

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

Tuesday, September 8, 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: 998 2386 3492
Password: cacmtg0908

AGENDA

- | | |
|--|--|
| 1. Roll Call | Debra Porchia-Usher |
| 2. Public Comment
Members of the public may speak to any item not on the agenda. | Debra Porchia-Usher |
| 3. Meeting Minutes
Review June 9, 2020 Meeting Minutes. | All |
| 4. Health Plan Update
Briefing on current enrollment numbers and news pertaining to the health plan. | Christine M. Tomcala
CEO |
| 5. Community Resource Center
Update on CRC progress. | Chelsea Byom
Director, Marketing & Communications |
| 6. Medi-Cal Rx Transition
Discuss transition and what it means for members. | Dang Huynh, PharmD
Director, Pharmacy |
| 7. Population Needs Assessment
Overview of assessment and action plan. | Divya Shah
Health Educator |
| 8. SCFHP Member Communications
Review SCFHP member communications. | Theresa Zhang
Manager, Communications |
| 9. Future Agenda Items
Discuss topic ideas for December 2020 meeting. | All |

10. Adjournment

Debra Porchia-Usher

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

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MINUTES - Draft

Committee Members Present

Evangeline P. Sangalang
Barifara (Bebe) Barife
Rebecca Everett
Blanca Ezquerro
Rachel Hart
Maria Trejo-Ramirez
Tran Vu

Staff present:

Christine Tomcala, Chief Executive Officer
Chris Turner, Chief Operating Officer
Laura Watkins, Vice President, Marketing & Enrollment
Theresa Zhang, Manager, Communications
Cristina Hernandez, Marketing Project Manager
Zara Hernandez, Health Educator
Divya Shah, Health Educator
Sherry Faphimai, Marketing Coordinator

Others Present:

Vishnu Karnataki – Guest

1. Roll Call/Establish Quorum

- a. Ms. Sangalang, Committee Chair, called the meeting to order at 6:04 PM.

2. Public Comment

- a. There were no public comments.

3. Review and Approval of December 10, 2019 Meeting Minutes

- a. Ms. Everett moved and Mr. Vu seconded the motion to approve the minutes from the meeting held on December 10, 2019. The motion passed unanimously.

4. Health Plan Update

- a. Ms. Tomcala presented the enrollment update: As of June 1, Medi-Cal enrollment is 244,888 and Cal MediConnect is 8,987, for a total enrollment of 253,875 members. The recent overall increase is due to COVID-19 and DHCS' "pause" of Medi-Cal redeterminations during the declared

emergency so that beneficiaries are not losing eligibility. Ms. Tomcala mentioned that there has been a 12% increase in Cal MediConnect enrollment from a year ago because of the efforts of our Medicare Outreach team.

- b. Ms. Tomcala shared that we currently have about 97% of our staff working remotely from home. There are about 10 people working at the office doing functions that cannot be performed remotely.
- c. Ms. Tomcala reviewed the proposed California state budget, which now projects a combined deficit for fiscal years 2020 and 2021 of \$54 billion. The state is anticipating unemployment to peak at 18% this year, with the Medi-Cal caseload increasing by an estimated 2 million people to a peak of 14.5 million in July 2020. With the budget impact of COVID-19, CalAIM is being delayed. The transition of Cal MediConnect plans to dual eligible special needs plans (DSNPs) is still planned for 1/1/2023. As the budget process moves forward, SCFHP will continue to work with our associations and address the proposed changes in our internal budgeting and planning process.
- d. Ms. Watkins added that the state put Medi-Cal redeterminations on pause in mid-March, so no negative redeterminations will be processed until after August. All eligibility will stay the same except for situations such as moving out of the area.

5. COVID-19 Update

- a. Ms. Zhang shared that the plan has implemented telehealth via the nurse advice line for members to be referred to a virtual consult within a physician. An option to send the summary of their virtual visit to their PCP is also provided.
- b. A flyer was sent to all members letting them know about local support resources and how to contact SCFHP for assistance. Ms. Zhang stated that robocalls were made to members who may be more vulnerable to COVID-19, sharing similar information. Calls were made to members who were pregnant or postpartum, members age 65+, and members with multiple chronic conditions, to provide live assistance as needed.
- c. A Community Resource Guide was developed that documents and shares local resources during COVID-19. It is available on the website and used by staff to assist members.
- d. The requirement to contact Customer Service 3-5 business days in advance to schedule transportation to medical appointments has been suspended. Ms. Zhang mentioned that SCFHP worked with transportation vendors to establish special accommodations and cleaning guidelines to safely transport members.
- e. A COVID-19 page has been developed on the SCFHP website to consolidate information for members. The Communications team is sharing and posting the same information on Facebook.
- f. Mr. Vu asked if Twitter is being used to also relay information. Ms. Zhang responded that an account has been created but it is not currently active.

