



**Cal MediConnect Consumer Advisory Board  
Meeting Minutes  
August 29, 2018**

**1. Welcome:** Consumer Advisory Board (CAB) members were welcomed by Irene Walsh, Santa Clara Family Health Plan (SCFHP) and ThanhThuy Luu, Anthem Blue Cross (Anthem). Anthem's Sheri Barraza and Jeff Sikes, R.N. were also present.

**2. Confidentiality:** Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum. Any individual health concerns can be addressed privately with health plan representatives after the meeting.

**3. Pharmacy:** Presented by Dang Huynh, Pharm D, Pharmacy Manager at Santa Clara Family Health Plan.

CalMediConnect Pharmacy Highlights

- Part D "Drugs", Medicare and Medi-Cal prescriptions
- Each Health Plan has their own "tiers", so please call Customer Service if you have questions, or view your Health Plan's List of Covered Drugs (Formulary) for more information.
- Some drugs do require Prior Authorization. You can call your Health Plan for assistance in obtaining an authorization.
- 24-hour Urgent Turn Around time versus 72-hour (Standard Prior Authorization requests).
- Please talk to your doctor or Pharmacist if you have questions about prescriptions or medicines you are taking
- Under CalMediConnect, some prescriptions have a small co-pay and some have no co-pay.

**4. Member Feedback/Inputs/Stories:**

- a. Mail Order Prescription delivery is a great service. It saves trips to the Pharmacy, and you can save on co-pays by requesting a 90 day supply.
- b. Participants commented that mail order prescriptions usually gets delivered well before the 7 day estimate (e.g. within 3 days).

- c. One SCFHP participant shared that she had issues with her mail order prescription being misdelivered. If anyone has issues with mail order prescriptions, please call your health plan for further assistance.

## **5. Questions and Answers:**

### **Q1: What should I do with expired medicine or pills I no longer use?**

Expired **medicine** should be returned to a drop-off site (see attached for list of drop-off sites) or enclosed in plastic for disposal. Pharmacies generally have programs to dispose of medications safely. **Medicines** should not be flushed down the toilet. When disposing or recycling of containers, be sure to remove the outer labels with your information and discard them.

### **Q2: What should I do if my medicine does not seem to work or no longer works?**

Discuss any concerns or questions directly with your doctor or Pharmacist. In some cases, if you are using a new medicine, it may take time for the medicine to work (e.g. 1 week or 1 month).

### **Q3: I'm a caregiver. How can I organize my loved ones pills to ensure they get dispensed in proper dosages.**

A pillbox is a useful tool for dispensing regular daily medications. Many health plans or Pharmacies offer them for no cost.

### **Q4: Are vitamins or other over the counter medicines covered?**

Some over the counter (OTC) drugs are covered. You may call your plan for specifics.

### **Q5: Am I required to pay a co-pay for my prescriptions?**

Each health plan categorizes drugs in tiers, some of which requires a co-pay. You may contact your health plan to to verify co-payments.

**6. Closure:** The representatives thanks the participants for their time. The meeting adjourned at 12:20pm.

**Next meeting:** September 26 @ 11 a.m.