



**Cal MediConnect Consumer Advisory Board
Meeting Minutes
July 26, 2017**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Thuy Luu, Blue Cross Anthem along with Nicole Bell of 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.

Presentation – Grievances and Appeals: Presented by Nicole Bell, SCFHP.

Nicole introduced the process of grievances and appeals for CalMediConnect and recommended that participants contact their health plans for health plan-specific information. She distinguished between grievances and appeals, described the process of grievances and appeals, and shared handouts on the SCFHP process as well as examples.

Description:

a. Refer to handouts on policies for SCFHP Grievance and Appeals process. SCFHP members or, providers on behalf of member, are to call CMC customer service line to file a grievance or complaint over the phone. Members may also mail in a written complaint but this is not necessary. Per Thuy, Anthem members should contact their nurse case manager so they may be able to assist in filing the grievance or complaint. Appeals may begin over the phone with customer service at SCFHP but they require a written response as well.

Differences between Grievances and Appeals:

Grievance: a complaint about unsatisfactory service a member received or feedback on how to make a service better. A complaint can be one against a health plan or a provider. Members can submit suggestions on how to make things better.

Appeal: a further step to request reconsideration on a decision that has already been made. Appeal happens when a health plan makes another determination on what has been decided. Example: a member who gets a denial for medication can make an appeal, requesting the medical director to re-evaluate all the information sent from his doctor. The director may uphold or overturn the denial. The timeframe for this process can vary from a few days to 45 days, depending on situations. It is regulated.

Process: Members can contact Member or Customer Services Department or a case manager to voice their opinions as a complaint. Example: a member can complain with their health plan about a service by a doctor that he may think is not right or improper. The health plan does not necessarily mention the member's name with the doctor but

will collect overall information, generalize it, and seek improvement. If it is a formal complaint, the health plan will work with both the doctor and the member to make a resolution.

Issues:

- a. Anthem/Blue Cross member's doctor prescribed a medication for her when member was hospitalized. Member was charged a large amount for the prescription at a CVS pharmacy. Member's doctor changed the medication and member is no longer being charged for medication. Anthem BC representative will raise the issue to her nurse case manager to clarify if her charged prescription went out of the Anthem list of approved medications.
- b. Anthem/Blue Cross member was advised that his medications were not received in time and were not in the right amount. Anthem/Blue Cross representative will advise member's nurse case manager for clarification and resolution.

2. Questions and Answers:

Q1. SCFHP member asked if our Customer Service department could call her 1 week prior to scheduled ride to remind or confirm cab ride for appointments or to CAB meeting.

A1. SCFHP explained that if the Customer Services Representative is able to book the ride with a cab company while on the phone with the member, they do not also call back with a reminder. Call backs are done only to confirm if the Customer Services Rep is unable to book the ride during the initial phone call with the member.

3. Final Comments:

Two Anthem/Blue Cross members appreciate the perfect services they have received from their nurse case manager.

Next meeting: August 30, 2017 @ 11 a.m.