



**Consumer Advisory Board
Meeting Minutes
02.22.17**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed by Tammie Pitkin, Anthem Blue Cross, and Irene Walsh, Santa Clara Family Health Plan to the February 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 – Gayle Atkins with Harbage Consulting.

- a. Harbage Consulting works with the State to provide for outreach in the community for CCI and CalMediConnect. The CalMediConnect Demonstration will continue per the Governor’s preliminary budget. The program continues to get high recognition, specifically around the Health Plans working with members.
- b. Overall, more people know about the program, and this includes both members, potential members and Providers. Contact Gayle if you would like a presentation at a Senior Center or other community event. You can get more information about CalMediConnect and Harbage, as well as news and information at www.calduals.org

Questions and Answers for Harbage:

Q1. A member asked about the program cost and if there were any concerns.

A1. We have no concerns at this time. The program is budgeted, and though there may be some changes in the program around In Home Support Services. The proposed changes are intended to be good for the beneficiaries.

Q2. What can we do to help?

A2. There was a discussion around enrollment and the goal is to increase enrollment.

Q3. Are you approaching outreach differently to increase enrollment?

A3. No, we continue to do outreach in the community using our existing methods such as flyers, presentations, and various community events.

Q4. Is there a calendar of events available?

A4. Yes, www.calduals.org has an event calendar. Outreach programs are open to everyone.

Q5. Do the health plans have a number that connects them directly to the doctors? Sometimes I have a hard time reaching my doctor through the Valley Health Plan clinic line.

A5. Members and Health Plans Representatives do call the same general phone numbers. However, the Health Plan can call the doctor directly if a cell phone number is available. It is common for doctors to use their personal cell phones to speak with the Health Plan or other Physicians about your care.

The Health Plans encouraged members to use the 24 hour Nurse Advise Line in cases where you may not be able to speak to the doctor directly. You may also use an urgent care center to assist with any urgent needs.

Q6. How do I change my doctor?

A6. Call the Member Services line for your health plan to make a change to your Primary Care Physician or Specialist. Ask your health plan Call Center Representative about the effective date for your new doctor selection, since the date could be the first day of a future month.

Q7. I have an existing doctor that is not in your network. Can I continue to see him?

A7. Yes, you may see an existing doctor for 1 year under continuity of care. After a year, you need to see a doctor from your plan's network. Refer to your Health Plan materials for more information about Continuity of Care.

2. Presentation by Jeff Sikes, RN, Anthem Blue Cross – Transition of Care

- Transition of Care is related to the Model of Care, and is means to transitioning from the Hospital to a Nursing Home. This model is important because of the way information flows and coordination amongst various providers of care.
- Nurses and Case Managers work closely to monitor what is going on with your health
- A Nurse might visit a member in the Hospital to find out what they need before they go leave such as Home Care or Durable Medical Equipment.
- The Health Plans receive this information, and make plans using a variety of sources. The Health Plans also use standardized criteria to make determinations for transition of care.
- Transition of Care procedures also assist with discharging members and to ensure goals are met.

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

- Anthem Blue Cross Member reports that her sister's Nurse case manager calls 2x a year which is wonderful.
- Anthem Blue Cross member was happy he had a Nurse Case Manager who was a voice for him because the doctor was not listening to wishes of the member.
- SCFHP Member reports she gets **too many calls for surveys**. The volume of calls causes her to feel "bombarded and sometimes overwhelmed". Member does not not want to talk about her health so regularly with different people (How did your appointment go? Can we go over your medications? Can we go over your care plans?) She gets a survey call after every doctor appointment.
- Anthem Blue Cross Member reported an issue where there was a **delay of 1 month for receiving a special cane**. The Health Plans encouraged members to connect with their Case Manager to assist in all cases where there are concerns or delays. Health plans recommended keeping written logs of date/times you call and names of who you spoke with. It is helpful if we need to speak to the specific people who are involved in your care.
- SCFHP member reported that the **Pharmacy calls too early in the morning**. They are on the east coast, which is three hours ahead.

- Anthem Blue Cross member reported that some staff members at **Byram** need education on the **process for DME**. There were 5 different people calling him, but he still has not received the product. Health Plan recommended that this member call his Case Manager to help.
- SCFHP member reported that she is skilled in a specific aspect of her home health care. She expressed that she did not want the nurse to come, because the visit it was unnecessary and extra cost for the health plan. The Nurse still came, even though the member said she did not need help. The Health Plan recommended members call their Case Manager or Home Health Agencies to request exemption from Home Health Training and a Nurse visit if appropriate. Each member may negotiate their wishes.

Next meeting: March 29, 2017 @ 11 a.m.