

# Sacramento County Health Authority Commission Consumer Protection Committee Meeting

## Meeting Minutes

June 10, 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
<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	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
<b>County Staff to SCHA</b>			
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
<b>Consultants to SCHA</b>			
Sarabeth Zemel	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		

Agenda Item	Time
<b>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</b>  Chair Kyle Stefano convened the meeting at 11:03 am.	11:00 – 11:05 am
<b>2. Presentation: Medi-Cal Dental Advisory Committee's Grievance Process and Community Engagement – Debra Payne</b>  Debra Payne, Chair of the Medi-Cal Dental Advisory Committee (MCDAC) and Health Authority Commission member, presented on MCDAC's grievance process and community engagement. Key points include the following: <ul style="list-style-type: none"> <li>MCDAC provides support resolving issues related to denials for service. For example, one provider was charging Medi-cal patients \$600 for a covered benefit, so Debra called DHCS and reported them to Dental Board, which then launched audits and investigations on that provider.</li> <li>They have also provided input on the state's RFP, including measures they wanted added to MCP's contracts.</li> <li>First 5 Sacramento funded a study to get Sacramento County specific data, and found the utilization rate was</li> </ul>	11:05 – 11:20 am

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<p>20%. First 5 then funded children's dental offices, and added to the RFP that MCPs who were awarded contracts had to make dental offices child-friendly.</p> <ul style="list-style-type: none"> <li>• A Commissioner noted her challenges using Medi-Cal to get dentures, and Debra recommended that call Sacramento District Dental Society for support, as well as file complains with DHCS and the ombudsman office.</li> </ul> <p>Commissioners noted the following questions and comments:</p> <ul style="list-style-type: none"> <li>• What was MCDAC's process through which consumers/patients would engage and bring complaints? Was it during public comment or different forum? What was the resolution process?</li> </ul> <p>Debra responded that occasionally the public would make complaints during public comment, and most complaints were fielded by the Sacramento Dental Society.</p> <ul style="list-style-type: none"> <li>• It is important to include grievance documents as standard documentation to patients. Can we ask to make this the responsibility of health plans?</li> </ul> <p>Debra responded that health and dental plans need to provide a grievance process, and it should be ensured that this information is available to patients.</p>	
<p><b>3. Discussion and Action: Grievance Process and Community Engagement Plan</b> – <i>Jenine Spotnitz, Sacramento County Department of Health Services</i></p> <p>Commissioners discussed several ideas for community engagement, including a townhall meeting, postcards, and a survey to gather input from community members, which could be publicized via a flyer, FQHCs, CBOs, schools, and other entities. Commissioners expressed that a survey would be a faster and more efficient method to hear from many people. The main question to address in the survey is – “Have you had challenges with Medi-Cal or accessing health care that you'd like to share?” Jenine Spotnitz would draft the survey for the committee's review.</p>	<p>11:20 – 11:40 pm</p>

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<p><b>4. Discussion and Action: CalAIM Managed Care Plan Vetting Questions and Priorities</b> – <i>Jenine Spotnitz, Sacramento County Department of Health Services</i></p> <p>John Landefeld motioned to adopt the 12 question from DHCS's Model of Care Part 1, with relevant additions from previous questions. Kyle Stefano seconded, and the motion carried.</p>	<p>11:40 – 11:45 am</p>
<p><b>5. Public Comment</b> – <i>One comment per person, limited to two minutes.</i></p>	<p>11:45 – 11:55 am</p>
<p><b>6. Next Steps and Adjournment</b> – <i>Kyle Stefano, Committee Chair</i></p> <p>Chair Kyle Stefano adjourned the meeting at 11:58 pm.</p>	<p>11:55 – 12:00 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](mailto: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](http://SacramentoCountyHealthAuthority.org).