

# MINUTES – Approved

For a Regular Meeting of the

## Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, December 11, 2018, 6:00-7:00 PM  
Santa Clara Family Health Plan, Boardroom  
6201 San Ignacio Ave, San Jose, CA 95119

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### Committee Members Present

Blanca Ezquerro  
Rachel Hart  
Brenda Taussig  
Hung Vinh  
Tran Vu  
Danette Zuniga

### Committee Members Absent

Paul Murphy  
Lesly Gutierrez  
Myrna Vega  
Margaret Kinoshita  
Rebecca Everett

### Staff Present

Christine Tomcala, Chief Executive Officer  
Chris Turner, Chief Operating Officer  
Laura Watkins, Director of Marketing, Outreach  
and Enrollment  
Chelsea Byom, Manager of Marketing and  
Communications  
Cristina Hernandez, Marketing Project Manager  
Divya Shah, Health Educator

### Others Present

Maria Cristela Trejo Ramirez – Guest  
Evangeline P. Sangalang – Guest

#### 1. **Roll Call/Establish Quorum**

Christine Tomcala, Chief Executive Officer, called the meeting to order at 6:01 p.m.

#### 2. **Public Comment**

There were no public comments.

#### 3. **Review and Approval of June 12, 2018 Meeting Minutes**

Ms. Ezquerro moved and Ms. Hart seconded the motion to approve the minutes from the meeting held on September 11, 2018. The motion passed unanimously with one abstention. Ms. Taussig abstained.

#### 4. **Health Plan Update**

Ms. Tomcala presented an enrollment update: As of December 1, Medi-Cal enrollment is 242,695; Cal MediConnect is 7,695; and Healthy Kids is 3,345 for a total enrollment of 253,735. Trend continues to be a slight decrease in Medi-Cal enrollment but an increase in Cal MediConnect, which Ms. Tomcala credited to the Medicare Outreach team. Ms. Watkins explained that the decrease in Healthy Kids may be attributed to Covered California open enrollment, and that membership is generally volatile this time of year. Ms. Taussig joined the meeting at 6:10 p.m.

Ms. Tomcala shared the statement released by SCFHP about proposed changes to the public charge rule. She reinforced that the rule is not in effect and members should not disenroll from safety net programs. Ms. Ezquerro asked if SCFHP has seen disenrollment caused by the public charge rule. Ms. Watkins said that the proposed changes to public charge are a concern and something SCFHP is monitoring, but at this time cannot directly attribute changes in enrollment to the proposed changes to public charge.

Ms. Tomcala announced that Santa Clara County won the bid for two hospitals. She will keep the committee informed if the changes will impact SCFHP members.

## **5. 2019 Changes to Medi-Cal Benefits and Services**

Ms. Byom presented 2019 changes to Medi-Cal benefits and services: pediatric palliative care, Health Homes Program (HHP) and Diabetes Prevention Program.

Ms. Zuniga asked about hospital to home transitions for HHP members. Ms. Byom replied that a HHP care coordinator will work with the member and their health providers to coordinate their care.

Ms. Byom asked the group if there is any interest for more information regarding the program. A couple of members were interested.

## **6. Diabetes Prevention Program**

Ms. Shah presented the diabetes prevention program available to Medi-Cal members in 2019. The program is designed to prevent or delay the onset of type 2 diabetes.

Ms. Zuniga asked where the meetings or classes will take place. Ms. Shah explained that SCFHP has partnered with Solera Health to offer classes at locations throughout Santa Clara County. Solera even offers online courses. Ms. Ezquerro asked if the meetings are one on one sessions or group lessons. Ms. Shah answered that the program offers both. Group sessions have 12-15 participants.

Ms. Byom asked the group for ideas on how to communicate the diabetes prevention program to members. Ms. Ramirez believes that it is important for individuals to know what is happening to their bodies and that this program will be helpful to SCFHP members. She expressed her excitement regarding the nutritional education since she believes it to be the most important aspect to share with members. Ms. Ezquerro commented on the importance of educating providers and using them to reach to eligible members. Mr. Vu suggested targeting older members because he believes they get comfortable with the same routine and they should learn about their health before they are diagnosed with diabetes. Ms. Ezquerro suggested SCFHP create flyers and share them with members and community partners.

