

Regular Meeting of the

Santa Clara County Health Authority

Cal MediConnect Consumer Advisory Board (CAB)

Thursday, December 3, 2020, 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(669) 900-6833

Meeting ID: 967 8524 5721

Passcode: w8c0diqX

<https://zoom.us/j/96785245721>

AGENDA

1. Roll Call	Dr. Nakahira	11:30	5 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The committee reserves the right to limit the duration of public comment to 30 minutes.	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review minutes of the September 3, 2020 Cal MediConnect Consumer Advisory Board (CAB) meeting. Possible Action: Approve the minutes of the September 3, 2020 CAB meeting	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics.	Dr. Nakahira	11:45	5 min
5. Discussion Items			
a. COVID-19 Update	Dr. Nakahira	11:50	10 min
b. New CMC Benefits for 2021	Mr. Ly	12:00	10 min
c. Consumer Assessment of Healthcare Providers and Systems (CAHPS) 2020 Results	Ms. Enke	12:10	5 min
d. Prior Authorization Process	Dr. Huynh	12:15	5 min
6. Standing Items			
a. Community Resource Center Provide update on planning and implementation	Ms. Byom	12:20	5 min
b. Member Communications Review of SCFHP member communications	Ms. Zhang	12:25	10 min
c. Health Education and Cultural and Linguistics Presentation by Breathe California	Ms. Kaur	12:35	10 min
d. Cal MediConnect Ombudsman Program Update	Ms. Huyenh-Cho	12:45	5 min

e. Future Agenda Items Discuss topics for future meetings	Dr. Nakahira	12:50	5 min
7. Member Feedback and Experience	Dr. Nakahira	12:55	5 min
8. Adjournment Next meeting: Thursday, March 4, 2021 at 11:30 a.m.	Dr. Nakahira	1:00	

Notice to the Public—Meeting Procedures

- Persons wishing to address the Cal MediConnect Consumer Advisory Board 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 Amy O'Brien 48 hours prior to the meeting at (408) 874-1997.
- To obtain a copy of any supporting document that is available, contact Amy O'Brien at (408) 874-1997. 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.