



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

Tuesday, June 9, 2020, 6:00-7:00 PM
Santa Clara Family Health Plan, Redwood Conference Room
6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(669) 900-6833
Meeting ID: 927 6012 4890
Password: cacmtg0609

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 December 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. COVID-19 Update
Communications and outreach. | Theresa Zhang
Manager, Communications |
| 6. Community Resource Center
Update on CRC progress. | Laura Watkins
Vice President, Marketing & Enrollment |
| 7. Medi-Cal Enrollee Assessment
Review survey results. | Zara Hernandez
Health Educator |
| 8. Health Education Update
Health Ed 2019 overview and plans for 2020. | Zara Hernandez
Health Educator |
| 9. New Member Welcome Packet
Discuss possible improvements to welcome packets. | Cristina Hernandez
Marketing Project Manager |

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| 10. Brand Awareness Campaign
Overview of new brand awareness project. | Cristina Hernandez
Marketing Project Manager |
| 11. SCFHP Member Communications
Review SCFHP member communications. | Theresa Zhang
Manager, Communications |
| 12. Future Agenda Items
Discuss topic ideas for September 2020 meeting. | All |
| 13. 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 Sherry Faphimai 48 hours prior to the meeting at 408-874-1722.
- To obtain a copy of any supporting document that is available, contact Sherry Faphimai at 408-874-1722. 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