

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

Tuesday, September 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 June 13, 2017 Minutes | All |
| 5. Health Plan Updates | Ms. Christine M. Tomcala
CEO |
| 6. Health Risk Assessment Changes Overview/Feedback | Ms. Lori Andersen
Operations Director, Long Term Services and Supports |
| 7. Transportation Requests – Process Changes | Ms. Tanya Nguyen
Director, Customer Service |
| 8. SCFHP Logo Refresh | Ms. Lisa Fitzpatrick
Marketing Project Manager |
| 9. Recent SCFHP Member Communications | Ms. Laura Watkins
Director, Marketing, Outreach and Enrollment |
| 10. Future Agenda Items | All |
| 11. 2018 Meeting Schedule | Ms. Laura Watkins
Director, Marketing, Outreach and Enrollment |

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, June 13, 2017

6:00 – 7:00 pm

210 E. Hacienda Avenue

Campbell, CA 95008

Minutes - DRAFT

Committee Members Present:

Waldemar Wenner, M.D., Chair
Ms. Blanca Ezquerro
Ms. Rachel Hart
Ms. Margaret Kinoshita
Mr. Tran Vu

Staff Present:

Ms. Laura Watkins, Director of Marketing, Outreach
Enrollment
Ms. Chelsea Byom, Marketing and Communications
Manager
Ms. Sherita Gibson, Marketing Coordinator
Ms. Emily Hennessy, Interim Marketing and
Communications Manager
Ms. Angela Sheu-Ma, 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 Comments

There were no public comments.

4. Review and Approval of March 14, 2017 Minutes

Ms. Ezquerro moved and Ms. Hart seconded the motion to approve the minutes of the March 14, 2017 meeting. The motion passed unanimously.

5. Health Plan Updates – Christine Tomcala

Ms. Tomcala presented an enrollment update: As of June 1, Medi-Cal enrollment is 265,649; Cal MediConnect is 7,543; and Healthy Kids is 2,732 for a total of approximately 276,000.

Ms. Tomcala announced that SCFHPs is partnering with community organizations in celebration of its 20th anniversary. SCFHP is partnering with Veggielution, an urban farm located in Emma Prusch Park in East San Jose. SCFHP is providing a \$20,000 sponsorship to help Veggielution build an outdoor shade structure for educational events for children and youth. In addition, SCFHP is providing a \$5,000 sponsorship to Indian Health Center (IHC) to help them purchase new gym equipment. Lastly, SCFHP is providing a \$5,000 sponsorship to Gardner Family Health Network to expand services at one of their dental clinics.

Ms. Kinoshita asked about the Gardner clinic and where it is located. Ms. Watkins informed the committee that Gardner Family Dental Clinic is a community clinic in the Alum Rock neighborhood that provides medical and dental services. SCFHP is also working to provide toothbrushes to Gardner and IHC patients visiting those dental clinics. All of SCFHP's investments benefit its members and the general community.

Ms. Tomcala suggested that SCFHP's Provider Network Management Department could share a map of all the clinic locations with the committee at a future meeting.

Ms. Watkins reinforced that SCFHP's contributions are a way to celebrate SCFHP's 20th anniversary through community benefit and community partnership projects. They promote and support exercise, dental care, and nutrition. The date for the anniversary celebration/ribbon cutting is still being finalized, and will probably be in September or October. The committee will be invited to attend the event at Veggielution.

Ms. Tomcala announced that SCFHP's board is looking to purchase a new building for SCFHP's offices. The board is currently in the process of approving an acquisition of an office building located at 50 Great Oaks Boulevard in San Jose. It is anticipated that the move will occur in about a year.

Mr. Vu asked about the decrease in enrollment of 2,000 in Medi-Cal. Ms. Tomcala noted that members regularly go off and on the plan during relatively short periods of times for a number of reasons – not completing their redeterminations timely, change in income, etc. Ms. Watkins stated that it is difficult to determine how much churning is affecting SCFHP; however, Medi-Cal enrollment is forecast to be slightly down overall in the county over the coming year. Ms. Tomcala states SCFHP is expecting a 3% decrease in overall membership next year, which mirrors the county-wide enrollment decrease that county social services is expecting.

Ms. Tomcala briefly stated that the ACA repeal and replace effort currently resides in the Senate. Some believe that some version will pass, but it is uncertain.