6. Community Resource Center

- a. Ms. Watkins stated that construction resumed in May after it was put on hold because of COVID-19. Demolition is complete and plans have been approved. Finishes and furnishings are being finalized.
- b. The CRC manager job description has been posted. Programming is under development with internal departments and with Community Based Organizations.
- c. The projected occupancy date is September, with plans for a grand opening pending due to COVID-19 and social distancing.
- d. Ms. Sangalang asked if there were any tweaks made for the new normal since designs were created pre-COVID. Ms. Watkins said that cubicles and office space were reconfigured to ensure sufficient space for social distancing. In the near term, SCFHP is planning to use bigger rooms for smaller size classes and does not anticipate implementing larger classes right away.

7. Medi-Cal Enrollee Assessment

- a. Ms. Zara Hernandez explained that this assessment looks at the cultural and linguistic needs of members every 3 years and is required by the Department of Managed Health Care. It is intended to help inform the health plan about language needs of our Medi-Cal population.
- b. Ms. Hernandez shared the methodology, summarized the results for each question, and shared opportunities for improvement.
- c. Ms. Tomcala asked if the questions asked in the survey were the same ones asked 3 years ago to be able to compare and see any trends. Ms. Hernandez stated this is something she can look at and present at a future CAC meeting.

8. Health Education Update

- a. Ms. Hernandez updated the CAC on SCFHP Health Education activities in 2019 which included creating an internal library of approved health education resources for internal staff that can be printed out and mailed to members, developing an intranet page that houses health education materials for internal staff, and the Wellness Rewards Program offering gift cards as incentives for completing health screenings/visits.
- b. Ms. Hernandez reviewed 2020 Health Education plans, including a text messaging campaign to educate and encourage healthy behaviors, and incentive offers through the Wellness Rewards Program.
- c. Ms. Sangalang asked if the incentives of gift cards made a significant difference in members completing their health screenings/visits. Ms. Hernandez answered that she feels it had a significant impact, with Adolescent Well-Care being most popular in members completing their visit.

9. New Member Welcome Packet

- a. Ms. Cristina Hernandez shared that currently a welcome packet is sent within 7 days of a member's effective date, and reviewed the contents of the packet.
- b. Ms. Hernandez presented proposed changes to improve member satisfaction, including changing the timing of the Primary Care Provider (PCP) auto assignment for new members who did not choose a PCP and sending these members a personalized subset of the full provider directory as part of their welcome packet. Welcome packets are also being edited to include additional information to help members get the most out of their SCFHP benefits, including instructions on selecting or changing PCP (including Kaiser or PAMF), accessing care in a PCP's network, completing an HRA if applicable, completing a HIF/MET, enrolling in the mySCFHP member portal, and scheduling an initial health assessment.
- c. Ms. Ezquerro asked if full directories will not be sent to new members at all or just members who haven't selected a PCP. Ms. Hernandez answered that members do not receive the full directory now (it is approximately 2,000 pages), but receive a notice about how to access the directory online or request a copy. The plan is to send those members who have not chosen a PCP a much smaller, personalized directory to help select a PCP that is convenient for them.

10. Brand Awareness Campaign

- a. Ms. Hernandez presented SCFHP's plan for development of a brand awareness advertising campaign. The goal is to build SCFHP brand and increase awareness of its Medi-Cal and Cal MediConnect lines of business in the county.
- b. Ms. Hernandez asked for CAC member participation in an initial survey that will be sent out later in June. CAC members expressed interest in participating.
- c. Ms. Sangalang asked why this survey couldn't be included with the Medi-Cal Enrollee Assessment. Ms. Watkins stated that the Medi-Cal Enrollee Assessment questions are required by regulation, so this needs to be done separately.

11. SCFHP Member Communications

- a. In addition to information about communications related to COVID-19, discussed previously, Ms. Zhang informed CAC members that the Spring Member Newsletter came out at the end of April and contained articles related to COVID-19, as well as other health plan information.
- b. On the website, board and committee meeting materials, formulary and provider directories, and information related to COVID-19 are kept updated. Ms. Zhang stated that SCFHP is now using the Aunt Bertha resource platform; she will do a live web demo at the next CAC meeting.
- c. Only a few educational events were attended in March, due to COVID-19 and shelter in place, and no upcoming events have been scheduled.
- d. Ms. Faphimai reviewed the list of current CAC members and CAC member changes. Current active members are Rebecca Everett, Blanca Ezquerro, Rachel Hart, Evangeline Pickell Sangalang (Chair), and Tran Vu. Maria Cristela Trejo Ramirez will be moved to active members and Danette Zuniga is no longer a member due to her move out of the area. Since member information forms need to be renewed every two years, Ms. Faphimai will email forms to current CAC members who are in need of renewal.
- e. Ms. Sangalang announced this will be her last meeting, as her term on the Governing Board is over at the end of June. Ms. Tomcala thanked Ms. Sangalang and expressed appreciation for her service. Ms. Tomcala announced that they are working on identifying a new CAC chair. Thanks all around were given to Ms. Sangalang.

