

AGENDA

For a Regular Meeting of the

Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, September 11, 2018, 6:00-7:00 PM

Santa Clara Family Health Plan, Boardroom

6201 San Ignacio Ave, San Jose, CA 95119

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|---|---|
| 1. Roll Call / Establish Quorum | Mr. Paul Murphy |
| 2. Public Comment
Members of the public may speak to any item not on the agenda. | All |
| 3. Meeting Minutes
Review and Approval of
June 12, 2018 Meeting Minutes. | All |
| 4. Health Plan Update
Briefing on current enrollment numbers and news pertaining to the health plan. | Ms. Christine M. Tomcala
CEO |
| 5. Grievance and Appeals Overview
Discuss an overview of SCFHP's
Grievance and Appeals department. | Ms. Renee Rodriguez
Supervisor, Grievance and Appeals |
| 6. Nurse Advice Flyer
Present the Nurse Advice Flyer for feedback. | Ms. Chelsea Byom
Manager, Marketing and Communications |
| 7. SCFHP Member Communications
Review of recent SCFHP member communications. | Ms. Chelsea Byom
Manager, Marketing and Communications |
| 8. Future Agenda Items
Discuss topic ideas for December meeting. | All |

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Cristina Hernandez 48 hours prior to the meeting at 408-874-1912.

To obtain a copy of any supporting document that is available, contact Cristina Hernandez at 408-874-1912. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.

- This agenda and meeting documents are available at www.scfhp.com



Santa Clara
Family Health Plan
The Spirit of Care



**Regular Meeting of the
Santa Clara County Health Authority
Consumer Advisory Committee**

Tuesday, June 12, 2018

6:00 – 7:00 pm

**210 E. Hacienda Avenue
Campbell, CA 95008**

Minutes - DRAFT

Committee Members Present

Ms. Brenda Taussig, Chair
Ms. Blanca Ezquerro
Ms. Rachel Hart
Ms. Margaret Kinoshita
Ms. Rebecca Everett
Mr. Tran Vu

Staff Present

Ms. Laura Watkins, Director of Marketing, Outreach and
Enrollment
Ms. Cristina Hernandez, Marketing Coordinator
Ms. Chelsea Byom, Marketing and Communications
Manager
Ms. Theresa Zhang, Marketing Project Manager
Ms. Divya Shah, Health Educator
Ms. Christine Tomcala, Chief Executive Officer
Ms. Chris Turner, Chief Operating Officer

1. Call to Order

Brenda Taussig, Committee Chair, called the meeting to order at 6:05 p.m. A quorum was established.

2. Roll Call and Introductions

Introductions were made.

3. Public Comment

There were no public comments.

4. Review and Approval of March 13, 2018 Minutes

Ms. Hart moved and Ms. Taussig seconded the motion to approve the minutes from the meeting held on March 13, 2018. The motion passed unanimously.

5. Health Plan Update

Ms. Tomcala presented an enrollment update: As of June 1, Medi-Cal enrollment is 248,776; Cal MediConnect is 7,503; and Healthy Kids is 3,196 for a total enrollment of 259,475. Membership has remained fairly flat; however, addition of staff to the Medicare outreach team may help increase the number of Cal MediConnect members.

Ms. Tomcala updated the committee on the ongoing construction of the new building, and the plan to be at the new location by the end of July. The next committee meeting will be held at the new building.

Ms. Tomcala shared information regarding SCFHP's partnership with Veggielution and our sponsorship of their outdoor classroom space, set to be completed this summer. The sponsorship was in honor of our 20th anniversary and in addition to making possible the shade structure, has been the catalyst for collaboration with local union workers, contractors, and volunteers.

Ms. Hart and Ms. Everett had questions on the Veggielution educational programs and accessibility to schools and other districts outside of San Jose. Ms. Tomcala suggested they reach out to Veggielution for information, as Veggielution is a community resource open to all.

Ms. Taussig suggested that we inform the public of the partnership. Ms. Byom shared the information that has been sent out via the member newsletter and the future plans to share pictures via social media and other communication channels, as the structure becomes a reality.