6. Health Education

Ms. Sheu-Ma distributed a draft of a cervical cancer screening (Pap test) member incentive flyer, to solicit feedback from the committee. Ms. Sheu-Ma explained that the purpose of field testing is to:

- Gather input from members *before* implementation,
- Meet the contractual requirements from DHCS, and
- Strengthen the community partnership between SCFHP and its members.

The critical elements in field testing are:

1. Comprehension – clarity of content and presentation
2. Attractiveness – people want to see/hear the material
3. Acceptance/Cultural Appropriateness – material is acceptable, not offensive, is believable
4. Involvement – audience can identify with the material and knows the message is meant for them
5. Call to Action – most materials ask, motivate, or induce audience to carry out a particular action

The committee reviewed the flyer in English, Spanish and Vietnamese versions, engaged in discussion, and provided feedback on items that they believed need clarification and/or revision. Suggestions were received from all committee members and included the following:

- Good that SCFHP is offering an incentive; consider increasing the incentive amount from \$15 to \$25 or \$30
- Highlight the date the form is due
- Allow more time to schedule an appointment and submit form
- Edit some of the instructional language to ensure meaning is clear
- Make it clear that members who have already completed their test can still submit the form for the incentive
- Make sure providers have copies of the incentive form, in case a member/patient forgets to bring it to an appointment
- Clarify what kind of documentation will be accepted as proof
- Repeat the “early detection and prevention” at the end, to reinforce
- Suggestions for use of some different wording in the Vietnamese version

Ms. Sheu-Ma answered questions posed by the committee and said she would incorporate the feedback into the form. She thanked the committee for their time, careful review, and feedback.

7. Cervical Cancer Screening Frequently Asked Questions

Ms. Sheu-Ma distributed to the committee a draft of the Cervical Cancer Screening Frequently Asked Questions (FAQs). The committee reviewed them, asked questions, and provided feedback. Ms. Sheu-Ma assured the committee that their feedback is extremely helpful.

8. Recent SCFHP Member Communications

Ms. Byom provided an overview of recent SCFHP member communications:

- Website-- board and committee meetings continue to be posted on the site and updated; member materials, such as provider directories and formularies are updated monthly.
- Community resources and events -- Cal Fresh incentive to use EBT cards at Santa Clara County farmers' markets.
- Facebook -- photo of SCFHP being recognized by the Santa Clara County Board Supervisors
- Mail -- newsletters; City of San Jose swim program; and mailings for diabetic eye exams, high blood pressure, and cervical cancer exams

Committee members asked questions about the swim program. Ms. Sheu-Ma stated this swim program is for kids in the summer. Members can get one Members can call SCFHP Customer Service and request a swim lesson letter or swim pass.

Ms. Sheu-Ma stated they are at Camden Community Pool, Mayfair, and Rotary Ryland in downtown San Jose. Ms. Kinoshita asked about content for seniors in the Medi-Cal newsletter. Ms. Watkins noted that most Medi-Cal newsletters do have some content directed specifically at seniors, and that we will continue to be aware of the importance of this when identifying content for future newsletters. Ms. Watkins mentioned that the Cal MediConnect newsletter is written mainly for seniors and people with disabilities, and that all newsletters are available on the SCFHP website.

Ms. Watkins also noted that there are other items from SCFHP's website that anyone can access, such as community news and resources.

9. Future Meetings and Agenda Items

The next Consumer Advisory Committee meeting is September 12, 2017. Topics suggested for next meeting:

- Newsletter content ideas -- mention of farmers market information content relevant to the senior population, and general information on allergies
- The new member portal
- Locations of Community Clinics and VMC Clinics

Mr. Vu asked about transportation for members. He requested that staff share the transportation options available to members. Ms. Turner stated that the state just released changes to the transportation benefits. SCFHP will share the updated information as it becomes available.

10. Adjournment

Mr. Vu moved and Ms. Kinoshita seconded the motion to adjourn the meeting at 7:12 pm. The motion passed unanimously.

