



**Consumer Advisory Board  
Meeting Minutes  
June 28, 2017**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed by Tammie Pitkin, Blue Cross Anthem along with Abigail Pierro and Johanna Liu 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 – Quality Measures:**

Presented by Sheri Barraza:

Sheri provided background on the importance of the Quality Measures and reminded the CAB members on the some important screenings to note:

- Annual Wellness Exam
- Body Mass Index
- Blood Pressure
- Labs
- Blood Sugar – Diabetes
- Immunizations

Presented by Johanna Lui, Director of Quality and Pharmacy, SCFHP.

Description: Johanna Lui, Director of Quality and Pharmacy presented QI measures performed by the health plan. QI stands for Quality Improvement and is a department in the plan that works to find measureable actions to improve a member's health care.

a. Johanna discussed the quality measures and plan activities that are required by the Center for Medicare Services (CMS). One of these is the CAHPS (Consumer Assessment Health Providers Sytem). SCFHP uses this assessment tool to ask SCFHP members about quality of services provided by the health plan through mailed questionnaires.

b. HEDIS (Health Effective Data Information Set) This data provides comparisons between health plans to analyze what are effective measures made by the health plans. Topics discussed included preventative measures to prevent re-admission to the hospital. For example, hospitals must have a current discharge plan that is member specific and includes preventive measures such as medication adherence, control of blood pressure and diabetes education on how maintain a healthy blood sugar level. The health plan also conducts post-discharge “Transitions of Care Calls”. These calls are made after a member’s hospital discharge by a case manager at the health plan. This gives an opportunity for the member to address any questions or concerns that may arise during his or her transition back home.

**Issues:** None were raised by the group

**Questions and Answers:**

Q1. A member asked how to obtain a free Blood Pressure monitor.

A1. Blood Pressure monitors are a covered benefit. Members were advised to call their plan’s member services or case manager to obtain a free blood pressure monitor.

Q2. How is medication quantity determined?

A2. Members were advised that the physician can prescribe a medication with 2-4 refills a year, depending on whether or not the medication is a controlled narcotic. Refills of narcotics depend on the member’s physician and protocol of the physician or the physician’s medical group.

Q3. Where can we find the list of benefits?

A3. The Summary of Benefits or the Member Handbook will provide most of the details. For questions about any specific benefit items, please contact Member Services or your Care Coordinator for further assistance.

**Next meeting:** July 26, 2017 @ 11 a.m.