

AGENDA
Regular Meeting of the
Santa Clara County Health Authority
Consumer Advisory Committee

Tuesday, December 13, 2016
6:00-7:00 PM
Santa Clara Family Health Plan
Creekside Conference Room
210 E. Hacienda Avenue
Campbell CA 95008

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| 1. Call to Order | Dr. Wenner |
| 2. Roll Call and Introductions | Dr. Wenner |
| 3. Public Comment | All |
| 4. Review and Approval of September 13, 2016 Minutes | All |
| 5. Health Plan Updates | Ms. Laura Watkins Director of Marketing, Communications & Outreach |
| 6. Group Needs Assessment | Mr. Andres Aguirre Quality Improvement Manager |
| 7. Mental and Behavioral Health Benefits | Ms. Sherry Holm Behavioral Health Program Manager |
| 8. CAC New Member Appointment Process | Ms. Laura Watkins |
| 9. Recent SCFHP Member Communications | Ms. Laura Watkins |
| 10. Future Agenda Items | All |

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should call contact Sherita Gibson at 408-874-1912 within 48 hours prior to the meeting.
- To obtain a copy of any supporting document that is available, contact Sherita Gibson at 408-874-1912. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 210 E. Hacienda Avenue, Campbell.
- This agenda and meeting documents are available at www.scfhp.com.



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Family Health Plan

The Spirit of Care

Consumer Advisory Committee

December 13, 2016



Agenda

- SCFHP Update
- Group Needs Assessment
- Mental and Behavioral Health Benefits
- CAC New Member Appointment Process
- Recent SCFHP Member Communications
- 2017 Meeting Schedule and Topics for March Meeting



SCFHP Update

- Enrollment as of December 1, 2016
 - Medi-Cal 269,893
 - Cal MediConnect 7,546
 - Healthy Kids 2,569
- Healthy Kids transitions to Medi-Cal and to C-CHIP continue, with approximately 63% of HK members now enrolled through C-CHIP (1,618 through C-CHIP; 951 through One-e-App)
- Cal MediConnect streamlined enrollment implemented. Medi-Cal members now can call SCFHP and ask to enroll in Cal MediConnect
- CAC Charter revisions approved at September SCFHP Governing Board Meeting





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Group Needs Assessment Results

Presented to Consumer Advisory Committee December 13, 2016



Group Needs Assessment Goals

The goals of the Group Needs Assessment (GNA) are the evaluation and quantification of the members' health status and health risks, the evaluation of group-specific health education needs and the evaluation of any other specific cultural and linguistic service needs.



