



Consumer Advisory Board Meeting Minutes 6.29.15

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, welcomed Consumer Advisory Board (CAB) members to the June 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. **Nursing Home:** Lori Andersen and Irene Walsh, both from SCFHP, provided an overview of the skilled nursing home benefits which are part of the overall Long term Services and Supports benefits. There were also discussions about the differences of skilled nursing and custodial care depending on the needs of the members.

3. **Enrollment Data:** The State Enrollment Dashboard was shared with the group to review how the Cal MediConnect was working throughout the State. The group reviewed the data as it pertains to Santa Clara County's enrollment, disenrollment, and projected membership in the next couple of months.

Questions/Answers for Nursing Home

Q: Does the PCP have to sign off to get nursing home services?

A: Yes, referral for services is made through a physician/licensed healthcare provider.

Q: Does this apply to smaller facilities vs convalescent hospitals?

A: These services apply to the licensed skilled nursing facilities/nursing home.

Q: Will they coordinate to have Podiatry in the nursing home?

A: Yes, podiatry services will be covered in the nursing home and coordination can be facilitated between the facility and care managers to have an in-network podiatrist to see the members.

Q: How many doctors are assigned to patients?

A: Nursing home patients may see an outside PCP or be assigned to a network PCP that will travel to the facilities. The Facilities also have designated Medical Directors.

Q: What types of services/activities are in the nursing home?

A: Along with the nursing services need, the facilities will assist with the activities of daily living like dressing, laundry and have a list of recreation activities like Bingo, movies, games.

Q: What about members who do not have families to visit them? Who can assist them?

A: Some facilities have volunteers to provide different activities and visitation. The local Ombudsman also will help advocate for patients' rights.

3. Sharing Stories and Ideas

1. CAB members shared some topics for future education that they are interested in learning more about:
 - a. Alzheimer's/dementia
 - b. Emergency Safety Plan in the county
 - c. Questions about benefits related to fitness programs, personal response systems
 - d. Advanced Care Directives
2. CAB members are also interested in learning about falls prevention and other fitness programs in the county.

4. Next Meeting:

July 29, 2015 @ 11 am at the same location.