



Santa Clara
Family Health Plan

The Spirit of Care

CONSUMER AFFAIRS COMMITTEE AGENDA

Santa Clara Family Health Plan
210 E. Hacienda Ave.
Campbell, CA 95008

Tuesday, June 11, 2013

6:00p.m. – 7:00p.m.

Creekside Room

- | | |
|---|---|
| 1. Call to Order | Dr. Wenner |
| 2. Roll Call | Dr. Wenner |
| 3. Public Comment | All |
| 4. Review and Approval of March 2013 meeting minutes. | All |
| 5. Health Plan Updates | Matt Woodruff
Chief Operations Officer |
| 6. Presentation on Call Center Certification | Pat McClelland
V.P. of Member Operations |
| 7. Future Agenda Items | All |
| 8. 2013 Meetings | All |
| • September 10, 2013 | |
| • December 10, 2013 | |