



Regular Meeting of the  
**Santa Clara County Health Authority**  
**Cal MediConnect Consumer Advisory Board**

Thursday, June 4, 2020, 11:30 PM – 1:00 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave, San Jose, CA 95119

## **MINUTES - Approved**

### **Members Present**

Laurie Nakahira, DO, Chief Medical Officer  
Charles Hanks  
Tiffany Huyenh-Cho, Ombudsman, Staff Attorney at Bay Area Legal  
Narendra Pathak  
Kumarapuram "Manni" Subramanian

### **Members Absent**

Luis Gova Gonzalez  
Raymond Sanitago  
Verna Sarte  
Dennis Schnieder

### **Staff Present**

Laura Watkins, Vice President, Marketing & Enrollment  
Johanna Liu, Director, Quality and Process Improvement  
Charlene Luong, Manager, Customer Service  
Theresa Zhang, Manager, Communications  
Byron Lu, Process Improvement Project Manager  
Lynette Topacio, Marketing Project Manager  
Zara Hernandez, Health Educator  
Divya Shah, Health Educator  
Amy O'Brien, Administrative Assistant

### **1. Roll Call**

Dr. Nakahira, DO, Chief Medical Officer and Chair, called the meeting to order at 11:36 am. Roll call was taken.

### **2. Public Comment**

There were no public comments.

### **3. Meeting Minutes**

The minutes of the March 5, 2020 Cal MediConnect Consumer Advisory Board Committee meeting were reviewed and approved.

### **4. Health Plan Update**

Dr. Nakahira began with an update on how COVID-19 has affected Santa Clara Family Health Plan (SCFHP), our members and our providers. She noted that almost 97% of staff are working from home now, continuing to serve members and providers. There is no firm date as to when staff will return to the office, but SCFHP has been in discussion as to the many changes required to safely return staff to working from the office.

Dr. Nakahira reported we are in our CMS audit period for revalidation, and we are in our clean period for case management. We will have an onsite audit, probably at the end of August, and will be evaluated to ensure we



are 100% compliant with the regulatory requirements from May 1 through June 30, 2020. Grievance and Appeals has also completed their audit, and they are waiting on their final report. Dr. Nakahira referenced the state budget, noting there is a large deficit. She stated that SCFHP will keep an eye on exactly how proposed budget changes affect the Plan and member benefits. We will keep you informed as the information comes in.

## 5. Discussion Items

### a. COVID-19 Update

Theresa Zhang, Manager, Communications, gave an update on COVID-19, noting what has been done to assist our members during and throughout this pandemic. The Plan has implemented telehealth via the nurse advice line that is available 24/7 for health advice. If needed, a virtual physician visit can be scheduled. The member will also have the ability to provide their PCP with a summary of their visit. Ms. Zhang reported that the "We are here for you" flyers were mailed to all members, and robo-calls sent to members more vulnerable to COVID-19. Similarly, the Plan has called members more vulnerable to COVID-19 to provide live assistance. Ms. Zhang stated that we have put information together in a resource guide. Ms. Zhang noted that at SCFHP, we work together to research community-based organizations and programs, offering special support and assistance during COVID-19. Also, Ms. Zhang stated that the Plan has temporarily suspended the requirement to provide Customer Service 3-5 business days advance notice to schedule transportation to and from medical appointments. During COVID-19, we are working to assist members with their transportation needs. We worked with our transportation vendors to establish more stringent guidelines to transport members safely, focusing on protecting the drivers and members' safety and well-being. We created a page on our website that consolidates COVID-19 information that we think may be useful to our members and linked to reputable resources like the CDC and the County. We're keeping an eye on the flow of information and working together internally to keep this page updated. The Communications team is posting and sharing the same information on Facebook and linking directly to where you can find local resources and support from our community partners.

## 6. Standing Items

### a. Community Resource Center (CRC)

Laura Watkins, VP, Marketing and Enrollment, gave an update on the Community Resource Center, noting construction was suspended due to COVID-19, and, as of early May, construction was resumed and the demolition has been completed. We have posted a job for the Manager of the CRC, and hope to hire someone within the next couple of months. We expect to have occupancy by mid-September. Ms. Watkins noted that due to the coronavirus there will be no Grand Opening until it is safe to do so.

