



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 12, 2012

6:00p.m. – 7:00p.m.

Creekside Room

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|--|-----------------------|
| 1. Call to Order | Dr. Wenner |
| 2. Roll Call | Dr. Wenner |
| 3. Review/Approval Minutes: | All |
| 4. Public Comments | All |
| 5. Health Plan Update | Pat McClelland, SCFHP |
| a. Member Satisfaction Survey Results | |
| b. Member Grievances and Appeals Q1 2012 | |
| 6. Discussion on Roles and Responsibilities of Committee members | All |
| 7. Future Agenda Items | All |
| 8. 2012 Meetings | All |
| • September 11, 2012 | |
| • December 11, 2012 | |