

Sacramento County Health Authority Commission Consumer Protection Committee Meeting

Meeting Minutes

September 16, 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
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 type="checkbox"/> Present <input checked="" 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		
Dawn Johnson	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		

Agenda Item	Time
<p>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</p> <p>Chair Kyle Stefano convened the meeting at 11:03 am and Jenine Spotnitz reviewed the agenda.</p>	11:00 – 11:05 am
<p>2. Discussion: Continue Discussion of Findings from Consumer and Provider Survey – Jenine Spotnitz, Sacramento County Department of Health Services</p> <p>The Committee resumed discussion around the findings from the Consumer and Provider Survey. A key theme from the discussion was the need for better communication, including communication between providers. Right now, there is no way for PCPs and specialists to talk to each other. Approaches to facilitate easier electronic communication between providers for a patient are needed, such as e-consults, which is a way for PCPs to ask specialists a question electronically.</p> <p>Jenine Spotnitz then presented DMHC data she received around complaints and the breakdown of type of complaints in Sacramento County over the last three years. A Commissioner noted that it would</p>	11:05 – 11:35 pm

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<p>be helpful to know what exactly is categorized under each of the types (customer service, benefits and coverage, customer service, access to care). Another Commissioner wanted to understand how the complaint was resolved and whether it was to the customer’s satisfaction or to DMHC’s satisfaction. Jenine Spotnitz said she would reach out to DMHC to clarify these questions.</p> <p>A Commissioner noted that the survey was not accessible to people who do not speak English or do not have access to technology. Jenine Spotnitz then shared the methodology for capturing and scoring the Publicly Available Data, another way to score the MCPs on quality and access to care.</p>	
<p>3. Presentation and Discussion: Review Scoring Criteria for Managed Care Plan (MCP) RFQ Vetting Questions – Jenine Spotnitz, Sacramento County Department of Health Services and Lisa Chan-Sawin, Transform Health</p> <p>Lisa Chan-Sawin reviewed scoring process slides, then Dawn Johnson, Transform Health, reviewed the comments received on the draft scoring template for expert reviewers to score the RFQ Technical Responses. This included a comment about scoring health plans on health inequities, and the committee felt that health inequities should also remain in the scoring tool, given that it is one of the biggest issues in our health care system. Another comment about the page limit was discussed, and Commissioners expressed interest in expanding the page limits for several sections if possible, and/or allowing MCPs to address areas further during oral interviews. Lisa Chan-Sawin explained the process for scoring and the components that will be evaluated.</p>	<p>11:35 – 12:45 pm</p>
<p>4. Public Comment – One comment per person, limited to two minutes.</p> <p>None</p>	<p>12:45 – 12:55 pm</p>
<p>5. Next Steps and Adjournment – Kyle Stefano, Committee Chair</p> <p>Kyle Stefano adjourned the meeting at 12:14 pm.</p>	<p>12:55 – 1:00 pm</p>

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

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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](#).