



**MEETING MINUTES**

<b>Meeting Type:</b>	Public Policy and Community Advisory Q3 2024		
<b>Meeting Date:</b>	09/10/2024	<b>Meeting Time:</b>	1:00 PM PST
<b>Meeting Location:</b>	Teleconference – Zoom		
<b>Minutes Prepared by:</b>	Michelle Ladyzhenskaya, Marketing and Communications Materials Coordinator; PPCAC Coordinator		


<b>Attendees:</b>	<p>Joanne Tillman, Health Education Consultant  Michael O’Malley, Health Plan Administrator  Sandy Johansson, Senior Contracts Manager  Jason Griggs, Associate Director National Grants Specialty Network and Operations  Tiffany Jarrett, National Director of Care Management, UM and Risk Management  Melissa Ramos, Director of Member Services  Michelle Ladyzhenskaya, Marketing and Communications Materials Coordinator  Laura Morales Garcia, Community Member  Edwin Millan, Community Member  Leonardo Martinez, Committee Member  Ronald Gagnon, Committee Member  Sandra Whitmus, Committee Member  Tomeka Dunnigan, Committee Member  Dennis Lumpkin, Committee Member  Total Member Attendees: 14</p>
<b>Absentees:</b>	Emelyne Beneche, Jaymi Wiley, Christine Uranaka



Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
<b>Call to Order</b>	Joanne Tillman called the meeting to order at 1:05 PST.		J. Tillman	
<b>Welcome and Welcoming Remarks</b>	All members welcomed, moving to approve meeting minutes from Q2.		J. Tillman	


Standing Action Items				
Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
<b>Review previous meeting minutes for approval and action items</b>	Q2 meeting minutes were displayed and action items were reviewed. Motion to approve brought forward by M. Ladyzhenskaya. Approved by R. Gagnon. Seconded by D. Lumpkin. All in favor, no opposition.		M. Ladyzhenskaya	
<b>PPCAC Recruitment of Members and Providers</b>	PHC California is looking to recruit more members for PPCAC meetings moving forward. Members are asked to reach out with any other enrollees they know who might be a great fit. No longer giving out flyers at HCC's because it was not a great tactic in recruitment, looking into other avenues for marketing the PPCAC and improving recruitment tactics.		J. Tillman	

New Business				
Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
<b>PHC California Plan Updates and CalAIM</b>	Since the last meeting, PHC California added two new benefits to CalAIM. First, PHC California introduced personal care and homemaker services, and we've also partnered with a laundry vendor who will pick up laundry for enrollees. This service will be available to those authorized for personal care and homemaker assistance starting September 1.		M. O'Malley	M. O'Malley and M. Ladyzhenskaya will ensure website is updated with new CalAIM benefits.

	<p>Additionally, PHC California implemented recuperative care for individuals recovering from illness or injury, providing a stable environment with basic home health or nursing care to help prevent further health issues. This is particularly beneficial for enrollees without stable housing or those needing extra support at home.</p> <p>One committee member has shared their positive experience with these services, and a community member has a client currently using them. They inquired about language accessibility for enrollees. PHC California offers Language Line services, ensuring all materials are available in various languages for enrollees.</p>			
<p><b>Grievance and Appeals</b></p>	<p>E. Beneche is not able to attend this meeting, J. Tillman will be reviewing the report.</p> <p>There was a downward trend in the total of number of issues in Q1 2024. High trending issue include Lack of telephone accessibility at HCC.</p>	 <p>PPCAC_Q3 2024 Meeting_Q2 2024 D:</p>	<p>J. Tillman</p>	
<p><b>Provider Network Updates</b></p>	<p>A committee member is having difficulty understanding how to schedule specific appointments and referrals. PHC California will reach out to the care coordinator to assist in coordinating the necessary appointments for members.</p> <p>PHC California would like input from committee members regarding which specific types of providers they would like to hear from in future meetings. All provider specialties will be considered, but committee members have expressed a particular interest in hearing from</p>		<p>J. Griggs</p>	<p>J. Griggs and J. Tillman will look into getting a Magellan representative to provide a brief presentation in future meetings.</p>



	<p>a mental health provider, noting a deeper need for these services than what is currently available. Regarding the mental health referral process with PHC California: when members see their doctor and express the need for mental health services, they will be referred to a licensed professional for a one-on-one assessment. If deemed necessary, that professional will refer them to a psychiatrist.</p> <p>For PHC California, a formal referral is not always required. On the back of the member ID card, there is a contact number for Magellan that members can use to seek help based on their service needs. If members feel they are not receiving adequate support, they can request a higher level of assistance. However, for medication-related needs, they must consult with a psychiatrist or a nurse practitioner specializing in mental health.</p> <p>The state is requiring PHC California to develop an outreach and education plan for MediCal mental health services, which will be communicated to enrollees, members, and providers. PHC California can draft this plan and present it to the committee for community input, aiming to minimize confusion and make the process more user-friendly.</p>			
<p><b>Care Management</b></p>	<p>Before when you would need to see a specialist, you would be able to see them for 3 visits without authorization. You no longer need prior authorization for a regular visit no matter who you are seeing.</p>		<p>T. Jarrett</p>	

<p><b>Quality Updates</b></p>	<p>PHC California is actively preparing for health equity accreditation and planning for the accreditation of general operations. As part of this transition, PHC California previously collected information on gender at birth, race, and ethnicity. Now, PHC California is required to gather additional demographic data to ensure that PHC California can provide an adequate provider network for specific communities. The goal is to eliminate any barriers to care for enrollees.</p> <p>This forum is going to be a key factor in this accreditation, and in efforts to receive insights from community members of what might be missed in regards to health equity.</p>		<p>M. O'Malley</p>	
<p><b>Member Services Updates</b></p>	<p>For Q2, PHC California met the call center metrics, including average speed of answer, abandonment rate, and member services level. Members are reminded of the Over-the-counter benefit. PHC California has utilized a total of \$1,378.84 for Q2.</p> <p>Committee member has expressed frustration with call center representatives not being able to answer specific questions, and being put on hold. PHC California has adapted some changes regarding workflow such as cross-training other departments to assist with calls because of the volume of calls which have been coming in. PHC California is trying to train them the in the best way possible, please bear with us, PHC California is working on it. Committee members note that there are many benefits PHC</p>	 <p>Member Services PHC Managed Care</p>	<p>M. Ramos</p>	<p>M. O'Malley to discuss putting a standing meeting in place for members, and potential members to be educated on PHC California. Come up with presentation on overview of benefits and get feedback from the PPCAC body for review, and comments.</p>



	California offers, and changes which they are not aware of. In response, PHC California can discuss the addition of a potential bi-annual meeting to educate enrollees in benefits and regulations surrounding care.			
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Action Items		
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<b>PHC California Plan Updates and CalAIM</b>	M. O'Malley and M. Ladyzhenskaya	M. O'Malley and M. Ladyzhenskaya will ensure website is updated with new CalAIM benefits.
<b>Provider Network Updates</b>	J. Griggs and J. Tillman	J. Griggs and J. Tillman will look into getting a Magellan representative to provide a brief presentation in future meetings.
<b>Member Services Updates</b>	M. O'Malley	M. O'Malley to discuss putting a standing meeting in place for members, and potential members to be educated on PHC California. Come up with presentation on overview of benefits and get feedback from the PPCAC body for review, and comments.

Approved via e-vote on 10/16/2024.