



**Cal MediConnect Consumer Advisory Board
Meeting Minutes
January 31, 2018**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Irene Walsh, 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 and any individual health concerns can be addressed privately with health plan representatives after the meeting.

2. Benefits Refresher: Presented by ThanhThuy Luu.

Cal MediConnect offers Medicare and Medi-Cal benefits under one plan:

A. Medicare and MediCal benefits include:

- One card, one phone number
- Inpatient care
- Outpatient care and supplies
- Prescriptions
- Preventive care
- Transportation

*see your plan's Member Handbook for a full list of benefits under CalMediConnect

3. Issues Experienced / Opportunities for Improvement:

- a. A SCFHP member received a bill and then a collection request letter. The process can take a long time and she was wondering if this affected her credit score.
- b. A Blue Cross/Anthem member had an unexpected experience with the transportation service when the driver assigned to pick her up did not show. Members are encouraged to file a complaint (call health plan) when they encounter issues with Transportation.

4. What is going well

- a. An ABC member values the CalMediConnect program.
- b. An SCFHP member and an ABC member expressed their satisfaction with the prescription coverage.
- c. In regards to providers' knowledge of CalMediConnect, one ABC member confirmed that her doctor prescribed some drugs that are not covered. Another ABC member received a referral by his doctor to a doctor out of network.

5. Questions and Answers:

Q: An ABC member asked why SCFHP and ABC are not merged into one plan.

A: Beneficiaries have the ability to choose their managed care plan based on the network of providers under CalMediConnect.

6. Final Comments:

Attendees were encouraged to read their plan's Member Handbook for more details on benefits and coverage. Members may view the handbook online, and receive an annual copy in the mail. Should members wish to read the information in a different language, they may request a copy from their health plan.

Next meeting: February 28, 2018 @ 11 a.m.