



**Cal MediConnect Consumer Advisory Board
Meeting Minutes
February 28, 2018**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed by Maureen Cachola, Long Term Care Review Nurse, of Santa Clara Family Health Plan (SCFHP); Alaina Howland, Health Service Director of Anthem Blue Cross; Sherry Barraza, Quality Improvement Manager of Anthem Blue Cross, and Oahn Nguyen, staff member of Anthem Blue Cross. Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns are to be addressed privately with health plan representatives after the meeting.

Presentation: Consumer Rights

Topic: CMC Ombudsman, Legal Assistance with Health Care
Presented by Attorney Tiffany Huyenh-Cho of Bay Area Legal Aid

- Tiffany discussed how the Ombudsman can help members to navigate benefits, access services, member questions regarding their benefits, if there are changes or updates to member benefits, and help members if their eligibility was terminated. She gave the contact number to call, **855-693-7285**, which the member can call to ask questions or make appointments.
- Tiffany discussed the updates to Denti-Cal services as benefits changed on January 1, 2018
- Hand-outs were given to the attendees. More type of exams have been added; deep cleaning (scaling and root planning), laboratory crowns, partial dentures, and root canals in back teeth
- Tiffany advised members to call Denti-Cal at 1-800-322-6384 or go to www.dental.ca.gov

2. Questions and Answers:

Q1. SCFHP Member had a question if she can have fillings instead of extractions.

A1. Tiffany advised dental filling coverage has been added the new benefits plan.

Q2. SCFHP member complained that she was told to pay upfront before the dentist would do the procedure.

A2. Tiffany advised the member to call and make an appointment with providers that accept Denti-Cal. Member can go over the yearly \$1800 limit.

Q3. Anthem member asked about safe personal alarm

A3. Anthem staff advised that they will check to see if it is a benefit under the member's plan.

3. Final Comments:

SCFHP and Anthem discussed possible ideas of topics to discuss for this year's CAB meetings. Members from both health plans did not have any suggestions during the meeting.

Topics for the remaining months already calendared, include:

<u>Month</u>	<u>Topic</u>
March	Transportation Options
April	Care Coordination
May	Adult Protective Services
June	Housing Resources
July	Health Insurance & Counseling Program (HICAP)
August	Pharmacy
September	Health Education & Wellness
October	Falls Prevention Resources
November	Behavioral Health
December	Quality Measures

Next Meeting: March 28, 2018 @ 11AM