



**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 - APPROVED

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