Ms. Tomcala shared that a new contract with O'Connor hospital has recently been signed. The new contract includes coverage for outpatient as well as inpatient services to our members.

6. Member Portal Overview

Ms. Byom reviewed the newly designed SCFHP member portal with the committee. The portal will allow members to login and see information about their SCFHP membership. Ms. Byom demonstrated the following:

- **The Sign-up Process**
- **Homepage and Quick Links**

Ms. Byom demonstrated the use of the quick links and how they allow members to conduct their health plan business without needing to call SCFHP Customer Service.

- Ms. Taussig questioned the simplicity of changing PCPs. Ms. Byom clarified that while members will be able to utilize the tool to request a PCP change, there are requirements

that must be met in order to complete the request. For example members requesting Kaiser and Palo Alto Medical Foundation providers will need to meet certain criteria.

- Ms. Everett asked if a transfer of medical records can also be requested via the quick link. Ms. Byom explained that members will still have to call their health care provider to complete that action.

- **Tabs for More In-depth Information**

Ms. Byom explained the tabs found at the top of the page and reviewed the information that can be found in each page.

- Regarding the claims and authorization tab; Ms. Byom explained the restriction of providing claims and authorization information for minors on the portal. Ms. Everett confirmed that members will still be able to call to gain that information. A discussion was held as to what age parents are cut off from that information. Ms. Byom will confirm the age restrictions. Ms. Turner reminded the committee that a call to Customer Service for the information can be made if it is information not relating to sensitive services. Ms. Everett suggested that a disclaimer message be presented on the web page in cases in which the member should call for information.
- Regarding the transportation page; Mr. Vu asked if we are including ridesharing mobile applications such as Uber and Lyft. Ms. Turner answered that only taxi and bus services are eligible for transportation credit at this time. The feasibility of using these mobile applications for last minute appointments is being reviewed. Ms. Hart asked about eligibility for the transportation services and Ms. Turner confirmed that all Medi-Cal and Cal MediConnect members are eligible for transportation to health related appointments.

An open decision regarding the portal was held. The following concerns and suggestions were discussed:

- Ms. Everett asked for confirmation that the portal will be accessible to all. Ms. Byom confirmed that the portal will be translated into threshold languages and the web content is compatible with reading assistive devices.
- Ms. Kinoshita asked for a launch date. Ms. Byom answered that the plan is to have it live July 2018.

7. Provider Search Demonstration

The new SCFHP Provider Search is split between providers and facilities to help members narrow down the search. Members can filter by many fields, including:

- Location
- Type of Plan or Provider
- Provider Name and Details
- Preferred Language Other than English

Ms. Byom demonstrated a search and asked the committee for their input:

- Ms. Hart suggested that we clarify that providers speak English along with any other language offered. Ms. Taussig also suggested that if providers don't speak the language but staff does, clearly state that an "interpreter is on staff."
- Mr. Vu suggested the buttons for provider and facility are made larger and to highlight which option the user has chosen. He also suggests to add color and make the portal more eye-catching.
- Ms. Taussig asked for a clarification of behavioral health to be added. It should explain that behavioral health can also mean mental health or addiction services. Ms. Everett asked if behavioral health providers are split between adults and children. She stated that school officials often use the term behavioral health for attention disorders and autism spectrum disorder, and suggested it might be best to use all terms so providers do not get lost. Ms. Taussig agrees.
- A link to the portal and a survey will be sent to members for further input.

8. Future Meetings and Agenda Items

The next Consumer Advisory Committee meeting is September 11, 2018. Topics suggested for the next meeting include:

- Pediatrician's role in identifying behavioral health issues and assisting children in schools.
- Effects of sleep deprivation and information about discussing it with your PCP.
- Preventative care campaigns that will get members actively caring for their health. Example: a Walk Challenge using fitbit or similar devices to track.

9. Adjournment

Mr. Vu moved and Ms. Kinoshita seconded the motion to adjourn the meeting at 7:04 pm. The motion passed unanimously.

