoming new CAC members as well as providing a reminder for ongoing recruitment. Ice Breaker Question: <i>This or that, Pumpkin Pie or Apple Pie?</i>	6
3) Approval of June 2025 Minutes <i>Time: 12:20 (5 minutes)</i> <i>Speaker: Melissa Schumann</i>	Need a CAC member to make a motion to accept the June 2025 minutes and another member to second the motion	7-16

Topic	Description	Page
4) Follow up from June 2025 CAC Meeting <i>Time: 12:25 (5 minutes)</i> <i>Speaker: Ryan Ciulla</i>	All follow up items from June 2025 meeting have been completed	17
5) Report on Board Meeting <i>Time: 12:30 (10 minutes)</i> <i>Speaker: Belle Knight, Brion Burkett, & Marcelo "Nunie" Matta</i>	Community Board Representatives provide an update from Board meeting	18
6) Partnership Update <i>Time: 12:40 (20 minutes)</i> <i>Speaker: Sonja Bjork</i>	Brief overview of the health plan updates.	19
7) Annual Grievance & Appeals Report <i>Time: 1:00 (15 minutes)</i> <i>Speaker: Mori McLennan</i>	Partnership Grievance Presentation	20-35
8) Health Disparity Data Review <i>Time: 1:15 (10 minutes)</i> <i>Speaker: Mohamed A. Jalloh, Pharm.D</i>	Presentation on the health disparity data found from Partnership's internal evaluation	36-51
9) Partnership in the Community <i>Time: 1:25 (5 minutes)</i> <i>Speaker: Tim Sharp</i>	Brief update on community events attended by CAC members	52-55
10) Member Outreach and Education Plan for Mental Health <i>Time: 1:30 (10 minutes)</i> <i>Speaker: Brandon Yadi</i>	Presentation on Partnership's Behavioral Health Department member outreach and education plan	56-64

Topic	Description	Page
11) Children’s Services Overview <i>Time: 1:40 (5 minutes)</i> <i>Speaker: Kelly Stone</i>	Brief overview of Children’s Services	65-67
12) 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	68
13) Next Meeting	December 11, 2025 Noon – 2 p.m.	69

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

September 11, 2025

Welcome/ Purpose of Meeting

Manager of Member Services, Ryan Ciulla



Community Representation by County

Butte: Adrene, Eli, William

Colusa: Susan

Humboldt: Christina, Jennifer “Jenny,”
Margaret

Lake: Sidnee

Lassen: Ellen

Marin: Jaime, Jason

Modoc: Lee

Napa: Beverly

Nevada: Harry “Scott”, Raichael

Placer: Brion

Shasta: Belle, Joy, Wendy

Solano: Catherine, 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
Plumas	Sierra	Siskiyou
	Sutter	Trinity

Introductions

Managers of Member Services, Melissa Schumann & Ryan Ciulla

**Ice Breaker Question:
This or That?
Do you prefer Pumpkin Pie or Apple Pie?**



Approval of June 2025 Meeting Minutes

Manager of Member Services, Melissa Schumann





MEETING MINUTES

Meeting Name: Community Advisory Committee Meeting

Date: June 12, 2025

Time: Noon – 2 p.m.

Partnership Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 2525 Airpark Drive, Redding, CA 96001 (Airpark Conference Room) 1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
- 2760 Esplanade Suite 130, Chico, CA 95973 (Conference Room)

Alternate Location:

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

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

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

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

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

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

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

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

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

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

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

Follow Up From June 2025 CAC Meeting

Ryan Ciulla
Manager of Member Services



Report on Board Meeting

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

Recap on Partnership’s Board of Commissioners’ Meeting



Partnership Update

Sonja Bjork

Chief Executive Officer

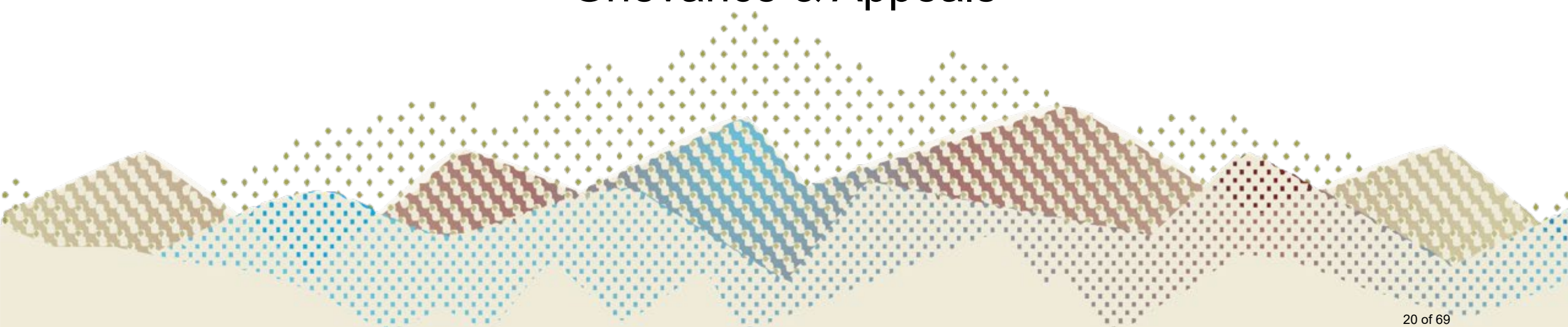




Grievance & Appeals Department Annual Report CY 2024

September 2025

Mori McLennan, Manager of Operations
Grievance & Appeals



Agenda

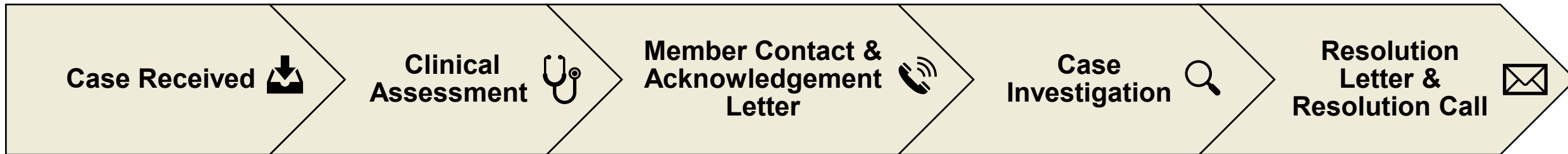
- Department Overview
- Case Volume and Trends
- Case Intake and Classification
- Member Demographics
- Grievance Trends and Categories
- Civil Rights Allegations
- Appeals and Outcomes
- Performance Metrics
- Challenges and 2025 Goals

Department Overview

The Grievance & Appeals (G&A) department ensures that members concerns are heard, addressed, and resolved in alignment with regulatory standards and health plan policies. We manage member grievances and appeals with a focus on timeliness, fairness, and improving the overall member experience.



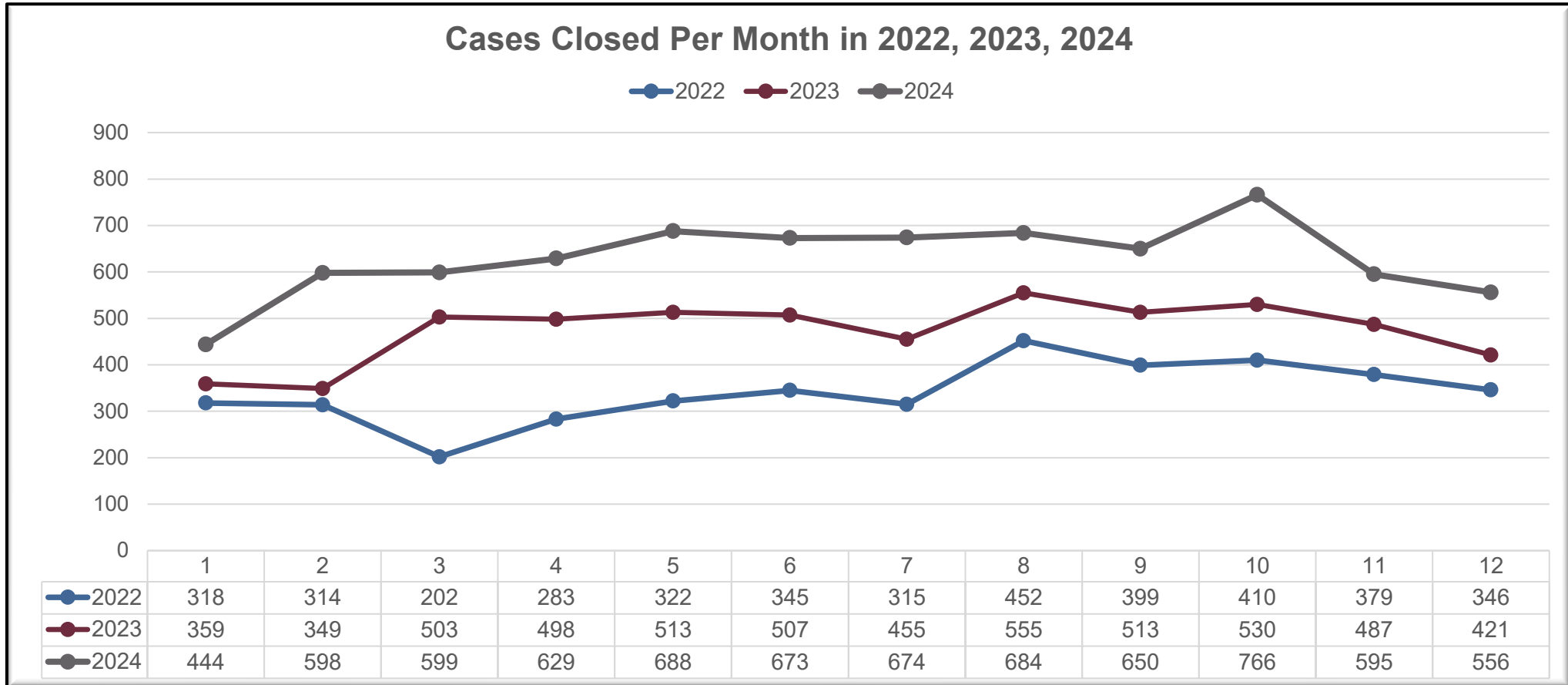
Overview of Process



Case types we process:

- **Standard grievances** - Member complaints about dissatisfaction with services, care, or experiences.
- **Exempt grievances** - Member concerns that are resolved quickly without the formal grievance process.
- **Appeals** - Member disagreement with a denied service or treatment.
- **State fair hearings** - Formal requests for a hearing before an administrative law judge regarding a denied service.