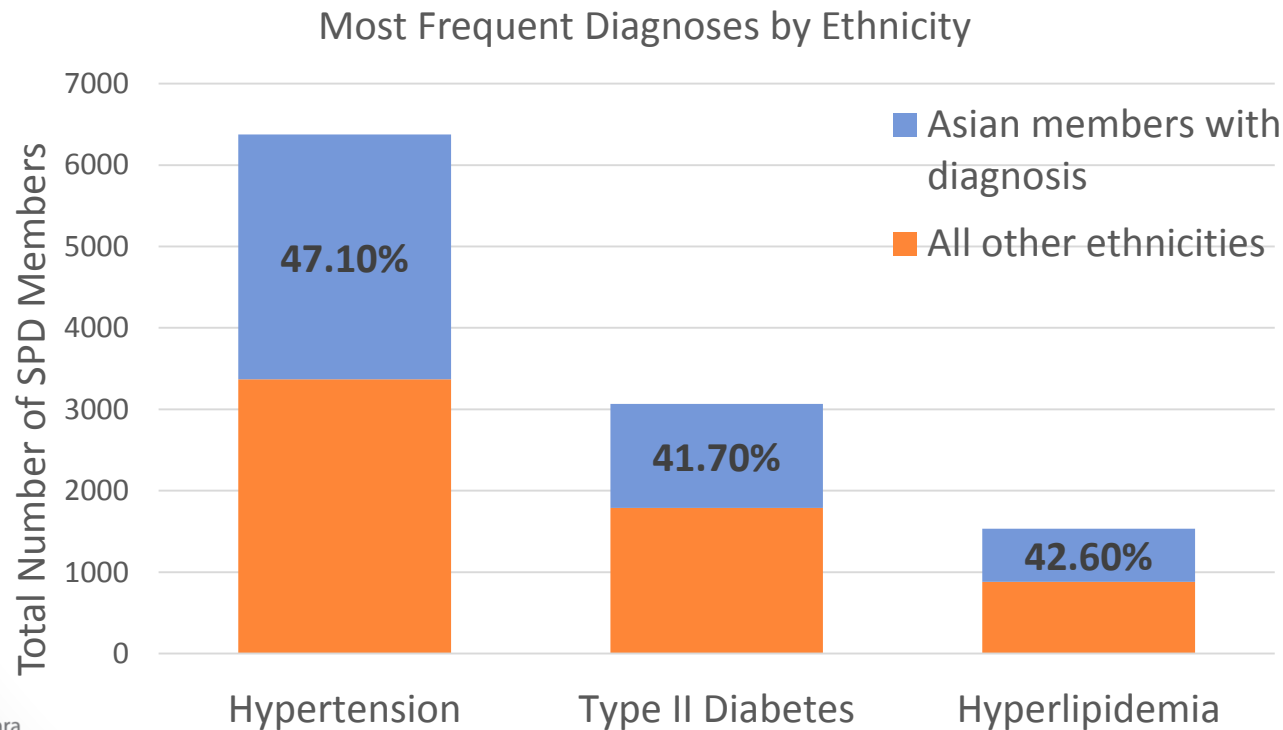
Group Needs Assessment (GNA)

- What is the Group Needs Assessment
 - DHCS contract requirement
 - Medi-Cal Only
 - Assessed once every five years
 - Combines HEDIS, CAHPS, membership demographic data and survey data
 - Surveyed – Adults, Children, and Seniors and Persons with Disabilities



GNA – Findings Summary

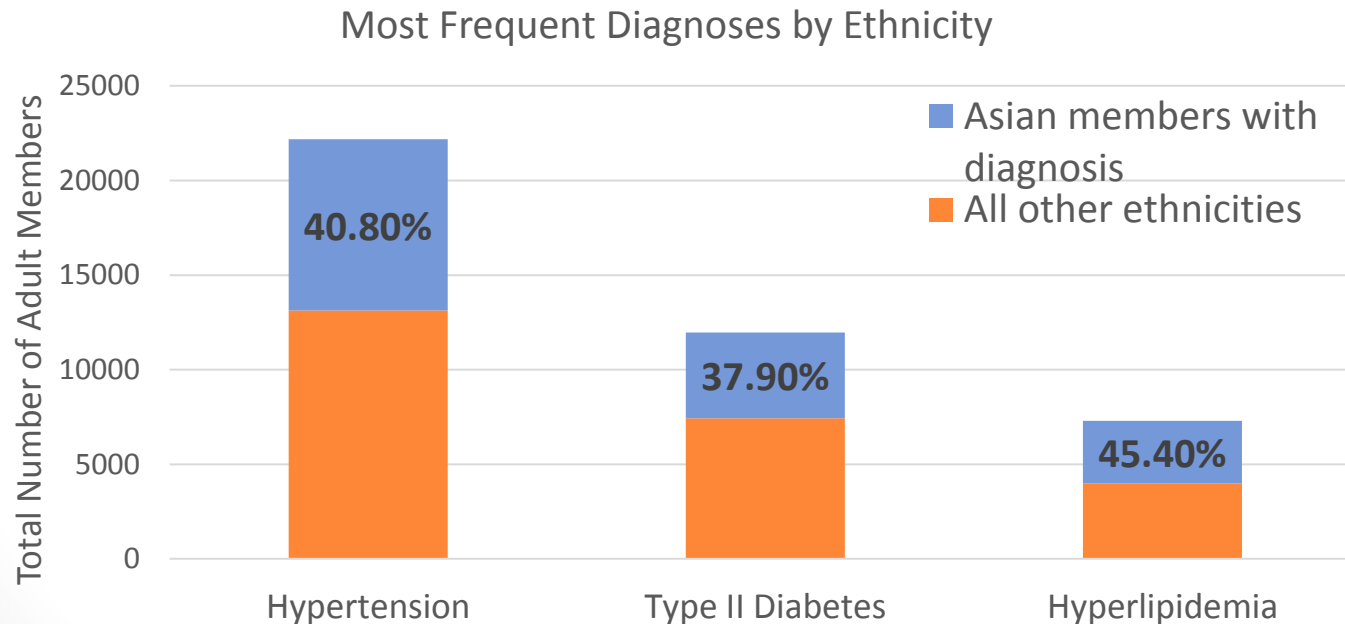
- Medi-Cal: Seniors & Persons with Disabilities (SPD)
 - Asian members were diagnosed more frequently with Type II diabetes, Hypertension, and Hyperlipidemia in the sub population when compared to other ethnicities



