



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>

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<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>

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<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>	

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<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>