

# Sacramento County Health Authority Commission Consumer Protection Committee Meeting

## Meeting Minutes

November 1, 2022, 3:00 PM – 4:00 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
<b>SCHA Consumer Protection Committee Voting Members</b>			
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	Patricia Sherrod	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Edwin Kirby	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Darrel Lake	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
<b>County Staff to SCHA</b>			
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
Elizabeth Peden	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
<b>Consultants to SCHA</b>			
Sarabeth Zemel	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent		
Lisa Chan-Sawin	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent		
Alexis Sabor	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent		
Bobbie Wunsch	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		

Agenda Item	Time
<p><b>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</b></p> <p>Chair Kyle Stefano convened the meeting at 3:05 p.m.</p>	3:00 – 3:05 pm
<p><b>2. Member Reappointments – Jenine Spotnitz, Sacramento County Department of Health Services</b></p> <p>Jenine Spotnitz asked how the Committee would like to proceed with member appointments for the five beneficiary seats whose terms will end in February 2023. The Consumer Protection Committee is the nominating body for these seats.</p> <p>Commissioner Eddie Kirby stated that he would like to ensure the process is open and transparent, and to issue a call for letters of</p>	3:05 – 3:15 pm

**Sacramento County Health Authority Commission  
Consumer Protection Committee Meeting**

<p>interest (LOIs). Jenine Spotnitz said she can post the call to the Commission website and announce it at the next meeting.</p> <p>The Committee can review the LOIs at a future meeting and conduct interviews as appropriate before making its nominations.</p> <p>Jenine Spotnitz stated that this could be scheduled for early December.</p>	
<p><b>3. Discussion: Year 1 Implementation of Strategic Plan – Bobbie Wunsch, Pacific Health Consulting Services and Jenine Spotnitz, Sacramento County Department of Health Services</b></p> <ul style="list-style-type: none"> <li><i>A. Review Focus of Implementation Approach/Plan for Strategic Plan and Areas of Focus for Consumer Protection Committee</i></li> <li><i>B. Prioritize which strategies should be done in Year 1 (2023), Year 2 (2024), and Year 3 (2025)</i></li> <li><i>C. Review data needed to track implementation strategies</i></li> </ul> <p>Bobbie Wunsch proposed that the SCHA Chair write to the DHCS director, inviting them to attend the Commission meeting and to explain the transition notification process, as well as SCHA's role in reviewing materials.</p> <p>Commissioner Darrell Lake recommended including DHA in the meetings regarding this process.</p> <p>For the newsletter, Commissioner Darrell Lake expressed that it has limited effectiveness and members may not read it; Commissioner Kim Williams agreed that people do not open them – consider video or infographic materials instead. Chair Kyle Stefano suggested adding posters in FQHCs with QR codes.</p> <p>Vice Chair Dr. John Landefeld said communications to providers may be the best way to reach members; also, providers are seeking more information.</p> <p>Commissioner Darrell Lake mentioned the importance of urgent care access across several locations: this impacts ED visits. The Consumer Protection Committee can request how many people are treated in urgent care vs. ED.</p> <p>Commissioner Eddie Kirby requested details on communications to Medi-Cal members; he wants to know how many members this was</p>	<p>3:15 – 4:20 pm</p>

## Sacramento County Health Authority Commission Consumer Protection Committee Meeting

<p>mailed to and what their return mail rate is, including for the County, MCPs, and the State.</p> <p>Bobbie Wunsch stated that the new ruling by CMS outlines that when return mail is received, it can be forwarded to members without requesting consent first.</p> <p>Commissioner Darrell Lake mentioned it might be wise to request that DMHC provide step-by-step instructions for members to submit grievances to the provider or at the clinic level – how many levels of appeal before the grievance is escalated (e.g., clinic/clinic director/medical group/managed care plan, etc.)?</p> <p>Commissioner Eddie Kirby noted that the Consumer Protection Committee had a presentation on this from DMHC before Commissioner Darrell Lake joined. He requested that the materials be shared with Commissioner Darrell Lake.</p>	
<p><b>4. Public Comment</b> – <i>One comment per person, limited to two minutes.</i></p> <p>Chair Kyle Stefano called for public comment, and there was none.</p>	<p>4:20 – 4:25 pm</p>
<p><b>5. Next Steps and Adjournment</b> – <i>Kyle Stefano, Committee Chair</i></p> <p>Chair Kyle Stefano motioned to close. The motion was seconded by Vice-Chair Dr. John Landefeld, and the motion carried.</p> <p>The meeting adjourned at 4:30 p.m.</p>	<p>4:25 – 4:30 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.gov](mailto:SpotnitzJ@saccounty.gov) 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](http://Sacramento County Health Authority).