

Regular Meeting of the

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

Thursday, September 5, 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 June 6, 2019 Cal MediConnect CAB Meeting	Dr. Nakahira	11:50	5 min
<b>4. Health Plan Update</b> Discuss status of current topics	Dr. Nakahira	11:55	5 min
<b>5. Discussion Items</b>			
a. <b>Member Access to Telephone Services</b> Roles of Customer Service vs. Case Management vs. Nurse Advice	Ms. Nguyen	12:00	10 min
b. <b>Care Plan Options Use</b> Review of different care plan options	Ms. Bell	12:10	10 min
<b>6. Standing Items</b>			
a. <b>Member Feedback &amp; Experience</b> Members may speak to share feedback or relevant experiences	All	12:20	15 min
b. <b>Member Communications</b> Review of SCFHP member communications	Ms. Byom	12:35	10min
c. <b>Health Education and Cultural &amp; Linguistics</b> Review of Health Trust classes available to members	Ms. Bejarano	12:45	5 min
d. <b>Ombudsman</b> Cal MediConnect ombudsman program updates	Ms. Huyenh-Cho	12:50	5 min
e. <b>Future Agenda Items</b> Discuss topic ideas for future meetings	Dr. Nakahira	12:55	5 min

**7. Adjournment**

Next meeting: Thursday, December 5, 2019

Dr. Nakahira

1:00

**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).

Regular Meeting of the

## **Santa Clara County Health Authority Cal Medi-Connect 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

# **MINUTES**

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### **Members Present**

Dennis Schneider  
Kumarapuram Subramanian  
Luis Gova Gonzalez  
Tiffany Huyenh-Cho, Ombudsman

### **Members Absent**

Charles Hanks  
Verna Sarte

### **Staff Present**

Laurie Nakahira, D.O., Chief Medical Officer  
Johanna Liu, Director, Quality & Process  
Improvement  
Lori Andersen, Director, Long Term Services and  
Support  
Laura Watkins, Vice President, Marketing &  
Enrollment  
Sandra Carlson, Director, Medical Management  
Thien Ly, Manager, Medicare Outreach  
Natalie McKelvey, Manager, Behavioral Health  
Mai Chang, Manager, Quality Improvement  
Divya Shah, Health Educator  
Nancy Aguirre, Administrative Assistant  
Chelsea Byom, Manager, Marketing &  
Communications  
Charlene Luong, Supervisor, Customer Service

## **1. Introduction**

Consumer Advisory Board (CAB) members were welcomed by Dr. Laurie Nakahira, Chief Medical Officer at Santa Clara Family Health Plan (SCFHP) at 11:38am. Mr. Dennis Schneider and Mr. Luis Gova Gonzalez were welcomed as their first time attending the CAB meeting. Followed by a round of introductions.

## **2. Public Comment**

Mr. Schneider noted he has some items to discuss, but will do so at a later time.

*Natalie McKelvey arrived at 11:45am and introduced herself as the Manager of Behavioral Health at SCFHP.*

## **3. Meeting Minutes**

Minutes of the March 7, 2019 Cal MediConnect CAB meeting were reviewed. Chelsea Byom, Manager of Marketing and Communications, noted two errors: Thien Ly's title should reflect Manager of Medicare Outreach, and a typo in the last paragraph of agenda item 6.

#### 4. Health Plan Update

Dr. Nakahira reported the following health plan updates:

CMS audit was just completed. Auditors were onsite in October, 2018, to review quality plan and ensure quality regulations were being followed. CMS provided findings of items to correct and recommendations for areas of improvement. SCFHP has submitted areas of corrections and improvements. The auditors will select a new “clean period” and CMS will return in September, 2019 to re-evaluate SCFHP’s performance.

One of the State’s new requirements is that the minimum quality performance level of health plans will be the HEDIS 50<sup>th</sup> percentile, retroactive to January 2019.

*Tiffany Huyenh-Cho arrived at 11:49am and introduced herself as the Ombudsman.*

#### 5. Discussion Items

##### a. Definition of Medi-cal, Cal MediConnect, and Medicare

Mr. Ly went over the three options for members having both Medicare and Medi-Cal. The first option is the Medicare Fee-For-Service, having a prescription drug, a Stand-Alone, and Medi-Cal separate. The second option is to combine Medicare and prescription drugs into one, and Medi-Cal still be separate. The third option is to combine Medicare and Medi-Cal and prescription drugs all into one, with one number to call for all services.