Brenda Taussig
Chair, Consumer Advisory Committee



**Santa Clara Family
Health Plan™**

Consumer Advisory Committee

September 11, 2018

Agenda

- SCFHP Updates
- Grievance and Appeals Overview
- Nurse Advice Flyer
- Recent SCFHP Member Communications
- Future Agenda Items

SCFHP Updates

Enrollment

- Total enrollment as of September 1, 2018
 - 256,647 members
 - Decrease of 34 from August to September (0.01%)
- Medi-Cal – 245,884 (0.02% decrease August to September)
- Cal MediConnect – 7,600 (2% increase August to September)
- Healthy Kids – 3,163 (0.75% decrease August to September)

2018-2019 Organizational Goals

FY 2018-19 FOCUS

Drive Quality Improvement & Achieve Operational Excellence

	Plan Objectives	Success Measures
1	Enhance compliance program and delegation oversight	<ul style="list-style-type: none"> • $\geq 95\%$ of metrics on Compliance Dashboard in compliance • Answer 80% of Customer Service calls in ≤ 30 seconds • 90% of routine regulatory reports submitted timely, without rejection • Evaluate Compliance Program Effectiveness (CPE) and develop workplan
2	Pursue benchmark quality performance	<ul style="list-style-type: none"> • Achieve 3-year CMC NCQA accreditation • Increase HEDIS composite average to 70% for Medi-Cal and 60% for CMC • Develop and implement provider access & availability initiatives
3	Expand reporting and analytics	<ul style="list-style-type: none"> • Develop and post dashboard metrics by department • Implement uniform Regulatory Report Template for 24 reports • Complete Phase II development of enterprise data warehouse
4	Foster membership growth and retention	<ul style="list-style-type: none"> • Implement Medi-Cal retention activity plan • Achieve net increase of 500 CMC members • Develop a robust provider network strategy
5	Collaborate with Safety Net Community Partners	<ul style="list-style-type: none"> • Continue Whole Person Care partnership with SCCHHS to increase Long Term Care community transitions from baseline of 20 in FY 2017-18 • Implement Health Homes by July 2019 • Explore potential Satellite Office
6	Achieve budgeted financial performance	<ul style="list-style-type: none"> • Achieve FY 2018-19 Net Surplus of \$9.1 million • Maintain administrative loss ratio $\leq 6\%$ of revenue

Grievance and Appeals Overview



Nurse Advice Flyer



Santa Clara Family
Health Plan.

Have a health question?
CALL THE NURSE ADVICE LINE



The Nurse Advice Line is a free service to Santa Clara Family Health Plan members that can help with:

- Answering medical questions and receiving medical advice 24 hours a day, 7 days a week.
- Learning how to get care for an injury or illness.
- Deciding to go to your doctor, urgent care, or emergency room (ER).

If you think you have a medical emergency, please call 9-1-1 or go to your nearest ER.

WHEN SHOULD YOU CALL?

If you have a health care question.

If you are unsure whether to go to the ER, make a doctor appointment, or treat your problem at home.

If you or your family is sick, hurt, or need medical advice.

Cal MediConnect Members - call 24/7 at 1-844-803-6962
Medi-Cal/Healthy Kids members - call 24/7 at 1-877-509-0294
Your call is free.

SCFHP Member Communications

Mailings

- Summer member newsletters
- Change of address postcards – Healthy Kids
- New member ID cards

Website

- Board & Committee Meetings
 - Agendas, agenda packets, meeting minutes
- Member Materials
 - 2018 Medi-Cal Evidence of Coverage
 - Provider Directories
 - Formulary
- New Website Focus Group



Front

SCFHP Member Communications

Member Portal

- www.member.scfhp.com
- Includes Health & Wellness Library:
 - Articles
 - Safety Considerations for Walking
 - Obesity: Should I take weight-loss medicine?
 - Videos
 - Sleep, Weight and Stress
 - Benefits of a Food Journal
 - Conversations
 - Sleeping Well
 - Healthy Thinking, Healthy Weight

