

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, D.O., Chief Medical Officer

03/07/19

Date