

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