



Santa Clara
Family Health Plan
The Spirit of Care



Regular Meeting of the Santa Clara County Health Authority Provider Advisory Council (PAC)

Thursday, February 1, 2018

12:15 PM – 1:45 PM

210 E. Hacienda Avenue

Campbell, CA 95008

Minutes

Members Present:

Chung Vu, M.D.
Dolly Goel, M.D.
Jimmy Lin, M.D.
Peter Nguyen, D.O.
Sherri Sager

Members Not Present:

Thad Padua, M.D. Chair
Bridget Harrison, M.D.
Kingston Lum
David Mineta

Staff Present:

Christine Tomcala, Chief Executive Officer
Lily Boris, MD, Medical Director, Acting Chair
Chris Turner, Chief Operating Officer
Johanna Liu, Director of QI and Pharmacy
Sherry Holm, Behavioral Health Program Manager
Abby Baldovinos, Provider Network Associate
Art Shaffer, Provider Network Associate
Claudia Graciano, Provider Network Associate
Rosa Perez, Provider Network Representative
Robyn Esparza, Administrative Assistant
Dang Huynh, Pharmacy Manager

- ROLL CALL**
Lily Boris, MD, Medical Director, Acting Chairperson, called the meeting to order at 12:28 pm.
Roll call was taken and a quorum was established.
- MINUTES REVIEW AND APPROVAL**
Meeting minutes were reviewed. Dr. Boris asked the Committee if there were any additional questions or comments regarding the May 4, 2017 meeting minutes.
 - ✓ It was moved, seconded that the May 4, 2017 minutes be approved.
- PUBLIC COMMENT**
 - ✓ There were no public comments.

4. **CHIEF EXECUTIVE OFFICER UPDATE**

Ms. Tomcala presented the January 2018 Membership Summary, noting the current enrollment is 263,855, with the majority of membership in Medi-Cal.

- Healthy Kids: 3,209 (1%)
- Cal MediConnect: 7,389 (3%)
- Medi-Cal: 253,257 (96%)

With regard to Medi-Cal Membership by Age Group and Network, Ms. Tomcala presented the following:

- Pediatrics: 41%
- Adults: 59%

The decrease in membership since last January was noted. This is most likely due to undocumented families; increase in minimum wage, disqualifying eligibility due to increase in members' income; as well as families leaving the county due to the lack of affordable housing.

Ms. Tomcala discussed the following current events:

a) **SCFHP'S NEW BUILDING**

Ms. Tomcala advised the Committee that SCFHP has purchased a new building in South San Jose. The new location is less expensive than commercial properties in our current area or downtown. The location works for most staff, as it is opposite direction of traffic. We are currently in midst of planning the build out. Expected completion is June 2018.

b) **CHANGE IN PAC STANDING MEETING DATE**

Ms. Tomcala advised the Committee that we need to change the standing meeting date for this committee due to the unavailability of Dr. Jeff Robertson, Chief Medical Officer, on the first Thursday of the month. Other dates were discussed and the Committee recommended looking into the second Wednesday of the month.

- ✓ Communication will be sent when date finalized.

c) **SYSTEM UPGRADE**

Ms. Tomcala advised the Committee that since the last meeting, SCFHP completed it's conversion of our Medi-Cal line of business to the QNXT system. As of July 1, 2017, there is a single claims processing platform for all lines of business.

5. **OPIOID SAFETY PROGRAMS**

Mr. Dang Nguyen, Pharmacy Manager, gave presentation on SCFHP's Opioid Safety Program. (Copy attached herein.)

6. **CAHPS SURVEY**

Ms. Johanna Liu, Director of QI & Rx, presented survey results from the Consumer Assessment of Healthcare Providers & Systems (CAHPS) 2017 findings (Copy Attached Herein).

7. **PROVIDER LINK – SCFHP NEW PROVIDER PORTAL DEMO**

Ms. Claudia Graciano and Ms. Abby Baldovinos, Provider Network Associates, demonstrated the SCFHP's new provider portal.

8. **QUALITY AND PHARMACY**

Ms. Johanna Liu, Director of QI and Pharmacy, presented drug utilization reports on the Top 10 Drugs by Total Cost and by Prior Authorization for the date range of 01/01/17 – 03/31/17 (Copy Attached Herein).

9. **2018 CALENDAR - CHANGE IN PAC STANDING MEETING DATE**

Dr. Boris advised the Committee a new calendar for the year will be sent once a new standing date for the committee meeting is set as previously discussed today due to Dr. Robertson's unavailability on the 1st Thursday of the month.

- ✓ 2nd Wednesday of the month is tentative. Discuss off line and send confirmation with new dates,

10. **2018 CONFIDENTIALITY STATEMENT**

Dr. Boris asked present committee members to sign their annual Confidentiality Statement.

- ✓ Statements to be filed accordingly.

11. **ADJOURNMENT**

It was moved, seconded, and approved to adjourn the meeting at 1:40pm. A new calendar will be sent when the remaining meetings of 2018.



Dr. Thad Padua, Committee Chair



Date