

AGENDA
Regular Meeting of the
Santa Clara County Health Authority
Consumer Advisory Committee

Tuesday, March 13, 2018
6:00-7:00 PM
Santa Clara Family Health Plan
Creekside Conference Room
210 E. Hacienda Avenue
Campbell CA 95008

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| 1. Call to Order | Ms. Christine M. Tomcala
CEO |
| 2. Roll Call and Introductions | Ms. Christine M. Tomcala
CEO |
| 3. Public Comment | All |
| 4. Review and Approval of
December 12, 2017 Minutes | All |
| 5. Introduction of new CAC chairs <ul style="list-style-type: none">• Mr. Paul Murphy• Ms. Brenda Taussig | Ms. Christine M. Tomcala
CEO |
| 6. Health Plan Updates | Ms. Christine M. Tomcala
CEO |
| 7. Member Portal Overview | Ms. Chelsea Byom
Manager, Marketing and
Communications |
| 8. Health Education Brochure | Ms. Divya Shah
Health Educator |

9. Expanded Food and Nutrition Education Program (EFNEP)	Ms. Divya Shah Health Educator
10. Recent SCFHP Member Communications	Ms. Chelsea Byom Manager, Marketing and Communications
11. Future Agenda Items	All

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should call contact Sherita Gibson at 408-874-1912 within 48 hours prior to the meeting.
- To obtain a copy of any supporting document that is available, contact Sherita Gibson at 408-874-1912. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 210 E. Hacienda Avenue, Campbell.
- This agenda and meeting documents are available at www.scfhp.com.



**Regular Meeting of the
Santa Clara County Health Authority
Consumer Advisory Committee**

Tuesday, December 12, 2017

6:00 – 7:00 pm

210 E. Hacienda Avenue

Campbell, CA 95008

Minutes - DRAFT

Committee Members Present

Waldemar Wenner, M.D., Chair
Ms. Rebecca Everett
Ms. Blanca Ezquerro
Ms. Rachel Hart
Ms. Margaret Kinoshita
Mr. Hung Vinh
Mr. Tran Vu
Ms. Danette Zuniga

Staff Present

Ms. Laura Watkins, Director of Marketing, Outreach and
Enrollment
Ms. Sherita Gibson, Marketing Coordinator
Ms. Chelsea Byom, Marketing and Communications
Manager
Ms. Divya Shah, Health Educator
Ms. Christine Tomcala, Chief Executive Officer

1. Call to Order

Dr. Waldemar Wenner, Chair, called the meeting to order at 6:07 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 September 12, 2017 Minutes

Mr. Vu moved and Ms. Ezquerro seconded the motion to approve the minutes from the meeting held on September 12, 2017. The motion passed unanimously.

5. Health Plan Update

Ms. Tomcala presented an enrollment update: As of December 1, Medi-Cal enrollment is 258,106; Cal MediConnect is 7,389; and Healthy Kids is 2,447 for a total enrollment of 267,942. Membership has remained nearly flat.

Ms. Tomcala shared that the plan is working with an architect to design the interior of the new building. The timeframe for the move is likely June. CAC meetings will be held at the new building once the move is complete. Ms. Zuniga noted that the new address is already showing up in Google search results.

Ms. Tomcala noted that the 20th anniversary report was distributed to our community. The plan was recognized by the Department of Health Care Services for Greatest Improvement in Quality Strategy Focus Areas. The plan received interim accreditation from the National Council on Quality Assurance in August for its Cal MediConnect product line. Another review will be completed in 18 months.

Ms. Tomcala notified the committee that Dr. Wenner will be relocating. He has resigned his position on the Governing Board and will step down from his position as chair of the CAC. The Committee recognized Dr. Wenner for his contributions and leadership.

6. Grievance and Appeals

Mr. Breakbill was unable to attend the meeting and will be invited back at a later date. An FAQ document was distributed to the Committee.

