

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

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 50th 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 1st, 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 her 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.



Laurie Nakahira, D.O., Chief Medical Officer

06/06/19

Date