Annual Case Volume – 3 Year Comparison



Annual Cases Closed / Cases per 1,000 Members:

2024 – 7,556 / 8.34

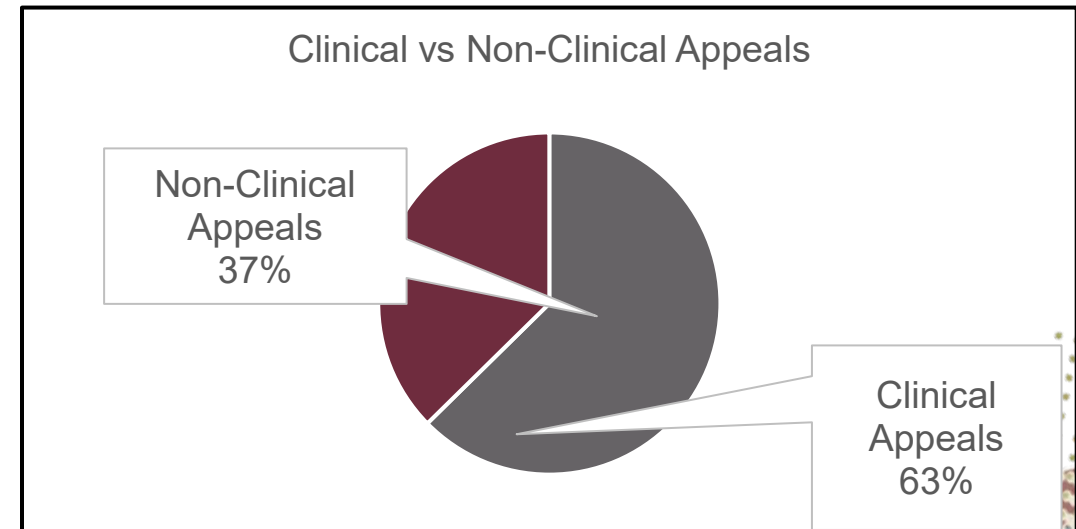
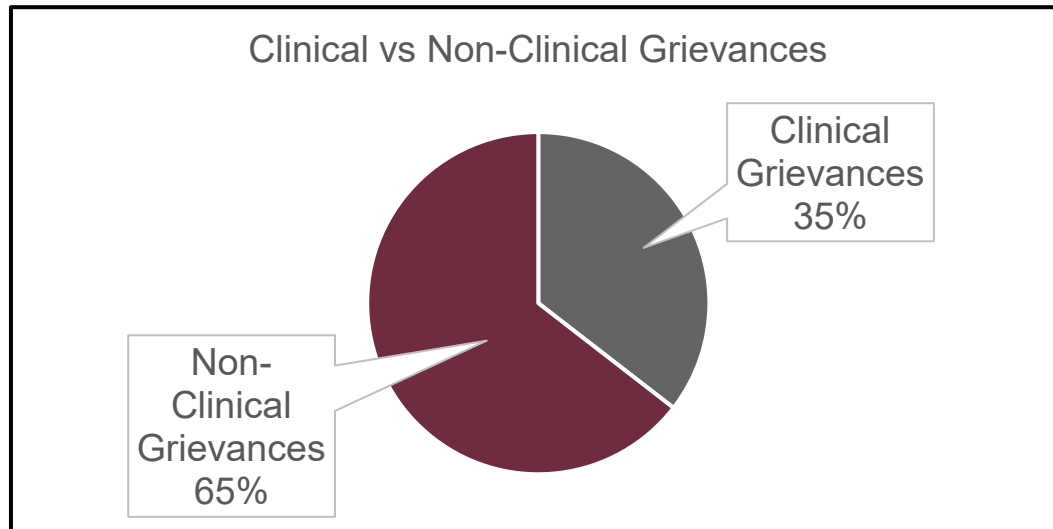
2023 – 5,690 / 8.39

2022 – 4,085 / 6.40

Case Intake and Classification

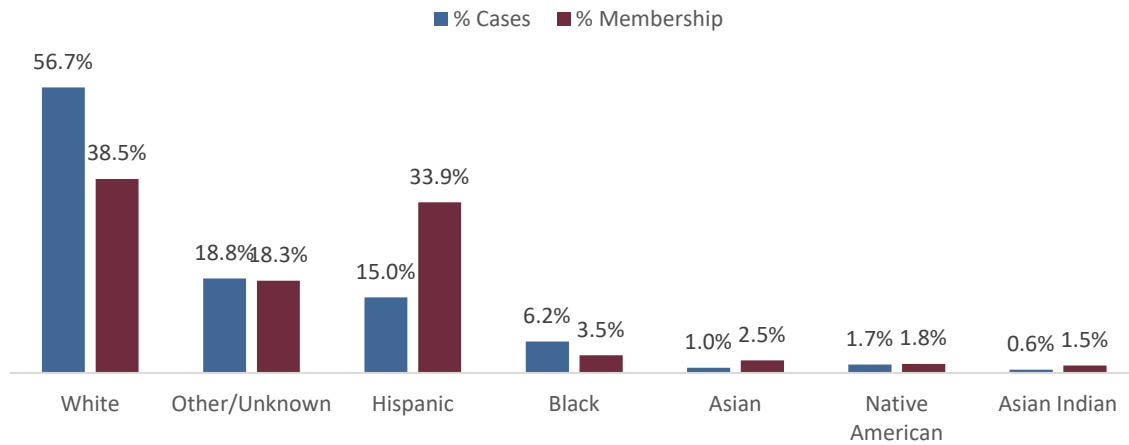
How Cases Were Received		
Phone	6,843	91%
Online/Email	509	7%
Mail	129	2%
Fax	65	1%
In-Person	7	0.1%

In 2024, 213 cases were requested to be expedited, but only 28 met the criteria

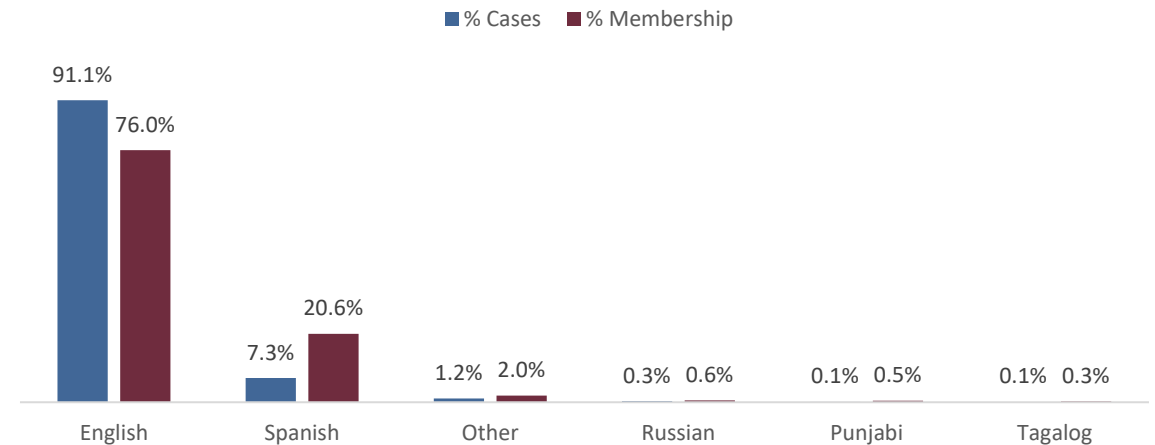


Member Demographics

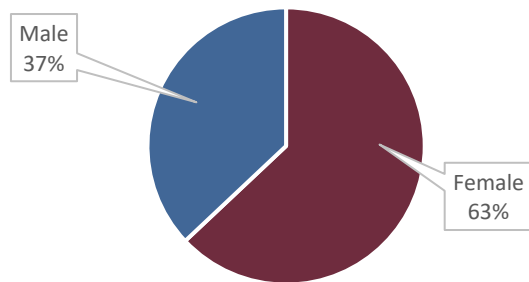
Member Demographics vs Membership by Ethnicity



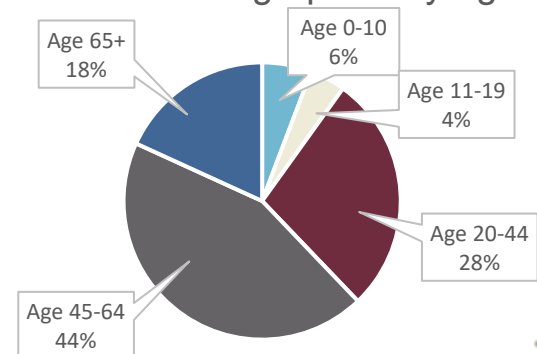
Member Demographics vs Membership by Language