GNA – Findings Summary

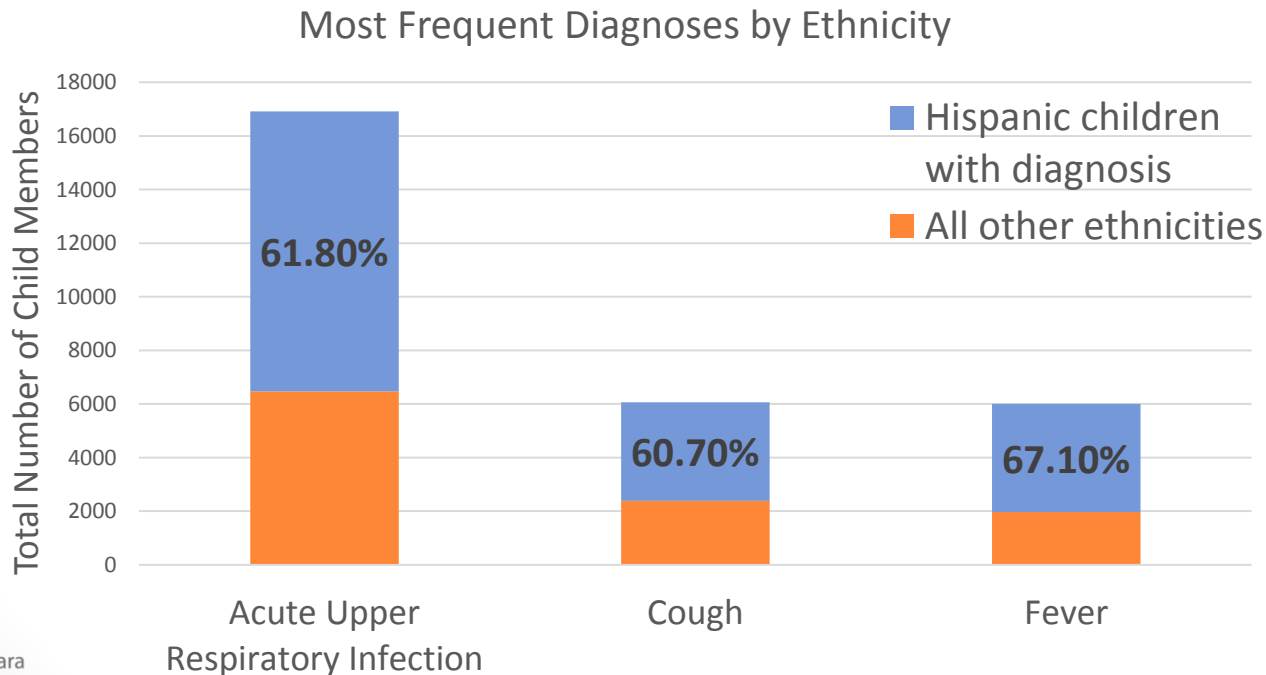
- Medi-Cal: Adults

- Asian members were diagnosed more frequently with Type II diabetes, Hypertension, and Hyperlipidemia in the sub population when compared to other ethnicities