7. Newsletter Content

Dr. Wenner suggested sending providers copies of the member newsletter in the mail. Ms. Everett suggested including safety and prevention information for summer activities: drowning prevention, wearing helmets, etc. Ms. Kinoshita said that some members are not aware of where they can get dental services. She suggested including instructions on how to find dentists and vision services. Ms. Ezquerro stated that Denti-Cal has a list of providers organized by zip code. Mr. Vu suggested discussing substance use disorder and safe disposal of medications. Mr. Vinh confirmed that the plan sends the newsletter in the member's language. The committee complemented the newsletter layout and colors.

Ms. Everett suggested notifying parents in advance of the age when they are unable to see their child's medical records. Mr. Vu asked about audio messages for people who are unable to read. Ms. Watkins provided an update on the phone system upgrade that will allow for messages to be played

while a caller is on hold. Ms. Zuniga said that her doctor's office asks the following question at the beginning of each call, "Are there any accommodations that you need for this call?"

Ms. Everett asked about outreach to homeless populations. Ms. Watkins said that getting information to that demographic is a challenge. Some individuals state that their address is a local community organization or church. SCFHP mails materials to these addresses. If their materials are mailed to County Social Services, they are required to pick up those materials or risk losing their Medi-Cal eligibility.

8. Recent SCFHP Member Communications

Ms. Byom provided an overview of recent SCFHP member communications:

- Website – Board and committee meetings continue to be posted and updated on the website, as well as member materials (e.g., provider directories and formularies are updated monthly)
- Community Resources & Events - Winter Shelters, Holiday Meals
- Flu vaccine campaign – Included Facebook and website posts, lobby poster, messaging to members from Customer Service, Case Managers, etc.
- Mailings - Fall member newsletters, transportation benefit change notice, 20th Anniversary Report

9. Future Meetings and Agenda Items

The next Consumer Advisory Committee meeting is March 13, 2017. Topics suggested for the next meeting include:

- Grievance and appeals

Other suggestions for topics that members are interested in hearing about from SCFHP include:

- Springtime allergies self-care
- Emergency preparedness
- Hepatitis A

10. Adjournment

Mr. Vu moved and Ms. Hart seconded the motion to adjourn the meeting at 7:01 pm. The motion passed unanimously.

Waldemar Wenner, MD
Chair, Consumer Advisory Committee



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Consumer Advisory Committee

March 13, 2018



Agenda

- Introduction of new CAC Chairs
- Health Plan Updates
- Member Portal Overview
- Health Education Brochure
- Expanded Food and Nutrition Education Program (EFNEP)
- Recent SCFHP Member Communications
- Future Agenda Items



SCFHP Update

- Total enrollment as of March 1, 2018
 - 263,839 members
 - Decrease of 969 from February (.4%)
- By plan
 - Medi-Cal – 253,025
 - < 1% decrease February to March
 - Cal MediConnect – 7,409
 - No change February to March
 - Healthy Kids – 3,405
 - 5% increase February to March
 - 94% through CCHIP



Member Portal Overview

Ms. Chelsea Byom

Manager, Marketing and Communications



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Member Portal Features

- View or print your ID card
- Find a doctor
- Change your PCP
- Request transportation
- Request health education
- View service authorizations and claims information
- Access wellness resources



Health Education Brochure

Ms. Divya Shah
Health Educator



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Health Education Benefits

- SCFHP covers a variety of health education classes
- What would be the best way to inform members about these class offerings?
- How much information should we provide about the classes?
- Would you be interested in taking any of these classes? If so, which ones and why?



Expanded Food and Nutrition Education Program (EFNEP)

Ms. Divya Shah
Health Educator



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What is the Expanded Food and Nutrition Education Program?

- Federally funded program
- Topics covered:
 - Nutrition
 - Physical activity
 - Planning and Budgeting



SCFHP Member Communications

- Website postings
 - Board & Committee Meetings
 - Agendas, agenda packets, meeting minutes
 - Member Materials
 - Provider Directories
 - Formulary
 - Community Resources & Events
 - New Medicare cards
 - Restoration of Denti-Cal benefits
- Mailings
 - Winter member newsletters



2018 CAC Meetings

- All meetings are held at SCFHP
- Schedule
 - Second Tuesday, from 6:00-7:00 p.m.
 - Dates
 - June 12, 2018
 - September 11, 2018
 - December 11, 2018
- Topic suggestions for June meeting?



Questions?



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