##### b. Case Management Overview

Ms. Carlson explained Care Coordination is a team approach, consisting of Social Workers, Registered Nurses, and Personal Care Coordinators, who assist with any health care needs such as doctor visits, home health, behavioral health, outpatient therapy, and medical equipment.

Ms. Carlson explained Care Coordinators are plan staff and experts in understanding SCFHP Cal MediConnect (CMC) benefits. Care Coordinators can assist with getting members linked to necessary in-network services. Support from Care Coordinators are available via phone, mail, email, or in person. Care Coordinators work with members, designated member’s family, PCP, and other providers to ensure members receive medical, behavioral health, and Long-Term Services and Support.

Care Coordinators are assigned once a detailed Health Risk Assessment (HRA) is completed by the member. An HRA is a questionnaire that helps the member and the Care Coordinator understand the current situation and general health history. This HRA is the basis for developing care plans. Once an HRA is completed, a Care Coordinator will reach out to the member to discuss health care goals and details to the care plan.

##### c. Overview of CAHPS Survey

Presented by Dr. Liu subbing for Ms. Enke. Dr. Liu explained the CAHPS Survey is a survey designed to assess the patient’s experience with their healthcare. On an annual basis, members are randomly selected within the population and surveyed.

The CAHPS survey is conducted by telephone and mail. This year, the sample size was 1,600 CMC members and was sent in English, Spanish, Vietnamese, and Chinese. The response rate in 2018 was 26.1%, which is around the California average. This year’s survey is currently being completed and results will be provided by CMS in the fall of this year.

Dr. Liu reviewed the topics covered in the CAHPS Survey. In Part C of the Plan’s benefit, the Health Plan, Health Care Quality, Personal Doctor, Specialist, Customer Service, getting needed care, getting appointments and care quickly, Doctor’s communication skills, and Care Coordination were surveyed. In Part D of the Plan’s benefit, the Drug Plan, getting needed prescription drugs, annual flu vaccine and pneumonia vaccination were surveyed.

Dr. Liu reported last year, SCFHP's overall rating of the health plan was 8.4/10, which was a .2 increase from 2017. Last year's overall rating of the Drug Plan was 8.4/10, which is a .4 increase from 2017. Last year in Customer Service, SCFHP received an overall rating of 8.4/10, which is a .2 increase from 2017.

Dr. Liu reviewed opportunities for improvement. SCFHP scored 3.25 for Getting Needed Care, which was a decrease of .08 from the prior year. SCFHP scored 3.15 for Getting Appointments and Care Quickly, which was a decrease of .13 from the prior year. SCFHP scored 8.3 for Rating of Healthcare Quality, which was a decrease of .1 from the prior year. SCFHP scored 3.63 for Getting Needed Prescription Drugs.

Dr. Liu explained SCFHP uses data from CAHPS to work towards improving members' experience, and will continue to have internal workgroups, brainstorming potential activities and interventions to improve experience. Member feedback is extremely valued.

Mr. Schneider shared he had Medicare and Medi-Cal before selecting CMC. One of the reasons why he selected CMC was because of the transportation services offered. However, he expressed that providers and vendors seem to be more limited within CMC as opposed to having Medicare and Medi-Cal separately. He faced challenges in locating a vendor for a wheelchair and had difficulties speaking to someone within CHME.

Ms. Carlson explained as of March 1<sup>st</sup>, 2019, all members now have a choice to go through CHME or a list of other vendors for durable medical equipment (DME). Ms. Carlson offered to have a Care Coordinator contact Mr. Schneider to see which services are being used through CHME and which services are available through Shield, and can transfer to him per his liking. Dr. Lui suggested bringing a Care Coordinator to Mr. Schneider to assist after the CAB meeting.

Mr. Gonzalez shared he joined SCFHP about a year ago. Upon joining, he was told he would have a Case Manager as well as a care plan set in place, however, months have passed and he has not had a case manager assigned to him. Mr. Gonzalez feels this is something SCFHP must look into and take care of. He shared he has been trying to contact a case manager for days and has not received a response. Ms. Carlson asked for specific name(s) of the individuals he had previously spoken to, and will have someone speak to him after the CAB meeting as the turn-around time to respond to voicemails is 24 hours.

Mr. Subramanian shared he has CMC and has not faced any challenges with the health plan and has had a pleasant experience and good health. Mr. Subramanian presented a book he wrote, sharing ways to maintain a healthy lifestyle. The book was passed around the table.

