



**Consumer Advisory Board  
Meeting Minutes  
01.25.17**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed by Tammie Pitkin, Blue Cross, to the January 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 – Overview of Services Provided – Tiffany Huyenh-Cho, Staff Attorney at Bay Area Legal Aid Representing Cal MediConnect Ombudsman Office**

**Description of what Ombudsman Office does:**

- a. CMC Ombudsman works with State/County CMC.
- b. No fee for service
- c. Some issues are being reported to Ombudsman

**Billing Issues**

- a. Medicare Sales Marketing – Sales Representatives must follow strict guidelines regarding approaching and selling Medicare Advantage plans to beneficiaries.
- b. Members brought up issues with balanced billing – Providers improperly billing Cal MediConnect dual beneficiaries, stating that they will not be able to see them; charging co-payments.
- c. Members have paid the bill upon Provider’s request, even though they should not have been charged.
- d. Collection Company continues to call member but Provider’s office stated that it already has been resolved.

**Questions and Answers for Ombudsman:**

- Q. Providers are improperly billing Cal MediConnect dual beneficiaries, stating that they will not be able to see them, charging co-payments.
- A. If beneficiaries have paid for improperly billed services/items, they are entitled to a refund.

**2. Member Input: what is going well/needs improvement**

- Pharmacy – formulary change and now member has co-payments
- Member had problems with obtaining diabetes glucometer/test strips from vendor
- Pharmacy – Walgreens does a good job with sending notifications for pick-up/refills
- Members expressed concern over what will happen with the Affordable Care Act

**Next meeting:** February 22, 2017 @ 11 a.m.