



**Cal MediConnect Consumer Advisory Board  
Meeting Minutes  
December 27, 2017**

**1. Welcome:** Consumer Advisory Board (CAB) members were welcomed by ThanhThuy Luu, Anthem Blue Cross and Joyce Felix, Santa Clara Family Health Plan (SCFHP). 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. Presentation – Health Promotion:** Presented by ThanhThuy

The Anthem Blue Cross Cal MediConnect program offers preventive care for health promotion

A. Screenings

(1) Annual wellness visit

(2) Immunizations: pneumonia, flu shot, Hep B, others covered by Medicare

(3) Other screenings, see your plan’s Member Handbook.

- Bone mass measurement: every 24 months
- Mammograms: every 12 months for women age 40 or older
- Cervical & vaginal cancer screening: every 24 months, every 12 months for high risk
- Cardiovascular disease testing: every 5 years
- Colorectal cancer: for people age 50 or older, every 48 months with sigmoidoscopy and every 10 years with colonoscopy
- Depression screening: every year
- Diabetes screening: per risk, 2 screening every 12 months for people at risk
- Glaucoma screening
- HIV screening: every 12 months, 3 every 12 months for pregnant women
- Lung cancer screening: every 12 months for people 55-77

B. Health and wellness education

(1) Fitness club

(2) Health Education Classes

- Training to help you manage your diabetes

- Kidney disease education services
- Medical Nutrition Therapy

(3) Nutrition Classes

(4) Cessation counseling: four face-to-face visits for each quit attempt per year, unlimited for pregnant women

(5) 24/7 NurseLine HotLine

C. Rewards and Incentives (R&I): Anthem BC will launch the R&I program in 2018 to promote preventive care

ThanhThuy handed out a number of health tips for members.

### **3. Questions and Answers:**

Q1: Why do I receive mail from Caremore urging me to change health insurance plans?

A1: Some insurance plans send out marketing materials to prospective customers, especially during Open Enrollment time for Medicare Advantage. Customers reserve their right to stay in their current program/health plan if they do not want any changes. SCFHP and ABC will provide adequate knowledge for members to make informed decisions.

Q2: Sometimes I don't get a phone call from my doctor's office after I completed my lab work. Is this normal.

A2: Usually a doctor's office will not call you for follow-up if the lab results are normal. They usually will call you if follow-up is required.

Q3: I got a call from the health plan to answer questions about my health. They say they need to do this every year. Is this the same thing as the annual health exams?

A3: No. These are two different things. The phone calls you receive yearly from your health plan are the health risk assessments, asking you various questions about your health and support system. The annual health exams are physical exams conducted by your primary care provider at the doctor's office.

### **4. Final Comments:**

Topics for the CAB meetings to be held in 2018 will be passed out in the February meeting.

**Next meeting:** January 31, 2018 @ 11 a.m.