



Consumer Advisory Board Meeting Minutes 9.30.15

1. **Welcome:** Lori Andersen, Santa Clara Family Health Plan, welcomed Consumer Advisory Board (CAB) members to the September 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.

Lori also inquired as to who might want to participate in a discussion with a team of evaluators of the CMC program that will be visiting the SCFHP in late October. She handed out a flyer with the information.

2. **Liaison Role with CCI Stakeholder Committee:** Lori shared that this group would like to establish a liaison with the CAB and has designated a person, John Arnold to attend the CAB meetings and report back to the CCI Stakeholder Committee on any consumer input about CCI. John will likely join the group in October.

3. **CCI Ombudsman Report:** Tiffany from the CCI Ombudsman program presented her quarterly report to the CAB. She mentioned that their most common call received is about balanced billing, a practice that is illegal whereby providers tell members that they have to pay for a service because it's not covered by their insurance. She stated that *"if a provider is given insurance information and they provide the service that they're responsible for paying, once they have accepted your insurance."* The follow up that the Ombudsman's office does is get a copy of the bill, call the provider and/or contact the plan and request a retroactive continuity of care. They also individually assist newly enrolled members that need help with accessing services, particularly DME (Durable Medical Equipment) and prescription medications.

Another issue that arises with calls they receive is related to Medi-Cal reconciliation. It is important to turn in the reconciliation forms when they are required to maintain Medi-Cal eligibility. Members have 90 days to do this. Once it is turned in to the County, they must process and cannot terminate benefits. The Ombudsman is beginning to get more calls about accessing care coordination at the health plans. Members are reminded that they have the right to ask for case management and care coordination no matter what their risk level is.

Tiffany encouraged the members to call their office if they have any questions and she distributed her contact information to the group.

4. CCI Communications – Santa Clara Family Health Plan

Chelsea from SCFHP shared information about the required mailings that go out for 2016 to members and providers. This includes the Summary of Benefits, Formulary (covered drugs) and there are very few changes from 2015. Members do not have to do anything to remain in the CMC program. She also shared the SCFHP CMC Newsletter that will be produced three times a year. It includes resources, tips

for staying healthy and information about the CMC benefits. It's available in multiple languages. Chelsea distributed copies of the new SCFHP CMC brochure also.

As part of the CCI Communications Committee, SCFHP and Anthem representatives coordinate with other advocates and stakeholders to share information about enrollment in and benefits of the CCI. Stories of successful care coordination are now being gathered and compiled to share as a way of demonstrating the impact of CMC. The issue of updating language preference and changes in address or phone was emphasized since this is how plans communicate with members.

5. Member Feedback:

CAB Members shared needs they have for follow up with issues related to IHSS workers and their language and skillset/training, transportation and covered medications. Health plan representatives provided direction and assistance for connection with case managers.

5. Next meeting: October 21, 2015 @ 11 am