



**Consumer Advisory Board
Meeting Minutes
7.29.15**

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, and Lori Anderson, Santa Clara Family Health Plan, welcomed Consumer Advisory Board (CAB) members to the July 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. **Behavioral Health:** Alaina Howland, Beacon Health Systems, and Jennifer Clements, Santa Clara Family Health Plan, provided an overview of the Behavioral Health services and benefits that are integrated with the Coordinated Care Initiative/Cal MediConnect. Behavioral Health assessments are used to determine the level of needs and services of the members. Licensed care managers/coordinators develop care plans based on the assessment to facilitate resources and referrals for members such as therapists, counseling, food, shelter, etc.

Both health plans are contracted with various community providers and contracts with the County of Santa Clara for the delivery of specialty mental health. The County program services continue to provide and supports members who are already in part of their system.

Questions/Answers for Behavioral Health

Q: How do you identify that patients may need psychiatry services?

A: Health plans will work with the Primary Care Physician to determine the need for the referral based on the doctor's screening and recommendation. The Behavioral Health team will then coordinate the services for the member.

Q: How do we have determine further testing may be needed?

A: Work with the Primary Care Physician and Case Managers to help determine the right procedure and what may be needed.

Q: How is behavioral health service provided?

A: A diagnosis of mental health, substance abuse will be factors for services. The assessment will be a tool to determine these levels of services required.

3. Questions/Feedback:

Q: How do I get connected to a Care Coordinator? Are they assigned?

A: Care Coordinators are assigned to members. Contact member services to reach your Care Coordinators.

Q: I am interested in exercise/fitness programs? What are they?

A: Anthem members are provided with Silver Sneakers benefits. There are also community centers that have various exercise programs for older adults.

4. Next Meeting:

August 26, 2015 @ 11 am at the same location.