

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

MINUTES - APPROVED

Committee Members Present

Danette Zuniga
Rachel Hart
Tran Vu
Evangeline P. Sangalang

Committee Members Absent

Blanca Ezquerro
Rebecca Everett
Maria Cristela Trejo Ramirez

Staff present:

Chris Turner, Chief Operating Officer
Laura Watkins, Vice President, Marketing & Enrollment
Chelsea Byom, Director, Marketing & Communications
Mai Chang, Manager, Quality Improvement
Lisa FitzPatrick, Manager, Marketing Production
Charlene Luong, Manager, Customer Service
Janet Gambatese, Director, Provider Network Management
Stephanie Lin, Marketing Coordinator

1. **Roll Call/Establish Quorum**

Ms. Sangalang, Committee Chair, called the meeting to order at 6:07 PM.

2. **Public Comment**

There were no public comments.

3. **Review and Approval of June 11, 2019 Meeting Minutes**

Ms. Zuniga moved and Mr. Vu seconded the motion to approve the minutes from the meeting held on June 11, 2019. The motion passed unanimously.

4. **Health Plan Update**

Ms. Turner presented the enrollment update: As of September 1, Medi-Cal enrollment is 234,478; Cal MediConnect is 8,194; Healthy Kids is 3,512, for a total enrollment of 246,184 members. The decrease in total enrollment comes from Medi-Cal. The increase in Cal MediConnect can be attributed to SCFHP's Cal MediConnect outreach team, which recently added a fourth representative who is fluent in Spanish.

Ms. Turner shared regulatory updates: Public Charge Final Rule becomes effective on October 15th; Medi-Cal expands to undocumented adults 19 to 25 years old and raises income eligibility threshold from 122% to 138% for adults 65 and older on January 1, 2020.

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Ms. Sangalang asked how the changes will impact the community. Ms. Turner responded that the low income community will be impacted by the expansion of the income eligibility threshold as more people will qualify. Ms. Watkins added that the expansion will help members who are age 65 and older or disabled adults maintain their eligibility after turning 65.

5. Healthy Kids CCHIP Transition

Ms. Watkins shared updates on the Healthy Kids CCHIP Transition. Effective October 1st, Healthy Kids members enrolled through CCHIP will transition into Medi-Cal program. They will have full Medi-Cal benefits and will keep their PCPs. Members have received notices from the Department of Health Care Services (DHCS) alerting them to the change, and those who enrolled in August and September will receive DHCS notices in their new member welcome packets. The second phase of the transition includes closing the Healthy Kids program by December 31st. The two non-CCHIP Healthy Kids members will have the option to apply for Valley Kids, a safety net coverage option offered by the Santa Clara Valley Health & Hospital System. Non-CCHIP members will receive notices and outreach from SCFHP.

Ms. Sangalang asked whether the non-CCHIP Healthy Kids members have raised any concerns or anxiety. Ms. Watkins responded that the first notice will be mailed to these members by end of September. The County Patient Access department will reach out to assist them with Valley Kids applications. Ms. Sangalang asked if there will be any change in their doctors. Ms. Watkins confirmed that their PCPs will change. Ms. Zuniga asked whether Liberty Dental will be closed as well. Ms. Watkins confirmed. Members who transition to Medi-Cal will have access to Medi-Cal Dental, and non-CCHIP Healthy Kids members will receive their coverage through Valley Kids.

6. Member Access to Telephone Services

Ms. Luong presented the differences between Customer Service, Case Management, and Nurse Advice. Customer Service: Acts as an advocate between Health Plan, Members, Providers and Prospective Members. Staff are not licensed healthcare professionals so they are unable to answer medical questions. Ms. Sangalang asked about the process for member concerns. Ms. Luong responded that when concerns are shared with Customer Service, the team will formally document the concern and try to resolve the issue if possible. The Grievance and Appeal department will assist further for issues unresolved by Customer Service.