12. Future Agenda Items

- a. There were no agenda item suggestions.
- b. Any suggestions can be sent to Sherry Faphimai (sfaphimai@scfhp.com).

13. Adjournment

- a. Ms. Sangalang adjourned the meeting at 7:14 pm.

Laura Watkins
Vice President, Marketing & Enrollment



**Santa Clara Family
Health Plan™**

Consumer Advisory Committee

September 8, 2020

Agenda

- SCFHP Updates
- Community Resource Center
- Medi-Cal Rx Transition
- Population Needs Assessment
- SCFHP Member Communications
- Future Agenda Items

SCFHP Updates

Enrollment

- Total enrollment as of September 1, 2020
 - 262,680 members
 - 6.7% increase since September 2019
- Medi-Cal – 253,252 (8% increase since September 2019)
- Cal MediConnect – 9,428 (15% increase since September 2019)

Plan Updates

- COVID-19 – SCFHP staff continue working remotely (97%); supporting members and providers via phone
- FY21 Revised CA State Budget
 - No Medi-Cal benefit cuts as of now
 - CalAIM delayed
- Medi-Cal redeterminations “pause” extended in line with extension of emergency declaration through October
- Focus on completion of missed preventive services (screenings, immunizations) and on flu vaccines



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Community Resource Center

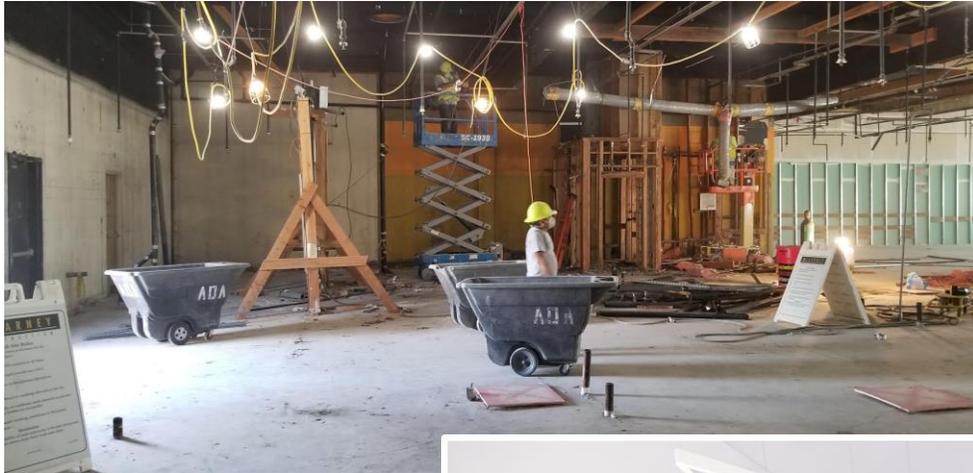
Chelsea Byom - Director, Marketing & Communications

Community Resource Center

Update

- Finishes finalized and furnishings ordered
- CRC Manager hiring progressing
- Program planning in process internally and with Community Based Organizations
- Occupancy projected for mid-October

Community Resource Center





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Medi-Cal Rx: Pharmacy Carve-Out

Dang Huynh, Pharm D – Director, Pharmacy

Medi-Cal Rx

Starting January 1, 2021, SCFHP will no longer manage the pharmacy benefit for Medi-Cal members.

- The pharmacy benefit will change to a fee-for-service benefit and will be managed by Magellan Medicaid Administration, Inc. (Magellan). Magellan was selected by the Department of Health Care Service (DHCS) to provide the following **Medi-Cal Rx** services and support:
 - Managing the Formulary (Drug List)
 - Providing Medi-Cal Rx customer service
 - Processing pharmacy grievances and appeals
 - Managing pharmacy prior authorization
 - Managing the Medi-Cal Rx pharmacy network
 - Claims processing
 - Processing rebates
 - Providing support to the pharmacies and providers

SCFHP will continue to manage clinical aspects of pharmacy adherence, including providing disease and medication management.

Member transition to Medi-Cal Rx

- Members will be getting a new SCFHP ID card with the Medi-Cal Rx Customer Service phone number and website, for easy access. Starting January 1, 2021, the new SCFHP ID Card and Medi-Cal Benefits Identification Card (BIC) card will be needed when visiting the doctor or pharmacy.
- Members should talk to their doctor to see if their current medications need a Medi-Cal Rx approval form and check if their pharmacy is participating in the new Medi-Cal Rx system.
 - SCFHP will help members who receive mail order prescriptions from a pharmacy outside of California transition to a pharmacy that is in the Medi-Cal Rx system.
- Starting January 1, 2021, Members will be able to use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov or call Medi-Cal Rx Customer Service at 1-800-977-2273.

