



**Cal MediConnect Consumer Advisory Board  
Meeting Minutes  
May 30, 2018**

**1. Welcome:** Consumer Advisory Board (CAB) members were welcomed by Lori Andersen, 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. It was brought to their attention that any individual health concerns can be addressed privately with health plan representatives after the meeting.

**2. Adult Protective Services:** Presented by ThanhThuy Luu

(1) Introduction to Adult Protective Services (APS):

The Adult Protective Services program run by the Santa Clara County Social Services Agency provides services to protect, prevent, and remedy abuse of elders and dependent adults. The program follows a number of ethical principles and best practice guidelines.

(2) Types of abuse: physical abuse (including sexual abuse), neglect, financial abuse, abandonment, isolation, abduction, and self-neglect

(3) How to make a Dependent Adult or Elder Abuse report

Below are the steps:

- Call APS to report dependent adult or elder abuse:  
**408-975-4900** or **1-800-414-2002**
- Complete State of California Abuse report forms:
- Mandated Reporters and all other reporters use this form:
- Report of Suspected Dependent Adult/Elder Abuse with this form: SOC 341
- Use this form for Financial Institutions only: SOC 342
- Mail the written report within 2 working days to:

**Santa Clara County Adult Protective Services  
333 West Julian St. – Fourth Floor  
San Jose CA 95110**

The Long Term Care Ombudsman phone number to report dependent adult/elder abuse in a long term care facility is: **408-944-0567**.

#### (4) Mandated reporters

The *Welfare & Institutions Code Section 15630(a)* defines a mandated reporter as any person who has responsibility for care or custody of an elder or dependent adult. S/he can be a care custodian (e.g., attendant, day care staff, senior center staff), a health care practitioner (e.g., a doctor, dentist, nurse, therapist, or office staff), a law enforcement agency employee, a medical examiner, a paramedic and firefighter, a code enforcement agency employee, an animal control agency employee, a financial institutions employee, a clergy member, adult/child protective services staff, or a staff member of Santa Clara County Social Services Agency having client contact.

### 3. Issues:

- Members have received mail from Anthem Blue Cross and could not identify if it is CalMediConnect-related or other non-CalMediConnect marketing material from Anthem Blue Cross.

### 4. Input:

- An Anthem Blue Cross member suggested they be provided with an organization chart that helps members distinguish Anthem Blue Cross CalMediConnect from another health plans in the Anthem family that does not run CalMediConnect.

### 5. Questions and Answers:

**Q1:** A SCFHP member asked how she knows who is her care coordinator?

**A1:** Members should contact Customer Services to ask for this information.

**Q2:** A SCFH member placed a mail-order for her prescription. The pack got lost and when she talked to the Pharmacy about replacing it, she was told that this can only happen twice and then she'll lose the option to receive mail order prescriptions. The member had nothing to do with the prescription being lost and is concerned that she will lose her prescription mail order benefit.

**A2:** SCFHP staff said they would follow up with the Pharmacy staff to ask about this and let the member know.

**Q3:** An Anthem Blue Cross (ABC) member received a letter from Anthem Blue Cross that mentions a reward. He wanted to know what the reward is.

**A3:** The letter notified the member of a benefit in 2018 for ABC CalMediConnect members.

**Q4:** An Anthem Blue Cross member received a letter from Anthem Blue Cross that mentions a home visit by MedXM. He wanted to know if it was properly addressed to him.

**A4:** MedXM is an Anthem BC's contractor that provides personalized in-home visits. His nurse case manager will contact him for further explanation.

**6. Final Comments:**

It was emphasized to members that SCFHP and Anthem Blue Cross are the only health plans that provide Cal MediConnect (CMC) benefits in Santa Clara County. ABC CalMediConnect members were advised to look for the name of the program -- CalMediConnect -- in letters from Anthem Blue Cross and contact their nurse case managers for explanation

**Next meeting:** June 27, 2018 @ 11 a.m.