

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><br>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><br>Review meeting minutes of the March 7, 2019 Cal MediConnect CAB Meeting.   | Dr. Nakahira | 11:50 | 5 min  |
| <b>4. Health Plan Update</b><br>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><br>Review differences between Medi-cal, Cal MediConnect, and Medicare health plans.   | Mr. Ly       | 12:00 | 10 min |
| b. <b>Case Management Overview</b><br>Review case management benefit for members.   | Ms. Carlson  | 12:10 | 10 min |
| c. <b>Overview of CAHPS Survey</b><br>Review Getting Needed Care results.   | Ms. Enke     | 12:20 | 10 min |
| d. <b>Member Questions</b><br>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><br>Review of SCFHP member communications.   | Ms. Byom     | 12:40 | 5 min  |

|   |                       |                    |
|---|-----------------------|--------------------|
| <p>b. <b>Health Education and Cultural &amp; Linguistics</b><br/>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><br/>Cal MediConnect ombudsman program updates.</p>   | <p>Ms. Huyenh-Cho</p> | <p>12:50 5 min</p> |
| <p>d. <b>Future Agenda Items</b><br/>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)

**Cal MediConnect Consumer Advisory Board**  
**Meeting Minutes**  
**March 7, 2019**

# MINUTES

## Cal MediConnect Consumer Advisory Board

Thursday, March 7, 2019, 11:30 AM-1:00 PM

Santa Clara Family Health Plan, Redwood

6201 San Ignacio Ave, San Jose, CA 95119

---

### **Committee Members Present:**

Verna Sarte, Member

Tiffany Huyenh-Cho, Ombudsman

### **Non-Committee Members Present:**

Johanna Liu, Director of Quality and Pharmacy

Laura Watkins, Vice President, Marketing & Enrollment, Marketing & Enrollment

Tanya Nguyen, Director of Customer Service, Member Services

Mai Chang, Manager of Quality Improvement

Chelsea Byom, Manager, Marketing & Communications, Marketing

Thien Ly, Manager of Medicare Outreach, Marketing, Communications & Enrollment

Divya Shah, Health Educator, Quality Improvement

Nancy Aguirre, Health Services Administrative Assistant

### **1. Introduction**

Consumer Advisory Board (CAB) members were welcomed by Johanna Liu, Director of Quality and Pharmacy at Santa Clara Family Health Plan (SCFHP), filling in for Dr. Laurie Nakahira, Chief Medical Officer at SCFHP. Followed by a round of introductions, beginning with Tiffany Huyenh-Cho, Supervising Attorney at Health Consumer Center, acting as Cal MediConnect's (CMC) Ombudsman. Ms. Huyenh-Cho explained her role as an Ombudsman is to advocate for CMC members with any issues relating to the plan, or service, free of charge.

Introductions continued with Mai Chang - Manager of Quality Improvement, Divya Shah - Health Educator of Quality Improvement, Tanya Nguyen - Director of Customer Service, Nancy Aguirre - Health Services Administrative Assistant, Verna Sarte – CMC member and active member of Most Holy Trinity Church, Chelsea Byom – Manager of Marketing and Communications, Laura Watkins - Director of Marketing, Outreach, and Enrollment, and Thien Ly – Manager of Medicare Outreach, Marketing, Communications and Enrollment.

### **2. Public Comment**

No public comment.

### **3. Health Plan Update**

Presented by Dr. Liu subbing for Dr. Nakahira.

- a. SCFHP recently received NCQA accreditation for CMC's line of business.

- i. NCQA sets quality standards for health plans.
  - ii. It is voluntary of a health plan to choose to become NCQA accredited. To become NCQA accredited, quality requirements must be met. This includes auditors surveying the health plan, and necessary documentation/case sharing to demonstrate SCFHP are meeting the required benchmarks.
  - iii. Excited to announce SCFHP successfully met all the benchmarks and passed, resulting in SCFHP becoming NCQA accredited for a term of 3 years. Dr. Liu stated SCFHP will continue to move this forward.
- b. Dr. Liu explained the area of focus for the health plan.
- i. Top two focuses this year are compliance and quality improvement.
  - ii. CAB is a great asset and contributor to helping better understand the members of the community, and how we can work together to improve the quality of the health plan.
- c. Lastly, the health plan is currently undergoing audits from the State of California's Department of Health Care Services as well as the Department of Managed Health Care.

