



Regular Meeting of the

Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board (CAB)

Thursday, March 3, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Minutes

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:32 a.m., and roll call was taken. There was no quorum. Mr. Pathak noted that our thoughts are with the people of Ukraine. Dr. Nakahira introduced Rita Cruz Gallegos with Aurrera Health Group as a guest.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the December 2, 2021 Cal MediConnect (CMC) Consumer Advisory Board Committee meeting were reviewed.

4. Health Plan Update

Dr. Nakahira presented the Health Plan update. She began with an update on audit season. The National Committee for Quality Assurance (NCQA) re-accreditation audit for the Plan's CMC line of business occurred from March 1, 2022 through March 2, 2022. The audit went well and concluded after 1 day. The Plan is pending the written results. The Department of Health Care Services (DHCS) audit is scheduled to occur from March 7, 2022 through March 18, 2022. These are both routine audits.

As of January 1, 2022 the Plan implemented the Medi-Cal (MC) Enhanced Care Management (ECM) and Community Supports programs. As of December 31, 2021, the County's Whole Person Care and Health Homes programs were discontinued. SCFHP is preparing to transition its CMC program to the Dual Eligible Special Needs Plan (D-SNP), which will go into effect on January 1, 2023.

5. COVID-19 Update

Dr. Nakahira provided the committee with a COVID-19 update. Dr. Nakahira discussed the vaccination rates for SCFHP members, as compared to the residents of Santa Clara County. She also discussed the COVID-19 vaccine incentive program campaign goals. The Plan has partnered with Anthem Blue Cross to cobrand materials and increase vaccination rates. The Plan has held several vaccination clinics at both the Blanca Alvarado Community Resource Center and the Children's Discovery Museum.

6. Consumer Assessment of Healthcare Providers and Systems (CAHPS)/Health Outcome Survey (HOS)

Byron Lu, Process Improvement Project Manager, presented an overview of the CAHPS and HOS surveys. Mr. Lu began with an explanation of the purpose of the CAHPS survey, which is a requirement of the Centers for Medicare and Medicaid Services (CMS) and is conducted annually. The Plan achieved a 33.5% response



rate, which is the highest response rate since 2016. Mr. Lu summarized the results of the survey. He also discussed the CAHPS strategy and goals for 2022.

Next, Mr. Lu gave an overview of the HOS survey. The HOS survey is mandatory for all Medicare Advantage plans and Medicaid-Medicare contracts. He discussed the purpose of the HOS survey, and he summarized the 2021 results. Mr. Lu also discussed the interventions that the Plan offers our members for comprehensive care. The Plan has formed internal workgroups to include the participation of our Provider networks.

7. 2022 Wellness Rewards Program

Zara Ernst, Health Educator, provided an overview of the 2022 Wellness Rewards program. Ms. Ernst outlined the various types of medical visits and screenings that qualify for wellness rewards. She also discussed the eligibility requirements, and the specific rewards members will receive for completion of screenings and visits. All screenings must be completed by December 31, 2022. These services do not require a doctor's authorization. Upon completion of any eligible screening, SCFHP will receive a claim from the rendering Provider, and a gift card will be mailed to the member.

Ms. Ernst introduced Sherry Anne Faphimai, Graphic Design Project Manager. Ms. Faphimai discussed the various direct mailing photo concepts under consideration that emphasize the importance of preventive screenings. Mr. Pathak provided her with feedback on how these images make him feel, and whether or not certain images speak to him more than others.

8. Standing Items

a. Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Center. Mr. Gonzalez introduced Elizabeth Gonzales, the newest member of the Customer Service team. Mr. Gonzalez shared the monthly calendar of activities, which can be found on our website at www.crc.scfhp.com and through our social media account @CRC_SCFHP. He also shared the hours the Center is open. COVID-19 safety protocols remain in place. Mr. Gonzalez highlighted the services, programs, and events on offer at the Center.

Mr. Gonzalez discussed the impact of the CRC on the community. Members can receive in-person application assistance for enrollment into Covered California and Medi-Cal. The Center also provides members with resource navigation assistance. Mr. Gonzalez discussed the member orientation program. Members can sign up via our website, or by calling Customer Service. The CRC has hosted numerous COVID-19 vaccination clinics, in partnership with local school districts. He also highlighted the various cultural events hosted at the Center.