There is no change to member's Medi-Cal eligibility or benefits.



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Medi-Cal Population Needs Assessment (PNA) CY 2019

Divya Shah – Health Educator

Population Needs Assessment (PNA)

Goal:

To improve health outcomes and ensure that we are meeting the needs of all our Medical members by:

- Identifying member health needs and health disparities;
- Evaluating health education, cultural and linguistics (C&L), and quality improvement (QI) activities and available resources to address identified concerns;
- Implementing targeted strategies for health education, C&L, and QI programs and services.

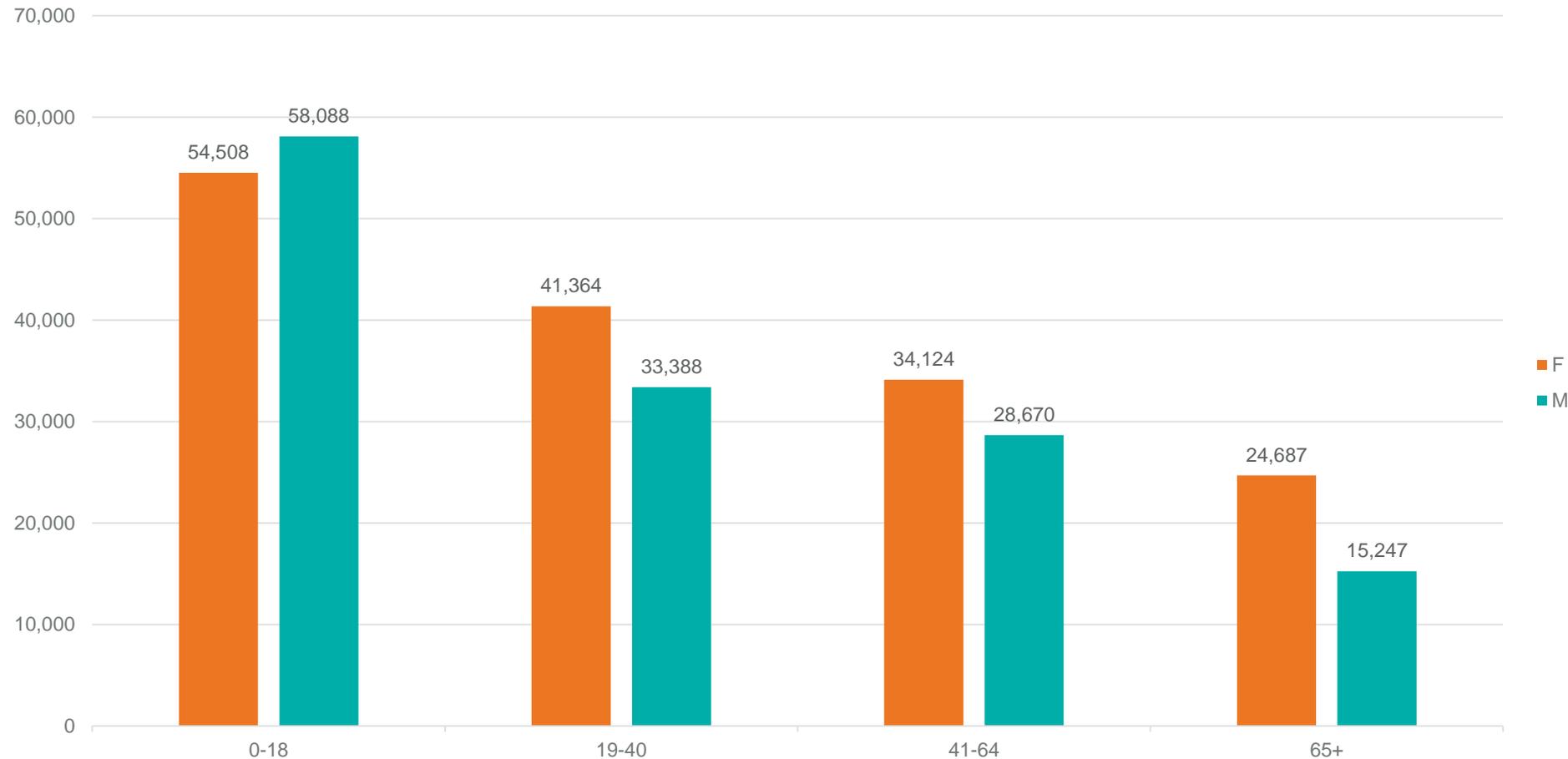
Data Sources

- 2019 Medi-Cal Consumer Assessment of Healthcare Providers and Systems (CAHPS)*
- DHCS Health Disparities Data (RY 2019)*
- 2018/2019 Health Effectiveness Data Information Set (HEDIS)
- 2019 Health Risk Assessment (HRA)
- 2019 QNXT Demographics (claims and encounter data)
- 2019 Grievance Data
- 2019 Language Assistance Program (LAP) reports (vendor reports and PNO's Assessment of Cultural and Linguistic Needs and Preferences)
- Santa Clara County Public Health Department - county level data

