

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

Tuesday, December 12, 2017  
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  | Dr. Wenner   |
| 2. Roll Call and Introductions                          | Dr. Wenner   |
| 3. Public Comment                                       | All  |
| 4. Review and Approval of<br>September 12, 2017 Minutes | All  |
| 5. Health Plan Updates                                  | Ms. Christine M. Tomcala<br>CEO                                    |
| 6. Grievance & Appeals                                  | Mr. Darryl Breakbill<br>Manager, Grievance & Appeals<br>Operations |
| 7. Newsletter Content Ideas                             | Ms. Chelsea Byom<br>Manager, Marketing and<br>Communications       |
| 8. Recent SCFHP Member<br>Communications                | Ms. Chelsea Byom<br>Manager, Marketing and<br>Communications       |
| 9. 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](http://www.scfhp.com).