



Consumer Advisory Board Meeting Minutes 8.31.16

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed to the meeting by Irene Walsh, Santa Clara Family Health Plan, who shared the agenda and reminded members 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.

1. Guest Presentation – Home Health: Dana Qamoos, SCFHP, Nurse Case Manager

- A. Home Health (HH) Services are a benefit for both SCFHP and BX Anthem members. See your Member Handbook for more information and call your Member Services number.
- B. HH services are provided for people who discharge from the Hospital, Nursing Facility and when they need medical services/help when they get home as outpatient.
- C. A Doctor's order defines what is needed. Some people need equipment such as wheelchairs or walker. Durable Medical Equipment (DME) is ordered for those with the medical need.
- D. If you need something, you need to let your home health nurse, therapist or doctor know. Be sure to ask questions to stay on top of your health care. If you are not able, ask a friend or family member to help call.
- E. If you need help, please contact your Health Plan and ask for the "Nurse Case Manager" so we can help make an assessment right way around your needs.

2. Member Stories/Feedback:

- A. . What's going well
 - a. "Things go well more than when they don't. Very happy with service. Member shared that his doctors and nurses are very helpful, compassionate (gave him an oxygen tank when he ran out)
- B. Anthem Blue Cross members wanted to know why they got another card (BX change in medical Group)
- C.. Discussion around CHME (Santa Clara) The previous DME company used to do everything. Recommendation is to keep on top of your DME orders and call the Health Plan if you need help (Case Manager)

Next meeting: September 28, 2016 @ 11 am

* Follow Up Items