*required data source

Member Demographics

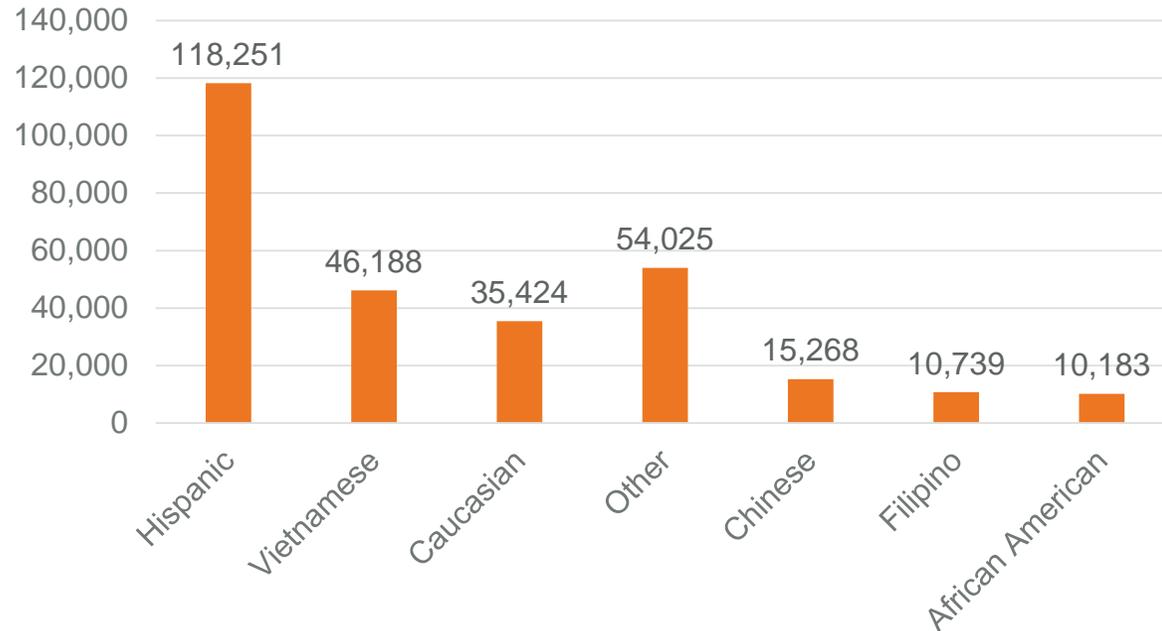
Medi-Cal Population by Age and Gender 2019



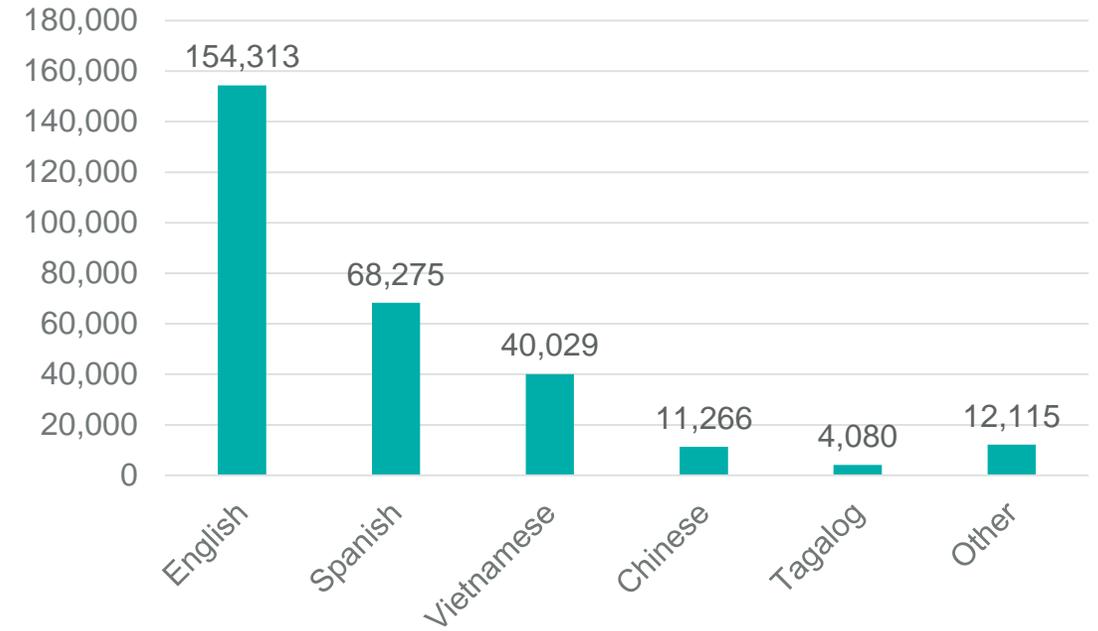
*Total Medi-Cal Population for 2019 = 290,078

Member Demographics (cont.)