Member Demographics by Gender



Member Demographics by Age

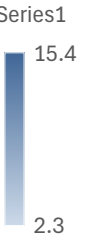
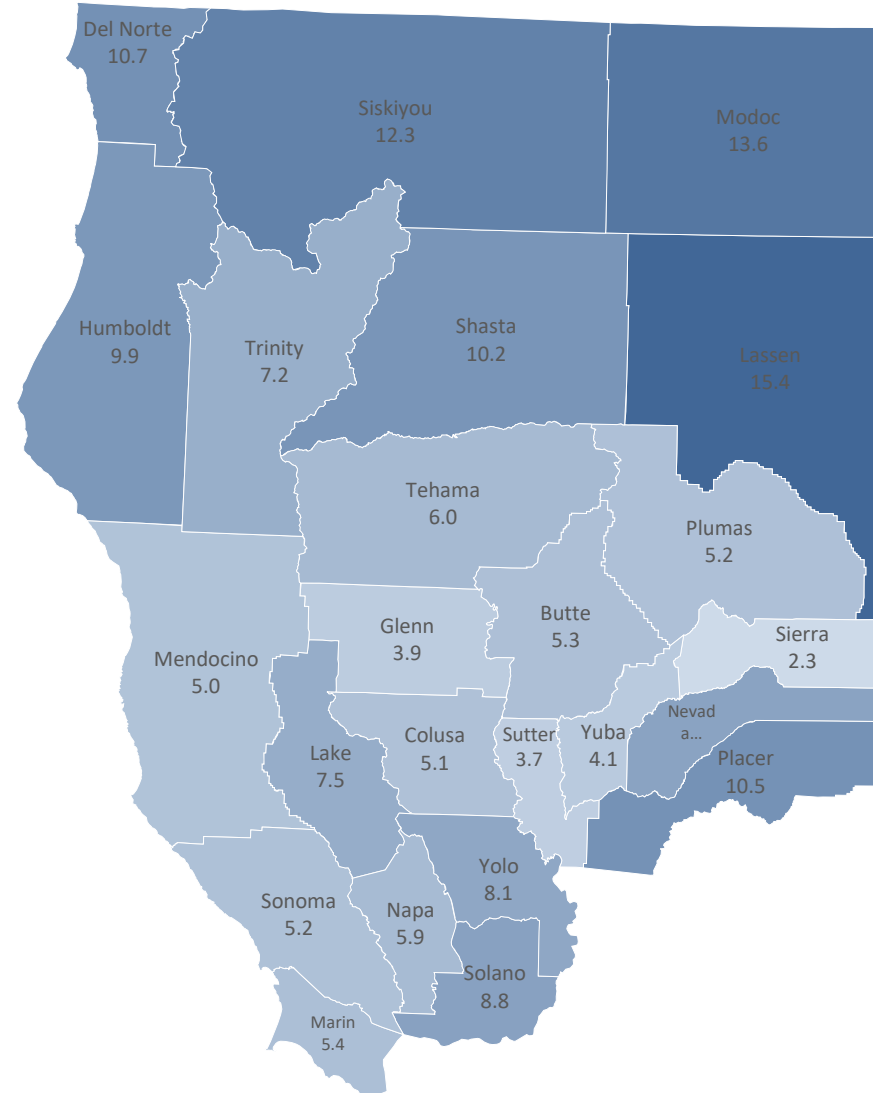


Where Members File Grievances

Top three counties by grievances per 1,000 members:

- Lassen – 15.4
- Modoc – 13.6
- Siskiyou – 12.3

Grievances per 1,000 Members by County - 2024



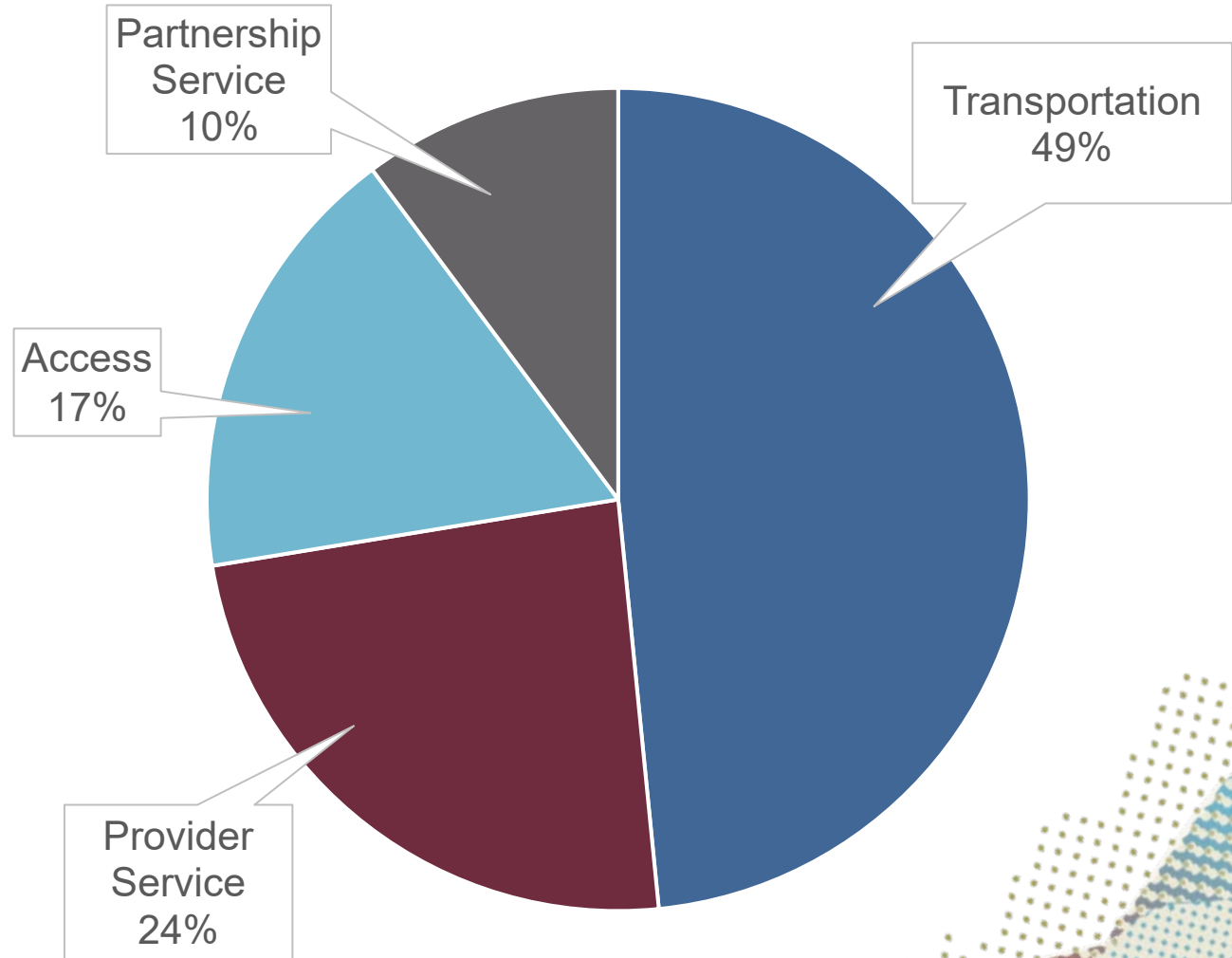
Top Grievance Concerns by Category

Transportation* – includes missed rides, driver arriving late, driver behavior, scheduling issues, and vehicle conditions

Provider service – includes treatment plan disputes, communication issues, poor attitude, office conditions, and allegations of misconduct

Access – includes long wait times to be seen, delayed referrals / authorizations, and lack of provider availability

Partnership service – includes staff complaints, advice nurse line, escalation process, website, phone system, and member mailings

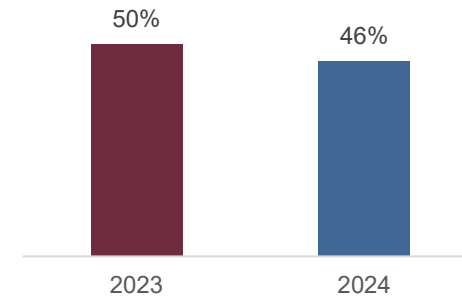


*Partnership provided 1,166,701 rides in 2024 and received 4,472 transportation-related concerns – representing less than 0.4% of total rides (down from 0.6% in 2023)

Breakdown of Service-Related Grievances (Excluding Transportation)

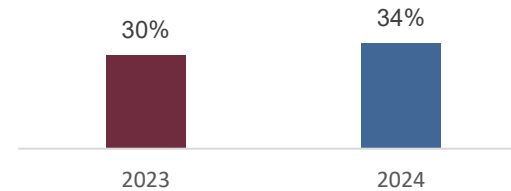
Provider services (46%)

- Treatment plan disputes (39%)
- Communication (29%)
- Poor attitude (29%)



Access issues (34%)

- Long wait time for appointments (37%)
- Provider refusal of care (13%)
- Provider network adequacy (13%)

