



**Consumer Advisory Board
Meeting Minutes
4.27.16**

1. **Welcome:** Lori Andersen, Santa Clara Family Health Plan, welcomed Consumer Advisory Board (CAB) members to the April Consumer Advisory Board meeting. 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. Meeting minutes from the last Consumer Advisory Board meeting was distributed for review.

2. **Older Adult Mental Health:** Maria Fuentes MSW, Older Adult Services Senior Manager from Santa Clara County Mental Health Dept, provided information and resources of Santa Clara County Behavioral Health Services Dept.

- **Call Centers: - point of entry for all inquiries and assistance.**
Clinician screen to provide linkage to the level of mental health services that would best meet their needs.
 - **1-800-704-0900**
- **Suicide Crisis Hotline** – provides 24 hour suicide and crisis hotline for residents of Santa Clara County
 - **1-855-278-4204**
- **Walk in Urgent Care center**
- **Central Wellness & Benefits Center**
- **Community Clinics**

4. Member Stories/Feedback:

CAB members shared two different experiences with getting a cardiologist appointment through Valley Health Plan. One member had difficulty and had to make multiple calls, while another had no difficulties, and was successful.

CAB member shared the wait time for a colonoscopy at Valley Medical was approximate six months so she went to Regional Medical Center and was able to obtain procedure within a week's time.

The group discussed possible future educational topics and resources to have at future meetings. Possible topics included disability services and resources, home visits services, senior centers, Department of Aging and Adult services.

Next meeting: May 25, 2016 @ 11 am