



Regular Meeting of the

Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board

Thursday, September 2, 2021 11:30 AM – 1:00 PM
Santa Clara Family Health Plan - Teleconference
6201 San Ignacio Ave., San Jose, CA 95119

MINUTES - Draft

Members Present

Laurie Nakahira, DO, Chief Medical Officer, Chair
Andy Le, Ombudsperson, Supervising Staff
Attorney, Bay Area Legal Aid
Narendra Pathak

Members Absent

Luis Gova Gonzalez
Charles Hanks
Verna Sarte
Dennis Schneider

Staff Present

Laura Watkins, Vice-President, Marketing and Enrollment
Chelsea Byom, Director, Marketing, Communications, and Outreach
Tanya Nguyen, Director, Customer Service
Lucille Baxter, Manager, Quality and Health Education
Mike Gonzalez, Manager, Community Resource Center
Cristina Hernandez, Manager, Marketing and Public Relations
Thien Ly, Manager, MediCare Outreach
Jocelyn Ma, Community Outreach Program Manager
Amber Tran, Process Improvement Project Manager
Lynette Topacio, Marketing Project Manager
Zara Hernandez, Health Educator
Amy O'Brien, Administrative Assistant

Guest

Rita Cruz Gallegos, Provider Outreach Specialist, Outreach & Engagement, Aurrera Health Group

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:33 a.m., and roll call was taken. There was no quorum. Mr. Pathak took this time to show his appreciation for our service men and women who were on the front lines during the attacks at the Kabul airport.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the June 3, 2021 Cal MediConnect Consumer Advisory Board (CAB) Committee meeting were reviewed.

4. Health Plan Update

Dr. Nakahira presented the Health Plan update. The Plan continues to work with the Department of Health Care Services (DHCS) to establish a vaccination plan for our unvaccinated members. This plan includes vaccine education for the vaccine hesitant. As of September 20, 2021, the vaccine booster is available for those who are immune-comprised. The recommended timeframe for the booster shot is 8 months after the last shot. Dr. Nakahira concluded the Health Plan Update by stating that SCFHP is preparing for the rollout of its Dual Eligible Special Needs Plan (D-SNP), which will launch in 2023.

5. COVID-19 Update

a. Vaccination Rate

Dr. Nakahira presented the COVID-19 vaccination rates by age, with a comparison between the vaccination rates in Santa Clara County and SCFHP members. She continued with a breakdown of vaccination rates by ethnicity. Mr. Pathak asked if the state of California pays for these vaccinations. Dr. Nakahira confirmed that vaccines are free to members and the general public. Ms. Baxter advised that the cost of vaccinations is not paid for by the state. It is paid for directly by the Centers for Medicare and Medicaid Services (CMS).

b. Vaccination Outreach

Amber Tran, Process Improvement Project Manager, summarized the Plan's ongoing COVID-19 member outreach and education efforts. The Plan has hosted 5 vaccination clinics that are open to the public at the Blanca Alvarado Community Resource Center, and the clinics have administered over 1,100 vaccinations. Ms. Tran highlighted the Plan's next steps as the outreach campaign continues. The outreach campaign includes submission of the SCFHP COVID response plan to the DHCS.

6. 2021 Medicare Annual Enrollment Period (AEP)

Mr. Thien Ly, Manager, Medicare Outreach, discussed the 2021 annual enrollment period and enrollment deadline. Medicare beneficiaries can make changes to their current coverage. The last application can be submitted as late as December 7, 2021 at midnight, in order to be effective on January 1, 2022. Mr. Ly stressed the fact that, for current SCFHP Cal MediConnect (CMC) members, the coverage automatically continues for 2022. There is no need for current CMC members to complete and submit enrollment applications. Mr. Pathak asked about the number of members with Kaiser Permanente. Ms. Watkins responded that there are no CMC members with Kaiser.

7. Member Orientation

Jocelyn Ma, Community Outreach Program Manager, presented the committee with an overview of the Member Orientation pilot program, which began in June 2021. Ms. Ma discussed the goals of the member orientation program. Ms. Ma highlighted the program accomplishments to date. Ms. Ma also discussed next steps, which include scheduling member orientations for our CAB members, and executing the Member Orientation promotion plan. The goal of the promotion plan is to increase member awareness and attendance.

Mr. Pathak asked about the member orientation process for new members. Ms. Ma directed him to our website at: www.scfhp.com/welcome for details on dates and self-registration. Ms. Ma also confirmed that details about the Member Orientation program are published in the quarterly newsletter and in our community newsletter.

8. Behavioral Health with Telehealth

Dr. Nakahira discussed the importance of behavioral health services during the pandemic. She provided an overview of the services available through our new behavioral health telehealth provider, Array. No prior authorization is required for these services. Her presentation included contact information such as the toll-free phone number and hours of operation, the link to the Array website to make an appointment, and the toll-free number to the SCFHP Case Management team.

9. Standing Items

a. Community Resource Center (CRC)

Mike Gonzalez, Manager, CRC, presented the Committee with an update on the ongoing virtual programming available at the Center. The virtual Grand Opening of the CRC takes place on Friday, September 17, 2021 from 12:00 p.m. to 1:00 p.m., and there is a Community Open House on Saturday, October 2, 2021 from 10:00 a.m. to 3:00 p.m. Mr. Gonzalez introduced Lidia Valencia, the CRC's new Community Health Worker (CHW). Mr. Gonzalez detailed the planned hours of operation. COVID-19 safety protocols remain in place throughout the duration of the pandemic, and programming is subject to change.