#### 4. Discussion Items

##### a. Welcome Packet.

Presented by Dr. Liu. Reviewed each page of the welcome packet.

- i. Welcome Letter. Explains the restructure of the CMC CAB meetings this calendar year. A major change reflected in the letter is the separation from Anthem Blue Cross. The purpose is to connect directly with CMC members with an open discussion, specific to SCFHP.
- ii. Relocated the meeting from Home Town Buffet, to SCFHP's office: 6201 San Ignacio Ave, San Jose, CA 95119. Lunch will be served.
- iii. Member Information Form. The purpose of this form is to better know each CAB member, what's important to them, and any preferences they may have. This form states that members will receive a \$75 stipend per meeting.
- iv. 2019 calendar meeting dates.

##### b. Cal MediConnect Consumer Advisory Board Charter.

Presented by Dr. Liu. Charter reflects the purpose of the board, what the expectation for the board is, and how we can participate.

- i. It is the health plan's responsibility to the board to share any health plan updates on services and any changes in operations or policies that affect CMC members. This board can provide feedback on a regular basis.
- ii. CAB reports to Quality Improvement committee, which is a board committee of the health plan.
- iii. Group is made of health plan's staff, active CMC members and their family members or care givers, and representatives from community based organizations that regularly work with CMC members.
- iv. Quarterly CAB meetings moving forward.

Ms. Byom noted this meeting's materials and minutes are made public and are available on our website. Dr. Liu added the purpose is to improve and increase transparency for our membership and community.

**c. New Benefits in 2019.**

Presented by Mr. Ly.

- i. Drug Management Program: The purpose is to help members safely use prescription opioid medications or other medications that are frequently abused. Program puts limits on certain opioid medications.
- ii. Gym/Fitness Benefit: Gym membership offered through Silver and Fit®.
  - a. Members of CMC are able to sign up for a gym membership with over 30 contracted gyms.
  - b. Members are able to use chain gyms outside of Santa Clara County.
  - c. If members are unable to go to a gym, members of CMC can sign up for a home fitness kit mailed directly to them.
- iii. Supervised Exercise Therapy: For members with symptomatic peripheral artery disease (PAD) who have a referral for PAD from the physician responsible for PAD treatment. Cost share: \$0.
- iv. Prescription Drug Co-pay is changing.
  - a. For Tier 1 (generic drug) members pay around \$1.25.
  - b. For Tier 2 (brand name drug) members pay up to \$3.80; some members pay up to \$8.50.

**d. Future Agenda Items.**

Presented by Dr. Liu. Dr. Liu asked if there are topics that would like to be discussed in future meetings.

Ms. Sarte mentioned explaining the difference between Medical, Cal MediConnect, Medicare, and all the benefits would be helpful to members.

Dr. Liu asked if there were other topics to be covered.

Ms. Sarte shared her difficulties when calling different gyms to participate in the new program, Silver and Fit®. She explained the individual gyms were not aware of the new program.

Ms. Huyenh-Cho suggested Balance and Billing would be helpful as a general refresher, as well as Denti-Cal. Dr. Liu suggested common customer service questions from members calling in to the call center.

**5. Standing Items**

**a. Member Communications.**

Presented by Ms. Byom.

Recent and upcoming mailers:

- i. Winter member newsletter mailed out in the beginning of February. Topics are chosen based on member feedback.
- ii. CAHPS postcards. The purpose of this postcard is to survey and rate the health plan. Survey should be mailed in mid-March.
- iii. Board & Committee Meeting's agendas, agenda packets, and meeting minutes are frequently updated to the website.
- iv. Provider directory is updated each month.

- v. Formulary is updated each month.
- vi. New Website Update. Website will soon be compatible with mobile phones.

Events SCFHP Attended:

- i. Senior Winter Walk & Resource Fair, Oakridge Mall – February 22, 2019.

Future Events:

- i. Junior League of San Jose Community Health & Resource Fair – March 16, 2019.
- ii. Chinese American Coalition for Compassionate Care “Starting the Conversation” Event – April 13, 2019.
- iii. South County Health Fair – April 27, 2019.
- iv. March of Dimes March for Babies – April 27, 2019.

**b. Health Education and Cultural & Linguistics.**

Presented by Ms. Shah. Ms. Shah reviewed programs offered to members at no cost. Most programs offer transportation.

