

AGENDA
Regular Meeting of the
Santa Clara County Health Authority
Consumer Affairs Committee

Tuesday, September 09, 2014

6:00p.m. – 7:00p.m.

210 E. Hacienda Avenue
Campbell CA 95008

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| 1. Call to Order | Dr. Wenner |
| 2. Roll Call | Dr. Wenner |
| 3. Public Comment
Members of the public may speak to any item not on the agenda; 2 minutes per speaker. The Committee reserves the right to limit the duration of public comment. | All |
| 4. Review and Approval of June 2014 meeting minutes. | All |
| 5. Health Plan Updates | |
| a. Customer Services Certification-Center of Excellence | Pat McClelland
V.P. of Member Operations |
| b. Member Grievance and Appeals 2014 | Diane Brown
Director, Quality Improvement |
| 6. Future Agenda Items | All |
| 7. 2014 Meetings | All |
| • December 09, 2014 | |

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Tanya Nguyen 24 hours prior to the meeting at 408-874-1851.
- To obtain a copy of any supporting document that is available, contact Tanya Nguyen at 408-874-1851. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 210 E. Hacienda Avenue, Campbell.
- This agenda and meeting documents are available at www.scfhp.com