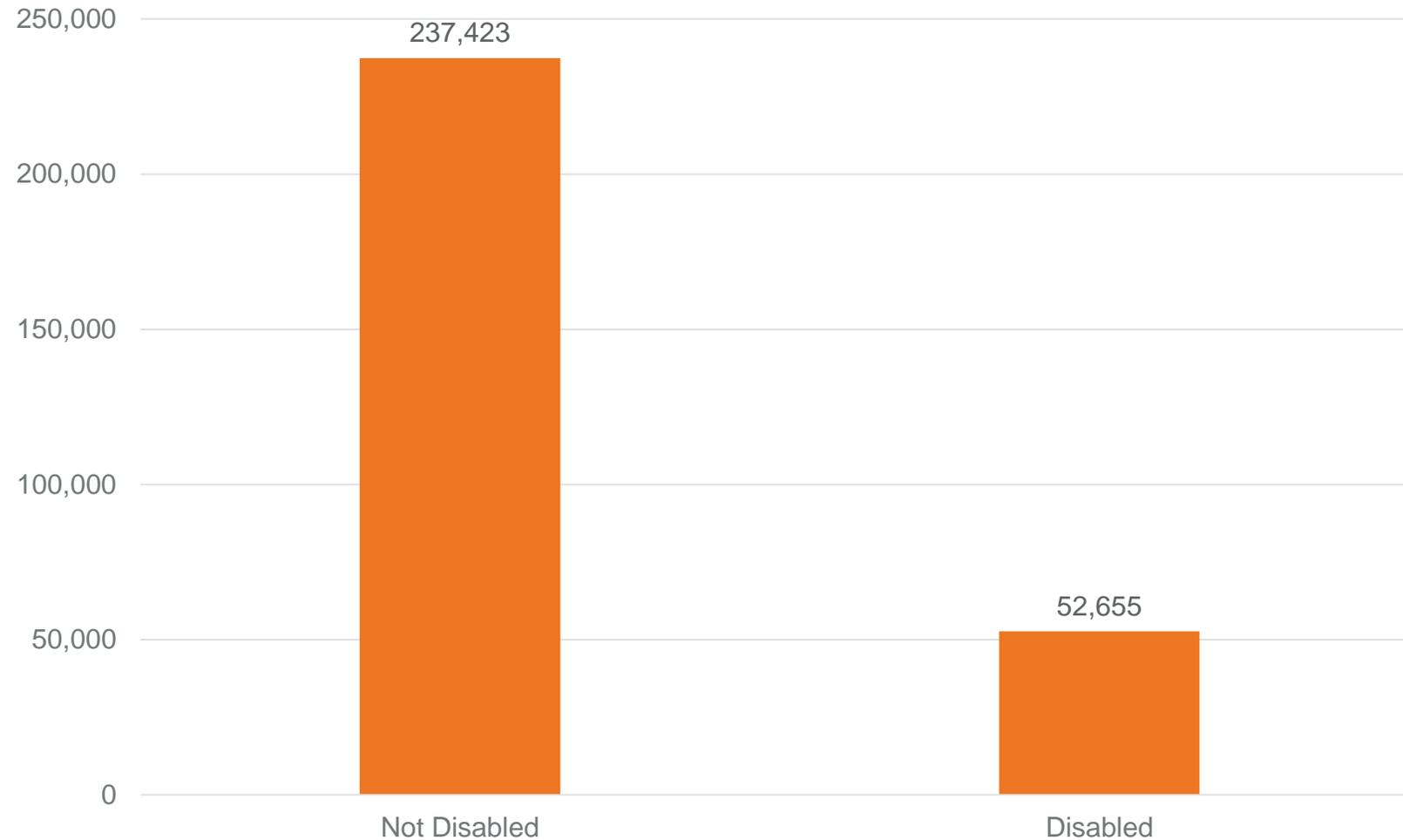
MC Population Ethnicity 2019



MC Population Language 2019



Member Demographics - Disabled





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Key Findings and Action Plan

