



Consumer Advisory Board Meeting Minutes 6.29.16

1. **Welcome:** Irene Walsh, Santa Clara Family Health Plan welcomed the Consumer Advisory Board (CAB) members to the meeting. She also introduced Ngoc Nguyen, Provider Services Blue Cross/Anthem, Sheri Barraza (health plan guest), and featured speaker, Lizbeth Martinez.

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. Agendas for today and Meeting minutes from the last Consumer Advisory Board meeting were distributed for review.

Each of the members introduced themselves and their health plan affiliation.

1. Guest Presentation – Member Services and Call Center

Lizbeth Martinez, Member Services Representative at Santa Clara Family Health Plan discussed the role of the Member Services Department, specifically what they do and how they assist members. Member Services can help you when you receive a bill, selecting or changing a PCP, Transportation, questions about benefits and services, printed materials, and language support services. Members should call their own health plan's CalMediConnect Service line for assistance.

2. Questions and Answers:

Q1: My husband was sick in the hospital, and I could not visit him because I did not have transportation. Why could I not get a cab authorized by the plan to visit him?

Answer: Transportation for family members to visit their loved ones in the hospital is not a covered benefit, though there are options in the community such as Outreach, UBER Lyft, or UBER that could have assisted you. Please note that Outreach has specific eligibility and disability criteria.

Q2: Transportation scheduling can be difficult to meet the 5 day lead time. Is there any flexibility?

Answer: Please call your Member Services Call Center for assistance in scheduling transportation that is less than 5 days. Tell us the circumstances so we can try to accommodate the request.

Q3: What are the differences between the Blue Cross/Anthem and SCFHP?

Answer: Both Plans offer CalMediConnect (combined Medicare/Medi-Cal) under one health plan. Members can seek additional information about each plan to make their own decisions. To get more information, feel free to contact Health Care Options for assistance Monday – Friday 8:00 a.m. to 5:00 p.m.

Q4: I would like to be able to meet my Case Manager face to face. Could the Plans do an open house or meet and greet?

Answer: Blue Cross/Anthem currently does something like this, though SCFHP does not. The plans will bring this suggestion back to the office.

Q5: I get so many papers in the mail. Can you stop sending so many papers? What do I do with the monthly letters I get about my prescriptions? They are hard to understand. This letter lists everything I'm taking.

Answer: Members and Health Plans had suggestions and comments. Health Plans are assumedly required to send out the letters with member's prescription information. You can review and file them. One participant commented that she thought the letters were to help aid in preventing Medicare Fraud. She suggested each member review the letter to identify any prescriptions that you are actually NOT taking and to notify the health plan if needed.

Q6: I am receiving a bill for services. What can I do?

Answer: Contact your Member Services Call Center for assistance. You must provide the health plan with a copy of the billing statement. You should not be billed for services.

Member Stories/Feedback:

1) Excellent Service Feedback

- a. Member received excellent service from SCFHP and Pharmacy to get some prescriptions that were not typically covered.
- b. Member reported that she was very happy with the services received from Nurse Steven at SCFHP to help resolve an issue.
- c. Member reported she received excellent service from the nursing staff and doctors at a Specialty Clinic at Stanford. She has also had really good care at the Fair Oaks (Valley Health Plan) clinics. She is also enjoying the combination of medical and social services provided to meet her needs.

2) Phone and Communication Issues

- a. The Appointment reminder line through Valley Medical/Valley Health Plan messaging is a problem. Member has complained for 3 years and nothing has happened. When the reminder message is sent/received there is a "click click" and a hang-up.

- b. Member has called Santa Clara Family Health Plan in the past, and has had difficulty with understanding a representative with a “deep accent”. She could not understand them. Could the Plan provide staff with not such strong accents?
- c. Member called a CMC service phone line over this past weekend after hours. She was on hold for 20 minutes before she was prompted to leave a message. She was not happy to be on hold for 20 minutes, when she could have left a message for a call back immediately. SCFHP Member Services Rep will follow-up with member to get more specifics.
- d. Member commented “What happened to the VMC automated prescription refill line?” He does not like talking to a machine. The group discussed options including mail order services.

Summary of Follow-up Items

- 1) Investigate and assist in resolving phone issues reported
- 2) Review feedback for overall process improvement opportunities.

Next meeting: July 27, 2016 @ 11 am