



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

**1. Welcome:** Consumer Advisory Board (CAB) members were welcomed by Nicole Bell, 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. Sheri Barraza, from Anthem/Blue Cross (ABC) Clinical Quality Audit also attended.

**2. Presentation – Community Resources:** Presented by Nicole Bell. Nicole passed out handouts of a number of community resources and explained each/most of them. ThanhThuy also provided a list of community resources recommended by ABC.

**Description:**

Community resources are available with case managers, so that they can make referrals to their members when necessary. The two health plans' sets of community resources list services and contact information. They may have some duplications. Overall, they include a wide range of services available in community which are grouped as follows with some examples and more explanation provided by Nicole and ThanhThuy:

1. Adult Day Care
2. Community Based Adult Services (CBAS)/Adult Day Health Care Centers  
Services include professional nursing services, therapeutic activities, personal care, a meal, or nutrition counselling
3. Advocacy/Protective Services
4. Communication  
There are programs that provide free home cell phones to MediCal beneficiaries
5. Counselling  
HICAP (Health Insurance Counselling and Advocacy Program): an organization that helps explain health insurance and coverage such as Medicare benefits and sharecost
6. Crisis Line
7. Disability
8. Education
9. Emergency Assistance  
Emergency Access Networks: to reach out for financial assistance or any other issue

10. Family Caregiver Resources

11. Food

Hot meal programs

Food connection lines: intakes will be done over the phone, and locations where to take food will be informed. Upon request by a patient just getting out of a hospital, a care basket will be sent over to his home.

Meals on Wheels

12. Government Assistance Programs

13. Health (Medi-Cal/Medicare)

14. Homeless Services

15. Home Maintenance/Modification Services

PG&E Assistance Program

Water Rate Assistance Program (WRAP) provided by SJ Water Company

16. Housing

17. Information and Referral

18. Legal Services

Majority of these services are free or at very low cost; they cover different areas of regulation: housing, discrimination

19. Social Events/Recreation

Senior Centers in Santa Clara County have many services and activities for seniors

20. Transportation

Outreach is no longer a company in the county. Santa Clara Valley

Transportation Authority (VTA) took over and provides VTA Access Paratransit and additional rides in the future.

Sheri reminded the members of having flu shots when the flu season is coming. She explained that flu shots are covered as a part of the preventive care of the program and gave instruction of where to get free flu shots.

### 3. Issues

- An Anthem/Blue Cross (ABC) member is not satisfied with her Ophthalmologist. She was advised to talk with her primary care physician and/or her nurse case manager for their recommendation.

### 4. Questions and Answers:

Q1. One guest speaker who came to a former CAB meeting mentioned adult day care services that help patients who was just discharged from a hospital but was still weak to be alone at home.

A1. Yes, there are such services. CBAS is an example. Many services are provided there: meals, therapeutic treatments, recreations. Seniors with needs go there in the morning and come back home in the afternoon.

Q2. My nurse case manager did my health risk assessment (HRA) over the phone with me, and I received a questionnaire in the mail the other day. I wonder if they are the same assessment.

A2. Probably, they are the same. This happens when a nurse case manager fails the first contact with a member, then the system prompts a letter to send out. If you completed the assessment over the phone, you do not need to do it again with the paper one. It is better to do it over the phone because the nurse case manager can ask additional question.

Q3. How can I find a doctor who is located near my place?

A3. You can access the health plan webpage, key in your expected zip code, and the list of doctors in the zip code will be shown. You can also call Cal MediConnect phone number for help.

Q4. My friends have Caremore but are not satisfied with it.

A3. They can talk to HICAP, which is not affiliated with any health insurance company, before she makes any change. HICAP can find one that fits for them.

## **5. Final Comments:**

A Santa Clara Family Health Plan (SCFHP) member expressed her preference of SCFHP versus Caremore.

An Anthem/Blue Cross (ABC) member valued the lists of resources the two health plans provided.

**Next meeting:** October 25, 2017 @ 11 a.m.