

Communication with Beneficiaries – Partnership HealthPlan of California

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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.



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



Direct Member Mailings/Call Campaigns

Quick Reference Guide For Members

Important Phone Numbers

MEMBER SERVICES

PARTNERSHI

HEALTHPL

of CALIFORNIA

If you have a question about your health benefits, call our Member Services Representatives toll-free at: (800) 863-4155 (800) 735-2929 or 711 for TTY 8 a.m. to 5 p.m. Monday – Friday

PHC'S 24-HOUR ADVICE NURSE

Not sure if you should go to the ER? Call PHC's 24-hour Advice Nurse line: (866) 778-8873; 24 hours a day, 7 days a week Note: Kaiser members should contact (800) 464-4000.

DENTAL SERVICES

Dental services are provided through the state Denti-Cal program, which is separate from PHC. To learn more about your coverage call: (800) 322-6384; 8 a.m. to 5 p.m. Monday - Friday

VISION SERVICES

PHC's vision services are covered through Vision Services Plan (VSP). To learn more about your coverage call: (800) 877-7195 5 a.m. to 8 p.m.

7 a.m. to 8 p.m. S. 7 a.m. to 7 p.m. Su Note: Kaiser membe

MENTAL HEALTH SERVIC

PHC's mental health services are more about your coverage call: (855) 765-9703; 8:30 a.m Note: Kaiser members shou



Growing Together Perinatal Program BABY ON THE WAY?

Help for a healthy pregnancy, including: A • Up to \$50 in free gift cards Live phone information & support

embers

- Referral to community
- . he -astfeeding

Help is Always Available Partnership HealthPlan of California (PHC) works with Beacon Health Options (Beacon) to help our members with mild to moderate mental health needs. We can help you with: Coping - The stress of daily life can lead to depression, anxiety, stress or other mental health issues, call Beacon at (855) 765-9703

Services - Individual and group therapy, for assistance. medication, and psychological testing are available to you at any time, no referral needed. A short telephone screening will help you get proper care.

Partnership HealthPlan of California www.partnershiphp.org

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Iedi-Cal ship Medi-Cal e information call:

)0) 809-1350 av-Freteership Healthplace of California / www.partmenhiphp.org



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Subvice Nurse Line is a FREE service offered to vice Nurse Line

second Health

ne Advice Name Line is svailable 7 days a meek, 24 hours a day.

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ADVICE NURSE LINE

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(866) 778-8873

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Member Newsletter

WINTER 2018

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and Embracing Recovery Staying Healthy Assessment (SHA) and Initial Health Assessment (IHA) Estate Recovery

Member Consent to Share Protected Health Information Grievance Reminde Getting to Know You Programs & Services Member Rights and Responsibilities Privacy Act Statement Non-Medical Transportation

Page 4 Multiple Sclerosis (MS) Month My Doctor is the BEST!

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Annual Disclosure Statement

PHC recognizes that care and services may be under-used and takes steps to screen for this. Decision under social una unacis surge to scient for this. Even sol made by PHC are based on appropriateness of care and if coverage is present. PHC does not give any sort of payment, incentive, or reward to providers, consultants, or staff to deny medically suitable service

Lab Services

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.



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! �



P.O. Box 15557 ento CA 95852-5557 (800) 863-4155 (800) 735-2929 (TTY) www.partnershiphp.org



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 tembers 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:

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

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

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.

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 mportant 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

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- · Health Education classes · A prescription or medicine refill · Vaccines/Shots, child or adult
- · Preventive health tips · Dental screening and referrals
- · Tips for staying healthy to a dentist for children under 21 years of age
- During this visit, we ask your doctor to have you fill out a Staving 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



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

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.

anxiety worse.

- · 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. ♦

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

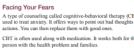
If you have never filled out the survey before, please ask the person in the front office area to give you the survey to fill out. For children, this survey should be filled out at different times, based on you child's age and reviewed by the doctor at each well visit. As an adult, you should complete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

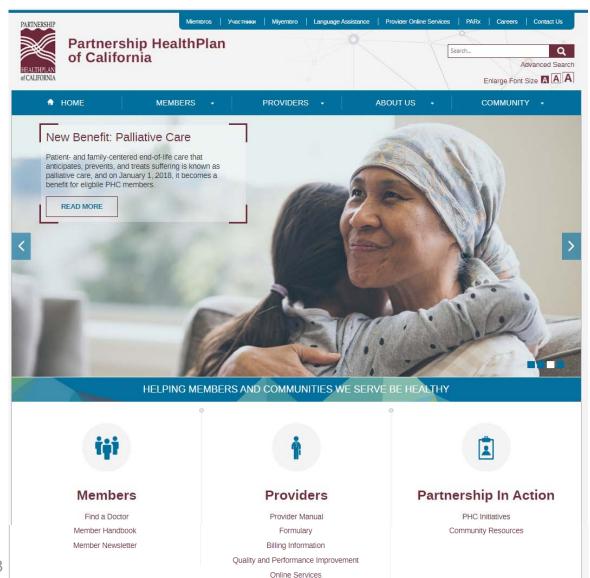
PLEASE DO NOT CALL PHC OR YOUR ELIGIBILITY WORKER. He or she does not have this information, so they cannot help you. 💠



· Rapid heart rate



Website



4/17/2018







Working with Providers and **Community Partners**





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 and the Whole Child Model Transition

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