Chronic Conditions. Programs that are currently offered:

- i. Asthma
- ii. Diabetes
- iii. Chronic Pain
- iv. Better Choices, Better Health. General disease management.

Tobacco Cessation. Programs that are currently offered:

- i. Ash Kicker’s Workshop
- ii. Telephone Counseling
- iii. Combination of in-person and telephone counseling

Other Programs that are currently offered:

- i. Anger Management
- ii. Stress Management
- iii. Weight Management (Weight Watchers)
- iv. Fitness (Silver & Fit®)
- v. Infant and Child CPR. Work with different hospitals in the area.
- vi. Infant Care
- vii. Car Seat Safety

Dr. Liu asked if there are any other health education topics that Ms. Shah did not discuss. Ms. Sarte stated most of the topics have been explained. No further suggestions were made.

**c. Ombudsman.**

Presented by Ms. Huyenh-Cho.

Discussed Denti-Cal issues within Santa Clara County and the bay area.

- i. Denti-Cal benefits have expanded as of January 2019 and not many providers or members are aware of new benefits:
  - a. Full and partial dentures
  - b. Root canals to front and back teeth

- ii. Unnecessary credit card applications with high interest rates from Dental offices to cover cost, when cost should be covered by health plan.

Ms. Sarte asked if it is difficult for provider to offer dental service. Ms. Huyenh-Cho explained Dental-Cal has a hotline phone number for providers interested in becoming a Denti-Cal provider.

Ms. Sarte asked about optometry services and how to know which provider to go to. Ms. Watkins explained the best action is to call Customer Service, as they can provide a list of providers.

## 6. **Adjournment**

Presented by Dr. Liu.

Asked if there is anything that should be added to next meeting's agenda.

Mr. Sarte stated when she first joined Cal MediConnect, she was assigned a case manager, and asked if SCFHP still does this. Dr. Liu replied, yes, and that we can reconnect her with her case manager.

Meeting adjourned at 12:45pm.

---

Laurie Nakahira, DO, CMO


---

6/6/2019



# **Definition of Medi-Cal, Cal MediConnect, And Medicare**

# Options for Medicare & Medi-Cal Coverage

|   |  |                                |   |
|---|--|--------------------------------|---|
| Original<br>(Fee-For-Service)<br>Medicare | Medicare FFS<br>Parts A&B  | Medicare Part D<br>Stand-Alone | Medi-Cal  |
| Medicare Advantage<br>(MA) Plan           | Medicare Parts A&B<br>Medicare Part D                                      |                                | Medi-Cal  |
| <b>SCFHP<br/>Cal MediConnect<br/>Plan</b> | Medicare Parts A&B<br>Medicare part D<br>Medi-Cal<br>Supplemental Benefits |                                |  |

## **Case Management Overview**



**Santa Clara Family  
Health Plan™**

## Case Management: Care Coordination

Cal MediConnect Consumer Advisory Board (CAB) 6/6/19

# What is Care Coordination?

Care Coordination is a team approach. Your Care Coordination Team consists of Social Workers, RNs and Personal Care Coordinators that can help you:

- Coordinate your health care needs (doctor visits, home health, behavioral health, outpatient therapy, medical equipment)
- Get medically-necessary medical equipment and/or supplies
- Coordinate your Long-Term Services and Supports
- Identify doctors and specialists within your network
- Choose or change doctors
- Arrange transportation to and from medical appointments
- Understand your health plan benefits
- Get health care services that are covered by SCFHP
- Find community resources and educational programs
- Assist with care transitions
- Get any required prior authorization requests for care, equipment, or supplies

# What is a Care Coordinator?

The SCFHP Care Coordinator is a licensed professional or other highly trained person who supports you to navigate your SCFHP benefits to get the care you need.

This may be a Personal Care Coordinator (PCC), Registered Nurse (RN) or Social Worker Case Manager.

Care Coordinators are experts in understanding SCFHP Cal MediConnect benefits and can assist with getting you linked to necessary in-network services.

All Care Coordinators know about many available community resources that may help you get healthy or stay Healthy.

# What do Care Coordinators Do?

- ❖ Your Care Coordinator and your care team helps you coordinate your care and services, including self-management support and health education.
- ❖ You will have support from a Care Coordinator and your care team by phone, mail, email, or in person.
- ❖ Care Coordinators help you communicate with your providers.
- ❖ Your Care Coordinator works with you, any of your family members or friends which you may select, your PCP, and other providers to make sure you get the medical, behavioral health, and Long-Term Services and Supports that are best for you.

