

Regular Meeting of the

## Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board (CAB)

Thursday, June 6, 2019, 11:30 AM-1:00 PM  
Santa Clara Family Health Plan, Redwood  
6201 San Ignacio Ave, San Jose, CA 95119

### AGENDA

<b>1. Introduction</b>	Dr. Nakahira	11:40	5 min
<b>2. Public Comment</b> Members of the public may speak to any item not on the agenda two minutes per speaker. The Consumer Advisory Board reserves the right to limit the duration of public comment period to 30 minutes.	Dr. Nakahira	11:45	5 min
<b>3. Meeting Minutes</b> Review meeting minutes of the March 7, 2019 Cal MediConnect CAB Meeting.	Dr. Nakahira	11:50	5 min
<b>4. Health Plan Update</b> Discuss status of current topics and initiatives and NCQA accreditation.	Dr. Nakahira	11:55	5 min
<b>5. Discussion Items</b>			
a. <b>Definition of Medi-cal, Cal MediConnect, and Medicare</b> Review differences between Medi-cal, Cal MediConnect, and Medicare health plans.	Mr. Ly	12:00	10 min
b. <b>Case Management Overview</b> Review case management benefit for members.	Ms. Carlson	12:10	10 min
c. <b>Overview of CAHPS Survey</b> Review Getting Needed Care results.	Ms. Enke	12:20	10 min
d. <b>Member Questions</b> Discuss common questions from members received via Customer Service calls.	Ms. Nguyen	12:30	10 min
<b>6. Standing Items</b>			
a. <b>Member Communications</b> Review of SCFHP member communications.	Ms. Byom	12:40	5 min

<p>b. <b>Health Education and Cultural &amp; Linguistics</b> Review of Health Education program and Cultural &amp; Linguistics program initiatives.</p>	<p>Ms. Shah</p>	<p>12:45 5 min</p>
<p>c. <b>Ombudsman</b> Cal MediConnect ombudsman program updates.</p>	<p>Ms. Huyenh-Cho</p>	<p>12:50 5 min</p>
<p>d. <b>Future Agenda Items</b> Discuss topic ideas for future meetings.</p>	<p>Dr. Nakahira</p>	<p>12:55 5 min</p>
<p><b>7. Adjournment</b></p>	<p>Dr. Nakahira</p>	<p>1:00</p>

**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.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Nancy Aguirre 48 hours prior to the meeting at 408-874-1835.
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre at 408-874-1835. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com)