Main Key Findings

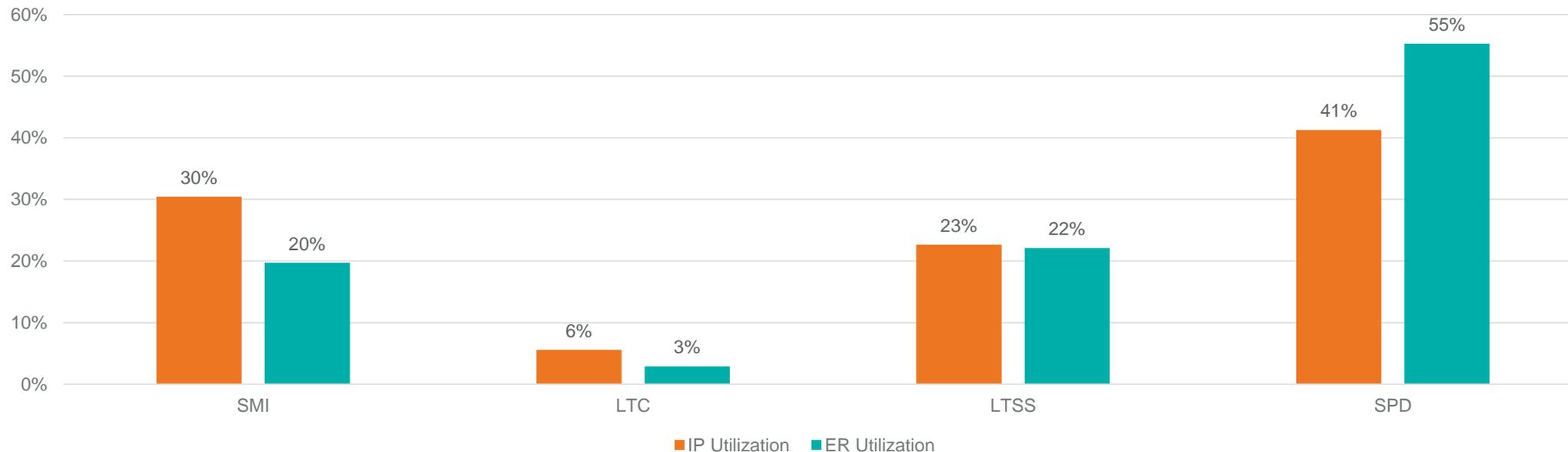
1. Seniors and Persons with Disabilities have the highest Emergency room and in-patient utilization among all sub-populations.
2. African Americans have the lowest rate for Controlling High Blood Pressure
3. Caucasians have the lowest rate for Cervical Cancer Screening

SCFHP will focus on the above 3 main findings to develop PNA action plan.

In-Patient and ER Utilization Among Sub-Population

Data Source: SCFHP claims data

Findings: ER utilization among Seniors and Persons with Disabilities is highest in comparison to other sub-populations.



In-Patient and ER Utilization Among Sub-Population - Strategies

Objective: Reduce overall emergency room utilization for Seniors and Persons with Disabilities (SPDs) subpopulation by 5% by June 30, 2021.
(from 55% to 50%)

Strategies:

- Educate SPD population about managing their condition and appropriate use of ER services through:
 - Case Management calls
 - Communication channels (member newsletter, website, etc.)
 - Provider Network

Controlling High Blood Pressure (CBP)

Data Source: SCFHP HEDIS data; DHCS Health Disparities data

Findings: Blacks/African Americans have the lowest rate for CBP.



Controlling High Blood Pressure - Strategies

Objective: Increase Controlling High Blood Pressure rate among race/ethnicity groups to equal or greater than 56.93% by June 30, 2021.

