

Sacramento County Health Authority Commission Consumer Protection Committee Meeting

Meeting Minutes

July 8, 2021, 11:00 AM – 1:00 PM

Meeting Location

In compliance with County, State, and Centers for Disease Control and Prevention directives related to the COVID-19 public health emergency, this meeting was held remotely via webinar and conference call.

Attendance

| Name | Attendance | Name | Attendance |
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| SCHA Consumer Protection Committee Voting Members | | | |
| Kyle Stefano, Chair | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent | Kim Williams | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent |
| John Landefeld, MD, Vice-Chair | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent | Lisa Packard | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent |
| Edwin Kirby | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent | Patricia Sherrod | <input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent |
| County Staff to SCHA | | | |
| Jenine Spotnitz | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent | | |
| Consultants to SCHA | | | |
| Sarabeth Zemel | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent | | |
| Lisa Chan-Sawin | <input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent | | |

| Agenda Item | Time |
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| <p>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</p> <p>Chair Kyle Stefano convened the meeting at 11:04 am.</p> <p>Jenine Spotnitz reviewed the agenda.</p> | 11:00 – 11:05 am |
| <p>2. Presentation and Discussion: Consumer Experiences and Challenges with Medi-Cal Managed Care – Liza Thantranon, Health Regional Counsel, Legal Services of Northern California</p> <p>Liza Thantranon and Julian Quinn presented about Consumer Experiences and Challenges with Medi-Cal Managed Care. Key areas of challenges discussed included:</p> <ul style="list-style-type: none"> transgender healthcare, specifically referral authorization for surgery; mental health care for individuals with eating disorders whose diagnoses are not clearly within the mild/medium or severe mental health categories; Managed Care Plan response time to grievances, which should be within 30 days but is often not; and | 11:05 – 12:05 pm |

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| <ul style="list-style-type: none"> Healthcare and case management for people experiencing homelessness. <p>There was also a request to review grievance data from the Department of Managed Healthcare, which Jenine Spotnitz will seek to obtain.</p> | |
| <p>3. Discussion and Action: Community Engagement Plan – Jenine Spotnitz, Sacramento County Department of Health Services</p> <p>Jenine Spotnitz reviewed goals of the Health Authority Commission as articulated in ordinance establishing the Health Authority, and the goals DHCS articulated for Medi-Cal. Commissioners brainstormed additions to the goals and reviewed a draft survey to obtain information about beneficiary and provider experiences with Medi-Cal, which relates to the goal areas. Commissioners expressed interest in translating the survey, but recognized this would require additional resources. Given the short time frame for this preliminary community engagement to inform the immediate next steps of the Commission, Commissioners stated it would be best to adopt and move forward with the survey now and plan to conduct further data collection in multiple languages in the future. Lisa Packard motioned to adopt the survey. Eddie Kirby seconded the motion. The motion carried.</p> | 12:05 – 12:45 pm |
| <p>4. Public Comment – One comment per person, limited to two minutes.</p> <p>Aaron Starfire from Aetna commented that they are taking notes and are listening to the discussion, and especially the presentation from LSNC. He thanked the committee for their work.</p> <p>David Panush commented that as we get into the details of the work ahead, he would urge committee to focus on unique populations. He stated that individuals experiencing homelessness have unique set of issues to address.</p> | 12:45 – 12:55 pm |
| <p>5. Next Steps and Adjournment – Kyle Stefano, Committee Chair</p> <p>Chair Kyle Stefano adjourned the meeting at 12:49 pm.</p> | 12:55 – 1:00 pm |

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Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact Jenine Spotnitz at SpotnitzJ@saccounty.net or (916) 216-1782. Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at Sacramento County Health Authority.