Findings Summary

- Medi-Cal: Children
 - Hispanic children were most frequently diagnosed with Acute Upper Respiratory Infections, Cough, and Unspecified Fever when compared to other ethnicities



GNA – Next Steps

- Chronic disease
 - Develop interventions that address chronic disease health education in a culturally appropriate manner
- Child members
 - Promote Nurse Advice Line in Spanish through website and in geographic areas with high proportion of Spanish speakers



Questions?



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Mental and Behavioral Health

Sherry Holm, LCSW

Behavioral Health Program Manager

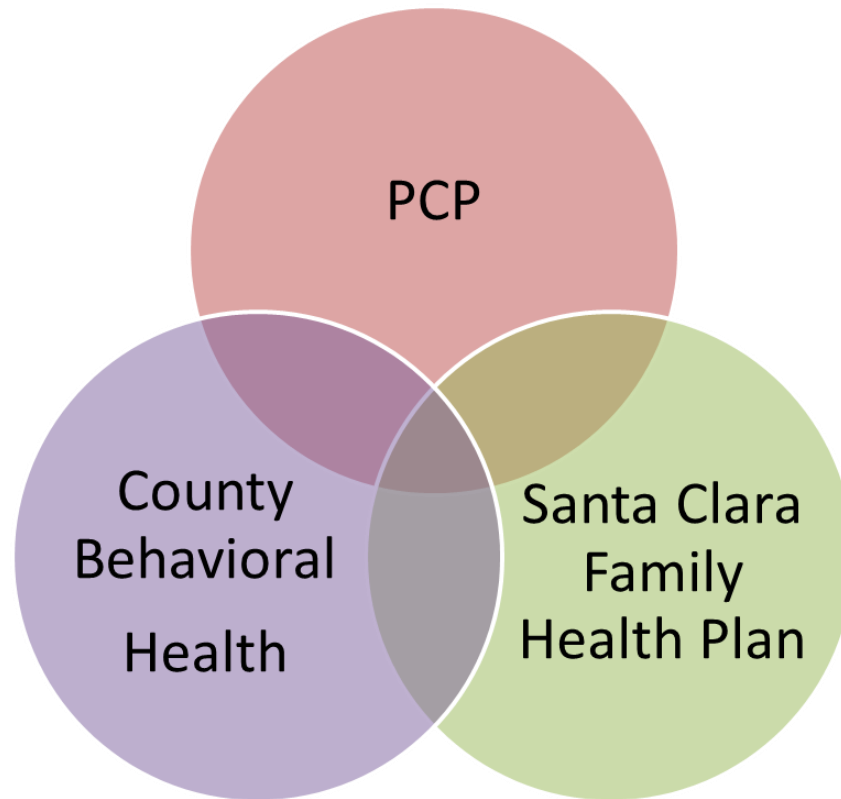
(408) 874-1877



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Relationships



Important Numbers

- County Call Center 1-800-704-0900 (24/7)
- Mental Health Urgent Care 1-408-885-7855
- Substance Use Treatment Access “Gateway”
1-800-488-9419
- Santa Clara Family Health Plan Customer Service
1-800- 260-2055
- Suicide Prevention Hotline (24/7)
1-855-278-4204



New Member Appointment Process

- Inquiry from member
- Phone screening
- Prospective Member Information Form
- Attend meeting as a guest
- Confirm interest in joining
- Information form forwarded to SCFHP CEO for approval