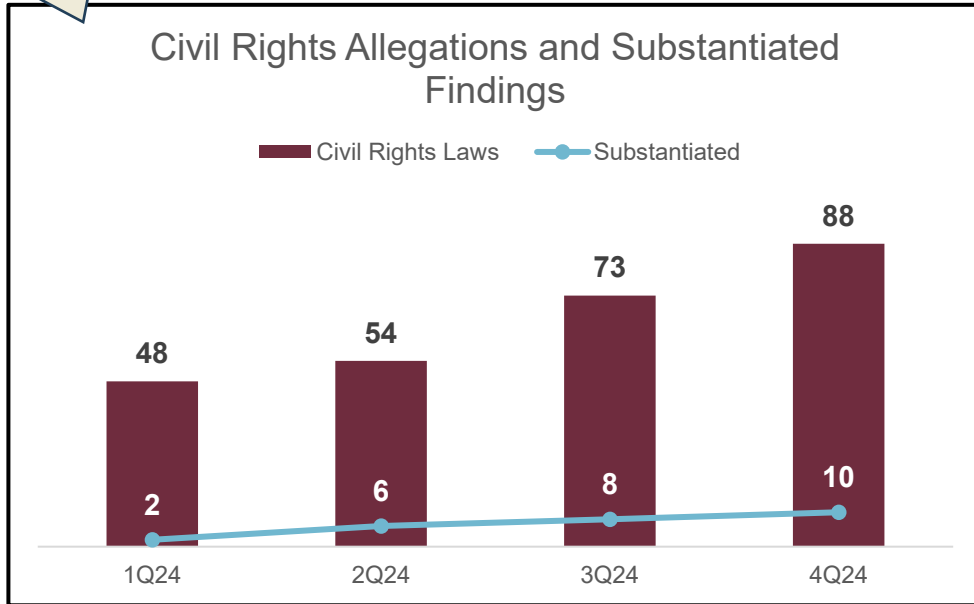


Partnership services (20%)



Discrimination Allegations - Civil Rights Focus

Only 10% of civil rights allegations were substantiated in 2024, down from 22% in 2023



Note: Members may allege discrimination for many reasons. This slide only reflects allegations that fall under federally protected civil rights laws

Type of Civil Rights Concern	Total Concerns Reported
Disability	89
Race or ethnicity	72
Language assistance services	26
Limited English skills	22
Gender	16
Age	15
Sexual orientation	7
Auxiliary aids and services	5
Religion	5
Nationality	2
Basis of sex	1
Character associations	1
Gender identity	1
Sex stereotypes	1
Total	263

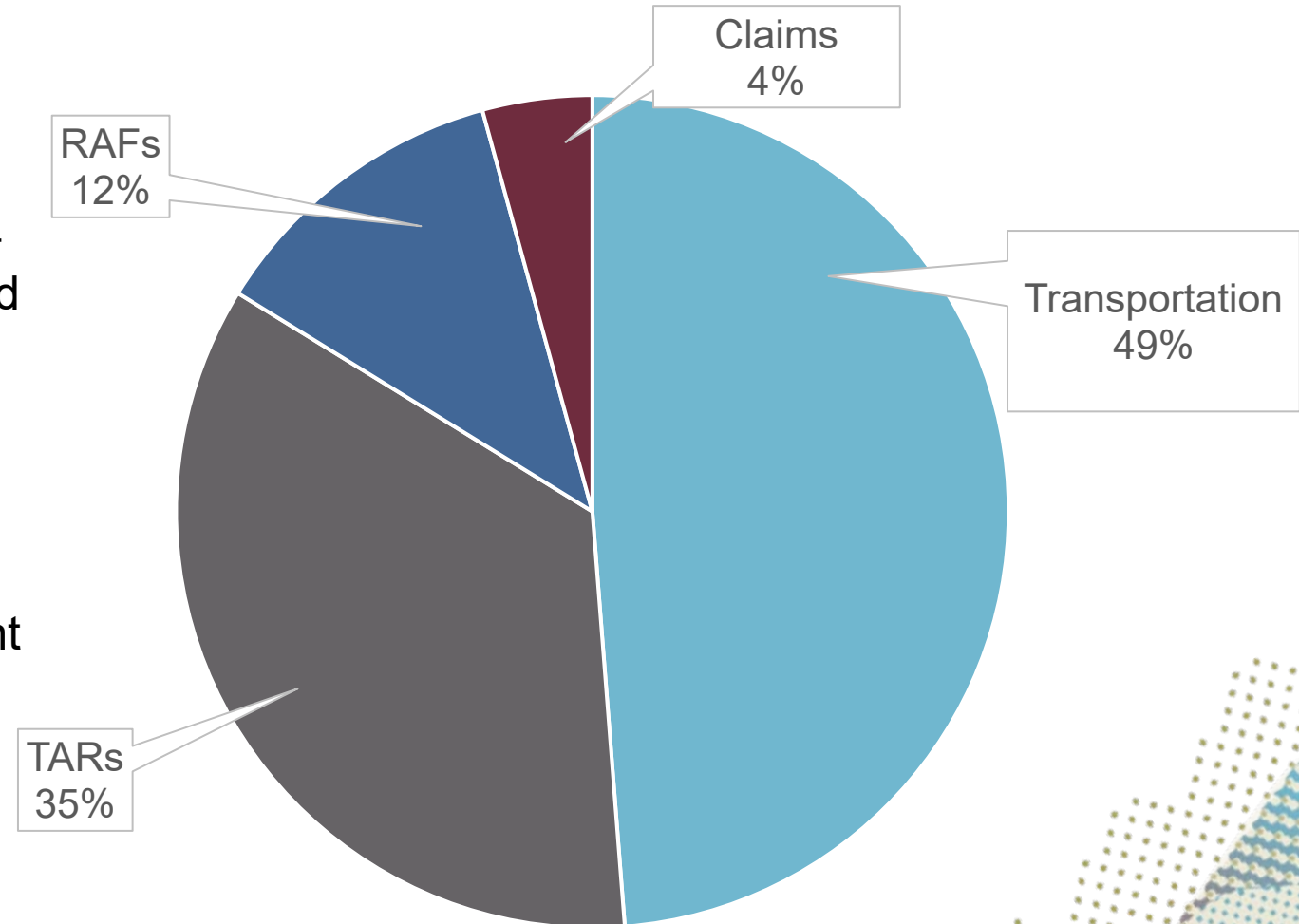
Top Appeals by Category

Transportation – includes meals, lodging, rides, and gas mileage reimbursement

Treatment Authorization Request (TARs) – includes DME, surgery, diagnostic testing, and ancillary services

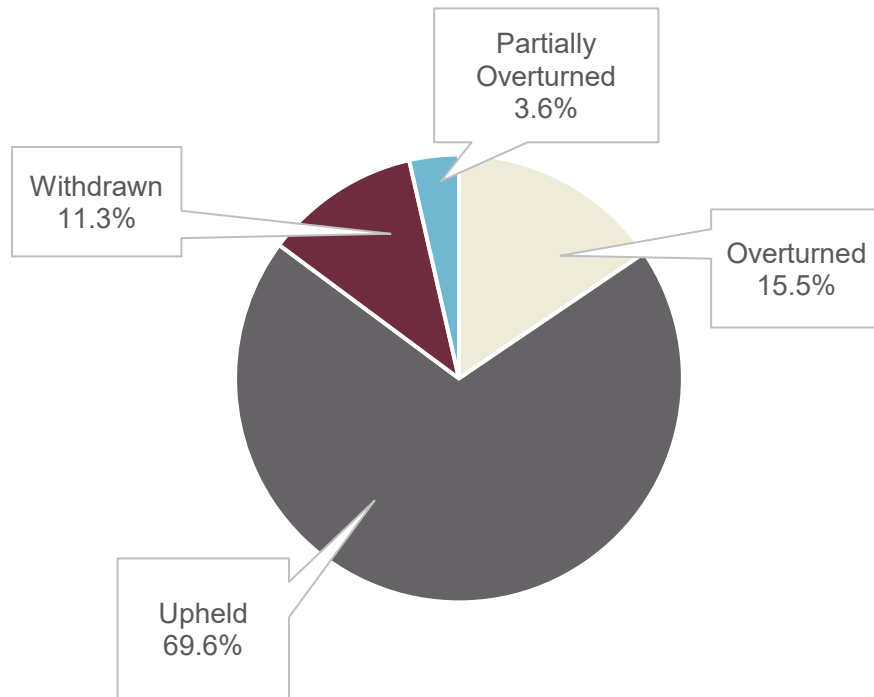
Referral Authorization Forms (RAFs) – includes out-of-network requests