**d. Member Questions**

Presented by Ms. Luong subbing for Ms. Nguyen. Ms. Luong reviewed the top five questions/inquiries from members received by SCFHP customer service.

- The most popular request is for transportation. This includes non-medical transportation and non-emergency medical transportation.
- The second most received question is regarding benefit inquiries such as dental, vision, pharmacy, specialist, MLTSS support, DME, etc.
- The third most popular request is a service request such as medical and pharmacy authorization requests.
- The fourth most popular request is a medical authorization inquiry, including authorization status.
- The fifth most popular received calls are PCP change requests.

## 6. Standing Items

### a. Member Communications

Ms. Byom presented member communications, beginning with member newsletters. Newsletters are mailed quarterly to all members, covering a variety of topics such as health, wellness, and benefits. The latest newsletter was mailed in late April, 2019. This newsletter covers asthma, dangers of smoking, and how to file a grievance with the Plan. Ms. Byom stresses member feedback from surveys, meetings, etc. are valued and appreciated. Ms. Byom asked if there are any topics or suggestions that they would like to see on the upcoming newsletters.

Mr. Gonzalez shared he would like to see information regarding Mental Health resources and services available to members.

Ms. Byom shared in a mailing coming out soon, Silver and Fit will be explained in detail. Ms. Byom explained on SCFHP's website, Board and Committee meeting agendas, agenda packets, and meeting minutes are available as well as provider directories and formulary.

SCFHP has attended several events since the last CAB meeting in March. Some of the events include various fairs, March of Dimes March for Babies, Eastside Community Center, and the Chinese American Coalition for Compassionate Care "Starting the Conversation" event. Some upcoming events SCFHP will attend are: Eastridge Senior Health Fair, San Jose Veggie Fest, and Silicon Valley Pride Parade and Festival.

### b. Health Education and Cultural & Linguistics

Presented by Ms. Shah. Ms. Shah explained there are interpretation services available to members who need assistance. If a member has an upcoming appointment and needs an interpreter, they can request one to attend their appointment.

### c. Ombudsman

Ms. Huyenh-Cho introduced herself as the CMC CAB ombudsman and works at Bay Area Legal, a law firm of attorneys who offer free legal assistance. This law firm works with housing and evictions, low income housing, balance and billing, family law, food stamps, CalWorks, and other covered benefits.

Ms. Huyenh-Cho explained she works in the health unit and offered her help if there are any questions regarding health benefits, or how the health benefits services work. Services are free and Bay Area Legal staff are available to help in Spanish, Vietnamese, Mandarin, Korean, and for other languages, a phone interpreter will be provided.

Ms. Huyenh-Cho shared she frequently helps people with Denti-Cal benefits as members are mistakenly charged for services that are a covered benefit.

### d. Future Agenda Items

Dr. Nakahira asked if there are future agenda items. There was no comment. The next CAB meeting will be on Thursday, September 5, 2019.

Dr. Liu announced SCFHP is interested in recruiting new members to CAB and if there are people in the community who are interested, please let Ms. Aguirre know.

Mr. Subramanian added he doesn't feel he has contributed to this meeting. Dr. Nakahira assured his feedback, input and suggestions on how to improve are valuable. She explained bringing comments back from the community are also extremely helpful and encouraged.

Mr. Gonzalez added he remembers a SCFHP office in San Jose, off Story Rd., and explains it was in a good location. Ms. Watkins announced SCFHP is currently developing a satellite office in that same location/area. She added any suggestions or recommendations are welcomed.

## 7. Adjournment

The meeting was adjourned at 12:49pm.

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Laurie Nakahira, D.O., CMO

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9/5/19



## Roles of Customer Service vs. Case Management vs. Nurse Advice

Customer Service	Case Management	Nurse Advice
<ul style="list-style-type: none"> <li>• Act as an advocate between Health Plan, Members, Providers and Prospective Members</li> <li>• Answer questions about health plan and covered services</li> <li>• Assist to navigate through the managed care system to get the care that members need</li> <li>• Help to choose a primary care provider (PCP)</li> <li>• Help to schedule transportation to medical appointments</li> <li>• Help to register into Health Education Program</li> <li>• Assist to requests for Health Plan materials</li> <li>• Assist/intake members' concerns</li> <li>• Assist to connect to a Case Management Program</li> <li>• <b>Not a licensed healthcare professional</b></li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate health care (doctor visits, home health, behavioral health, therapy, medical equipment)</li> <li>• Develop member-specific Individualized Care Plans to assist member in achieving healthcare goals.</li> <li>• Provide education and guidance on different diagnoses and the management of these conditions.</li> <li>• Connect members to appropriate and applicable community resources.</li> <li>• <b>May be a registered nurse or a social worker</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Licensed health care professionals available by phone 24 hours a day, 7 days a week.</b></li> <li>• Answer questions about a health concern, and provide instruction on self-care at home if appropriate.</li> <li>• Advise member about whether member should get medical care, and how to get care.</li> <li>• Tell member what to do when health care provider's office is closed.</li> </ul>



