

**Cal MediConnect Consumer Advisory Board
Meeting Minutes
July 25, 2018**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Joyce Felix, Santa Clara Family Health Plan (SCFHP) and ThanhThuy Luu, Anthem Blue Cross (ABC). Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns can be addressed privately with health plan representatives after the meeting.

2. Behavioral Health: Presented by Anthem Nurse Supervisor, Mary Jane Hattala Depression was discussed:

- 1) Symptoms
 - Feelings of sadness, tearfulness, emptiness, or hopelessness
 - Angry outbursts, irritability or frustration, even over small matters
 - Sleep disturbances: difficulty getting out of bed, sleeping too much, or sleeping too little
 - Reduced appetite and weight loss or increased cravings for food and weight gain
 - Slowed thinking, speaking or body movements
 - Feelings of worthlessness or guilt, fixating on past failures or self-blame
 - Trouble thinking, concentrating, making decisions and remembering things
 - Frequent or recurrent thoughts of death, suicidal thoughts, suicide attempts or suicide
- 2) Causes
 - Biological differences
 - Brain chemistry
 - Hormones
 - Inherited traits
- 3) Risk factors
 - Personality traits
 - Traumatic or stressful events
 - History of other mental health disorders
 - Abuse of alcohol or recreational drugs
 - Serious or chronic illness
- 4) Prevention
 - Take steps to control stress.
 - Reach out to family and friends
 - Get treatment at the earliest sign of a problem

5) Getting help

- Make an appointment with your doctor or mental health professional as soon as possible.
- Prevent suicide by calling your nurse case manager, 911, or local emergency number immediately

3. Issues:

None reported

4. Input

An Anthem member discussed coping skills she uses when she feels overwhelmed, such as dancing and going to the gym.

5. Questions and Answers:

Q1: (Anthem member) I need a new walker. What is the process?

A1: You will need to get a prescription order from your doctor and they will send it to the supplier, who will request a prior authorization from the health plan. Call your Case Manager for assistance.

Q2: (Anthem member) Can you control depression?

A2: Reach out for help and support. Do not try to address depression by yourself.

Q3: (Anthem member) Is there a difference between anxiety and depression?

A3: Yes. There are some similar symptoms but they are different diagnoses.

Q4: (SCFHP member) Are there any discounts for Life Alert pendants?

A4: Currently, I'm not aware of any discount programs for Life Alert, but there is a program called MSSP through Sourcewise. They provide CM services, as well Life Alert if it's part of the care plan.

Q5: (SCFHP member) wanted a status update of possible gym membership covered under SCFHP (similar to the Silver Sneakers program through Anthem).

A5: I'm not sure, but I will pass on this message to see if there's been any movement on this request.

6. Final Comments:

The member appreciated the discussion of stress/depression. They confirmed no stress experience while using the services provided by the CalMediConnect program.

Next Meeting: August 29, 2018 @ 11 a.m.