SCFHP Member Communications

Outreach Events

- **Events SCFHP Attended:**
 - Annual Wellness Day
 - Veggie Fest
 - Hoy Tay Ninh
 - National Night Out Community Event
 - Vietnamese Caregiver Conference
 - Silicon Valley Pride 2018
- **Upcoming Events:**
 - Gilroy Senior Center Resource Fair – *September 28, 2018*
 - Disability Awareness Day – *October 4, 2018*
 - Day on the Bay – *October 7, 2018*
 - Morgan Hill Senior Resource Fair – *October 12, 2018*



2018 CAC Meetings

All meeting are held at SCFHP

Schedule

- Second Tuesday of the month from 6:00 – 7:00 PM
- Dates:
 - December 11, 2018

Topics suggestions for December meeting?



**Santa Clara Family
Health Plan™**

Questions?

FY 2018-19 FOCUS

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Critical Priority

Santa Clara Family Health Plan Grievance & Appeals FAQ

Our State Medi-Cal regulators oversee health plans like Santa Clara Family Health Plan (SCFHP) to follow rules to ensure that our members receive the authorized and medically necessary services covered by each plan. The Grievance & Appeals System process allows our members to express their concerns, complaints and appeals in a constructive, formal manner, allowing the Plan to investigate and resolve, based on benefits coverage, medical necessity or education of information.

- What is a grievance?
 - A grievance is an expression of dissatisfaction about any matter. A grievance is the same as a complaint.
- Is there a timeframe for filing a grievance?
 - No. A grievance can be filed at any time, regardless of how long ago the issue occurred.
- If a grievance is filed, will somebody get in trouble?
 - Our purpose is to make sure a member's experience is improved. When SCFHP looks into a grievance, we are responsible for making sure an issue is fully addressed. We often are able to look into issues without disclosing who exactly filed the complaint.

We don't want our members to have negative experiences while being a member of our plan. The Grievance & Appeals Department is dedicated to improving internal processes when it's needed and educating our members on matters that can help navigate the health insurance space!

- What happens when a grievance is investigated?
 - SCFHP will take a look at your grievance and decide whether or not somebody needs to be contacted to get more information. If we do, we contact those people. Sometimes a provider needs to be contacted, or a member. In other cases, we will review our internal rules such as your Evidence of Coverage to help gather information. Once we feel we have all the information to resolve a member's grievance, we will send a letter that addresses all of the issues. If the grievance is expedited, we will call the member, too.
- What is the timeframe for resolving a grievance?
 - SCFHP has up to 30 calendar days from the time we receive the grievance to provide a resolution for standard grievances. If the grievance involves an imminent and serious threat to the health of a member, we call that an expedited grievance. All expedited grievances are resolved within 72 hours.

- What is an appeal?
 - A review of an Adverse Benefit Determination. An adverse benefit determination can involve the denial or limited authorization of a service, a termination of previously authorized services or even a payment of a service.
- Is there a timeframe for filing an appeal?
 - Yes. An appeal must be filed within 60 calendar days of the initial denial notice, called a Notice of Action.
- What happens when an appeal is investigated?
 - The Grievance & Appeals Department will request medical records, when needed and review the member's Evidence of Coverage. Once all the information is gathered, we send the records and appeal request to a SCFHP physician. The physician will then make a decision to either overturn (approve) or uphold (deny) the service, item or medication.
- What is the timeframe for resolving an appeal?
 - SCFHP has up to 30 calendar days from the time we receive the appeal to provide a resolution. We will send a letter on or before that 30th day. If the appeal involves an imminent and serious threat to the health of a member, we call that an expedited appeal. All expedited appeal are resolved within 72 hours by sending a letter and calling the member.
- How can I file an appeal or grievance?
 - You can write to us:

