

Regular Meeting of the

Santa Clara County Health Authority Consumer Advisory Committee

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

AGENDA

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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 September 10, 2019 Meeting Minutes. | All |
| 4. Health Plan Update
Briefing on current enrollment numbers and news pertaining to the health plan. | Christine M. Tomcala
CEO |
| 5. Behavioral Health Case Management Overview
Access to Behavioral Health Services. | Natalie McKelvey, LCSW
Manager, Behavioral Health |
| 6. Text Messaging Campaigns
Field testing for SCFHP text messaging campaigns. | Theresa Zhang
Manager, Communications |
| 7. Outreach Plan
Discuss outreach strategies for 2020. | Jocelyn Ma
Community Outreach Program Manager |
| 8. SCFHP Member Communications
Review SCFHP member communications. | Chelsea Byom
Director, Marketing & Communications |
| 9. Future Agenda Items
Discuss topic ideas for March 2020 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.
- 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 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