



Communication with Beneficiaries – Partnership HealthPlan of California

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Senior Director of External and Regulatory
Affairs



PHC Overview

Membership – 560,000

PHC is a County Organized Health Systems (COHS) Plan

- **Local Control and Autonomy**
 - A local governance that is sensitive and responsive to the area's healthcare needs
- **Community Involvement**
 - Advisory boards that participate in collective decision making regarding the direction of the plan.





Communicating with Members

- Direct member mailings and calls
- Member Newsletter
- PHC Webpage and Social Media
- Focus Groups and Consumer Advisory Committee
- Working with Providers and Community Partners



Member Newsletter

WINTER 2018

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Getting to Know You Programs & Services
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Multiple Sclerosis (MS) Month
My Doctor is the BEST!

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Recipe: Greek Yogurt Chicken Salad

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Health Education Classes & Support Groups

Annual Disclosure Statement

PHC recognizes that care and services may be under-used and takes steps to screen for this. Decisions made by PHC are based on appropriateness of care and coverage is present. PHC does not give any sort of payment, incentive, or reward to providers, consultants, or staff to deny medically suitable services to members or to deny coverage.

Lab Services

PHC and some PHC medical provider's contract with specific lab vendors for lab services. When your doctor refers you for lab work, make sure you ask your doctor which lab you should use. If your doctor doesn't know, you can always call PHC's Member Services Department at (800) 863-4155.

Has your address changed?
New phone number? Let us know.



P.O. Box 15557
Sacramento, CA 95852-5557
(800) 863-4155
(800) 735-2929 (TTY)
www.partnershiphph.com

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2018 Member Satisfaction Survey

We value input from our members. We ask for member feedback thru annual satisfaction surveys. We also ask our Consumer Advisory Committee members to add their feedback.

We use the data from the surveys to improve our customer service. The 2018 member satisfaction survey will be mailed in the spring. A random selection of members will receive a survey. If you receive a survey, please fill it out and return it to us. We value your opinion!

The Results are In!

Every year we send member satisfaction surveys to a random sampling of our members. In early 2017, the survey was mailed to 6,000 members. The survey results below are based on an 18% response rate and represent the percent of members who gave a high rating (7 or above) on a scale of 1-10. We are proud to report a high level of member satisfaction based on the survey.

Survey Questions	Results
Overall satisfaction with Partnership HealthPlan	91%
Overall satisfaction with health care received	86%
Satisfaction with PHC Member Services customer service information or help given	87%
Satisfaction with PHC Member Services providing service with courtesy and respect	97%

Thank you to those members who participated. ♦



Anxiety Disorders – Overcoming the Fear and Embracing Recovery

Anxiety includes conditions that cause worry. This can get in the way of work, school or sleep. It can disturb how you enjoy your life. Over time it can lead to other health problems. But the good news is that anxiety is treatable.

Common signs of anxiety include:

- Intense worry
- Feeling tired
- Panic
- Obsession
- Nightmares
- Muscle tension
- Headaches
- Sleep problems
- Rapid heart rate
- Shortness of breath
- Chest pain
- Sweating

Facing Your Fears

A type of counseling called cognitive-behavioral therapy (CBT) is used to treat anxiety. It offers ways to point out bad thoughts and actions. You can then replace them with good ones.

CBT is often used along with medication. It works both for the person with the health problem and families.

Other benefits include:

- CBT helps people see bad thinking patterns. For example, interviewing for a job may cause much worry. CBT teaches you how to relax in stressful times.
- Relaxation and breathing exercises, meditation or prayer are some skills taught.
- Learning to have better social and interpersonal skills. You can learn to talk about your fears without feeling embarrassed or weak.

Medications

There are medications for anxiety disorders. They are highly safe and work for most people. Talk with your doctor about what may work for you.

Changes to Make Your Health Better

Changes to make your health better can also be a big help. Here are a few things that you can do.

- Get moving. Exercise is a great stress reducer. Start slowly and then do more as you are able.
- Eat well. Avoid fatty and sugary foods.
- Avoid alcohol and other sedatives.
- Use ways to relax such as meditation and yoga.
- Get enough sleep.
- Quit smoking and cut back on caffeine. Both can make anxiety worse.

To cope with anxiety, here are some things you can do:

- Learn about it. Talk to your doctor or mental health provider. Look online, and talk to others who have the same problems. Find out all you can and what treatments are best for your illness.
- Involve your family. Asking family members you trust for help is a big part of coping.
- Join an anxiety support group. Support groups offer understanding. You may find support groups in your town. There are many groups online.
- Let it go. Don't dwell on past concerns. Change what you can and let the rest take its course.
- When you feel nervous, refocus your mind away from your worries. Think about positive things or things you are grateful for.
- Stick to your treatment plan. Take medicine as directed. Keep going to all therapy meetings.
- Don't let worries keep you from loved ones or what you like to do. Social interaction and caring relationships can lessen your worries.

Beacon Health Options provides mental health services for Partnership HealthPlan of California members. To access these services, please call (855) 765-9703. ♦

Staying Healthy Assessment (SHA) and Initial Health Assessment (IHA)

Within the first four months as a new member to Partnership HealthPlan, you should have a visit with your doctor. The first visit is called an **Initial Health Assessment (IHA)**. You, or your child, do not have to be sick for this first visit to your doctor. During the IHA, talk with your doctor about your health and what you feel is important for your doctor to know. Your doctor will review your health record and decide what types of services you need.

