



**Consumer Advisory Board
Meeting Minutes
04.26.17**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed by Ngoc Nguyen, Anthem Blue Cross, and Irene Walsh, Santa Clara Family Health Plan to the April 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 – MyNgoc Do, CalMediConnect Member Services Representative, Santa Clara Family Health Plan

My introduced herself and discussed the role of the Member Services Call Center. The Member Services team helps members with billing issues, transportation, Primary Care Physician selection, Pharmacy questions, and health plan identification cards. Both Anthem Blue Cross and Santa Clara Family health plan shared their hours of operations.

2. Questions and Answers:

Q1. I was in the hospital for 3 days, then discharged with a prescription. The hospital wanted to collect a prescription copay. Is that right?

A1. Co-pays for prescriptions do depend on your plan. Some prescriptions have recently changed, and now require a copay. If you have questions about your prescription coverage, please call your respective health plan.

Q2. Can I go to an “express” care (urgent care)? How do I know which one I can go to?

A2. You may call your plan to ask for additional information about the Urgent Care Centers. The Plan representatives reminded the attendees that the Nurse Advice line is also an available resource for personal care questions. Members were encouraged to call the Nurse Advice line before going to Urgent Care.

Q3. I received letters in Spanish for my family member, but I don’t read Spanish well and prefer English. What do I do?

A3. Call your respective health plan and ask for the materials in your preferred language. Translated materials are available by request if different languages.

3. Member Input: what is going well/needs improvement

- Working with my Case Manager for my family member is going well.
- Two members reported being charged new copays for pharmacy, and this was a surprise. Some members commented they have already reached the 'catastrophic' level of use for meds, and its only April.
- One SCFHP member reported that she feel 'guilty' she is receiving such excellent care. She is very happy.

Next meeting: May 31, 2017 @ 11 a.m.