Claims – includes requests for reimbursement of services paid out of pocket

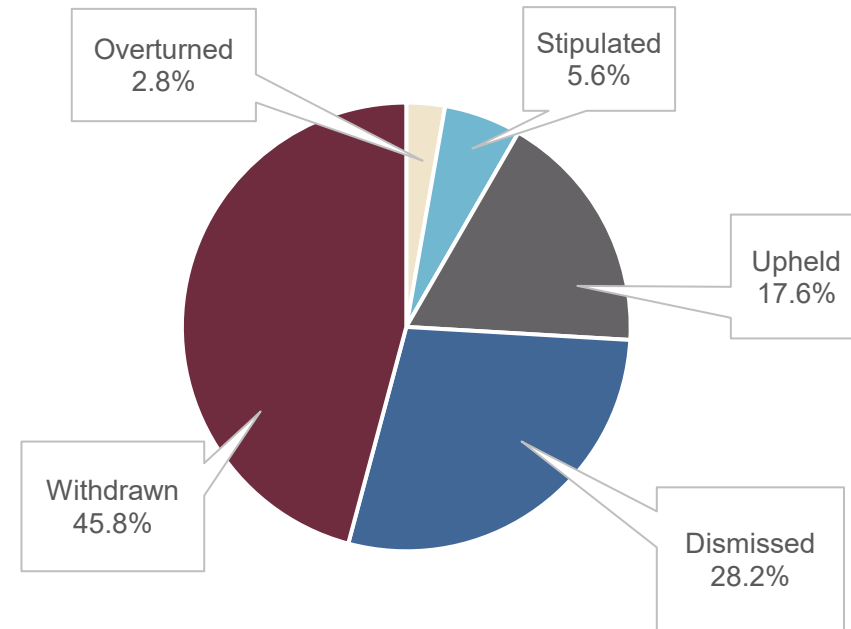


Outcomes and Dispositions

2024 Appeal Outcomes



2024 State Hearing Outcomes



2024 Department Performance

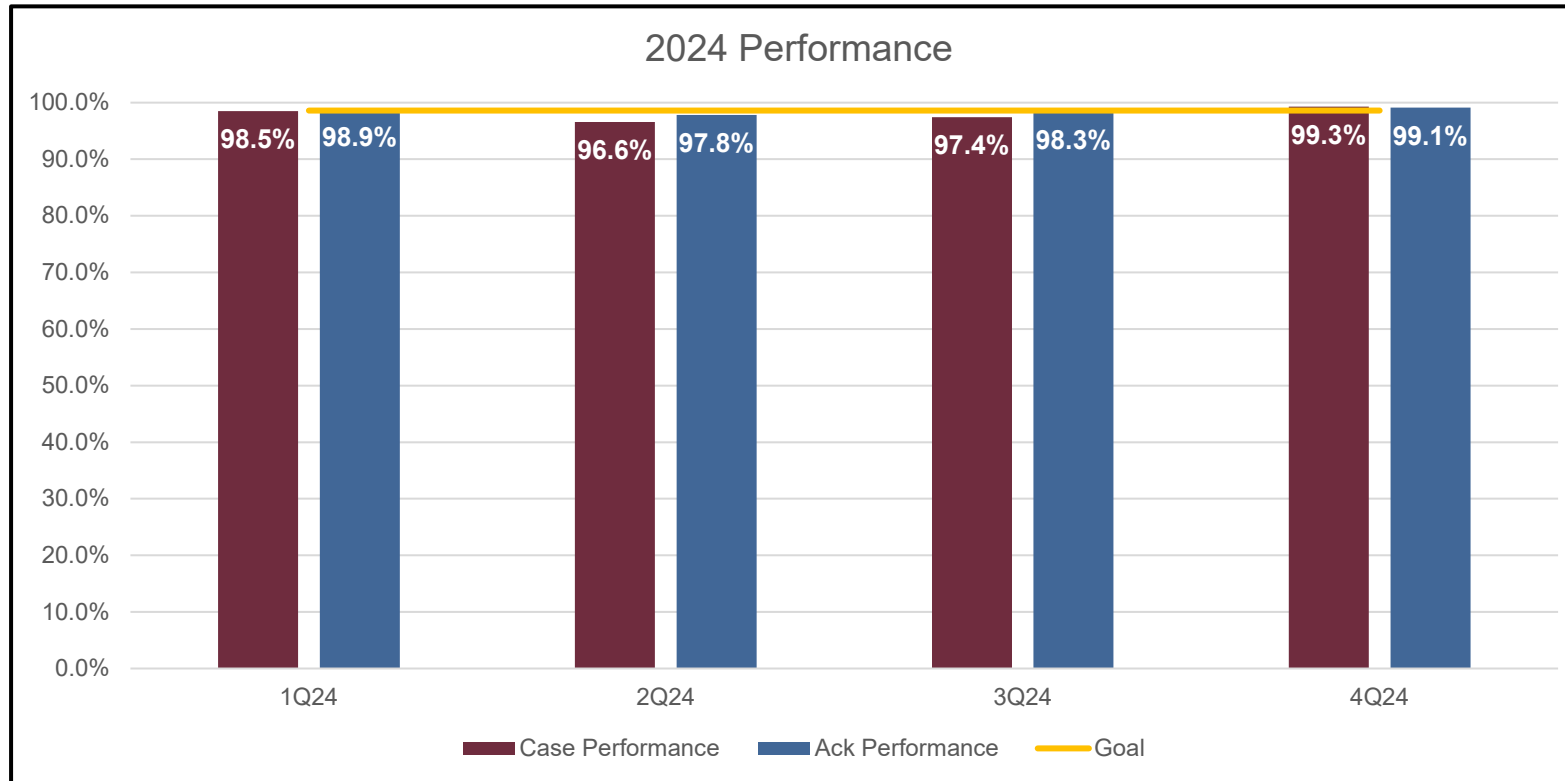
Performance Goals

Case closure

- Expedited cases – Investigate 98.6% of cases within 72 hours
- Standard cases – Investigate 98.6% of cases within 30 days

Acknowledgment letters

- Letters sent on or before the fifth calendar day after case received



Voice of the Member

“Deija has worked with me on a few discrimination cases. She is always very kind, helpful and knowledgeable whenever I have any questions.”

“We had a hearing this morning with Robert. He was so collaborative and supportive and went over and beyond to give me information and help me navigate some systems and alternatives. It is nice to run across people within the system who are so compassionate and supportive.”

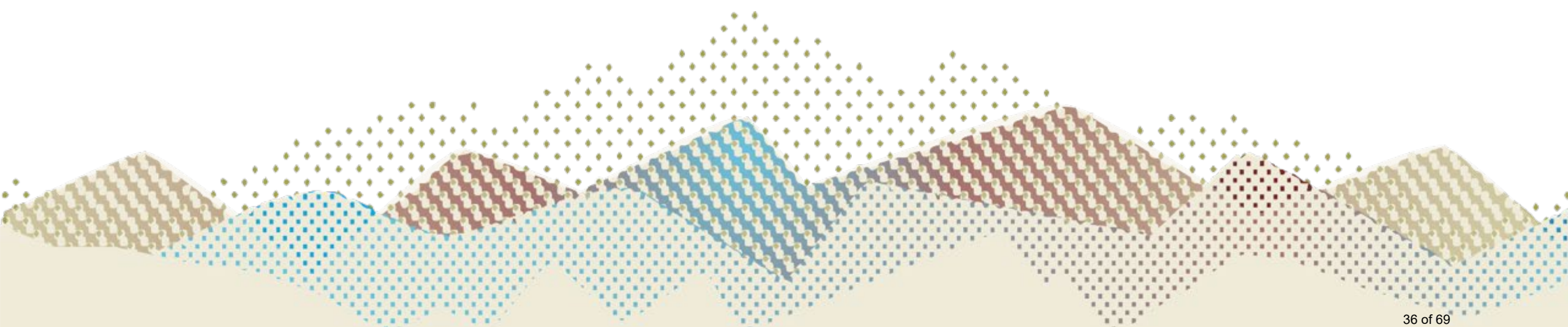
“I had an appeal with you [Amanda], that you fought hard on my behalf and the denial was successfully overturned. I had the surgery, and it changed my life. Thank you so much because you were a key person to make this all happen. I really appreciate you and want to offer you a very sincere thank you.”

Questions?

Health Disparities Preliminary Review

Mohamed Jalloh, PharmD

Health Equity Officer



About Us

Regional Offices



Mission:

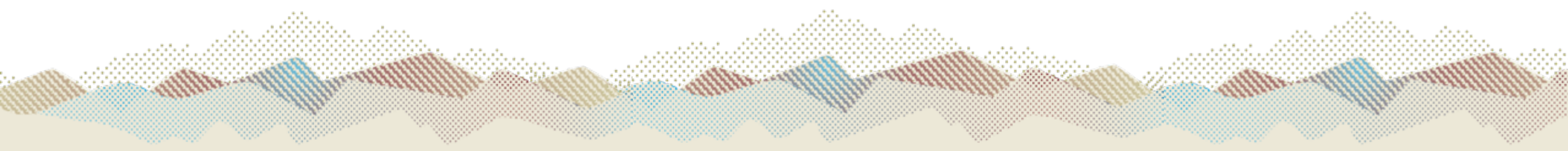
To help our members, and the communities we serve, be healthy.

Vision:

To be the most highly regarded managed care plan in California.

