



**Consumer Advisory Board
Meeting Minutes
1.27.16**

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, and Irene Walsh, Santa Clara Family Health Plan, welcomed Consumer Advisory Board (CAB) members to the December 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. **Communication/Outreach:** Gayle Akins, Outreach Specialist from Harbage Consulting, provided an overview of the outreach efforts that have occurred and planned for the Coordinated Care Initiative in Santa Clara County. Gayle shared that she has held meeting with various Stakeholders and beneficiaries in various ethnic communities. Gayle shared that some outreach strategies involves scheduling a meeting with the Santa Clara County Supervisors and staff, Presentations to Physicians and other healthcare providers, outreaching to churches and community sites. Gayle also shared that there will be a Provider luncheon to the California Medical Association with all representatives from the health plans. Gayle shared that there was a focus group/survey conducted and 90% of the beneficiaries that were connected with the Cal Medi-Connect health plans were overall satisfied with their plan services.

CAB Members shared some opportunities for Gayle to provide outreach to:

- Santa Clara Valley Blind Center
- Services for Brain Injury
- Citizens Center
- Salvation Army

- Goodwill programs
- St. Thomas (Sunnyvale)

3. Member Stories/Feedback:

CAB members shared that they have been satisfied with working with their case managers and getting the help that they need.

CAB member shared that when she was sent a bill, she sent it to the health plan and they took care of it.

One of the existing obstacle was getting referrals for Psychiatrist.

3. Next meeting: February 24, 2016 @ 11 am