

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

**1. Welcome:** Consumer Advisory Board (CAB) members were welcomed by Abigail Pierro, Santa Clara Family Health Plan (SCFHP) and Thanh Thuy 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. Care Coordination:** Presented by Abigail Pierro, RN CM, SCFHP. Jeff Sikes, RN CM Anthem Blue Cross also provided additional information about topic.

1. Discussed the definition of what is care coordination. Goal is to facilitate the appropriate delivery of healthcare services. The support is from a Care Coordinator and by an RN Case Manager and a care team by phone, mail, online or in person. Care Coordinator and care team helps the member to coordinate your care and services, including self-management support and health education. Your Care Coordinator works with you, any family members or friends which you may select, your PCP, and other providers to make sure you get the medical, behavioral health, and Long-Term Services and Supports the member needs.

2. How the Care Coordinator helps the member by coordinating your health care (doctor visits, home health, behavioral health, therapy, medical equipment)

- Get medical equipment and/or supplies
- Coordinate your Long-Term Services and Supports
- Schedule interpreters
- Identify doctors and specialists within your network
- Choose or change a doctor
- Arrange transportation to and from medical appointments
- Understand your health plan
- Get health care services that are covered by health insurance
- Find community resources and educational programs
- Assist with care transitions
- Get any required prior authorization requests for care, equipment, or supplies
- Understand the difference between "Emergency" and "Urgent Care"
- Schedule health screenings

3. In process with care coordination, there will be health teams that would be conducting health risk assessments. The results of the assessment is essential to formulate a member-centered care plan with short and term health care goals.

### 3. Issues:

- a. Various health insurance companies, like Alliance and Caremore, are approaching Anthem Blue Cross members to recruit to their health plan.
- b. Dental-Cal - Members expressed confusion if Dental-Cal was covered under Cal Medi-Connect. Some had questions regarding the process to obtain dental coverage. Members were advised Dental-Cal is a Medi-Cal benefit.
- c. A SCFHP member complained about CHME and not responding regarding the standing orders for the ostomy bags.

**4. Input:** An Anthem Blue Cross member(s) wanted to know more about the Dental Coverage and list of providers, if possible.

### 5. Questions and Answers:

**Q1: Does the PCP know when you take the flu shot outside the clinic. I don't remember I taken my flu shot.**

A1: Possibly not. Advised the member to get a copy of the record that flu shot was completed and bring copy to the PCP office. It is safe to take the flu shot again if needed.

**Q2: An Anthem Blue Cross member, wanted to know how his friend who is a SCFHP member, could become a CMC member.**

A2: Advised the member to have his friend, a SCFHP member, to call SCFHP Member Services to request contact for health plan options. SCFHP CM did have contact information of Health Care Options at time of meeting.  
SCFHP Health Care Options: 800-430-7077

**Q3. SCFHP member complained about CHME not responding regarding the standing orders for the ostomy bags.**

A3. Member does not remember who is Case Manager is. This Case Manager (CM) will escalate to the Gordon Lin, CHME Associate Director of Business Development.

**Q4. An Anthem Blue Cross member asked how to get help when encountering an excessive length of time for referrals to specialists for some visits/providers.**

A4. It depends on how quickly the referral is created by the referring MD/PCP. Members should contact their Care Coordinator/Case Manager to have the request expedited, when applicable.

### 6. Final Comments:

Discussed with the members to be careful of insurance vendors who market to them about their insurance plans. Educated the members that SCFHP and Anthem Blue Cross are the only health plans that provide CMC benefits in Santa Clara County.

**Next meeting:** May 30, 2018 @ 11 a.m.