

AGENDA

For a Regular Meeting of the
**Santa Clara County Health Authority
Consumer Advisory Committee**

Tuesday, September 10, 2019, 6:00-7:00 PM
Santa Clara Family Health Plan, Redwood Conference Room
6201 San Ignacio Ave, San Jose, CA 95119

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| 1. Roll Call | Evangeline Pickell Sangalang |
| 2. Public Comment
Members of the public may speak to any item not on the agenda. | Evangeline Pickell Sangalang |
| 3. Meeting Minutes
Review June 11, 2019 Meeting Minutes. | All |
| 4. Health Plan Update
Briefing on current enrollment numbers and news pertaining to the health plan. | Chris Turner
Chief Operating Officer |
| 5. Healthy Kids CCHIP Transition
Discuss upcoming program transition and potential member impact. | Laura Watkins
Vice President, Marketing & Enrollment |
| 6. Member Access to Telephone Services
Roles of Customer Service vs. Case Management vs. Nurse Advice Line. | Charlene Luong
Manager, Customer Service |
| 7. New Website User Testing
Review instructions for user testing. | Lisa FitzPatrick
Manager, Marketing Production |
| 8. SCFHP Member Communications
Review SCFHP member communications. | Chelsea Byom
Director, Marketing & Communications |
| 9. Future Agenda Items
Discuss topic ideas for December 2019 meeting. | All |

10. Adjournment

Evangeline Pickell Sangalang

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.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Stephanie Lin 48 hours prior to the meeting at 408-376-1420.
- To obtain a copy of any supporting document that is available, contact Stephanie Lin at 408-376-1420. 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