SCFHP Member Communications


- Website Postings
 - Board & Committee Meetings
 - Agendas, agenda packets, meeting minutes
 - Community Resources & Events
 - Free holiday meals listings
 - Winter shelter listings
 - Office for Civil Rights Notice of Non-discrimination and language assistance
- Mail
 - Fall Newsletter
 - Diabetic Eye Exam incentive program
 - Controlling High Blood Pressure incentive program
- Telephone
 - Flu Shot Reminders
 - Medi-Cal Eligibility expanded for undocumented children



SCFHP Member Communications

Redesigned Member ID card to include, doctor, clinic and network name, as appropriate; add mental health number. Valley Health Network example:

Medi-Cal

 **SANTA CLARA FAMILY HEALTH PLAN**
Medi-Cal

<First Name> <Last Name>
 ID: <Member Number> Date of Birth: <DOB> Gender: <Gender>
 Primary Care Provider (PCP):
 <PCP Name>
 <PCP Phone>
 <Clinic Name>
 <Network Name>

Customer Service: 1-800-260-2055 TTY: 711 www.scfhp.com
 24-Hour Nurse Advice: 1-877-509-0294
 Santa Clara County Mental Health Services: 1-800-704-0900

FRONT


For Providers
 Emergency services are payable without prior authorization.

Authorizations
 Medical: 1-408-885-4647
 Hospital Admissions: VMC Bed Control 1-800-303-7845
 Emergency Admissions: Notify SCFHP by next business day.
 Fax 1-408-874-1957
 Pharmacy: MedImpact Pharmacy Help Desk 1-888-807-8668
 Rx Bin # 003585 Rx PCN/Group/Carrier # 56270

Claims
 Emergency services outside Santa Clara County:
 Santa Clara Family Health Plan
 PO Box 5550, San Jose, CA 95150-5550
 Submit EDI Claims to Payer ID 24077
 Professional Services: Valley Health Plan
 PO Box 28407, San Jose, CA 95159

BACK

Healthy Kids

 **SANTA CLARA FAMILY HEALTH PLAN**
Healthy Kids

<First Name> <Last Name>
 ID: <Member Number> Date of Birth: <DOB> Gender: <Gender>
 Primary Care Provider (PCP):
 <PCP Name>
 <PCP Phone>
 <Clinic Name>
 <Network Name>

Copayments:
 Rx: \$10 generic/\$15 brand
 \$15 emergency room visit
 \$10 non-preventive services
 \$250 family maximum per year

Customer Service: 1-800-260-2055 TTY: 711 www.scfhp.com
 24-Hour Nurse Advice: 1-877-509-0294
 Santa Clara County Mental Health Services: 1-800-704-0900

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2017 CAC Meetings

- All meetings are held at SCFHP offices:
210 East Hacienda Ave, Campbell, CA 95008
- Schedule
 - Tuesdays from 6:00-7:00 p.m.
 - Dates
 - March 14, 2017
 - June 13, 2017
 - September 12, 2017
 - December 12, 2017
- Topic suggestions for March meeting?





**Regular Meeting of the
Santa Clara County Health Authority
Consumer Advisory Committee**

Tuesday, September 13, 2016

6:00 – 7:00 pm

210 E. Hacienda Avenue

Campbell, CA 95008

Minutes - DRAFT

Committee Members present:

Waldemar Wenner, M.D.
Blanca Ezquerro
Danette Zuniga
Hung Vinh
Myrna Vega
Rachel Hart
Tran Vu
Lesley Gutierrez (Guest)
Margaret Kinoshita (Guest)

Staff Present:

Laura Watkins, Director, Marketing and
Communications
Chelsea Byom, Marketing and Communications
Manager
Paromita Ghosh, Project Manager
Sherita Gibson, Marketing Coordinator
Johanna Liu, Director of QI and Pharmacy

1. Roll Call

Dr. Waldemar Wenner, Chairperson, called the meeting to order at 6:05 pm. Roll call was taken and a quorum was established.

2. Meeting Minutes

Minutes of the March 8, 2016 meeting were reviewed.

It was moved and seconded to approve the March 8, 2016 meeting minutes. The minutes were **approved** as presented.

Minutes of the June 14, 2016 meeting were reviewed.

It was moved and seconded to approve the June 14, 2016 meeting minutes. The minutes were **approved** as presented.

3. Public Comments

There were no public comments.

4. Health Plan Update – Laura Watkins

Ms. Watkins presented enrollment updates as follows: Medi-Cal enrollment is 269,400, Cal MediConnect is 7,909, and Healthy Kids enrollment is down to 2,962. Decrease in Healthy Kids enrollment is due to the transition of members to Medi-Cal under SB 75.

Acupuncture benefits have been reinstated for Medi-Cal and Cal MediConnect. Ms. Zuniga inquired if this was a SCFHP benefit or a Medi-Cal fee-for-service benefit. Ms. Watkins replied it is a SCFHP benefit. Ms. Zuniga asked if providers are available on the website. Ms. Watkins replied that contracting with providers is under way, noting that Customer Service is always a resource to find a specific type of provider.

Ms. Watkins went on to inform the group of the implementation of streamlined enrollment for Cal MediConnect, which will enable SCFHP Medi-Cal members to enroll in Cal MediConnect by simply calling SCFHP. Ms. Ezquerro asked about the status of Covered California kids' enrollment in SCFHP. Ms. Watkins stated she will be covering that later in the meeting.

5. Quality and Pharmacy Update

Johanna Liu, Director of Pharmacy and Quality Improvement, informed the Committee that SCFHP has a formulary (list of covered drugs or medications) for each line of business. The formulary includes prescription and over the counter products.

The formulary is decided by a pharmacy and therapeutics committee that meets four times a year. The formulary is posted on the website. Members can always call Customer Service to find out what is covered and what's not.

The formulary has some drugs with restrictions. This is decided in two ways:

1. Clinical: SCFHP wants to make sure drugs on the formulary are safe and effective.
2. Cost: If two drugs work the same but one costs less, SCFHP will select the lower cost drug to include on the formulary.

Restrictions do not mean that the drug is not covered or that a member can't get it. It means that prior authorization may be needed to get it. A prior authorization is paperwork that the doctor needs to fill out to specify why the member needs the drug. Once submitted, the turnaround time for the prior authorization is one business day. When the prior authorization is approved, a notice is sent back to the doctor, and the pharmacy is also informed that the drug has been approved.

Ms. Ezquerro asked if the prior authorization form is available online. Ms. Liu stated yes, and it can be sent securely via fax.

Ms. Liu continued to describe pharmacy access in SCFHP. All the major chains are in our network and can be found in our provider directory. This also includes the Valley pharmacies.

Ms. Zuniga asked what can be done if going on vacation out of state. Ms. Liu replied that it is a national network, but it can be complicated. You may need to plan ahead and call your pharmacy so they can transfer your prescription out of state. They will also have to transfer it back once you return from your trip. Any easier option we offer is to call Customer Service or ask your pharmacy for a one time override to get enough of your prescription to last throughout your entire trip.

Ms. Liu stated that SCFHP has six 24-hour pharmacies in the county available to members within the network.

There is no copay for Medi-Cal. Healthy Kids members may have a copay. If a drug goes through the prior authorization process and is approved, then it follows the same copay rules as if it were on the formulary.

Ms. Zuniga asked if we cover homeopathic drugs. Ms. Liu stated we only cover FDA approved drugs that are proven to be safe and effective.

Ms. Liu also stated that she is available if CAC members have any questions.

6. Consumer Advisory Committee

Charter Update

Ms. Watkins explained that the Consumer Advisory Committee Charter is written to make sure we are meeting regulatory requirements. These requirements come from our contract with DHCS for Medi-Cal, regulatory requirements that are required by our bylaws, and ordinances from Santa Clara County. These contracts, bylaws and ordinances put importance on getting feedback from the community, because SCFHP is a community organization. The charter has been edited and updated to make sure it incorporates all the requirements.

Dr. Wenner stated that the charter describes why we are here. Dr. Wenner noticed that the charter doesn't say who we're providing feedback to. Ms. Watkins edited the charter to include that our feedback is provided to SCFHP staff and Governing Board.

Ms. Watkins stated that Dr. Wenner reports at every Governing Board meeting about the business of the CAC.

Discussion continued about access to care, provider network adequacy, and future topics for CAC meetings, such as behavioral health.

Dr. Wenner recommended that the Charter be presented to the Governing Board for consideration. The motion was moved, seconded, and approved.

New Members

Ms. Watkins stated that new CAC members to be recommended to the Governing Board for appointment, and invited discussion about timing for doing this.

SCFHP will follow up with the two guests in attendance at today's meeting to discuss membership. The Committee agreed that at the December CAC meeting, recommendations for new members will be made and then send to the Governing Board for consideration.

7. Changes in Children's Coverage

Ms. Watkins updated the CAC on children's coverage changes. On April 1, 2016 the Covered California data systems were updated to allow for enrollment of eligible C-CHIP children into the Healthy Kids program. On May 17, 2016, SB 75 expanded Medi-Cal coverage to all children under 19 who meet eligibility requirements, regardless of immigration status. This has caused an overall decrease in enrollment in Healthy Kids of 30% as Healthy Kids members transition to Medi-Cal.

The renewal process for Healthy Kids will be changing. All applications will be processed through CalHEERS or MyBenefitsCalWIN.

Ms. Zuniga expressed her concerns about the C-CHIP enrollment process. In her experience, the process was very challenging. Ms. Watkins offered to follow up with Ms. Zuniga separately to troubleshoot the issues she was experiencing. Dr. Wenner also told Ms. Zuniga if she knows anyone else who has been having the same problems to call Customer Service for support.

8. Videos

Ms. Byom shared three videos that have been developed with the support and input of the CAC. Ms. Ezquerro commented that the video on Medi-Cal should indicate that it is a health *coverage* program, because ObamaCare says you have to have health *coverage*. Ms. Byom said she will see how to best incorporate that feedback. In response to the "Keeping Your Medi-Cal Coverage" video, Ms. Hart asked if there were other ways to send documents to the County besides mail. Ms. Byom offered to research the issue.

Ms. Kinoshita asked if there was a way to keep the numbers up longer on the screen for the audience. Ms. Byom will figure out a way to do this.

9. Next Meeting Discussion

The CAC identified Mental Health/Behavioral Health as a potential topic for a future meeting. Ms. Watkins stated that she will invite the Director of Provider Network Management to a future meeting as well.

The committee confirmed that they would like to be contacted the week before the meeting and also receive a follow-up reminder the day before.

10. Adjournment

The meeting was adjourned at 7:16 pm.

Waldemar Wenner, MD
Consumer Affairs Committee Chairperson



Santa Clara
Family Health Plan

Santa Clara County Health Authority

Consumer Advisory Committee

Process for Potential New Members

Potential new Consumer Advisory Committee (CAC) members are pre-screened to ensure they meet the criteria for being a member of the committee. They are contacted via phone and asked several questions to determine eligibility.

If the criteria are met, they are asked to complete and return the Prospective Member Information form. They are then invited as a guest to the next CAC meeting as their introduction to CAC. This allows them to understand how the committee works, meet current members, and ask additional questions.

After attending a CAC meeting as a guest, the potential member is asked to confirm their desire to join the CAC. If the potential member confirms, their completed prospective member form is forwarded to the SCFHP CEO for approval and signature. Membership in the CAC is effective as of the following CAC meeting. The new member is also asked to complete a W-9 form in order to receive a stipend.