

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
September 12, 2017 Minutes | All |
| 5. Health Plan Updates | Ms. Christine M. Tomcala
CEO |
| 6. Grievance & Appeals | Mr. Darryl Breakbill
Manager, Grievance & Appeals
Operations |
| 7. Newsletter Content Ideas | Ms. Chelsea Byom
Manager, Marketing and
Communications |
| 8. Recent SCFHP Member
Communications | Ms. Chelsea Byom
Manager, Marketing and
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.



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

Tuesday, September 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. Lori Andersen, Operations Director, Long Term Services and Support
Ms. Lisa Fitzpatrick, Marketing Project Manager
Ms. Sherita Gibson, Marketing Coordinator
Ms. Emily Hennessy, Interim Marketing and Communications Manager
Ms. Tanya Nguyen, Director of Customer Service
Ms. Divya Shah, Health Educator
Ms. Christine Tomcala, Chief Executive Officer
Ms. Chris Turner, Interim Chief Operating Officer

1. Call to Order

Dr. Waldemar Wenner, Chair, called the meeting to order at 6:05 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 June 13, 2017 Minutes

Mr. Vu moved and Ms. Kinoshita seconded the motion to approve the minutes from the meeting held on June 13, 2017. The motion passed unanimously.

5. Health Plan Update

Ms. Tomcala presented an enrollment update: As of August 1, Medi-Cal enrollment is 262,871; Cal MediConnect is 7,405; and Healthy Kids is 2,618 for a total enrollment of 272,894.

Mr. Vu asked whether the decrease in enrollment of 3,000 members from August to September could be due to people getting jobs and no longer being qualified for the health plan. Ms. Tomcala noted that a low unemployment rate could be a factor, but there could also be other factors influencing the drop in enrollment.

Ms. Tomcala announced that SCFHP closed on the purchase of a new office building located at 50 Great Oaks Boulevard in San Jose. It is anticipated that the move to the new building will occur in April.

6. Health Risk Assessment Changes – Overview/Feedback

Ms. Andersen distributed a redlined draft of the Health Risk Assessment (HRA) and solicited feedback from the committee. She stated that the purpose of the assessment form is to gather medical and environmental information from seniors and people with disabilities enrolled in Medi-Cal, and from Cal MediConnect members, to help assess the health risks of these members and as input to developing a care plan. Historically, the HRA concentrated on gathering medical information. The changes reflect the addition of questions that focus on the social determinants of health.

The committee reviewed the form, engaged in discussion, and provided feedback. Ms. Watkins stated committee members could send additional questions and/or feedback by email to Ms. Gibson.

7. Transportation Requests – Process Changes

Ms. Nguyen reviewed the changes made to the transportation benefits – Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT), including a new requirement for a completed Physician Certification Statement (PCS) for NEMT. A copy of the PCS form was included in the agenda packet.

Ms. Nguyen stated that SCFHP will send members a notice about the changes, and will update the Evidence of Coverage (EOC) for both Medi-Cal and Cal MediConnect to reflect the changes.

Dr. Wenner suggested that staff inform providers of the transportation benefits so that providers can share the information with their patients.

8. SCFHP Logo Refresh

Ms. Tomcala noted that with SCFHP now 20 years old, it is an appropriate time for SCFHP to refresh its logo. The upcoming move to a new office location will require updates to materials for the new address, new signage, etc. This is an appropriate time to also refresh the logo.

Ms. Fitzpatrick explained that the logo refresh process enables SCFHP to think about who we are, what our values are, how we want to communicate to the community, and how we want the community to view us. She presented two logo designs and gathered feedback from the committee. Staff was appreciative of the committee's feedback and will incorporate it into the next stage of review.

