

**PUBLIC RISK INNOVATION, SOLUTIONS, AND MANAGEMENT  
(PRISM)**

**MEMBER SERVICES COMMITTEE**

**FINAL AGENDA**

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PRISM	Friday, May 22, 2020
Web Conference/Telephonic Meeting	10:00 a.m.
<a href="http://csac-eia.webex.com">http://csac-eia.webex.com</a>	Second Meeting – 2020
Teleconference Number: use Call Me Option or 650-429-3300	
Meeting Number: 283 165 907	

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As to each agenda item, the Committee may take action and/or receive informational reports as appropriate.

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**ROLL CALL/INTRODUCTIONS**

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- 1.A. Establishment of Quorum/Introductions .....4
- 1.B. WebEx Protocol

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**CONSIDERATION OF OFF AGENDA ITEMS**

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Pursuant to Government Code Section 54954.2(b), except as provided in this paragraph, no action or discussion shall be taken at a regular meeting on any item which does not appear on the posted Final Agenda. Pursuant to Government Code Section 54954.2 (b)(2) an item may be added to the Final Agenda after the Final Agenda has been posted upon a determination by a two-thirds vote of the Committee (or an unanimous vote if less than two-thirds of the Committee is present); the vote shall be on a motion stating that there is a need to take immediate action and that the need for action came to the attention of the Committee subsequent to the Final Agenda being posted. Any such motion shall be accompanied by distribution of a written statement on a form provided by the office of the Chief Executive Officer/Secretary of the Board, to be included in the record, stating the facts upon which it can be determined that the need to take action arose after the Final Agenda was posted. In addition, action may be taken on an item not on the posted Final Agenda under the circumstances stated in Government Code Section 54954.2 (b)(1) [emergency] and 54954.2 (b)(3) [continued regular meetings].

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**CONSENT AGENDA**

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The following Consent Agenda is expected to be routine and non-controversial. It will be acted upon by the Committee without discussion. Any Committee member, staff member, or interested party may request that any item be removed from the Consent Agenda for later discussion.

- 2.A. Approval of Minutes, January 22, 2020 .....6  
*An action to approve the Minutes of the above meeting.*
- 2.B. GL1 Strategic Plan Update ..... 10  
*An action to acknowledge receipt of the Member Services items within the GL1 Strategic Plan.*

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## GENERAL BUSINESS

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- 3.A. PRISM Branding Update (Rick)..... 12  
*An informational report regarding the rebranding of the EIA.*
- 3.B. Member Services Survey Update (Rick/Gina)..... 14  
*An informational report on the status of the Member Services Survey.*
- 3.C. Risk Management Mentor Program (RMMP) Update (Rick/Maria)..... 15  
*An informational report regarding the RMMP.*
- 3.D. ERC Services – Review and Approval of Submitted Application (Rick) ..... 16  
*An action to approve the submitted application into the ERC Services Program.*
- 3.E. ERC Services Activity Update (Maria) ..... 24  
*An informational report regarding the ERC Services assignments.*
- 3.F. EAGLE Awards – Extension of Application Deadline (Gina) ..... 25  
*An action to extend the EAGLE Awards application deadline.*
- 3.G. COVID-19 Communications Update (Gina) ..... 35  
*An informational report regarding PRISM’s COVID-19 communications.*
- 3.H. Preferred Provider List Update (Rick) ..... 39  
*Provide direction to staff on the creation of the preferred provider list.*

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## PUBLIC COMMENT

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This portion of the agenda is reserved for members of the general public to address the Committee on any matter not on this agenda that is under the jurisdiction of the Committee.

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## FUTURE MEETINGS

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The next regularly scheduled meeting will be held on **Wednesday, August 26, 2020**, at **10:00 a.m.**, at **the PRISM office in Folsom.**

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## ADJOURNMENT

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*Disability Access: All posted locations for this meeting are wheelchair accessible and disabled parking is available. If you are a person with a disability and you need disability-related modifications or accommodations to participate in this meeting, please contact the Meeting Planner at (916) 850-7300 or (916) 850-7800 (fax). Requests for such modifications or accommodations must be made at least two full business days before the start of the meeting.*

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**TELEPHONIC ADDRESS LIST**

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<b>PRISM</b>		75 Iron Point Circle, Ste. 200 Folsom, CA 95630	(916) 850-7300
<b>CAPRI</b>	Matthew Duarte	6341 Auburn Boulevard, Ste. A Citrus Heights, CA 95621	(916) 722-5550
<b>CSRM</b>	Josie Perez-Belcher	11824 Air Expressway Adelanto, CA 92301	(760) 246-8691
<b>GSRMA</b>	Jennifer Peters	247 W. Sycamore Street Willows, CA 95988	(530) 934-5633
<b>Kern County Hospital Authority</b>	Steven Chandler	1700 Mt. Vernon Avenue Bakersfield, CA 93306	(661) 862-7587
<b>Municipal Pooling Authority (MPA)</b>	Barbara Esquivel	1911 San Miguel Dr., Ste.100 Walnut Creek, CA 94596	(925) 482-0010
<b>City of San Diego</b>	Claudia Castillo del Muro	1200 Third Avenue, Ste. 1000 San Diego, CA 92101	(619) 236-6784
<b>San Mateo County Schools Insurance Group (SMCSIG)</b>	Sharon Vishwa	1791 Broadway Street Redwood City, CA 94063	(650) 474-8412
<b>Shasta County</b>	Jim Johnson	1450 Court St., Rm. 348 Redding, CA 96001	(530) 225-5143
<b>Solano County</b>	Sherri Adams	675 Texas Street, Ste. 1800 Fairfield, CA 94533	(707) 784-2962