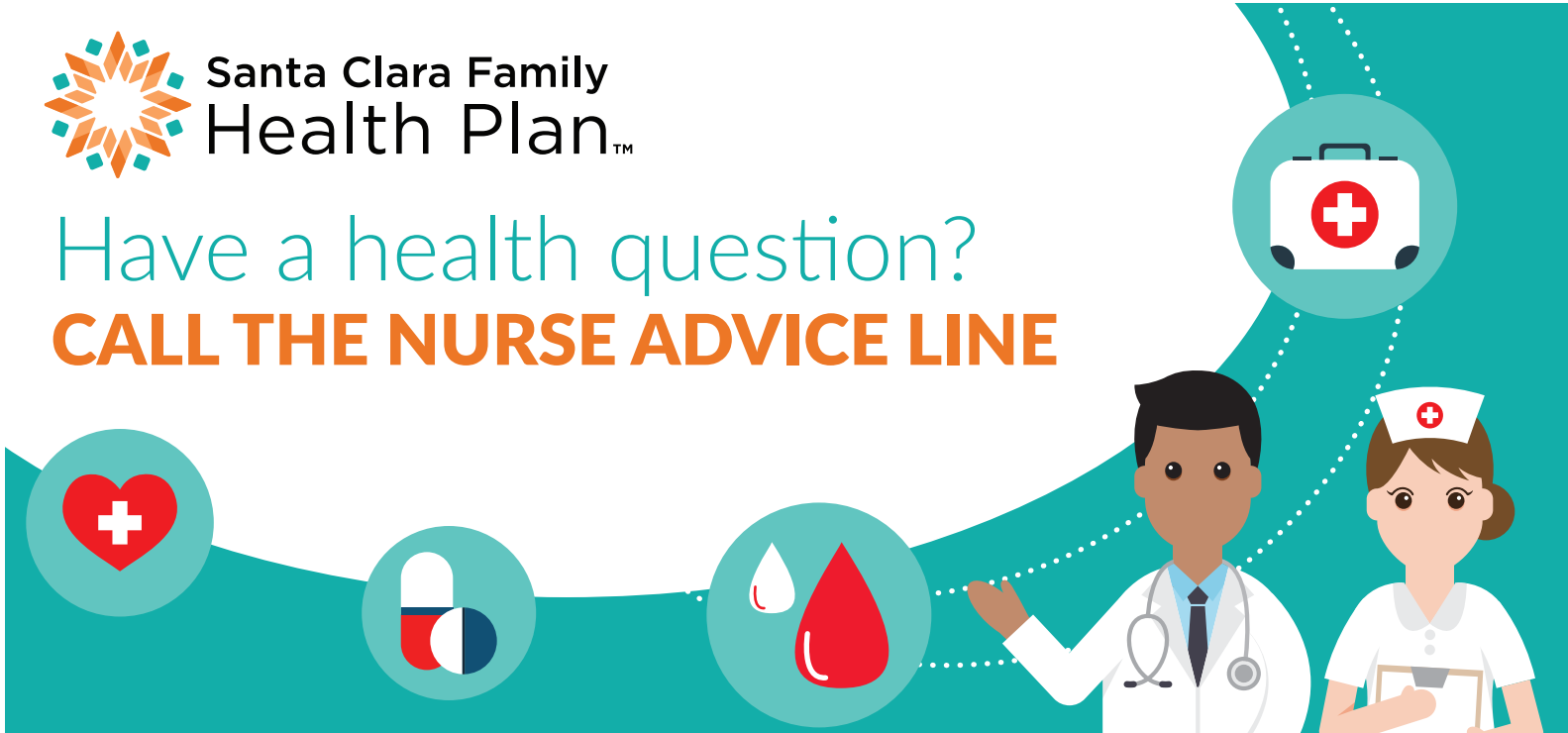
Santa Clara Family Health Plan
Attention: Grievance & Appeals Department
P.O. Box 18880
San Jose, CA 95158

- You can call 1-800-260-2055 and file a grievance with our Customer Service Department
- You can submit a grievance through the scfhp.com website by selecting "Report a Problem"
- You can come directly to our office:

Santa Clara Family Health Plan
6201 San Ignacio Avenue
San Jose, CA 95119
- You can fax us at 408-874-1962

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