



MEETING MINUTES

Meeting Type:	Member Advisory Committee		
Meeting Date:	8/14/2024	Meeting Time:	1:00 PM PST
Meeting Location:	Teleconference – Zoom		
Minutes Prepared by:	Michelle Ladyzhenskaya, Marketing and Communications Materials Coordinator		


Attendees:	<p>Joanne Tillman, Health Education Consultant Shirell Wooten, Health Equity Officer Michelle Ladyzhenskaya, Marketing and Comm Coordinator Eric Ott, Member Services Supervisor (In place of Melissa Ramos) Michael O’Malley, Health Plan Administrator Emelyne Beneche, Associate Director Risk Management Mark Legassie, MAC Member Walter Doty, MAC Member Peter Feldman, MAC Member Tim Mayer, MAC Member</p> <p>Total Member Attendees: 10</p>
Absentees:	Jaymi Wiley, Christine Uranaka, Rebecca Rubio

Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
Call to Order	Joanne Tillman called the meeting to order at 1:01 PM PST.			
Welcome and Welcoming Remarks	The meeting began with a welcome to members and a note that recording was being done for note-taking purposes. PHP California discussed member recruitment, emphasizing that they are open to new members and seeking consistent attendance from providers. Members were encouraged to invite potential participants.		J. Tillman	



Standing Action Items				
Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
Review previous meeting minutes for approval and action items	<p>Q1 meeting minutes were reviewed and will be available on the website.</p> <p>Approved by J. Tillman</p> <p>Seconded by M. O'Malley.</p>		M. Ladyzhenskaya	

New Business				
Agenda Item	Discussion	Linked Report	Responsible Party	Action Notes
PHP Plan Updates	<p>PHP California is developing a 2025 plan benefit package for submission to CMS, which includes new benefits for individuals with chronic illnesses and will feature no premium. These enhancements will be detailed in the ANOC and address health condition concerns with previously unavailable benefits. The health plan is also working to add a small hospital chain in Los Angeles to its provider network.</p> <p>J. Tillman followed up on a request for committee member suggestions on desired health plan benefits, noting that CMS allows specific benefits such as pest control and home modifications, some of which PHP California has already integrated based on feedback.</p> <p>PHP California is also addressing dental issues raised at a prior meeting, with a member collaborating with their PCP for resolution.</p> <p>The organization offers screening incentives to close care gaps, though effectiveness has been limited, prompting a request for feedback. One committee member reported that the incentive motivated timely action, while another confirmed that it had a positive impact. Members expressed a preference for paper mail over email for communications.</p>		M. O'Malley	

	Additionally, PHP California has a member referral program and demonstrated how members can access referral options on the website.			
Grievances and Appeals	PHP California screen-shared a grievance report, highlighting the accessibility of a grievance form on the plan website that directs submissions to the Grievance team. Members can also reach out to Member Services to report a grievance. The health plan reviews grievances based on the nature of the issues rather than just the number of occurrences. However, trending issues are monitored, tracked, and addressed as needed to ensure corrective action is taken. PHP California categorizes grievances using CMS-provided categories, and the report includes specific issues the organization has identified and tracked.	 RM_Q3 2024 Meeting_Q2 2024 Dat	E. Beneche	
Provider Network Updates	PHP California is in the process of adding a Primary Care Medical Group to its provider network and aims to have them onboard within the next two months. However, the contract for this addition has not been finalized yet.		M. O'Malley	
Quality Updates	PHP California is actively pursuing Health Equity Accreditation to ensure that the care and support offered to both members and staff are equitable. This initiative goes beyond just considering demographics; it also includes evaluating members' living situations and sexual identity, to name a few. More detailed information about these efforts is available in the member newsletter.		J. Tillman	
Open Discussion	A committee member followed-up about PHP California's gym benefits, noting that the gym they previously used has closed, leading them to pay out of pocket for a membership.		J. Tillman	M. O'Malley and J. Tillman to follow up with member regarding gym



				benefit option.
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Action Items		
Agenda Item	Responsible Party	Action Notes
Open Discussion	M. O'Malley and J. Tillman	M. O'Malley and J. Tillman to follow up with member regarding gym benefit option.

Committee Chair Signature: _____ Date: