

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

Tuesday, September 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 March 8, 2016 and June 14, 2016 Meeting Minutes | All |
| 5. Health Plan Updates | Ms. Christine Tomcala,
CEO |
| 6. Pharmacy Overview | Ms. Johanna Liu,
Director of Quality and
Pharmacy |
| 7. Consumer Advisory Committee Charter Update and New Members | Ms. Laura Watkins,
Director, Marketing and
Communications |
| 8. Program Update – Medi-Cal for All Children and Healthy Kids | Ms. Laura Watkins,
Director, Marketing and
Communications |
| 9. Member Orientation Videos | Ms. Chelsea Byom,
Marketing and
Communications Manager |
| 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 notify Melanie Sibayan 24 hours prior to the meeting at 408-874-1997.
- 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.



**Consumer Affairs Committee
Meeting Minutes
March 8, 2016**

In Attendance:

Committee Members: Blanca Ezquerro, Danette Zuniga, Hung Vinh, Rachel Hart, Vu Tran, Myrna Vega and Waldemar Wenner, M.D.

SCFHP Staff: Christine Tomcala, Pat McClelland, Lori Andersen, Chelsea Byom, Laura Watkins

Item	Discussion	Action	Assigned to:	Due Date
Call to Order and Roll Call	Roll call was taken. The meeting was called to order at 6:10 p.m. A quorum was present.	None		
Review of Minutes	The minutes from the December 8, 2015 meeting were reviewed and approved.	None		
Public Comment	No public comment	None		
Health Plan Updates	<p>Ms. Christine Tomcala provided the following update:</p> <p>SCFHP membership continues to grow. There are currently over 272,000 members enrolled. There are over 259,000 members enrolled in Medi-Cal, 4,100 enrolled in Health Kids and there are 8,700 members in the Medicare-Medi-Cal program, Cal MediConnect.</p> <p>Ms. Tomcala announced that the resignation of Pat McClelland. Ms. McClelland has worked at the plan for 20 years and she will be transitioning to a new role at the Department of Health Care Services (DHCS). The CAC responsibility will transition to Laura Watkins, Marketing and Communications Director. The CAC members expressed their gratitude to Ms. McClelland for her years of service.</p>	None		

Item	Discussion	Action	Assigned to:	Due Date
Member Stories	<p>Ms. Lori Andersen, MLTSS Director, was introduced. Ms. Andersen oversees the long-term services and supports (MLTSS) program for both the Cal MediConnect program and the Medi-Cal programs. Long-term Services and Supports (LTSS), including In-Home Supportive Services (IHSS), Community-Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), and Long-Term Care (LTC).</p> <p>Ms. Andersen explained Community-Based Adult Services (CBAS) is daytime health care program that gives family members a break from caring for family members with complex medical needs. The CBAS centers provide nursing, therapy, activities and meals for people with certain chronic health conditions. Members may receive services 2 – 5 days a week.</p> <p>One goal of the program is to identify and coordinate community services or supports to help members to continue to live independently in their home. A member, who is transitioning between a hospital and a nursing home, may also benefit from additional services and supports.</p> <p>Ms. Andersen shared that all SCFHP Case Managers are trained on the MLTSS benefits and how to apply and access these services.</p> <p>SCFHP understands an integrated medical and support services program like Cal MediConnect (CMC) may be confusing for some people. To help current and potential members understand more about the program, SCFHP created a brochure that highlights the experiences of members who have benefited from the integrated programs and services provided through the Cal MediConnect program. This collection of member stories was developed to help increase awareness about the benefits of the Cal MediConnect program and how the CMC program is making a difference in the lives of our members. The member stories are available in all five threshold languages. Ms. Andersen encouraged</p>	None		

Item	Discussion	Action	Assigned to:	Due Date
	<p>the CAC members to share this information with their friends and families. The CAC members appreciated the materials being available in all 5 languages.</p> <p>Dr. Wally asked if the provider community is educated about the CMC program. Ms. Watkins responded that the providers are an integral part of the members' care teams and contribute to identifying care goals for each individual member. SCFHP has created a version of the member stories for outreach to providers about the CMC program.</p>			
Member Orientation Videos Script Review	<p>Ms. Byom, Communications Project Manager, was introduced. Ms. Byom shared 3 new videos being developed and she wanted the feedback from the group on the video scripts. The three new videos are "What is Medi-Cal," "What to do when you're not feeling well," and "How to Keep your Medi-Cal Coverage." These topics were selected based on suggestions from the Committee at the December meeting. Ms. Byom distributed copies of the new video scripts to the Committee. The group reviewed and discussed each new video script and offered the following comments and suggestions. Ms. Hart felt the information provided in the "What to do when you're not feeling well" video was very helpful. She suggested adding words like "quick" or "efficient" so people will know they will get help right away. Ms. Zuniga suggested adding information to the "What is Medi-Cal" video letting people know that Medi-Cal is also for people with disabilities. After reviewing the content for the "How to Keep your Medi-Cal Coverage" script, Ms. Ezquerro asked if someone is not sure if their Medi-Cal is still active can they call SCFHP. Ms. McClelland responded that members can call SCFHP to verify their enrollment, but if the Medi-Cal coverage has ended, SCFHP may not know the reason why. A member should contact the SCC Social Services Agency directly if they have questions about their eligibility with Medi-Cal.</p>	<p>SCFHP will incorporate the Committee's suggestions.</p>	<p>Marketing Department</p>	

Item	Discussion	Action	Assigned to:	Due Date
Future Agenda Items	The group would like to learn more about prescription benefits.	SCFHP will schedule an appropriate speaker.	Marketing Department	June 14, 2016 meeting
Adjournment	The meeting adjourned at 7:00 p.m.			
Next Meeting Date	The next meeting is scheduled on June 14, 2016 from 6:00 - 7:00 p.m.			

Consumer Affairs Committee Chairperson

Date

DRAFT



**Consumer Affairs Committee
Meeting Minutes
June 14, 2016**

In Attendance:

Committee Members: Hung Vinh, Rachel Hart, Tran Vu, and Waldemar Wenner, M.D.

SCFHP Staff: Christine Tomcala, Chelsea Byom, Laura Watkins, Lynette Topacio

Item	Discussion	Action	Assigned to:	Due Date
Call to Order and Roll Call	Roll call was taken. The meeting was called to order at 6:15 p.m. A quorum was not present.	None		
Review of Minutes	The minutes from the March 8, 2016 meeting were reviewed. The vote to approve the minutes was tabled until the next meeting.	None		
Public Comment	No public comment.	None		
Health Plan Updates	<p>Ms. Christine Tomcala provided the following update:</p> <p>There are currently over 273,000 members enrolled. The bulk of those members are in the Medi-Cal program, with over 260,000 members. Cal MediConnect enrollment is 8,200 members. Healthy Kids enrollment is up to 4,400 members, which has increased a little bit from the last meeting. This is due to kids that transitioned to Healthy Kids because they are no longer eligible for Covered California tax credits. Another transition will be taking place of Healthy Kids members to full-scope Medi-Cal, which will be discussed later in the agenda.</p> <p>Ms. Tomcala stated that the plan is wrapping up its fiscal year in June. The plan is working on planning, budgeting, and figuring out rates for the new fiscal year.</p>	None		

Item	Discussion	Action	Assigned to:	Due Date
<p>Healthy Kids and Medi-Cal Enrollment and Eligibility Changes</p>	<p>Ms. Laura Watkins presented an update on the Healthy Kids and Medi-Cal enrollment and eligibility changes. Ms. Watkins stated that the Covered California application process now has the logic to identify children who are eligible for the County Children’s Health Insurance Program, or C-CHIP, because their parents earn 266%-322% of the FPL. In Santa Clara County, C-CHIP children are enrolled in the Healthy Kids program. This is why the SCFHP enrollment has gone up by several hundred members. This allows kids to get into the Healthy Kids program at a little higher income level than before, as long as the kids are documented.</p> <p>Ms. Watkins also reviewed the Medi-Cal for All Children program enacted by Senate Bill 75. Effective May 16, 2016, this bill extended Medi-Cal coverage to all eligible children with income not greater than 266% of FPL, regardless of immigration status. Any children who were enrolled in restricted, “emergency” Medi-Cal were automatically moved to full-scope, fee-for-service Medi-Cal. There are about 1,300 Healthy Kids members who were moved to Medi-Cal, but are not yet enrolled in SCFHP. They will need to make a plan selection by completing a choice packet. Enrollment in a managed care plan will become effective September 1st, unless they make a plan selection sooner.</p> <p>Ms. Hart asked if this change was part of Obamacare, and if the November elections might impact the program. Ms. Watkins responded that the Medi-Cal for All Children program is entirely state funded and separate from any federal programs.</p> <p>Ms. Watkins encouraged CAC members to share the message that kids who are undocumented should apply for Medi-Cal now. For Healthy Kids members who are now eligible for Medi-Cal, they should select SCFHP to stay with the plan and keep their same doctors.</p> <p>Mr. Vu asked if parents already have insurance from their employer,</p>	<p>Ms. Watkins to provide Patient Access’ contact information</p>	<p>Laura Watkins</p>	

Item	Discussion	Action	Assigned to:	Due Date
	<p>what's the advantage of choosing Healthy Kids? Ms. Watkins responded that parents with coverage from their employer may not be eligible for Covered California tax credits, unless the cost of coverage exceeds a certain percentage of their income. She offered to provide Mr. Vu with contact information for Patient Access to speak with a certified enrollment counselor about this issue.</p> <p>Ms. Hart noted that undocumented immigrants might be scared to apply for Medi-Cal. Ms. Watkins acknowledged that this may be a concern for some people. SCFHP is working to outreach to providers to encourage their patients to apply. None of the information required to apply for Medi-Cal will be shared with immigration officials. Ms. Hart suggest that this information be shared on Spanish TV stations. Ms. Watkins pointed out that Telemundo has done some of this outreach in the L.A. area.</p> <p>Ms. Watkins shared a grid demonstrating which FPLs correspond with the health insurance programs in Santa Clara County.</p>			
Member Orientation/Education Videos	<p>Ms. Byom, Marketing & Communications Manager, was introduced. Ms. Byom shared 3 videos being developed and she wanted the feedback from the group on the videos. The three videos are "What is Medi-Cal," "How to Get Care," and "How to Keep your Medi-Cal Coverage." These video scripts were reviewed with the group in March.</p> <p>Mr. Vinh said that the videos were very professional. In the "How to Get Care" video, Ms. Hart stated that the woman doesn't look sick. Mr. Vu suggested that the availability of Nurse Advice Line should be shown on screen: 24/7. The plan will incorporate this feedback into the final videos. Ms. Hart also said that the video on how to keep Medi-Cal coverage was very self-explanatory.</p>	SCFHP will incorporate the Committee's suggestions.	Marketing Department	

Item	Discussion	Action	Assigned to:	Due Date
<p>Consumer Advisory Council – Outreach for New Members</p>	<p>Ms. Watkins explained that regulations require representation on CAC of diverse membership, either by members or member representatives. We greatly appreciate the time that our CAC members devote to improving the health plan. We need your help to find others who represent these diverse groups: Languages: English, Spanish, Vietnamese, Chinese (Mandarin or Cantonese), and Tagalog; Seniors; People with disabilities; and People receiving long-term services and supports: IHSS, CBAS, MSSP, nursing home.</p> <p>Mr. Vu suggested that Cassandra Chan from On Lok may be able to help identify members of the Chinese community.</p> <p>Dr. Wenner asked about the difference between the Cal MediConnect (CMC) Consumer Advisory Board (CAB) and this group. Ms. Watkins responded that the CMC CAB contains seniors and people with disabilities who are enrolled in CMC, but seniors who are on Medi-Cal and who may have Medicare coverage elsewhere are needed for this committee.</p> <p>Mr. Vu asked what defines a “senior?” Ms. Watkins stated that there is no exact definition of “senior” defined by the regulations. Ms. Tomcala added that, most importantly, the State is looking for us to have a broad representation of members.</p> <p>Ms. Watkins asked the group to provide their thoughts on what message should be shared with potential CAC members. Dr. Wenner stated that the plan is better if people provide their input. Mr. Vu said that people need to know the plan is reacting to CAC feedback. The CAC is making a difference. CAC members aren’t just coming to talk and listen. The meeting results in action. Ms. Hart added that the CAC provides a good meal and stipend.</p> <p>Ms. Hart voiced a concern about people with disabilities needing transportation to the CAC meetings. Ms. Watkins responded that the plan would look into options if that was a concern. Ms. Hart also asked about how individuals who do not speak English would participate. Ms. Watkins replied that ideally the CAC would consist of bilingual members.</p>	<p>SCFHP will incorporate CAC feedback into the newsletter article about videos.</p>	<p>Marketing Department</p>	<p>June 14, 2016 meeting</p>

Item	Discussion	Action	Assigned to:	Due Date
Future Agenda Items	Mr. Vu requested more frequent progress updates from the plan on a monthly basis. The CAC members expressed that text messaging is the preferred form of communication.	SCFHP will look into ways to communicate with CAC members via text message.	Marketing Department	
Adjournment	The meeting adjourned at 7:15 p.m.			
Next Meeting Date	The next meeting is scheduled on September 13, 2016 from 6:00 - 7:00 p.m.			

Consumer Affairs Committee Chairperson

Date

DRAFT



Santa Clara
Family Health Plan

The Spirit of Care

Consumer Advisory Committee

September 13, 2016



Agenda

- SCFHP Update
- Pharmacy Overview
- Consumer Advisory Committee
 - Charter Update
 - Expanding Committee Membership
- Program Update – Medi-Cal for All Children and Healthy Kids
- Member Orientation/Education Videos
- Topics for December Meeting



SCFHP Update

- Enrollment – September 1, 2016
 - Medi-Cal 269,400
 - Cal MediConnect 7,909
 - Healthy Kids 2,962
- Acupuncture benefit for Medi-Cal and Cal MediConnect members – as of July 1, 2016
- Implementing Cal MediConnect streamlined enrollment – to enable Medi-Cal members to call SCFHP and ask to enroll in Cal MediConnect



Pharmacy Overview

Johanna Liu

Director of Quality and Pharmacy



Santa Clara
Family Health Plan
The Spirit of Care



Consumer Advisory Committee

- Charter update



- Expanding Committee membership





Santa Clara County Health Authority Consumer Advisory Committee Charter

Purpose

The Consumer Advisory Committee (CAC) shall assist Santa Clara Family Health Plan (SCFHP) in establishing and maintaining culturally and linguistically appropriate linkages to the community. The CAC shall serve as one of the essential methodologies for the health plan to gather cultural and linguistic information from stakeholders and the community. The CAC shall assist in promoting SCFHP's mission through education, advocacy, collaboration and feedback.

Members

The CAC membership and representation shall be reflective of the Medi-Cal population in Santa Clara County. It may include consumers, community advocates, and traditional and safety-net providers. SCFHP shall make a good faith effort to include representatives from hard-to-reach populations, e.g., members with physical disabilities, seniors and persons with chronic conditions (such as asthma, diabetes, congestive heart failure). SCFHP shall modify the CAC membership as the beneficiary population changes. The CAC shall have a sufficient number of members to provide community involvement and an appropriate representation of interests of enrolled plan members. The SCFHP Chief Executive Officer (CEO) shall determine the number and composition of the Committee. CAC members shall serve two-year terms which may be renewed at the discretion of the CEO. The CAC shall have a chairperson who is a member of the Governing Board and who is appointed by the Governing Board.

Meetings

The CAC shall generally meet quarterly but not less than two times per year. Additional special meetings, or meeting cancellations, may occur as circumstances dictate. Committee members shall attend each meeting in person. The Director of Marketing, Communications and Outreach is responsible for notifying members of dates and times of meetings, and for preparing a record of the Committee's meetings. Committee recommendations and reports shall be regularly and timely reported to the Governing Board.

The Committee may invite other individuals to attend meetings in order to provide pertinent information relating to an agenda item.

Meetings of the CAC shall be open and public pursuant to the Ralph M. Brown Act (Gov. Code § 54950 *et seq.*)

Responsibilities

CAC members shall provide input and feedback to improve SCFHP services and to support SCFHP in achieving its mission. In order to fulfill the responsibilities of the Committee, CAC members shall become informed and remain current on the mission, services, policies and programs of SCFHP. SCFHP shall regularly update CAC members on key changes to SCFHP operations or mission.

Areas for input and feedback from the Committee include but are not limited to:

- Culturally appropriate service or program design
- Priorities for health education and outreach programs
- Educational and operational issues affecting groups who speak a language other than English
- Member satisfaction survey results
- Findings of health education and cultural and linguistic group needs assessments
- Plan marketing and outreach materials and campaigns
- Communication of needs for provider network development and assessment
- Community resources and information important to SCFHP members

Changes in Children's Coverage

- April 1, 2016
 - Covered CA enhanced for enrollment of eligible children in C-CHIP Healthy Kids programs (kids who are documented and whose family income is too high for Medi-Cal)
- May 17, 2016
 - SB 75 expands Medi-Cal coverage to all children under 19 who meet eligibility requirements, regardless of immigration status

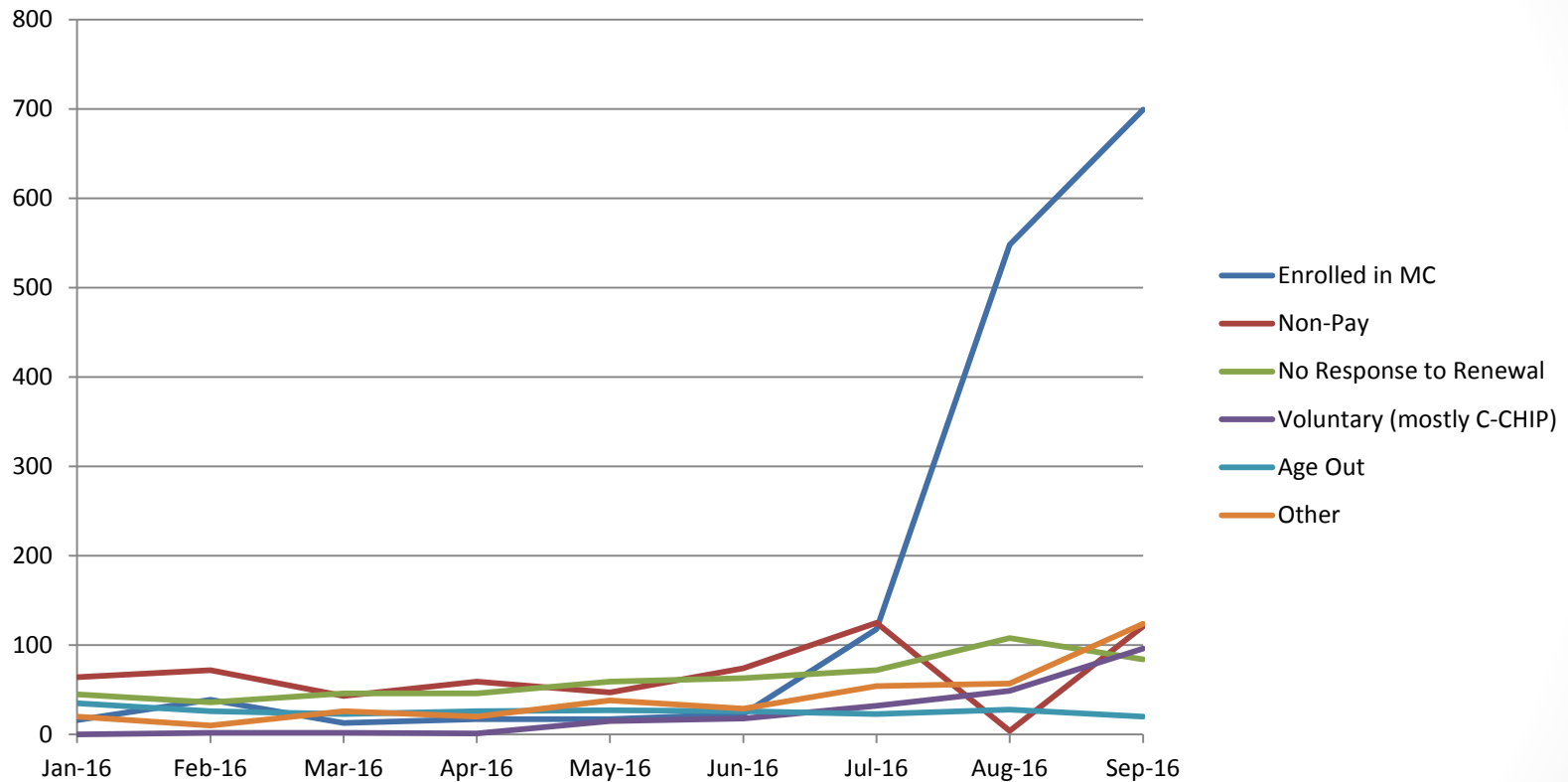


Healthy Kids Enrollment Changes

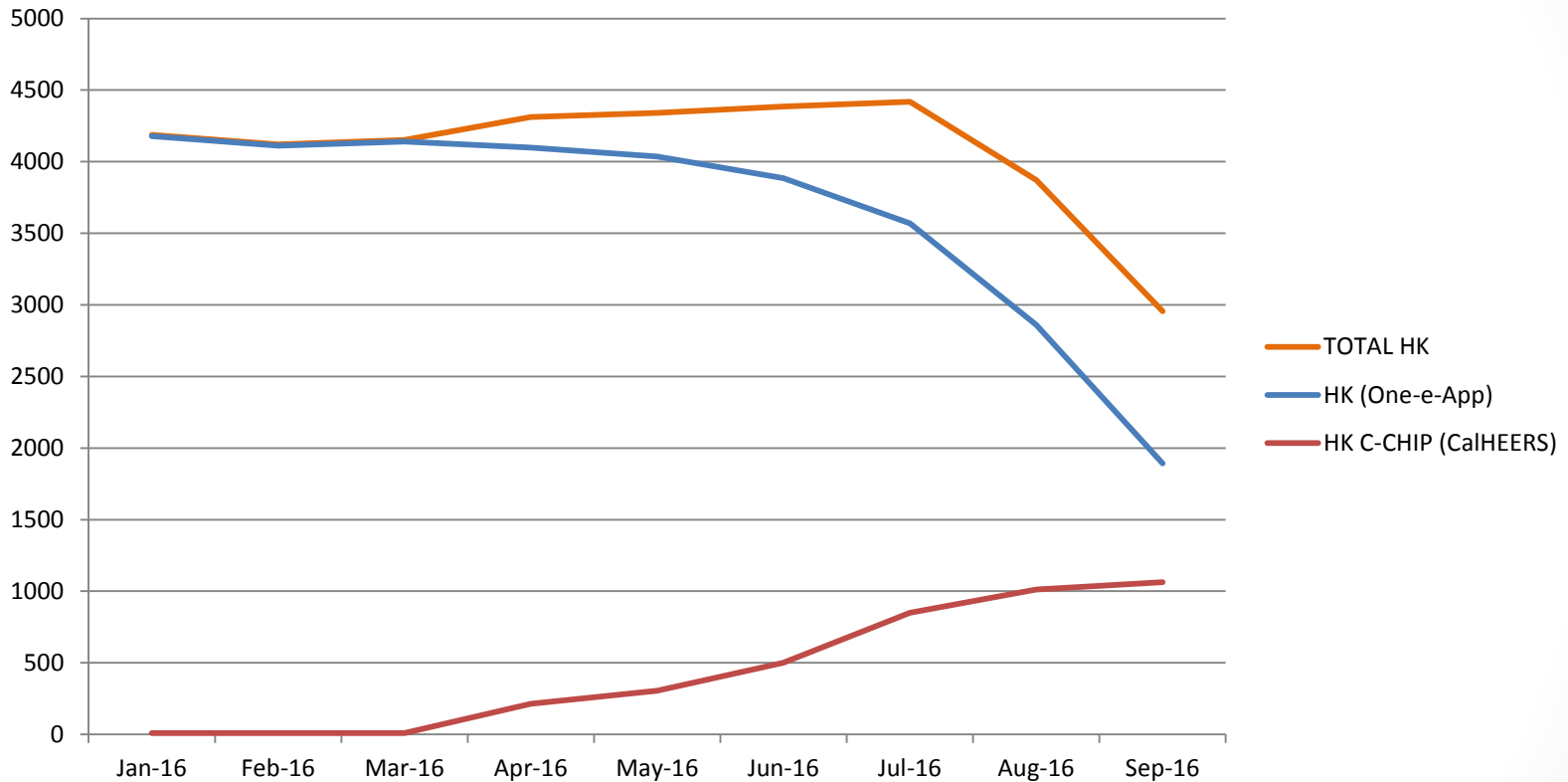
- Total enrollment decreased almost 30% between May and Sept, with additions from C-CHIP and terminations from moves to Medi-Cal
 - May (pre SB 75) 4341
 - September 2962
- Non C-CHIP enrollment decreased almost 55% with transition to Medi-Cal
 - January 4179
 - September 1892
- C-CHIP Enrollment now at 1064, from zero before April



Healthy Kids Term Reasons



Healthy Kids Enrollment Changes



Program Eligibility

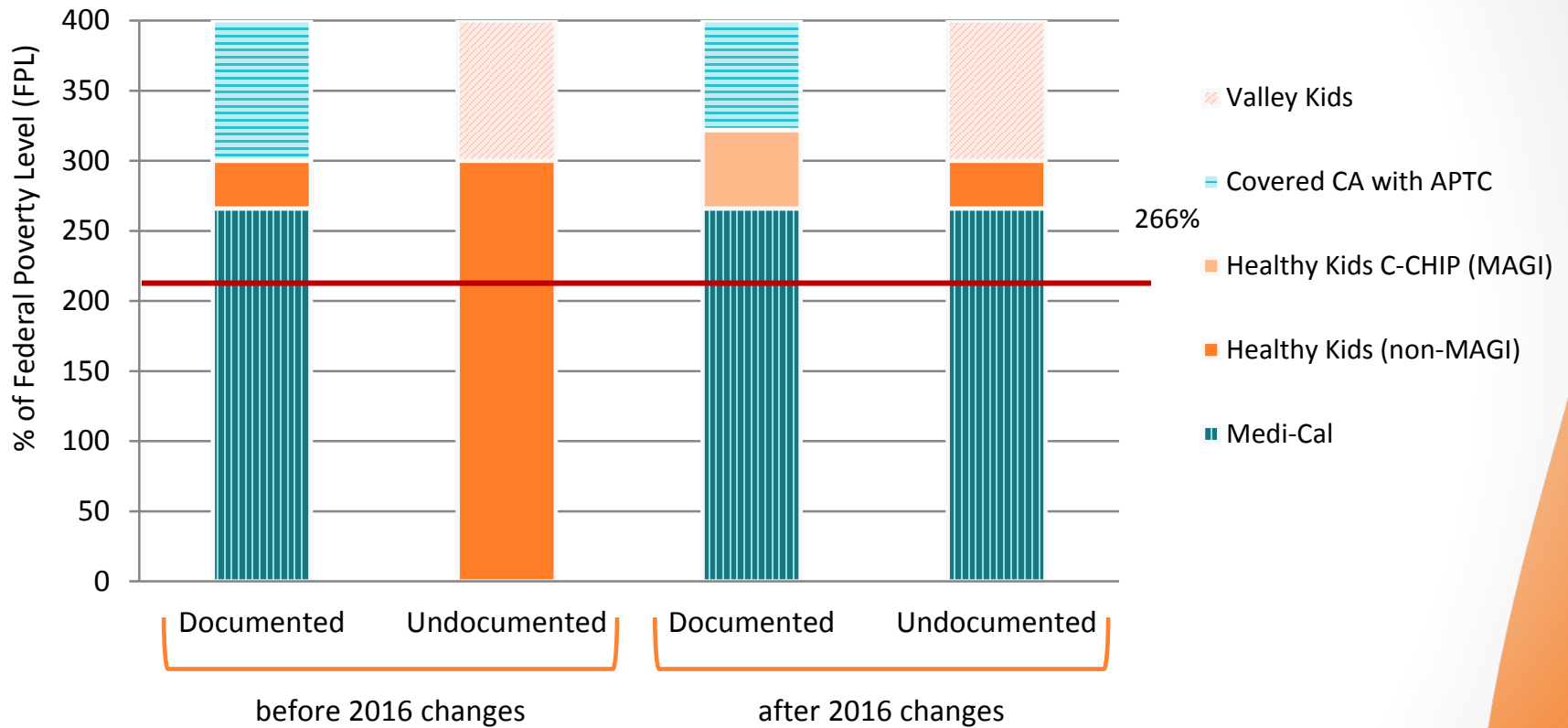
Immigration Status	Income as % of Federal Poverty Level (FPL)	<i>Before</i> C-CHIP and Medi-Cal changes	<i>After</i> C-CHIP and Medi-Cal changes
Documented	<= 266%	Healthy Kids	Medi-Cal
Documented	> 266 - 322%* (MAGI)	Healthy Kids	Healthy Kids C-CHIP
Documented	> 322 - 400%	Covered AC w/ APTC	Covered CA w/ APTC
Undocumented	<= 266%	Healthy Kids	Medi-Cal
Undocumented	> 266 - 300%* (non-MAGI)	Healthy Kids	Healthy Kids
Undocumented	> 300 - 400%	Valley Kids	Valley Kids

 Indicates change in program eligibility for specific group

* 322% of FPL using Modified Adjusted Gross Income (MAGI) is equivalent to 300% of FPL using non-MAGI calculation



Program Eligibility



Member Orientation/Education Videos

- If Unwell
- Medi-Cal Coverage
- Medi-Cal



Topics for December Meeting





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