



**Consumer Advisory Board
Meeting Minutes
2.24.16**

1. **Welcome:** Lori Andersen, Santa Clara Family Health Plan, 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. **Santa Clara Department of Aging & Adult Services (DAAS)** A guest speaker invited to present from DAAS did not attend. Lori Andersen shared with the group her understanding of the following County programs: senior nutrition including meals on wheels, Adult Protective Services (APS) and the Public Guardian. Information about In-Home Supportive Services; another DAAS program was presented at an earlier meeting. Members shared their experiences with these programs as well as personal stories related to topics of elder abuse, suspected fraud, and related needs for advocacy by a member's friend that needs help with managing challenges with trust fund.

Several members have participated in senior nutrition programs and understand that the meals are free with a suggested, not mandatory contribution. They also described several socialization activities at senior/community centers and the health value of them being equal to the meal. Suggestions for future topics that grew out of the discussion include:

- ✓ Programs offered by organizations serving adults with disabilities
- ✓ Elder Abuse – how to identify and refer
- ✓ How to report fraud when providers don't provide the service but it appears that they have billed Medi-Cal or Medicare regardless
- ✓ Pharmacy and medications

3. Member Stories/Feedback:

CAB members shared some challenges they've had with scheduling appointments with specialists and Lori will follow up with those comments. A question was raised about acupuncture coverage that has been beneficial to a member. Others expressed satisfaction with the Cal MediConnect program and getting the help that they need.

Next meeting: March 30, 2016 @ 11 am