



**Consumer Advisory Board  
Meeting Minutes  
12.28.16**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed to the 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. Meeting minutes from the last Consumer Advisory Board meeting were distributed for review. The tentative 2017 meeting schedule was also distributed to CAB members.

2. **Presentation – Holiday and Seasonal Blues – Presented by Sherry Holm, LCSW Behavioral Health Program Manager with Santa Clara Family Health Plan (SCFHP.)**

Sherry provided a presentation regarding holiday blues and depression:

- a. Depression is common during the holidays. Remember that feelings usually do come and go. Pay attention to what you are telling yourself and focus on positive, not negative messages.
- b. If you are experiencing symptoms of depression, talk to your doctor. You and your doctor can come up with a plan or treatment if necessary that is around what you need.
- c. Get up and start moving outside even if it is cold. Take a walk, volunteer, reach out to connect with others, and enjoy nature.
- d. Change up traditions by celebrating with new people.
- e. Do things you enjoy. Explore new hobbies, or learn something new.
- f. Don't give into the pressures of the holidays.
- g. Call Help lines if you need to, in the case you need urgent assistance.
- h. Members shared stories about how they personally cope with during the Holidays. Some are seeking new hobbies because they can no longer do some of them due to a variety of limitations. Some participants shared that they have recently changed who spend their holidays with, in order to make their experiences more positive.

**Resources/Assistance:**

- a. Refer to the CalMediConnect benefit handbook for Blue Cross/Anthem and Santa Clara Family Health Plan for Member Services phone numbers.
- b. Call your Health Plan's Customer Service line for more information if needed.
- c. Community Resources are available when you need to ask for help:
  - a. County Call Center (800) 704-0900
  - b. Suicide Prevention Hotline (855) 278-4204

3. **Questions and Answers:**

Q. Member asked about what happens when she could “not get into follow-up appointments with her specialist” as quickly as recommended by her doctor.

A. Health Plans and Providers have guidelines for timely access for urgent and non-urgent appointments. So if you have a concern about a specific situation you are having, please discuss it with the doctor’s office first to potentially negotiate an earlier time if it’s medically necessary. Or call the Health Plan’s Customer Service or Case Manager to receive assistance.

#### **4. What is going well/needs improvement**

- Caregiver participant thanked Anthem Blue Cross staff for assistance when her family member was turned away from urgent care due a computer error (confusion around member’s eligibility) and temporarily affected the ability to receive services.
- Member shared that he was thankful for the full checkup benefits under his plan (Anthem Blue Cross.) He had a wonderful experience with the doctors he has seen. He was delighted to get appointments quickly and without a long wait time because previously before joining Cal MediConnect, member had experiences where he had to wait months to see a doctor.

**Next meeting:** January 25, 2017 @ 11 a.m.