



**Consumer Advisory Board
Meeting Minutes
May 31, 2017**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Tammie Pitkin, Blue Cross Anthem along with Joyce Felix and Thien Ly, SCFHP, to the May Consumer Advisory Board meeting. 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 – Interdisciplinary Care Teams (ICTs): Mary Jane Hattala, Manager 1 HCMS MMP Medical Regional Clinical Team, Anthem Blue Cross.

Description:

- a. Mary Jane (MJ) introduced herself and reviewed the Model of Care (MOC) elements for Cal MediConnect; the process of care coordination. This includes conducting the annual Health Risk Assessment (HRA) with the member, creating a care plan with the member and others involved in their care. These individuals involved in the member's care include:
- b. The individuals involved in the member's care include their: Primary Care Physician (PCP), Case Manager (CM), the member and others that they choose to involve, such as an IHSS social worker, family member or specialist. Together they make up the Interdisciplinary Care Teams or ICT. MJ described the ICR elements, including who can participate and how they can work together to address member needs and goals related to their case.

Issues:

- a. None

Questions and Answers:

Q1. How does a member request an ICT?

A1. The health plans reach out to members after they enroll in the plan and every year thereafter to gather information about their health. This Health Risk Assessment (HRA) helps the member and the case manager come up with a plan that includes goals the member wants to achieve. When this is discussed, the member is asked about the ICT who they would like to be involved, and if they want to participate themselves. The member can also contact their case manager to request an ICT or can decline the ICT. Even if the

member chooses not to participate, they decide who should be on the care team. This ICT will communicate with each other about the member's care.

Q2. I have a Case Manager that answers all my questions. What's the difference between that and having an ICT?

A2. An ICT is important because it is a way to have all those people involved in the member's care talking to each other and working together with the member on the care plan. They are useful if the care plan is complex or if the case manager does not have the answer to questions about care, medications or social supports.

Q3. What is the format of the ICT?

A3. An ICT is a group of people communicating and this includes sharing information by phone or in-person meetings. During an ICT meeting, information is discussed that can include medical diagnoses, medication lists, history of inpatient stays, social service needs and gaps, goals, and action steps by different members of the care team. Much ICT communication happens by telephone, but a member can request a face-to-face. These can be useful if there is a complex case, different providers are involved and giving different information, or if the member has more difficulty communicating via telephone.

Q4. Is it possible for SCFHP CMC members to have gym membership benefits similar to the Silver Sneakers program through Anthem?

A4. SCFHP currently does not have gym membership as a benefit, but this is being discussed with upper management as a possible addition to Cal MediConnect in the future.

Final Comments:

Anthem staff member, Sheri Barraz, reminded members to schedule their preventative health care exams with their primary care physicians (PCPs).

Next meeting: June 28, 2017 @ 11 a.m.