### b. Member Communications

Ms. Zhang briefed the committee on the various ways the Health Plan communicates with its members. She noted the Spring edition member newsletter was sent. SCFHP has also sent the "We are here for you" COVID-19 information/resource flyer to all members, and the "Stay Active at Home during the Coronavirus Crisis" Silver & Fit mailer to members already registered with Silver & Fit. SCFHP has made robo-calls as well as live calls, to check in with vulnerable, high-risk members. The website is regularly updated with materials from meetings, monthly updates to the full formulary, and the provider directory. SCFHP created a page on our website where we have coronavirus information. Ms. Zhang also reported that SCFHP has joined Aunt Bertha. She noted the platform assists staff with connecting members to community resources and social services in Santa Clara County. Ms. Zhang referenced the events SCFHP attended since the last CAB meeting: the Senior Winter Walk and Resource Fair, the Adult Transition and Adult Services Fair, the South County Health Fair, and the Senior Resource Center. She noted that there are no upcoming events scheduled.

### c. Health Education and Cultural & Linguistics

Zara Hernandez, Health Educator, summarized the language assistance programs available to our members at no cost, noting that we provide 24-hour phone language assistance to members whose primary language is not



English. Our Customer Service staff speak threshold languages, English, Spanish, Vietnamese, Tagalog, and Chinese. In-person interpreter services are also available upon request. In-person interpreter services can be scheduled if a member needs assistance at a medical appointment or health education class and should be requested at least 5 business days in advance of the appointment. SCFHP will try to accommodate any requests that are not made 5 business days in advance to the best of our ability. Members can call SCFHP Customer Service to request these services. SCFHP translates all vital documents into the threshold languages and provides translation into non-threshold languages upon request. Vital documents are member-informing materials on how to access and use the health plan services. Non-vital documents, such as care plan, can be translated upon request. SCFHP also provides materials in alternate formats upon request: Braille, audio, and large print. Ms. Hernandez responded to a question regarding Health Education materials available for members who are diabetics, have high blood pressure, or stroke related problems.

#### **d. Cal MediConnect Ombudsman Program Updates**

Tiffany Huyenh-Cho, Ombudsman Staff Attorney with Bay Area Legal Aid, introduced herself and stated Bay Area Legal Aid is a non-profit law firm that provides free legal assistance and advice for individuals facing issues with health care access and insurance eligibility. They are the Cal MediConnect Ombudsman for Santa Clara County. Part of their work includes helping dual eligible individuals, those on Medicare and Medi-Cal.

Ms. Huyenh-Cho also highlighted the guidance put out by the Department of Health Care Services regarding Medi-Cal. Due to the pandemic, the state issued a state of emergency order. Under this state of emergency, the state put a "pause" on any negative actions taken on behalf of Medi-Cal redetermination cases. Counties cannot terminate someone from Medi-Cal, nor make any negative changes in their benefits during the state of emergency, which could be through August 2020. Counties are sending out renewal packets as planned. If anyone fails to return those renewal packets, they cannot be terminated until this emergency order is lifted. At that time, the counties can then start processing negative actions. Any member that receives an adverse action on their benefits during this time should contact Bay Area Legal. They are actively reaching out to the County and the Department of Health Care Services to highlight these individual cases.

With the pandemic and increased unemployment, some people are now looking for medical coverage. The state is allowing some exceptions to standard processes during this emergency. If someone is either applying for Medi-Cal or completing a renewal packet, they can attest to certain financial information, as well as complete a self-attestation verbally over the telephone. Also, members are reaching Bay Area Legal via Telehealth services regarding dental services. Since there is a pause in dental appointments, except for emergencies or urgent care, members are finding it hard to find providers who are taking emergency or urgent cases. Please refer these members to us because there's a lot of changes going on with Medi-Cal at this time. Bay Area Legal has been keeping updated on that and helping give guidance when possible.

#### **e. Future Agenda Items**


Narendra Pathak, Committee Member, suggested presenting more information on COVID-19, as well as an update on the plan's benefits packages and the changes made due to the budget.

### **7. Member Feedback and Experience**

Mr. Pathak emphasized the importance of having more open communications with the members.

### **8. Adjournment**

The meeting was adjourned at 12:38 pm. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, September 3, 2020 at 11:30 am.

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Dr. Laurie Nakahira, Chief Medical Officer