Mr. Gonzalez discussed the elements and strategies of the community-led CRC Planning Process and the process roadmap. This planning process includes a community survey targeted to residents within 6 specific zip codes in East San Jose. He envisions a grassroots approach and a community-led engagement process.

Mr. Pathak asked for the square footage of the center. Mr. Gonzalez replied that the center itself is approximately 12,000 square feet. Some of that space will be used for SCFHP staff members who work at the center. In addition, part of the building will be sub-leased to a community-based organization (CBO). There is approximately 6,000 to 7,000 square feet that is open for public use in the form of community conference spaces, private rooms, a teaching kitchen, and public gatherings in the courtyard. Mr. Pathak asked if there are any future plans to keep the center open on a 24 hour basis. Mr. Gonzalez replied that the hours of operation will evolve and change based on the status of the pandemic and the needs of the community.

b. Member Communications

Chelsea Byom, Director, Marketing, Communications, and Outreach discussed the upcoming Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, which will be mailed in the spring of 2022. The goal is to receive as many members' responses as possible, in order to ensure our members receive high quality health care. Ms. Byom described the 1st CAHPS postcard, which is designed to explain the purpose of the upcoming survey. She welcomed feedback on the design, wording, and messaging of the postcard. Mr. Pathak thought the postcard looked very good, and he asked if members will receive incentives for completing the survey. Ms. Byom replied that, at this time, there is no incentive program.

Next, Ms. Byom described the content of the 2nd postcard. The 2nd postcard is intended to encourage members' responses to the survey. Ms. Byom asked for feedback on the message of this postcard. Ms. Gallegos responded that it is a great idea to mail 2 postcards, and she feels that both postcards are easy to understand.

Ms. Byom continued with an overview of the member communications completed since the June 2021 meeting. Mailings included the summer newsletter, which was mailed at the end of July, and a flyer which announced the start of our member orientation pilot program. The robo-calls campaign continued, with calls made to households with members in the 12-17 age group who remain unvaccinated. Live calls were also made to announce the new member orientation program. There are 3 new landing pages on the SCFHP website, including a Welcome page, a COVID vaccination information page, and a preventive care page. SCFHP participated in 2 events in August 2021.

c. Health Education Overview

Ms. Zara Hernandez, Health Educator, presented the Health Ed Spotlight on controlling high blood pressure. The class is offered through SCFHP at no cost to members with high blood pressure, or for those who care for someone with high blood pressure. The class is offered on a monthly basis. The class is virtual, with in-person dates to be determined as the pandemic continues. Ms. Hernandez gave an overview of the discussion topics during the class. The Health Education department hopes to offer even more classes of various topics in the future. Ms. Hernandez described some of the other health education classes offered at no cost to our members, and she provided the link for information on how to sign up for classes.

Mr. Pathak asked about ongoing classes for controlling blood pressure, diabetes, and stress management. Ms. Hernandez responded that Health Education continues to offer these classes, which include tips for managing chronic conditions, and information about these classes and how to sign up can be found on our website.

Mr. Pathak asked about classes to help members who have had a stroke. Ms. Hernandez replied that we currently do not offer classes on neurological conditions. Members can find articles related to brain health in the health library section of our website. These articles are no cost to our members.

d. Cal MediConnect (CMC) Ombudsman Program Updates

Dr. Nakahira introduced Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, to the committee. Mr. Le is taking over for Tiffany Huyenh-Cho as a member of this committee. He is an interim Managing Attorney at Bay Area Legal Aid, and he gave an overview of his background and experience. He explained that the purpose of his role as an Ombudsperson is to provide enrollment and eligibility assistance to individuals who need to enroll in a CMC plan or Medicare/Medi-Cal (Medi-Medi) plans.

Mr. Le also discussed the fact that, due to COVID, there has been a trend towards disenrollment from CMC plans. In many cases, disenrollment was either due to individual ineligibility, or as a result of termination of the Medicare savings program that helped pay Medicare premiums. Oftentimes, there is an inconsistent exchange of information between the Social Security Administration (SSA) and the DHCS which mistakenly results in Medicare termination. In addition, individuals on long-term disability are sometimes enrolled into the wrong CMC health plans. Some health plans do not explain to enrollees that certain chronic conditions, such as End-Stage Renal Disease, prevent an individual from enrollment into a CMC plan. Mr. Le suggested that SCFHP include this information on their website to help potential CMC enrollees understand eligibility requirements.

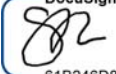
Mr. Le provided the contact information for both of the Bay Area Legal Aid advice lines. For information on general legal issues, members can call: (800) 551-5554. For consumer healthcare-related issues, members can call: (855) 693-7285.

e. Future Agenda Items

Dr. Nakahira asked the committee for their ideas on future topics. Mr. Pathak took this opportunity to announce that he was re-appointed to the Human Rights Commission by the Santa Clara County Board of Supervisors. He was sworn into office on June 23, 2021, and his term is effective through June 30, 2025. Mr. Pathak also expressed his gratitude for all the staff at SCFHP, especially throughout the pandemic.

10. Adjournment

The meeting adjourned at 12:36 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, December 2, 2021 at 11:30 a.m.

DocuSigned by:

61B246D8941C4A9...

Laurie Nakahira, DO, Chairperson
Cal MediConnect Consumer Advisory Board Committee