# CAL MEDI-CONNECT CARE PLAN OPTIONS (CPO)

## What is CPO?

- NOT a Medicare or Medi-Cal covered benefit
- Level and duration will vary based on the needs of the member (HRA) and their care plan

## When can I use CPO?

- Designed to supplement, not replace benefits or Home and Community- Based Service (HCBS) waiver programs
- When member is fully engaged in case management services and needs service or item to remain living safely in the community.
- When the service or item is not available from another source in the community

# Examples of Care Plan Options Services or Goods

## Services or item to remain living safely in the community

- Short term Caregiver services (similar to IHSS)
- Alarmed medication dispenser
- Adaptive equipment (not covered benefit)
- Home clean up for discharge home from SNF/hospital
- Home clean up -- Hoarding
- Pest extermination
- Furniture
- Home modification

# CAL MEDI-CONNECT CARE PLAN OPTIONS

## How do I get access to CPO?

1. Contact your Case Manager
2. Complete HRA and Individualized Care Plan
3. Identify needs to keep you living safely in your home that are not traditional covered benefits
4. Work with your Case Manager who will:
  - First explore any community resources that might meet your needs
  - Help find vendors for services and/or find items needed
5. When CPO has been approved your Case Manager will work with you to deliver the item or coordinate the service



**Santa Clara Family  
Health Plan™**

## Member Communications

Cal MediConnect Consumer Advisory Board, September 11, 2019

# Member Communications

## New Member Welcome Kit Letter

- Mailed to all new members

# SCFHP Member Communications

## Mailings

- Summer Newsletter
- Annual Notice of Change
- Notice of Availability of Electronic Documents
- Renewing Member Postcard

## Website

- Board & Committee Meetings
  - Agendas, agenda packets, meeting minutes
- Member Materials
  - Provider Directories
  - Formulary
  - 2020 Plan Materials – Posted by October 15



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

**Get to know your benefits**  
Case management

Been confused about what community resources are available and how to find them?  
If you answered yes to any of the above, a Santa Clara Family Health Plan (SCFHP) case manager can help you. Members are assigned a case manager who is a:

- Registered nurse
- Social worker, or
- Personal care coordinator

**Have you ever:**

- Been unclear about your benefits?
- Been unable to get health care or medical equipment because the paperwork or process is too complicated?
- Had trouble getting your prescriptions filled and taking your medications on time?
- Had trouble getting a ride or taking the bus to doctors' appointments?
- Had your health problems get bad enough that you frequently visit the emergency room?

**Your case manager can help you:**

- Coordinate your health services
- Coordinate your community resources
- Make the most of your health plan benefits

# SCFHP Member Communications

## Educational Events

- **SCFHP attended 20 events from June-August 2019, including:**
  - Happy Hollow Senior Safari
  - South Santa Clara Valley Memorial District Veterans Resource Fair
  - Sacred Heart Community Service Pack a Back Resource Fair
  - Eastridge Senior Health Fair
  - San Jose Veggie Fest
  - Silicon Valley Pride Parade and Festival
  
- **Future Events:**
  - Vietnamese Caregivers Conference – *September 21, 2019*
  - Centennial Recreation Senior Center Resource Fair – *October 10, 2019*



## We're glad to have you as a member of Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan)!

This is your new member kit. You will find your 2020 SCFHP Cal MediConnect *Member Handbook* and Notice of Availability of Electronic Materials. Here are some tips for getting the most out of your SCFHP Cal MediConnect plan.



### **Sign up for the mySCFHP member portal**

You can get access to your health information online. Go to **member.scfhp.com** and sign up. Login to view or change your Primary Care Provider (PCP), sign up for health education classes, and read important member materials.



### **Hang on to your ID card**

Make sure you put your ID card in your wallet or keep it in a safe place. **You will need to show your SCFHP member ID card when you go to the doctor or pharmacy.** If you have not already gotten your member ID card, please call us right away.



