

Ventura County Medi-Cal Managed Care Commission (VCMCC) dba Gold Coast Health Plan Consumer Advisory Committee Meeting

Date: Wednesday, June 6, 2012

Time: 5:00pm-7:00pm

Place: 2240 E. Gonzales Road, Suite 200, Oxnard CA 93036

AGENDA

Call to Order, Welcome and Roll Call

Public Comment / Correspondence

Chair opening comments

1. Approval of Minutes-December 8, 2011 Meeting *Action Required*

2. Update to CAC members from GCHP
 - a. CEO Update *For information*
 - Welcome Address
 - b. Health Education Update *For information*
 - Group needs Assessment update
 - How to Access an Interpreter (ASL) and telephonic language services
 - c. Provider Relations Update *For information*
 - Provider and Hospitals Network
 - d. Member Services Update *For information*
 - Tasks and Outreach
 - Benefits Update VSP
 - New Member Handbook Update
 - e. Claims Update *For information*
 - Claims Process
 - f. Communications Update *For information*
 - Member Newsletter, New website design
 - g. Compliance Update *For information*
 - Fraud and Abuse Hotline

3. Feedback for CAC Members *Action Required*
 - a. Goals and Objectives *Action Required*
 - Subcommittee recommendations/update

Meeting agenda available at <http://www.goldcoasthealthplan.org>

ADMINISTRATIVE REPORTS RELATING TO THIS AGENDA AND MATERIALS RELATED TO AN AGENDA ITEM SUBMITTED TO THE COMMISSION AFTER DISTRIBUTION OF THE AGENDA PACKET ARE AVAILABLE FOR PUBLIC REVIEW DURING NORMAL BUSINESS HOURS AT THE OFFICE OF THE CLERK OF THE BOARD, 2220 E. GONZALES ROAD, SUITE 200, OXNARD, CA.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT TRACI AT 805/981-5320. REASONABLE ADVANCE NOTIFICATION OF THE NEED FOR ACCOMMODATION PRIOR TO THE MEETING (48 HOURS ADVANCE NOTICE IS PREFERABLE) WILL ENABLE US TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING.

4. **Member Maintenance Administration**

- a. 2012 Updated Meeting Dates and Times Calendar

Action Required

Comments from Members

Adjourn

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