Waldemar Wenner, MD
Consumer Advisory Committee Chairperson



Santa Clara
Family Health Plan

The Spirit of Care

Consumer Advisory Committee

September 12, 2017



Agenda

- SCFHP Update
- Health Risk Assessment – Overview of Changes
- Transportation Benefit
- SCFHP Logo Refresh
- Recent SCFHP Member Communications
- Topics for December Meeting
- 2018 Meeting Schedule



SCFHP Update – Enrollment

- As of August 1, 2017
- Total enrollment – 272,894
- By plan
 - Medi-Cal – 262,871
 - Cal MediConnect – 7,405
 - Healthy Kids – 2,618



Health Risk Assessment

Overview of Changes/CAC Feedback

Ms. Lori Anderson

Operations Director, Long Term Services and Supports



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Transportation Benefit

Non-Emergency Medical Transportation (NEMT)

- Definition: A medical and physical condition requires transportation by an ambulance, litter van, wheelchair van, or air
- Requires completed Physician Certification Statement (PCS) to request the type of transportation the member needs*
- Physician must fax completed form to SCFHP
- Call Customer Service to arrange transportation
- Must call at least **five** business days prior to appointment

* This is a new requirement from CA Department of Health Care Services



Transportation Options

Non-Medical Transportation (NMT)

- Definition: A medical and/or physical condition **does not** require transportation by an ambulance, litter van, wheelchair van, or air, but person can travel by public transportation or private vehicle
- **Does not** require a physician to complete a Physician Certification Statement (PCS) to request transportation
- Call Customer Service to arrange transportation
- Must call at least **three** days prior to appointment*

* This is a change. Previously the requirement was at least **five** days in advance.





AUTHORIZATION

Return to: Utilization Management
Phone: 1-408-874-1821
Fax: 1-408-874-1957 or 1-408-376-3548

Authorization for Transportation Services and Physician Certification Statement

INSTRUCTIONS

The physician, dentist, podiatrist or mental health or substance use disorder provider responsible for providing care for the member is responsible for determining medical necessity for transportation.

PATIENT INFORMATION

Patient's Name:		Patient's DOB:	
Patient's ID Number/CIN#:		Member's Contact Number:	
Address:		Caregiver Name:	
City:	State:	Zip:	Caregiver Contact Number:

DIAGNOSIS (Must support need for transportation)

Diagnosis:	ICD 10 Code:
Diagnosis:	ICD 10 Code:

MODE OF TRANSPORTATION NEEDED

Non-Emergency Medical Transportation (NEMT)

Non-emergency Medical Transportation is available to obtain medically necessary services when the patient's medical/physical condition does not allow them to travel by bus, passenger car, taxicab or other forms of public or private conveyance.

<input type="checkbox"/> Ambulance	<input type="checkbox"/> Wheelchair Van	<input type="checkbox"/> Gurney Van/Litter	<input type="checkbox"/> Air
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Transportation Company:	
Phone number:	Fax Number:

DATES OF SERVICE NEEDED

<input type="checkbox"/> One-Time Only Date: _____	<input type="checkbox"/> Ongoing (up to 12 months) Start Date: _____ End Date: _____
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AUTHORIZATION

Return to: Utilization Management
Phone: 1-408-874-1821
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FUNCTION LIMITATIONS JUSTIFICATION

Please document the patient's limitations and provide specific physical and medical limitations that preclude the patient's ability to reasonably ambulate with assistance or be transported by public or private vehicles.

Treatment plan should include the medical, behavioral health, or the physical condition that prevents normal public or private transportation:

- Request is for multiple transports that are ongoing to the same provider for same chronic diagnosis; treatment plan is attached.
- Request is for multiple transports that are ongoing to different providers for any covered services. This includes minors accessing EPSDT covered services. Treatment plan is attached
- Hemodialysis – Standing order, covered for 6-month period with unlimited trips.
- Other - Explain:

CERTIFIED BY:

I certify that medical necessity was used to determine the type of transportation requested.

Staff/Physician's Name: (print)	Date:
Staff/Physician's Signature:	NPI:
Phone Number:	Fax Number:

SCFHP Logo Refresh

Ms. Lisa FitzPatrick

Marketing Projects Manager



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SCFHP Member Communications

- Website Postings
 - Board & Committee Meetings
 - Agendas, agenda packets, meeting minutes
 - Member Materials
 - Community Resources & Events
 - Facebook Activity
- Mailings
 - Summer Member Newsletter
 - Ongoing Health Education incentive programs



2017 CAC Meetings

- All meetings are held at SCFHP offices:
210 East Hacienda Ave, Campbell, CA 95008
- Schedule
 - Tuesdays from 6:00-7:00 p.m.
 - Dates
 - December 12, 2017
- Topic suggestions for December meeting?



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



Questions?



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