### **Review your benefits**

Read through your 2020 SCFHP Cal MediConnect *Member Handbook*. It explains your health care benefits and services, prescription drug coverage, and long-term services and supports (LTSS). It is an important legal document. Keep your *Member Handbook* in a safe place.



### **See your doctor**

Stay healthy and make an appointment for a routine checkup with your doctor. If you have any concerns about your health, your doctor will help you or can refer you if you need to see a specialist. You can find your doctor's phone number on your member ID card.



### **Connect with a case manager**

A case manager will contact you to talk about your Health Risk Assessment (HRA). A care plan will be created based on your HRA which can help you reach important health goals. Case managers can also help you with things such as arranging transportation to medical appointments and accessing community and health resources. There is no extra cost to join the case management program.





### **Know your member rights and responsibilities**

As a member of the health plan, you have certain rights and responsibilities. Rights are what you can expect to receive, including needed treatment and information. Responsibilities are what we expect you to do as a member of the plan. Your rights and responsibilities as a member of SCFHP Cal MediConnect can be found in Chapter 8 of your *Member Handbook*.

You also have the following rights and responsibilities:

- Right to a candid discussion of appropriate or medically-necessary treatment options for your conditions, regardless of cost or benefit coverage.
- Right to make recommendations regarding the organization's member rights and responsibilities policy.
- Responsibility to understand your health problems, and participate in developing mutually agreed upon treatment goals, to the degree possible.



### **Important SCFHP Cal MediConnect phone numbers**

Our staff is here to help you with your health care in any way we can. Keep these phone numbers handy if you have any questions about your plan or the services and programs offered to you.

**Customer Service:** For general questions about your plan or prescriptions.

- Call: 1-877-723-4795 (TTY: 1-800-735-2929 or 711)  
Monday through Friday, 8 a.m. to 8 p.m.

**Case Management:** For questions about care coordination, LTSS or behavioral health services.

- Call: 1-877-590-8999 (TTY: 1-800-735-2929 or 711)  
Monday through Friday, 8:30 a.m. to 5 p.m.

**Nurse Advice Line:** For advice on how and where to get care.

- Call: 1-844-803-6962 (TTY: 1-800-735-2929 or 711)  
24 hours a day, 7 days a week.

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Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.



**HEALTHTrust**

# THE HEALTH TRUST

Community Health Promotion

# Services

Better Choices, Better Health

Diabetes Self-management

Medical Nutrition Therapy

# Better Choices, Better Health

Workshop Overview						
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Overview of self-management and chronic health conditions	•					
Using your mind to manage symptoms	•		•		•	•
Getting a good night's sleep	•					
Making an action plan	•	•	•	•	•	•
Feedback and problem-solving		•	•	•	•	•
Dealing with difficult emotions		•				
Physical activity and exercise		•	•			
Preventing falls		•				
Making decisions			•			
Pain and fatigue management			•			
Better breathing				•		
Healthy eating				•	•	
Communication skills				•		
Medication usage					•	
Making Informed treatment decisions					•	
Dealing with depression					•	
Working with your health care professional and organization						•
Weight management						•
Future plans						•



*“I learned to eat appropriate portion sizes, which has helped me lose weight and I plan to continue this”*

*“I liked the class because it resulted in losing 7 pounds in 5 weeks”*



# Diabetes Self-management

Diabetes Workshop Overview

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Overview of self-management and diabetes	•					
Nutrition/Healthy Eating	•	•	•	•		
Making an action plan	•	•	•	•	•	
Monitoring diabetes and blood sugar	•	•	•	•	•	•
Problem-solving		•	•	•	•	•
Feedback		•	•	•	•	•
Dealing with stress		•				
Preventing low blood sugar			•			
Preventing complications			•			
Making decisions			•			
Physical activity / exercise			•		•	
Difficult emotions				•		
Depression					•	
Positive thinking					•	
Relaxation techniques					•	
Communication					•	
Sick days						•
Foot care						•
Medication						•
Working with your health care professional and health care system						•
Future plans						•



*“I want to thank you for this class. It helps me in many ways... with my diabetes and to live a more healthy life”*

*“This was a very informative class, and it added the education I already had”*

# Medical Nutrition Therapy

1-1 sessions with  
Registered Dietitian in  
person or telephonic

Nutrition evaluation

Nutrition plan unique  
to individuals needs

Follow up support as  
needed



*“Conversations with you [RD] have sparked a lot in my head and my entire family is benefiting because I share with them what we discuss. We consider emotional and physical health and think about why we eat what we eat”*



**HEALTHTrust**

Because everyone's health matters.

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