



Consumer Advisory Board Meeting Minutes 7.27.16

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed to the May meeting by Tammie Pitkin, Anthem Blue Cross 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 – Updates on Enrollment for Cal MediConnect: Gayle Akin, Harbage Consulting**

Gayle Akin with Harbage Consulting shared activities, both current and planned in Santa Clara County to educate and reach out to eligible individuals for CMC who are not enrolled. Plans include outreach presentations at Chinese churches, Vietnamese providers and a Fall Town Hall. Her presentations include conversations with potential beneficiaries as well as families and providers. She also conducts monthly provider webinars. Future sessions for the fall will include the topic of Continuity of Care. Gayle shared some feedback she’s received from individuals already enrolled in CMC members about what they value in CMC. That includes care coordination that is important to families as well as the plan member. CAB members shared other things they value such as: transportation benefits, referrals to specialists, addressing payment issues when member is charged by providers. M

2. **Member Stories/Feedback:**

Questions :

1. How do we access transportation benefits?

Answer: Contact Member Services or the Call Center at the plan. The phone # is on your membership card. * Suggestion was made to provide members with a written summary of how transportation benefit can be arranged including what’s different if after hours, or for the CAB meeting.

2. How do I find a dental provider that does surgery?

Answer: *Tammie Pitkin, Anthem will share a list of Denti-Cal providers with CAB members if helpful. Yes, they are free for people with a disability. The Gardner Clinic information was shared by another CAB member as a provider that does oral surgery under Denti-Cal.

3. Do Specialist authorizations need to be re-authorized within a certain timeframe?

Answer: under CMC, should have open access without need for re-authorizations.

* Abby Baldovinos, SCFHP Provider Services will follow up on this particular provider.

4. If my PCP leaves, can I interview others in order to find one I like? When I've tried this, they just schedule and charge for a "new patient visit" which is not necessary. Answer: Providers don't have a way of doing this type of interviewing, but if a member is interested in a particular PCP, they can request that assignment.

Positive Feedback from Members:

- SCFHP: appreciate that I don't have to defend or prove why the benefit or service is needed, but that SCFHP approves if authorized by the physician.
- Like the physician referrals, exercise/fitness service at Anthem
- Continuity of Care with Stanford Specialist was very important and appreciated.

Challenges Encountered:

- Pharmacy calls with Med-Impact when they won't accept the zip code on the automatic calls. *Lori Andersen, SCFHP will follow up with the Pharmacy staff on this problem.

Suggestions for Future Meeting Topics:

- Emergency Preparedness in Santa Clara County (Fire Dept. and new Life Alert program)
- Crisis Lines to help
- Presentation & Demo on "My Health Online" or "My Chart" (NOTE: only applies to SCFHP members)

Next meeting: August 31, 2016 @ 11 am

* Follow Up Items