



**Cal MediConnect Consumer Advisory Board
Meeting Minutes
June 27, 2018**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Nicole Bell, 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. Housing: Presented by Nicole Bell, Santa Clara Family Health Plan

1. Introduction to Housing options in Santa Clara County.
 - Provided list of senior housing projects
 - Provided handout with list of Emergency Assistance Network (EAN) providers.
 - Provided contact for Office of Supportive Housing (OSH)
 - 408-793-0550
2. Discussed legal options for members that are struggling with rental issues
 - Provided contact for Mental Health Advocacy Project (MHAP)/ Law Foundation of Silicon Valley
 - 408-293-4790
 - 152 N 3rd Street, San Jose, Ca 95112

3. Issues:

- An Anthem Blue Cross Member made a complaint against a specialist for poor care. Member gave details to Anthem Nurse Case Manager that was present.
- SCFHP member had concerns about his rental increase and wanted referrals to agencies that could help.

4. Input

None

5. Questions and Answers:

Q1: An Anthem Blue Cross member asked how to find an affordable housing.

A1: Provided member an Affordable Housing list and advised him to contact the mentioned offices for application.

6. Final Comments:

Explained to the members that homelessness does not prevent beneficiaries from being entitled to CalMediConnect benefits. Homeless members should have their contact information, including a mailing address, on file to get covered.

Next meeting: July 25, 2018 @ 11 a.m.