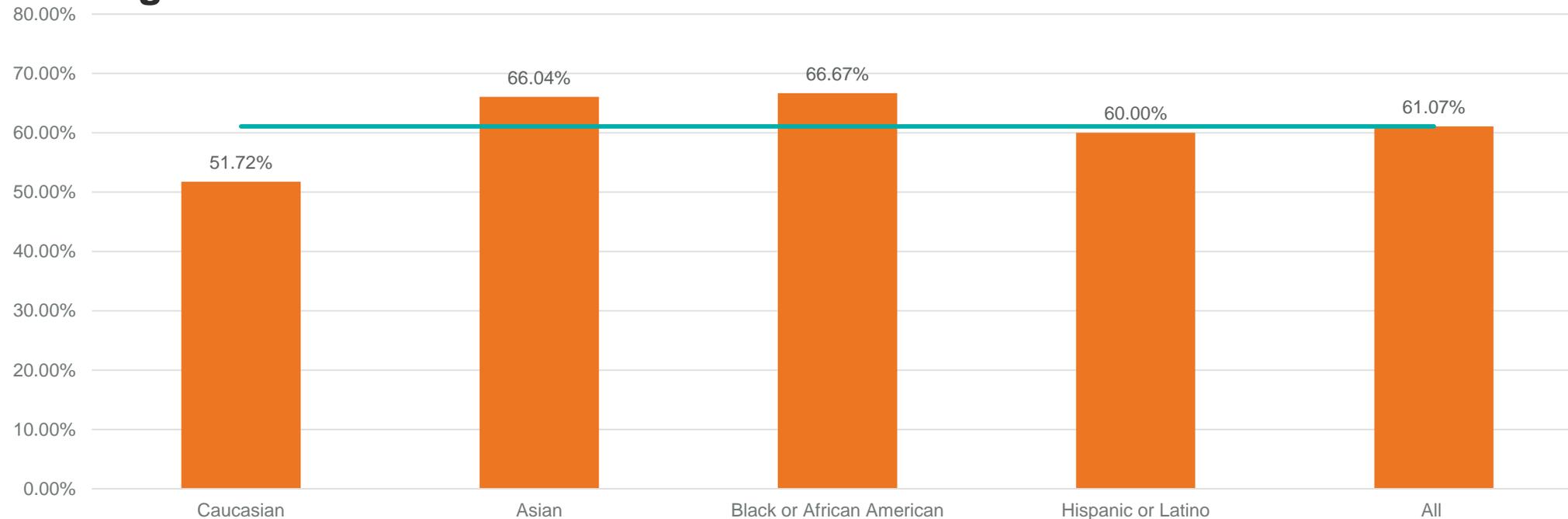
Strategies:

- Develop interventions focusing on disparate groups, such as mailings, targeted phone outreach, texting, and clinic days with providers.
- Educate members through communication channels (newsletter, website, etc) and provider network.
- Educate members that Medi-Cal covers blood pressure cuffs at no cost.

Cervical Cancer Screening (CCS)

Data Source: SCFHP HEDIS data; DHCS Health Disparities data

Findings: Caucasians have the lowest CCS rate.



Cervical Cancer Screening (CCS) - Strategies

Objective: Increase Cervical Cancer Screenings rate among race/ethnicity groups to equal to or greater than 61.07% by June 30, 2021.

Strategies:

- Develop interventions focusing on disparate groups, such as mailings, targeted phone outreach, texting, and clinic days with providers.
- Educate members through various communication channels and provider network, such as publish articles in member and provider newsletters.



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Member Communications

Theresa Zhang – Manager, Communications

Member Communications

<p>MAILINGS</p>	<ul style="list-style-type: none"> • Summer Newsletter • Letter to parents/guardians with children under the age of 7 to get preventive care • Letter to members who are due for health checks and exams, with rewards available upon completion <ul style="list-style-type: none"> • Visit www.scfhp.com/rewards for more information
<p>CALLS</p>	<ul style="list-style-type: none"> • Live calls to vulnerable, high-risk members to check in during COVID-19 • Live calls to parents/guardians with children under the age of 7 to get preventive care
<p>WEBSITE</p>	<ul style="list-style-type: none"> • Board & Committee Meetings <ul style="list-style-type: none"> ○ Agendas, agenda packets, meeting minutes • Formulary and Provider Directory • Coronavirus Update • Aunt Bertha



HEALTHY LIVING
 Cal MediConnect Plan (Medicare-Medicaid Plan)
 SPRING 2020
 PRINTED INFORMATION IN THIS ISSUE MAY BE OUTDATED DUE TO THE CORONAVIRUS (COVID-19).

size, dwelling type, and other basic information. Completing the census is safe, and your answers will be anonymous and confidential. The Census Bureau must keep your information private, even from law enforcement agencies. You will not be asked about immigration status.

Why you should complete the census
 Completing the census is required.

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- Eligibility & coverage
- Meal delivery, housing, financial assistance & other community resources
- Telehealth, including telephone visits & calls with your doctor
- Personal & home safety

Visit www.scfhp.com

Member Communications

Educational Events

- **SCFHP attended a few virtual events since June 4, 2020:**
 - AACI's Better Together Gala
 - VMC Foundation's Drive-thru Tribute to Heroes Celebration
 - Veggielution's San Jose VeggieFest
- **Upcoming virtual events scheduled:**
 - Healthier Kids Foundation's A Benefit Celebrating Kids – 9/15
 - City of Campbell's Caregivers Count Conference – 9/26
 - Momentum for Mental Health's Shining Stars Gala – 10/2
 - Next Door Solutions' Light up the Night – 10/15

2020 CAC Meetings

Meetings will be held via Zoom until it is appropriate to resume in-person meetings at SCFHP

Schedule

- **Second Tuesday of the month from 6:00 PM – 7:00 PM**
- **Dates:**
 - December 8, 2020

Topics suggestions for December 2020 meeting?



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Questions?