Mr. Gonzalez discussed the elements and strategies of the community-led CRC Planning Process and the process roadmap. He also spotlighted the members of the Resident Advisory Group. This planning process included a CRC Resident Survey targeted to residents within 6 specific zip codes in East San Jose. There were 770 respondents, and he summarized the key findings based on the respondents' feedback.

Mr. Gonzalez concluded his presentation with an outline of next steps and future plans for the CRC. He will finalize the CRC framework with the stakeholders, and he hopes to share this framework with the community in either late April or early May 2022.

b. Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach discussed the member communications completed since the December 2021 meeting. Member communications included the winter newsletter, the CAHPS survey awareness postcard, and the COVID-19 vaccine rewards program. Her presentation highlighted the SCFHP website which is updated with meeting materials, and member materials



such as the Formulary, Provider directory, newsletters, and COVID-19 vaccine information. Ms. Byom concluded with a list of the events the Plan participated in since our December 2021 meeting.

c. Behavioral Health

Natalie McKelvey, Manager, Behavioral Health, presented an overview of the Behavioral Health program. She discussed the California incentive and Grant programs. She also discussed the elements of the Student Behavioral Health Incentive Program and the Behavioral Health Continuum Infrastructure Program (BHCIP). The Governor has announced a multi-year plan to create infrastructure to support the homeless population and those with severe mental illness. Ms. McKelvey discussed the CalHOPE program. Ms. McKelvey concluded with an update on the new 988 hotline. The 988 hotline goes into effect on July 16, 2022, and is specifically for those experiencing a mental health crisis.

d. Case Management Update

Andrea Smith, Supervisor, Case Management, provided an overview of the Case Management and Care Coordination programs. She discussed the steps members can take in order to access care coordination. Ms. Smith also included contact information for members interested in case management and care coordination.

e. Health Education and Cultural Linguistics

Jeanette Montoya, Health Educator, presented an overview of the Health Education classes available at SCFHP. Available programs and classes include asthma education and an in-home assessment by Breathe California. Members can enroll in a wide range of classes, with topics such as chronic disease management, stress and anger management, nutrition and weight management, and smoking cessation programs. She also provided details on how to sign up for classes. Wellness and health education materials are available on our website at no cost to members. Ms. Montoya also discussed some of the new classes that SCFHP will roll out in 2022. Ms. Montoya's presentation also included a brief overview of how to access translation services.

f. Cal MediConnect Ombudsperson Program Update

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, gave an overview of the services available for our CMC members. Members with issues such as health plan enrollment, disenrollment, or healthcare access are encouraged to call Bay Area Legal Aid. There has been an increase in phone calls related to emergency health plan enrollment. The public health emergency is scheduled to end on April 16, 2022. As a result, the pause on MC redeterminations will be lifted, and more people may be terminated from MC for failure to renew their annual application. Members with concerns are encouraged to call Bay Area Legal Aid.

Mr. Le highlighted some of the changes to expect for 2022. As of May 2022, MC coverage expands to include undocumented older adults 50 years of age and over regardless of their immigration status. As of July 1, 2022, the state will raise the asset limit for MC recipients to \$130,000 for an individual, and \$65,000 for each additional family member, up to a maximum of 10 individuals. These asset limit increases also apply to participants in the Medicare Savings Program. This is part of the state's goal to eliminate the asset test requirement, which may be completely phased out in 2024.

Mr. Le advised the committee that an additional four COVID-19 tests are now available at www.covidtests.gov. Mr. Le also discussed the new Medi-Cal Rx program which took effect in 2022. Members who purchased COVID tests between March 11, 2021 and January 31, 2022 can request reimbursement by the state through the Medi-Cal Rx program.

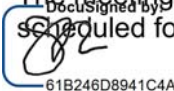
g. Future Agenda Items

Dr. Nakahira asked for suggestions on topics of interest for our June 2, 2022 meeting. Mr. Pathak took the opportunity to express his gratitude for SCFHP, and the wonderful job the Plan has done with their COVID-19 vaccination outreach efforts.



9. Adjournment

The meeting adjourned at 1:05 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, June 2, 2022 at 11:30 a.m.

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Laurie Nakahira, DO, Chairperson
Cal MediConnect Consumer Advisory Board Committee

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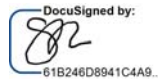
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Certified Delivery Events	Status	Timestamp
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Notary Events	Signature	Timestamp
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