A few of the services may be for:

- A referral to a specialist
- A prescription or medicine refill
- Preventive health tips
- Tips for staying healthy
- Health Education classes
- Vaccines/Shots, child or adult
- Dental screening and referrals to a dentist for children under 21 years of age

During this visit, we ask your doctor to have you fill out a **Staying Healthy Assessment form**.

The form has questions about how you live your life, such as the types of food you eat, how much you exercise, and if you smoke. Some of the questions may be personal. You may choose not to answer any of the questions if you don't want to. If you choose to answer the questions, be honest and complete when filling out the form. It will help your doctor understand your health needs better.

The form is different for age groups, from birth to adult. It also comes in many languages.

If you have never filled out the survey before, please ask the person in the front office area to give you the survey to fill out. For children, this survey should be filled out at different times, based on your child's age and reviewed by the doctor at each well visit. As an adult, you should complete this survey every 2-3 years.

If you have any questions or problems with appointments, please call us at (800) 863-4155. ♦

Estate Recovery

The State of California must be repaid for Medi-Cal benefits from the estate of a deceased Medi-Cal member. This entails care received on or after the beneficiary's 55th birthday. For Medi-Cal members enrolled (either voluntarily or mandatorily) in a managed care organization, the State must be paid the total premium/capitation payments for the period of time they were enrolled in the managed care organization. Also, any other payments made for services provided by non-managed care providers will also be recovered from the estate. For further information regarding the Estate Recovery program only, call (916) 650-0490 or seek legal advice.

PLEASE DO NOT CALL PHC OR YOUR ELIGIBILITY WORKER. He or she does not have this information, so they cannot help you. ♦



Website

Partnership HealthPlan of California

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Search...

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HOME MEMBERS PROVIDERS ABOUT US COMMUNITY

New Benefit: Palliative Care

Patient- and family-centered end-of-life care that anticipates, prevents, and treats suffering is known as palliative care, and on January 1, 2018, it becomes a benefit for eligible PHC members.

[READ MORE](#)

HELPING MEMBERS AND COMMUNITIES WE SERVE BE HEALTHY

Members

- Find a Doctor
- Member Handbook
- Member Newsletter

Providers

- Provider Manual
- Formulary
- Billing Information
- Quality and Performance Improvement
- Online Services

Partnership In Action

- PHC Initiatives
- Community Resources



Focus Groups and Consumer Advisory Committee





Working with Providers and Community Partners

A pap test takes 5 MINUTES!

A SMALL AMOUNT OF TIME FOR PEACE OF MIND.

Schedule now and reduce your risk of cervical cancer.

This message is brought to you by Partnership HealthPlan of California and a coalition of health care providers in Lake and Mendocino counties

A PAPER TEST TAKES 5 MINUTES!

A quick screening test can find abnormal cells so they can be treated before they turn into cancer.

- The Pap test looks for changes in cells on the cervix that could turn into cancer if left untreated.
- The human papillomavirus (HPV) test looks for the virus that causes these cell changes.

The only cancer the Pap test screens for is cervical.

HPV is the main cause of cervical cancer.

- HPV is a very common virus, passed from one person to another during sex.
- Most people get it, but it usually goes away on its own.
- If HPV doesn't go away, it can cause genital warts OR lead to cancer.

Most women don't need a Pap test every year!

Have your 1st Pap test when you're **21**

If your test results are normal, you can wait 3 years for your next Pap test.

HPV tests aren't recommended for screening women under 30.

When you turn **30** if your test results are normal, get a Pap test every 3 years, OR Get both a Pap test and an HPV test every 5 years.

A pap test takes 5 MINUTES!

A SMALL AMOUNT OF TIME FOR PEACE OF MIND.

SCHEDULE NOW and reduce your risk of cervical cancer.

Pap tests save 3,300 lives per year in California!

A message from Partnership HealthPlan of California and a coalition of health care providers in Lake and Mendocino counties

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Every year, pap tests save 3,300 lives in California.

It's a small amount of time for peace of mind!

A message from Partnership HealthPlan of California and a coalition of health care providers in Lake and Mendocino counties



Whole Child Model Communication Efforts

- Created dedicated webpage for California Children's Services
- Utilizing focus group information
- Hosting four stakeholder meetings
- Working with County staff how to communicate changes
- Working with associations to bring training to parents to serve of advisory board



Partnership HealthPlan of California would like to take the time to engage with families, providers, county staff, and the community partners that may have any questions or concerns regarding the transition from California Children's Services (CCS) to Whole Child Model (WCM).

Date	Time	Location
May 9, 2018	11:30 a.m. - 1:30 p.m.	Partnership's Fairfield Office, Napa/Solano Room

Eureka | Fairfield | Redding | Santa Rosa
(707) 863-4100 | www.partnershiphp.org



Looking forward

- Member Portal
- Text Messaging

The screenshot shows the Partnership HealthPlan of California website. At the top, there is a navigation bar with links for 'PHC Website', 'Contact Us', 'A A A Text Size', and a 'Select Language' dropdown menu. The main header features the 'Partnership HealthPlan of California' logo and name. Below the header is a large banner image of a woman wearing a headscarf, smiling. Overlaid on the banner is a text box titled 'New Benefit: Palliative Care' with a 'READ MORE' button. To the right of the banner is a 'Log In' section with input fields for username and password, a 'LOG IN' button, and links for 'Not a member? Create an account.', 'Forgot Password', and 'Forgot Username'. At the bottom, there is a 'Quick Links' section with three icons: 'Find Provider', 'Member Handbook', and 'Member Newsletter'. The 'Quick Links' section also includes links for 'PHC Drug Search', 'Health Education', and 'Benefits'.