



**Consumer Advisory Board
Meeting Minutes
3.30.16**

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, welcomed Consumer Advisory Board (CAB) members to the February 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. **Cal MediConnect Ombudsman:** Tiffany Huyenh-Cho, Staff Attorney for Bay Area Legal Aid (Cal Medi-Connect Ombudsman) shared information regarding updates with Medicare Fraud and the Cal MediConnect Deeming.

CAB Members were provided with a fact sheet regarding Medicare Fraud examples:

- a) Provider bills for services not rendered
- b) Upcodes for a service
- c) Solicits, offers, or receives a bribe or kickback
- d) Does not follow Medicare Marketing rules

CAB Members were provided with the hotline: Senior Medicare Patrol helpline if suspected fraud is detected.

Cal Medi-Connect deeming: The health plans in Santa Clara County have offered a “deeming” allowance period of one month for members who has lost full-scope Medical eligibility to remain in the Cal Medi-Connect plan. The one month period allows a grace period for beneficiaries to resolve any issues regarding their Medi-Cal eligibility.

3. Adult Day Care – Social Model: Marilou Cristina, interim Executive Director of Alzheimer’s Association, share some resources as it relates to the Adult Day Care – Social Model. The Adult Day care provides social and recreation for beneficiaries and respite for family caregivers. It is not currently paid for by the Cal MediConnect plans as it is not a Community Based Adult Services model. There are many locations throughout Santa Clara County. A list of these centers was provided to CAB members.

4. Member Stories/Feedback:

CAB member shared that she received a bill and forwarded to the health plan to help resolve it.

CAB member shared that linking with the Case Manager helped with getting access to IHSS services.

5. UC Berkeley researchers are holding interviews with people in Santa Clara County who have recently enrolled in a Cal MediConnect health plan. The purpose is to seek inputs about new health materials to improve the program. CAB members were given information if they choose to sign up for the focus group.

Next meeting: April 27, 2016 @ 11 am