Background

Definitions

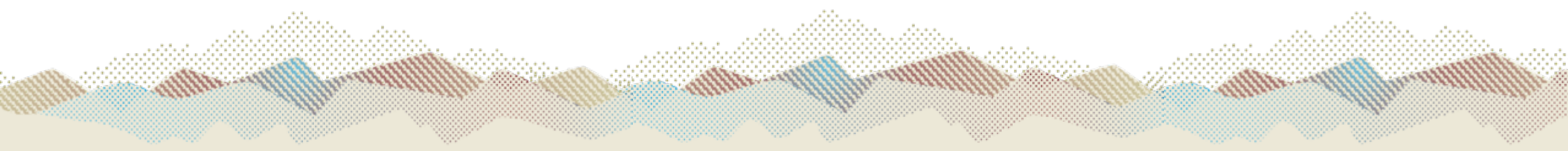


Health Disparities

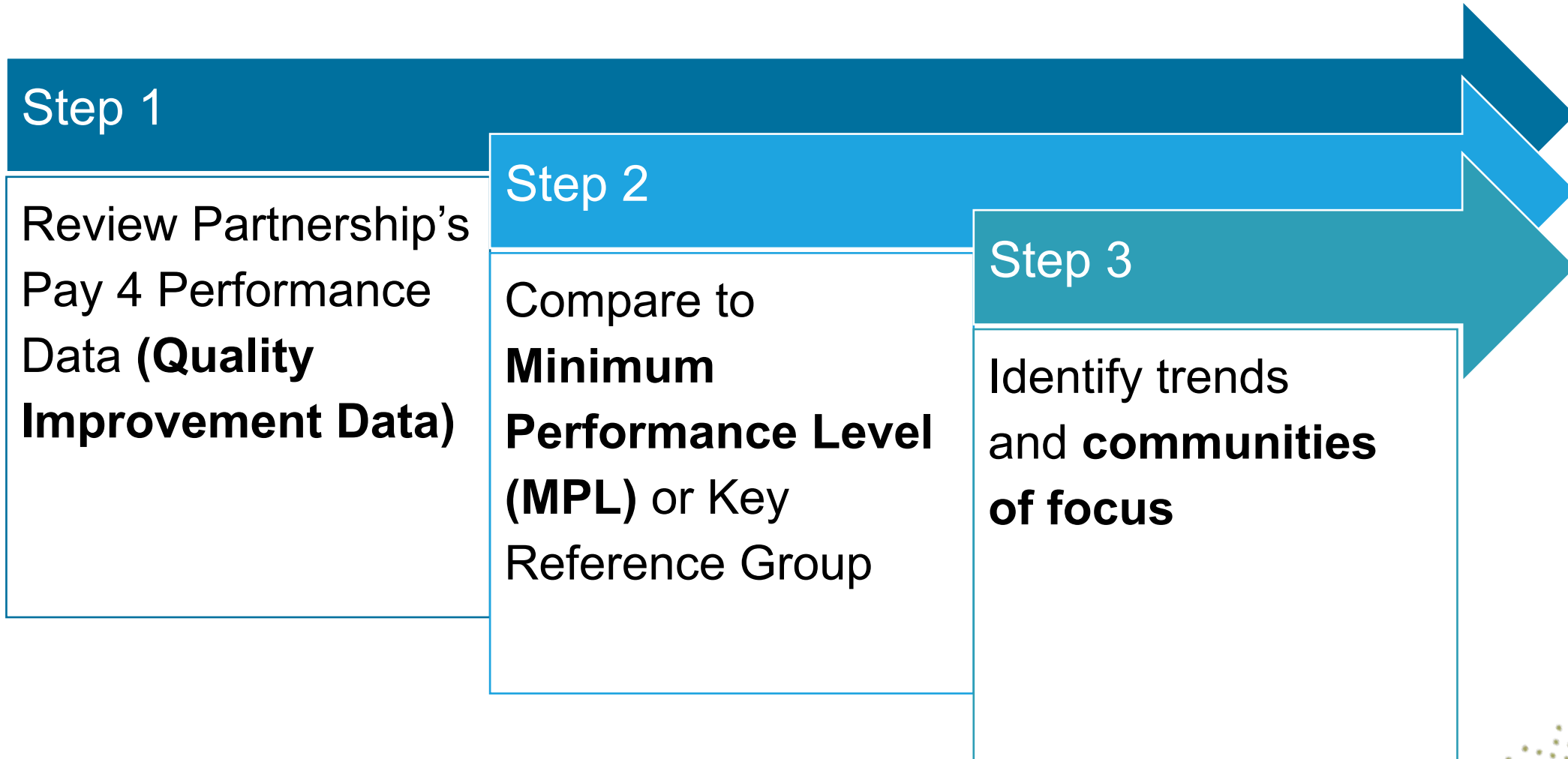
- Partnership is measured on **quality scores** (e.g., how well managed our members' blood pressures are).
- Partnership analyzes quality measures by **race, language, and location** to better understand and address health disparities.
- Partnership's Health Equity Department reviews **pay for performance (QIP) data** and/or **HEDIS data** to prioritize measures.