## How do I find out who my Care Coordinator is?

When you enroll in SCFHP Cal MediConnect, your health needs will be assessed and when you complete a detailed Health Risk Assessment, a Care Coordinator will be assigned to you.

To contact your Care Coordinator, call SCFHP's Case Management Department at: **1-877-590-8999**, Monday through Friday, 8:30 a.m. to 5:00 p.m.. TTY/TDD users should call **1-800-735-2929** or **711**. Once a Care Coordinator is assigned to you, you will get information on how to contact him/her directly.



# What do I have to do ?

## Complete a Health Risk Assessment (HRA)

An HRA is a questionnaire that helps you and your Care Coordinator understand your current situation and your general history.

This HRA is the basis for developing your care plan.

The HRA will include questions to identify your medical, Long-Term Services and Supports (LTSS), behavioral health and functional needs.

You can request to complete the HRA in-person at a location of your choosing, on the phone with an interpreter in the language you prefer, or we can mail one to your preferred address.

HRA's are required to be completed at the time of your initial enrollment, and at least once annually after that.

# What do members have to do?

Work with your Care Coordinator to create an Individual Care Plan (ICP) that works for you.

Once you complete the Health Risk Assessment (HRA) your Care Coordinator will reach out to you to talk about:

- ❖ Who else you want to be included on your individual care team
  - ❖ What Health Care Goals you want to achieve
  - ❖ When you want to achieve them
  - ❖ Ways to help you achieve your goals
- 
- ❖ You, your PCP and anyone else that you choose, will receive a copy of your Individual Care Plan (ICP)

## Overview of CAHPS Survey



**Santa Clara Family  
Health Plan™**

## Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Overview

Presented by: Jamie Enke (Manager, Process Improvement)

# What is the CAHPS Survey?

CAHPS is a survey designed to assess the patient's experience with their healthcare.

- The survey is administered annually by the Centers for Medicare and Medicaid Services (CMS)
- SCFHP contracts with external vendor to conduct the survey
- Results are available in the fall and are published by CMS
- Results impact our overall health plan ratings



# How is the survey conducted?

CAHPS is conducted by telephone and mail.

- Sample size = 1,600 CMC members
- Official survey sent in English, Spanish, Vietnamese and Chinese
- SCFHP response rate in 2018 was 26.1%
  - CA response rate was 27.8%
- *2019 CAHPS Survey is still in process*



# What topics does the survey cover?



## Part C

- Rating of Health Plan
- Rating of Health Care Quality
- Rating of Personal Doctor
- Rating of Specialist
- Customer Service
- Getting needed care
- Getting appointments and care quickly
- Doctor's communication skills
- Care Coordination



## Part D

- Rating of Drug Plan
- Getting needed prescription drugs
- Annual Flu Vaccine
- Pneumonia Vaccination

# How did SCFHP perform?

## Significant Improvement

- **Overall rating of health plan**
  - 0-10 scale to rate their health plan, care received by the plan overall, personal doctor, and frequently-seen specialists
    - SCFHP = **8.4** (+0.2 from prior year)





# How did SCFHP perform?

## Moderate Improvement

- Rating of Drug Plan

- SCFHP = 8.4 (+0.4 from prior year)
- Rating is on a 0-10 scale, 0 = worst, 10 = best



- Customer Service

- SCFHP = 8.4 (+0.2 from prior year)
- Rating is on a 0-10 scale, 0 = worst, 10 = best



# How did SCFHP perform?

## Opportunities for Improvement

- **Getting Needed Care**
  - In the last 6 months, how often was it easy to get the care, tests or treatment you needed?
  - In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
  - **SCFHP Score: 3.25** (-0.08 from prior year)



# How did SCFHP perform?

## Opportunities for Improvement

- **Getting appointments and care quickly**
  - In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
  - In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic?
  - Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?
  - **SCFHP Score: 3.15** (*-0.13 from prior year*)

# How did SCFHP perform?

## Opportunities for Improvement

- **Rating of Healthcare Quality**
  - Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?
  - **SCFHP Score: 8.3** (*-0.1 from prior year*)

# How did SCFHP perform?

## Opportunities for Improvement

- **Getting Needed Prescription Drugs**
  - In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?
  - In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?
  - In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?
  - **SCFHP Score: 3.63** (no data from prior year)