9. Recent SCFHP Member Communications

Ms. Watkins 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 and outreach events
- Facebook postings
- Member newsletters - Summer

10. Future Meetings and Agenda Items

The next Consumer Advisory Committee meeting is December 12, 2017. Topics suggested for the next meeting include:

- Alternative treatments covered by SCFHP
- An overview of how Regional Centers and SCFHP's Behavioral Health Department work together

11. Adjournment

Mr. Vu moved and Ms. Hart seconded the motion to adjourn the meeting at 7:15 pm. The motion passed unanimously.

Waldemar Wenner, MD
Chair, Consumer Advisory Committee



Santa Clara
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The Spirit of Care

Consumer Advisory Committee

December 12, 2017



Agenda

- SCFHP Update
- Grievance & Appeals
- Newsletter Content Ideas
- Recent SCFHP Member Communications
- 2018 Meeting Schedule
- Topics for March Meeting



SCFHP Update – Enrollment

- As of December 1, 2017
- Total enrollment – 267,942
- By plan
 - Medi-Cal – 258,106
 - Cal MediConnect – 7,389
 - Healthy Kids – 2,447



Grievance & Appeals

Mr. Darryl Breakbill

Manager, Grievance & Appeals Operations



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Grievances and Appeals Frequently Asked Questions (FAQ)

Q. What is a complaint?

A. A complaint is when a Medi-Cal member is unhappy with how a health plan is performing, and feels things need to improve. This includes, but is not limited to, the rudeness of a provider or Santa Clara Family Health Plan staff, a feeling that a member is misdiagnosed or a dispute that an extension was granted on an authorization. Another word for complaint is a grievance.

Q. If a complaint is filed, will somebody get in trouble?

A. Not necessarily. The point of investigating a complaint isn't to get a person in trouble. The point of looking into a complaint is to improve the overall experience for our members. Health plans have a duty to look into things brought up by members. Our team is sometimes able to look into things without disclosing who filed the complaint.

Although we don't want our members to have less than fantastic experiences while being a member of our plan, we really want to hear when improvements are needed. Suggestions and recommendations are welcome! We take all that information and review it to understand what, how and/or if we need to improve.

Q. What happens when a complaint is investigated?

A. The Grievance & Appeals or Customer Service Department will take a look at your complaint and decide whether or not somebody needs to be contacted to obtain any additional information. If we do, we will contact those people. An example is if you have a complaint about your doctor, we may need to contact your doctor to see what happened to cause your complaint.

We may also look at our internal rules and provide some answers for you. An example is if you have a concern about your benefits, we will look at your Evidence of Coverage and give you information on your benefits

Q. What is the timeframe for resolving a complaint?

A. That depends on which Department is helping with your complaint. The Customer Service Department has up to the close of the next business day they receive the complaint to give our member a resolution. Our Customer Service Department will either resolve the complaint while our member is on the phone, or they will call you back. The Grievance & Appeals Department has up to 30 calendar days from the time we received the complaint to provide a member with a resolution. That means during



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the 30 days, we need to get all the information related to the complaint, review any SCFHP rules and send a resolution letter within 30 days.

Q. How can I file a complaint?

A. SCFHP's Evidence of Coverage will tell you how you can submit your complaint.

The SCFHP website has more information on how to file a complaint. This can be done directly through our website, by filling out a Grievance Form or writing a letter and mailing it to the Grievance & Appeals Department. You may also call our Customer Service Department. They can help you submit your complaint.

Newsletter Content

Ms. Chelsea Byom
Marketing Manager



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SCFHP Member Communications

- Website Postings
 - Board & Committee Meetings
 - Agendas, agenda packets, meeting minutes
 - Member Materials
 - Community Resources & Events
 - Winter Shelters
 - Holiday Meals
- Mailings



2018 CAC Meetings

- All meetings are held at SCFHP offices:
210 East Hacienda Ave, Campbell, CA 95008
- Schedule
 - Second Tuesday, from 6:00-7:00 p.m.
 - Dates
 - March 13, 2018
 - June 12, 2018
 - September 11, 2018
 - December 11, 2018
- Topic suggestions for March meeting?



Questions?



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