Ms. Shah shared her concerns that it is a yearlong program and asked if the committee believes members will commit to the program. Both Ms. Ezquerro and Mr. Vinh are concerned about the weekly, one hour meeting but believe members will still be interested. Ms. Tomcala asked if there are attendance requirements. Ms. Shah explained that to qualify for a second year, members must attend a certain number of meetings and show weight loss. Ms. Hart asked if SCFHP is offering incentives to those who complete the program. Ms. Shah answered that it has not been mentioned but it is a great idea to explore.

Ms. Zuniga suggested that meetings be available after work hours and on weekends.

Ms. Ezquerro asked if members will be able to make-up meetings and suggested the make-up sessions be available online. Ms. Hart asked for confirmation that Skype sessions will be available. Ms. Shah confirmed that online options will be available.

Ms. Taussig asked if the program is based on the American Diabetes Association diet. Ms. Shah will confirm the guidelines the diet is based on. Ms. Byom stated that the overall program follows the CDC curriculum.

## **7. SCFHP Member Communications**

Ms. Byom reviewed recent member communications, including newsletters and incentive program letters. The group confirmed receipt of the fall newsletter.

Ms. Ezquerro asked how members are targeted for the incentives. Ms. Shah explained that SCFHP gets data from providers about whether or not a member has completed the specific preventive care service or immunization. SCFHP determines which services to target based on our performance on a set of quality measures, called HEDIS. Ms. Hart asked why Vietnamese children were targeted. Ms. Byom explained the difference between the two targeted populations and the unique services they were missing. Reports showed that Vietnamese children had lower vaccine rates so the program was created to improve numbers for that population.

Mr. Tran asked if there is a connection between language barriers and low vaccine rates. Ms. Byom explained that it could be a possibility but it is hard to pinpoint the exact reason. Mr. Tran suggested SCFHP explore this topic further since Medi-Cal members tend to be low income and some are recent immigrants with cultural and language barriers.

Ms. Zuniga asked about the procedure for picking primary care providers in certain clinics, specifically Palo Alto Medical Foundation (PAMF) providers. Ms. Turner reviewed the process for selecting a PAMF provider. Ms. Turner asked the committee to refer to the SCFHP Provider Directory which shows available providers and how to choose a primary care physician.

Ms. Byom updated the committee on the website redesign. The website will be ready for testing early 2019.

Ms. Ezquerro asked if members can submit a change of address via the portal. Ms. Watkins explained that at this time members need to call to change their address because a system is not in place to confirm that it is a legitimate request from the member.

Ms. Byom shared dates for upcoming outreach events and asked the committee to share any events they believe SCFHP should participate in.

## **8. Future Agenda Items**

Ms. Ezquerro requested more details about the diabetes prevention program and the health homes program.

Ms. Taussig asked for results of the incentive letters. Ms. Shah stated that results may not be ready for the next meeting, but will be made available at a future meeting.

Ms. Hart asked how the topics of homelessness and health were joined for the SVCN Health and Housing Summit. Ms. Watkins explained that the summit, hosted by the Silicon Valley Council of Nonprofits, is a chance for local organizations to discuss their shared mission to promote access to health care and affordable housing. These organizations recognize that you have to have housing in order to be healthy. Ms. Watkins highlighted the importance of working with and learning from our community partners. Ms. Taussig suggested that committee members participate in the SVCN Health and Housing Summit which will be in January 2019 and is open to all.

Ms. Zuniga mentioned sharing information with people with disabilities at the Regional Center. Ms. Zuniga suggested that the Regional Center would be a great place to provide outreach since many people she meets there do not know about Medi-Cal and the resources available.

Ms. Watkins encouraged the committee to invite interested SCFHP members or members from community organizations to join the SCFHP Consumer Advisory Committee.

**9. Adjournment**

Ms. Taussig adjourned the meeting at 6:56 pm.



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Brenda Taussig  
Chair, Consumer Advisory Committee