# How did SCFHP perform?

## Opportunities for Improvement

- **Care Coordination**
  - **Doctor's Communicating and Following Up with Test Results**
    - Consists of multiple questions
    - **Most room for improvement:**
      - In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?
        - **SCFHP Score: 3.32** (*-0.07 from prior year*)
      - In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?
        - **SCFHP Score: 3.21** (*no SCFHP data from prior year*)



# Next Steps

## Improving Members' Experience

- SCFHP uses data from CAHPS to work towards improving members' experience
  - *Provider and Medical Group education*
  - *Internal and external process improvement projects*
  - *Working with the Marketing department on member and provider newsletters, texting campaigns, etc.*
  - *Internal workgroups brainstorming potential activities and interventions to improve experience*





Santa Clara Family  
Health Plan™

# Questions?

Contact Jamie Enke: [jenke@scfhp.com](mailto:jenke@scfhp.com)



## Member Questions

# Member Inquiries & Requests

## Top 5 questions/inquiries from members received by SCFHP customer service

1. Transportation Requests (include both NMT and NEMT)
2. Benefit Inquiries (dental, vision, pharmacy, specialist, MLTSS support, DME, etc.)
3. Service Requests (medical and pharmacy authorization request)
4. Medical Authorization Inquiries (authorization status)
5. PCP Change Requests

# Member Communications



**Santa Clara Family  
Health Plan™**

## Member Communications

Cal MediConnect Consumer Advisory Board, June 6, 2019

# SCFHP Member Communications

## Mailings

- Spring member newsletters
- Silver & Fit

## Website

- Board & Committee Meetings
  - Agendas, agenda packets, meeting minutes
- Member Materials
  - Provider Directories
  - Formulary



The image shows a page from a "HEALTHY LIVING" newsletter. The header includes the Santa Clara Family Health Plan logo and the text "HEALTHY LIVING Cal MediConnect Plan (Medicare-Medicaid Plan) SPRING 2019". The main article is titled "Mental health" with the subtitle "KEY TO YOUR WELL-BEING". The text discusses mental health as a key to well-being and lists signs of mental health issues. A photograph shows an elderly woman being hugged by a younger woman. A teal call box provides contact information for customer service. At the bottom, there is a small "ME" logo and the text "Health and wellness or prevention information".

**Santa Clara Family Health Plan.**

**HEALTHY LIVING**  
Cal MediConnect Plan (Medicare-Medicaid Plan)

**SPRING 2019**

## Mental health

**KEY TO YOUR WELL-BEING**

Mental health is how your thoughts and feelings affect your life. How's your mental health?

Some signs can point to a problem that could get better with medical help. Examples of these signs are:

- Finding little joy in life or feeling worthless or guilty
- Crying without knowing why
- Low energy or anger flare-ups
- Mood swings—feeling very high, then very low
- Intense worries or fears
- Seeing or hearing things that aren't there

If you have symptoms like these, tell your doctor. He or she will help you get care that can help you feel better. That might include talking with a mental health expert and taking medicine.

You can call Santa Clara County Behavioral Health Services for more help:

- For the 24/7 Suicide and Crisis Hotline, call **1-800-273-8255**.
- For mental health services, 24/7, call **1-800-704-0900**.

**Call Us**  
Customer Service  
8 a.m. to 8 p.m., Monday through Friday  
**1-877-723-4795**  
TTY/TDD **1-800-735-2929** or **711**

**ME** Health and wellness or prevention information

# SCFHP Member Communications

## Educational Events

- **Events SCFHP Attended:**
  - Junior League of San Jose Community Health & Resource Fair – *March 16, 2019*
  - Chinese American Coalition for Compassionate Care “Starting the Conversation” Event – *April 13, 2019*
  - South County Health Fair – *April 27, 2019*
  - March of Dimes March for Babies – *April 27, 2019*
  - Eastside Community Center – *May 6, 2019*
  - “Be Strong, Live Long” Health & Wellness Fair – *May 17, 2019*
  - Mountain View Annual Resource Fair – *May 21, 2019*
  - Milpitas Health & Wellness Fair – *June 1, 2019*
- **Future Events:**
  - Eastridge Senior Health Fair – *June 28, 2019*
  - San Jose Veggie Fest – *August 10, 2019*
  - Silicon Valley Pride Parade and Festival – *August 25, 2019*