Methodology

How we calculate the health disparities



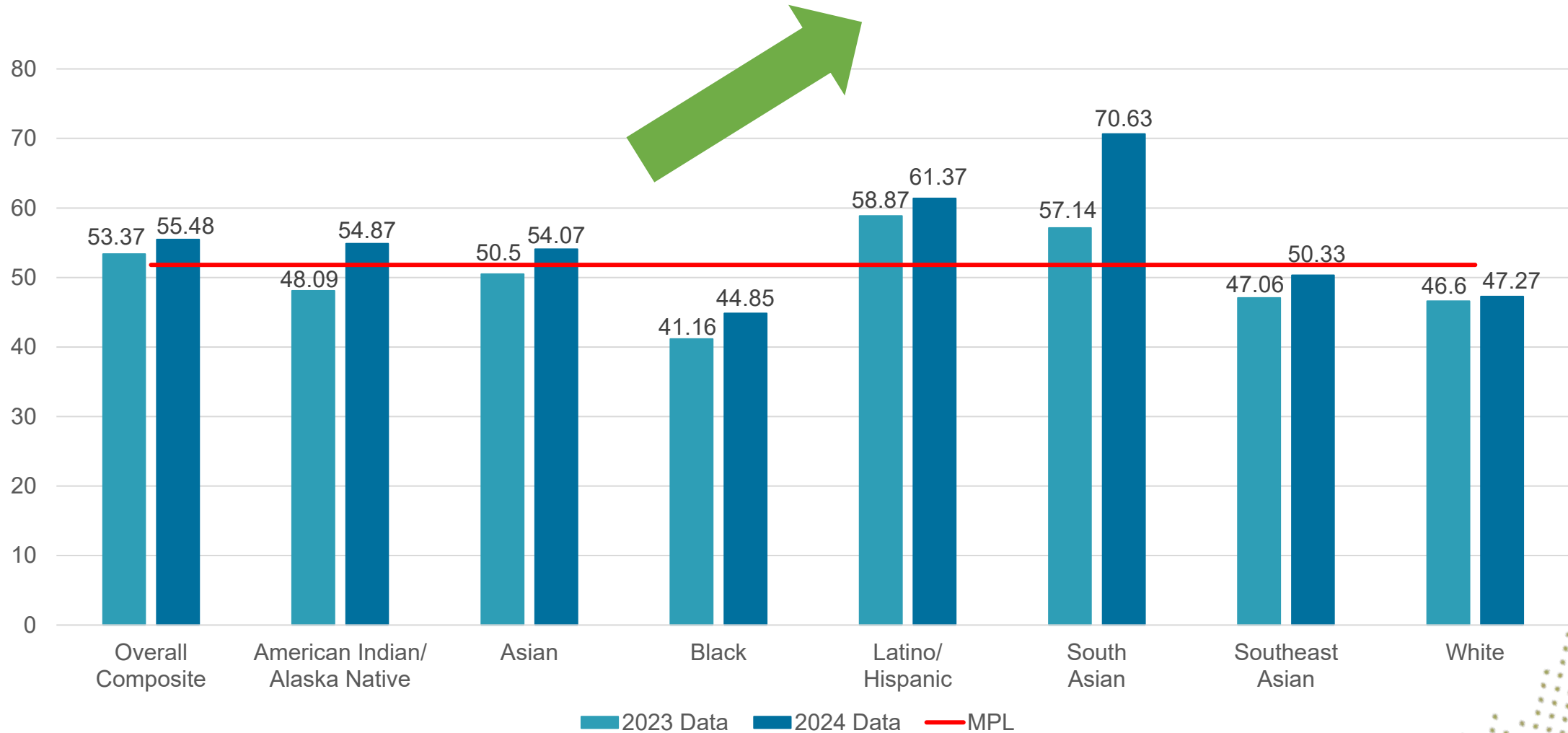
Looking at the Data



Major Improvements



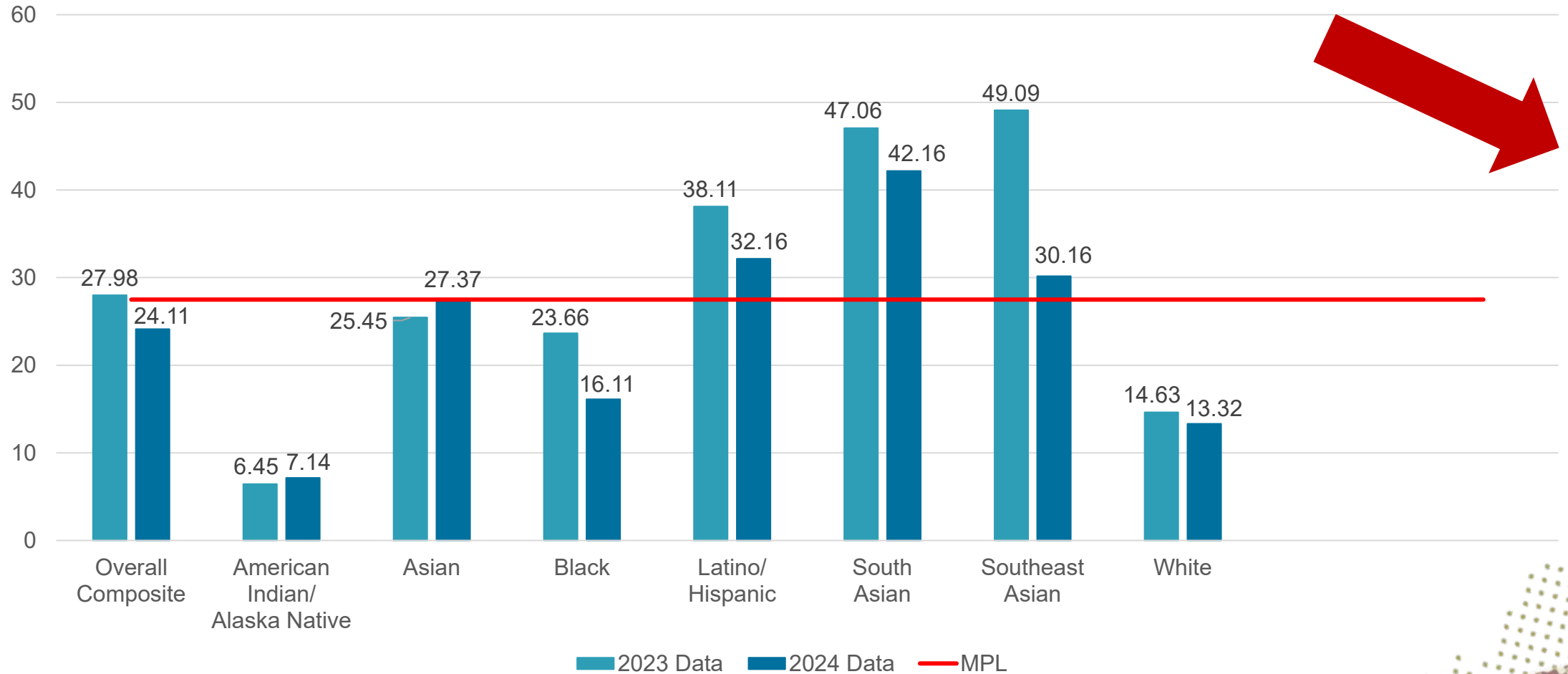
Child and Adolescent Well Care Visits (WCV)



Major Trends for Child Members

- Most race groups have **worsened in childhood immunizations (CIS-10)**
- The following groups have the worst performance or downward trends:
 - American Indian / Alaska Native
 - Black
 - White

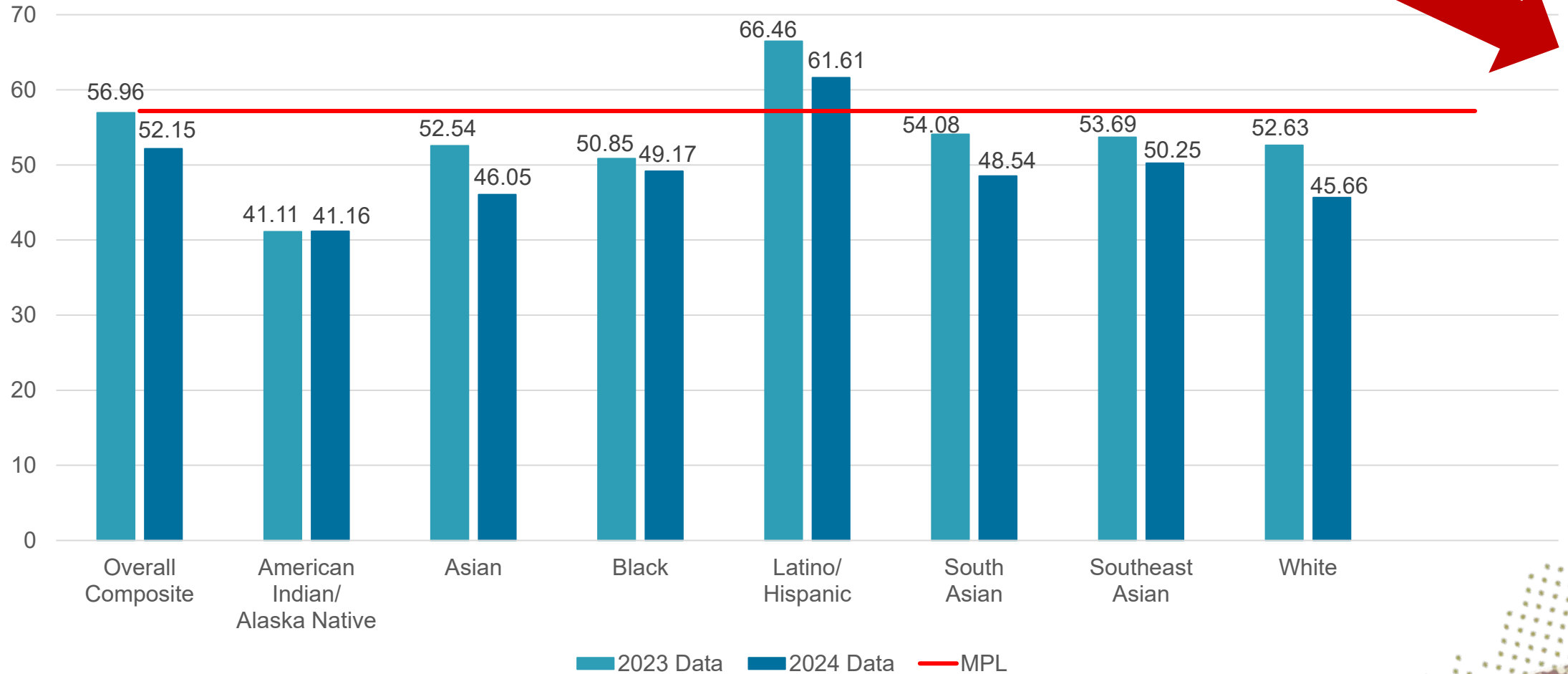
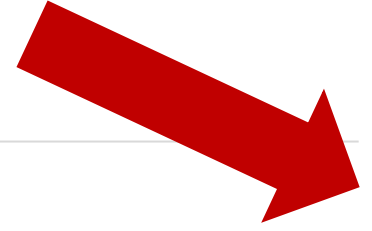
Childhood Immunization Status (CIS-10)



Major Trends for Cancer Screenings

- All, but one race group, have **worsened in cervical cancer screenings**
- The following groups have the worst performance or downward trends:
 - American Indian / Alaska Native
 - East Asian
 - Asian / Pacific Islander

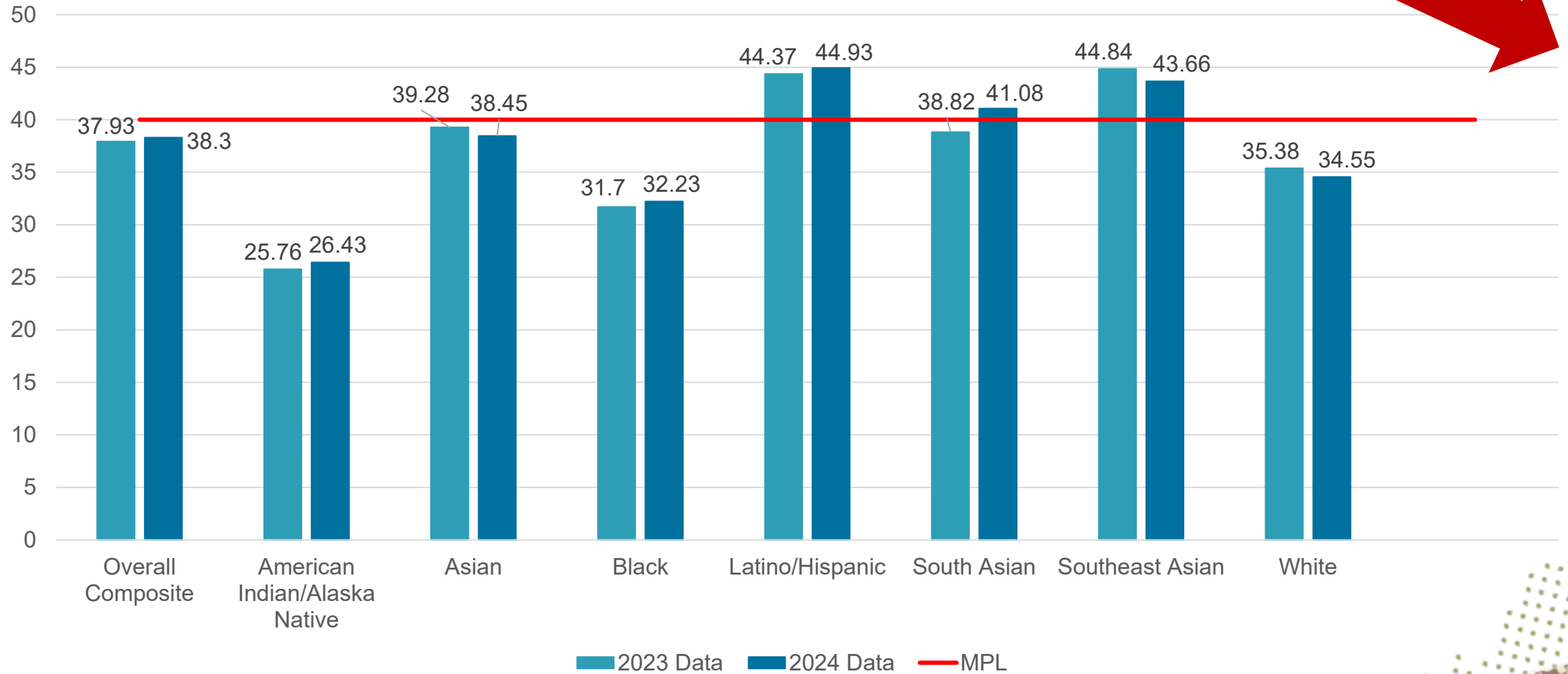
Cervical Cancer Screenings



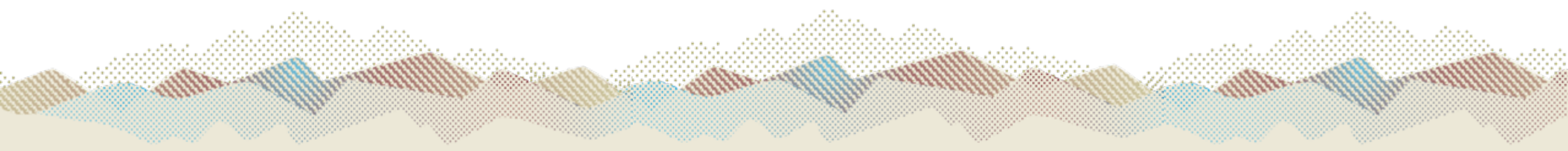
Major Trends for Cancer Screenings

- Many race groups have **worsened in colorectal cancer screenings**
- The following groups have the worst performance or downward trends:
 - American Indian / Alaska Native
 - Asian / Pacific Islander
 - Black
 - White