Case Management: Some Case Managers may be registered nurses or social workers. Ms. Zuniga asked whether Behavior Health questions will be directed to the County's 1-800 number. Ms. Luong confirmed, and added that SCFHP's Behavior Health case managers can help if a member encounters issues accessing care through the County.

Nurse Advice: Licensed health care professionals that are available 24/7 to answer questions, and advise members regarding health concerns.

Ms. Zuniga shared a negative experience with the County's 1-800 number for Behavior Health where only one in-network provider was suggested by the helpline. Ms. Luong suggested that the issue could be escalated to the Behavior Health case managers through SCFHP. Ms. Sangalang suggested Ms. Zuniga to email the provider information to SCFHP staff.

Ms. Luong shared contact information for the three departments. Customer Service and Nurse Advice phone numbers can be found on member ID cards. Ms. Zuniga asked whether the Nurse Advice team is onsite at SCFHP. Ms. Turner responded that they are an offsite agency with whom SCFHP contracts for 24/7 coverage.

7. New Website User Testing



Ms. FitzPatrick presented the new mobile-friendly SCFHP website to the committee for feedback. Mr. Vu stated that the font weight used in the navigation menu is hard to read. Ms. FitzPatrick noted the concern and said this can be adjusted.

The plan is to launch the website by next month. Ms. Watkins added that announcements will be made when the website is rolled out. Ms. Hart asked if forms are downloadable from the website. Ms. FitzPatrick demonstrated the steps to download the forms from the website. Ms. Watkins asked whether the committee should review the content when they provide feedback through the survey. Ms. FitzPatrick responded that the review should focus on navigation and design.

8. SCFHP Member Communications

Ms. Byom reviewed recent and upcoming member communications, including summer newsletters, and a mailing to members under 21 about Early and Periodic Screening, Diagnostic, and Treatment Services. The purpose of the mailing is to notify members about a change in the benefit that requires Medi-Cal plans to provide more comprehensive preventive health care services for children under age 21. The definition of "medically necessary" is expanded for kids under 21 through this change. Care that treats or makes tolerable an issue discovered in a child's developmental screening will now be covered by Medi-Cal. Ms. Zuniga asked whether these screenings are conducted through the PCP. Ms. Byom confirmed.

Ms. Sangalang asked if there are any process flow charts or information on covered services on the website. Ms. Turner responded that the Member Handbook, linked from the website, provides comprehensive information on covered and excluded services.

Ms. Watkins shared that SCFHP started a new mailing in August, targeting an estimated 4000 to 6000 members each month who lose their eligibility with SCFHP and are put into hold status. The mailing informs the members that they need to complete their redetermination in order to regain Medi-Cal eligibility. Over the coming months, SCFHP will monitor the impact of this outreach on the retention of members.

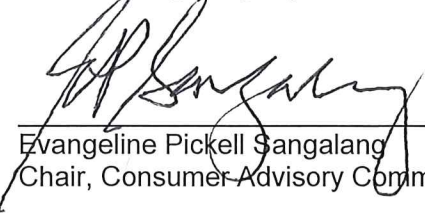
Ms. Byom shared events that SCFHP attended (e.g., Silicon Valley Pride) and dates for upcoming outreach events, including Day on the Bay.

9. Future Agenda Items

Ms. Watkins would like to discuss Medi-Cal benefit restoration if SCFHP has any further information by the next meeting. Mr. Vu suggested a discussion on transportation help for members. Ms. Sangalang brought up Ms. Everett's past suggestion on bringing in a mental health representative. Ms. Byom will ask Natalie McKelvey, Manager of Behavioral Health, to present at the next meeting. Ms. Sangalang suggested to have an update on the regulatory changes. Ms. Watkins will provide an update on the SCFHP Community Resource Center. Additional suggestions can be sent to Stephanie Lin (slin@scfhp.com).

10. Adjournment

Ms. Sangalang adjourned the meeting at 6:57 pm.



Evangeline Pickell Sangalang
Chair, Consumer Advisory Committee