Colorectal Cancer Screenings



Discussion Questions



Summary

- Partnership made significant improvements in WCVs, lead screening, and blood pressure management.
- Partnership sees trends worsening in childhood immunizations, cervical cancer screenings, and colorectal cancer screenings.
- Our Tribal communities have a numerically higher number of disparities.

Partnership in the Community

Tim Sharp
Regional Director



Partnership in the Community





Nourish & Flourish



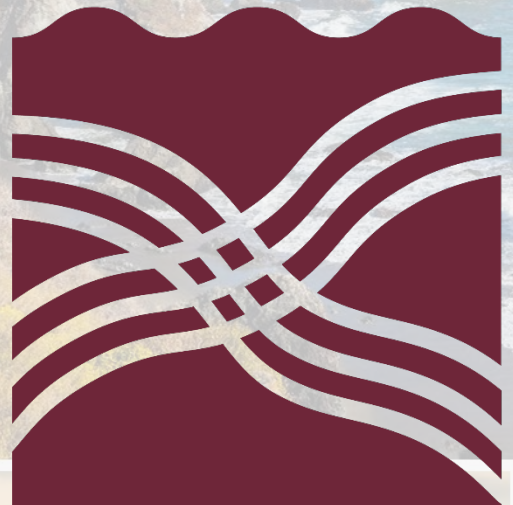
Belle Knight Shasta County CAC Member

Partnership in the Community

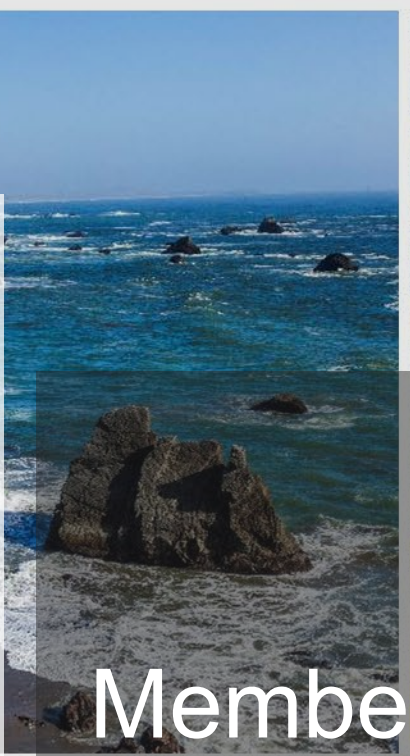


Butte County CAC Member, Eli Seigel
National Health Centers Week
Ampla Health

PARTNERSHIP

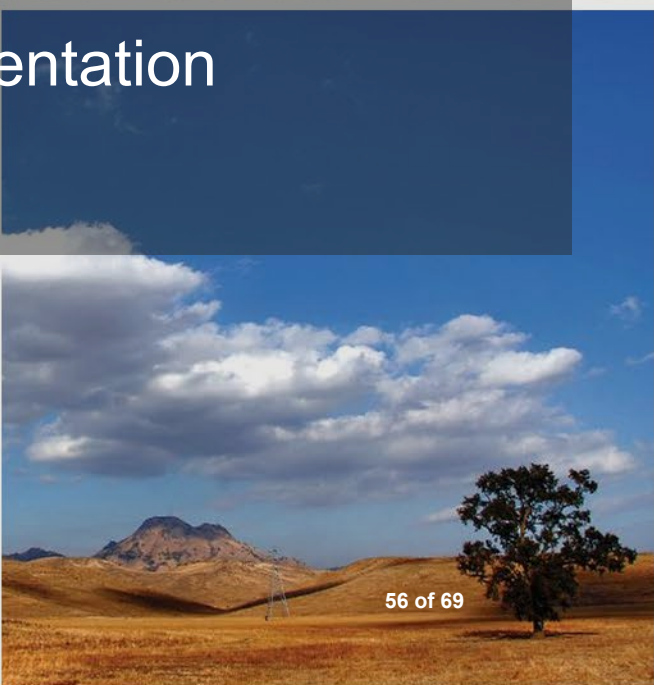


HEALTHPLAN
of CALIFORNIA
A Public Agency



Senate Bill 1019: Member Outreach and Education Plan

September 2025 CAC Presentation



Overview of SB 1019

- Introduction

- Senate Bill (SB) 1019 aims to address historically low utilization of Medi-Cal members with mild to moderate mental health disorders (non-specialty mental health services, NSMHS).
- The Department of Health Care Services (DHCS) is requiring Medi-Cal managed care plans to develop and provide annual outreach and education to members and primary care providers (PCPs).

- Key Objectives

- Member education and access to NSMHS.
- Enhancing communication and support with focus populations.
- Ensuring compliance with state regulations.

Team Contributions

- Population Health (Community Health Liaison)
 - Reaching out to members by phone to request their participation in a survey. This outreach aims to gather insights to improve services and address member needs.
- Community Advisory Committee (CAC)
 - Supporting Partnership's efforts by participating in surveys focused on their knowledge of behavioral health to gain helpful feedback.
- Quality Improvement and Health Equity Committee (QIHEC)
 - QIHEC participating in the survey, providing critical insights into health equity and service quality.



Team Contributions (Continued)

- Tribal Liaison
 - Providing valuable input through the Tribal Health Convening and site visits. By engaging directly with Tribal communities, the liaison gathers insights on unique health needs and challenges.
- Brand Awareness Campaign
 - Dedicated a segment of Partnership's Your Partner in Health awareness campaign to focus on mental health support in Solano and Modoc counties.



Telephonic Outreach Campaign

Focus Population:

- African-American members in Solano County
- Hispanic members in Solano County
- Modoc County
- Tribal communities in all counties

Sample Size:

- 200 members for each focus population
- Age group: 21-64 years old



Survey Questions

- Did you know that mental health benefits are available to Partnership members?
- Did you know that Partnership works with Carelon Behavioral Health to offer mental health services?
- Have you used Carelon Behavioral Health services before?
- How can Partnership make mental health services easier to access for you and the people you know?
- How do you like to get information about your benefits?



Results

- Most respondents (67%) are aware of mental health benefits available through Partnership, though a significant portion (33%) are unaware.
- A vast majority of respondents are unaware that Partnership collaborates with Carelon Behavioral Health for mental health services and have not used Carelon.
- Mail and texting take the lead for preference in how members would like to get information about benefits, while email is not as popular but still plays a role for those who prefer digital communication.
- The survey has a diverse ethnic composition with a significant number of respondents identifying as white or Hispanic, while Native Americans and African Americans have less participation.

2025 SB 1019 Strategies

- Social Media Outreach
- Text Message Campaign
- Community Health Events / Fairs / Townhall
- Roundtable with Tribal Providers and Leadership
- Member-Facing Notification Campaign
- PCP Education Flyers
- Website Enhancements



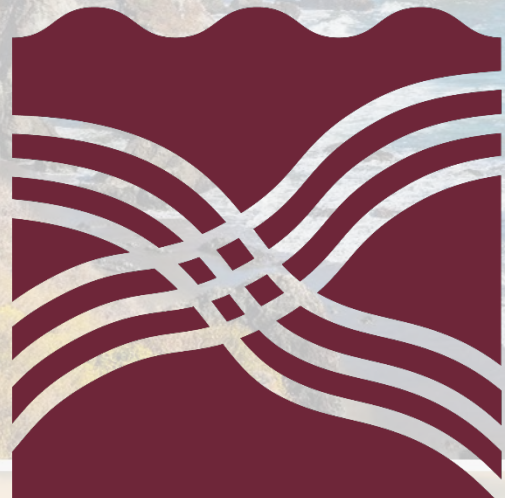
2025 Timeline

- December 2024 – Submitted 2025 SB 1019 Outreach and Education Plan to DHCS.
- January 2025 – Posted the 2025 SB 1019 Outreach and Education Plan to our Partnership website.
- January – June 2025 – Dr. Townsend hosted monthly webinars on the Perinatal Service Program.
- May 2025 – Partnership attended the Placer4Mental Health Wellness Fair. Eco posters installed at transit shelters, convenience stores, and panels across key focus areas in Modoc and Solano counties.
- Upcoming: November 2025 – Text Message Campaign

Solano County Eco Posters



PARTNERSHIP



HEALTHPLAN
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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>

Open Forum



Next Meeting

December 11, 2025

Noon – 2 p.m.

cac@partnershiphp.org