



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

Thursday, September 1, 2022 11:30 AM – 1:00 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave, San Jose, CA 95119

## Minutes - Draft

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### Members Present

Laurie Nakahira, DO, Chief Medical Officer, Chair  
John B. Henley, Jr.  
Andy Le, Ombudsperson, Supervising Staff Attorney, Bay Area Legal Aid  
Narendra Pathak

### Members Absent

Charles Hanks  
Dennis Schneider

### Staff Present

Chelsea Byom, Vice President, Marketing, Communications, and Outreach  
Lori Andersen, Operations Director, Long-Term Services and Supports  
Mai Chang, Director, Quality and Process Improvement  
Mike Gonzalez, Director, Community Engagement  
Thien Ly, Director, Medicare Outreach  
Carole Ruvalcaba, Director, Marketing and Communications  
Lucille Baxter, Manager, Quality and Health Education  
Charla Bryant, Manager, Clinical Quality and Safety  
Cristina Hernandez, Manager, Marketing and Public Relations  
Jamie Enke, Behavioral Health Program Manager  
Jorge Hidalgo, Supervisor, Case Management  
Jessica Yip, Supervisor, Case Management  
Lynette Topacio, Marketing Project Manager  
Zara Hernandez, Health Educator  
Jeanette Montoya, Health Educator  
Amy O'Brien, Administrative Assistant

### Others Present

Rita Cruz Gallegos, Aurrera Health Group

### 1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:33 a.m., roll call was taken, and a quorum was established.

### 2. Public Comment

There were no public comments.

### 3. Meeting Minutes

The minutes of the June 2, 2022 Cal MediConnect (CMC) CAB Committee meeting were reviewed.

### 4. Health Plan Update

Dr. Nakahira presented the Health Plan update. She began with an enrollment update. As of August 1, 2022, the Plan's total membership includes 315,281 members, a 10.4% increase since August 2021. The Plan's total CMC membership includes 10,414 members, which is a 1.6% increase since August 2021. The Plan's Medi-Cal (MC) membership includes 304,867 members, a 10.8% increase since August 2021.

Dr. Nakahira continued with a summary of various Plan updates. As of September 6, 2022, SCFHP headquarters will be open to the public. All members are encouraged to visit and speak with a Customer Service Representative or a member of our Case Management team. The COVID-19 public health emergency will likely extend through mid-January 2023. As a result, Board and committee meetings may continue to take place via Zoom until further notice. Dr. Nakahira discussed the MC redeterminations "pause" which remains in effect until at least January 2023. Adults ages 26-49 will remain on "pause" until after January 2024.

Dr. Nakahira discussed the expansion of MC eligibility to include adults ages 50 or over, regardless of their immigration status. As a result, 6,500 individuals transitioned to SCFHP from limited scope MC. The Plan also supported a coalition of community-based organizations who will conduct outreach to newly eligible MC beneficiaries. The Department of Health Care Services (DHCS) will renew its contract with Anthem Blue Cross Partnership Health Plan, as the commercial MC health insurance provider in Santa Clara County. The contract takes effect in 2024.

Dr. Nakahira provided an overview of the Plan's Fiscal Year 2022-2023 Plan Objectives. She also discussed the activities and events that will be held in celebration of SCFHP's 25<sup>th</sup> anniversary.

### 5. Centers for Disease Control (CDC)/COVID-19 Update

Dr. Nakahira gave an overview of the CDC recommendations and guidelines in regards to COVID-19 and Monkey pox. Currently, Santa Clara County is in the orange (medium) COVID tier. To date, there have been numerous variants of SARS-CoV-2. She discussed the guidelines for the prevention of COVID.

Dr. Nakahira's overview included a breakdown of the recommended number of COVID-19 vaccine dosages by age group and dosage type. She discussed the recommended treatment guidelines to follow if you do contract COVID. She provided a snapshot of the treatments that are now available, per age group. She also discussed what to do if you come in confirmed close contact with someone who has contracted COVID.

Dr. Nakahira continued with an overview of the Monkey pox virus, which is a rare virus that shares some of the same symptoms as Small pox. Monkey pox is rarely fatal. Out of the 18,417 reported cases in the U.S., there have been no fatalities. Dr. Nakahira discussed the symptoms of Monkey pox and how the virus is spread. She concluded her update with an overview of Monkey pox prevention and treatment options.

### 6. Standing Items

#### a. Cal MediConnect Ombudsperson Program Update

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, gave an overview of the services Bay Area Legal Aid provides our CMC members. Members who experience any issues with access to healthcare are encouraged to call the legal advice line. Mr. Le typed this number into the Chat.

Bay Area Legal Aid continues to assist individuals who experience difficulties with enrollment into the CMC plan. It is not uncommon for individuals to experience errors with their Medicare or DHCS records. Mr. Le explained that many of their clients also need assistance with improper balance billing errors from Providers and hospitals. Errors have been made not only by small, local Providers, who may not be well-versed in balancing billing, but also some of the larger community hospitals.

Mr. Le continued with an update on the MC Rx program. Some individuals have faced challenges with the enrollment process, as well as issues with medication approval and the COVID-19 reimbursement process. Bay Area Legal Aid provides assistance on how to navigate this reimbursement process, either via the Conlan webpage or the DHCS.

Dr. Nakahira asked if Bay Area Legal can provide SCFHP with the details on which entities continue to balance bill “Medi-Medi” members. Mr. Le replied that they are working directly with these entities to inform them that it is against the law to balance bill “Medi-Medi” members. He will follow-up with his staff to ask them to share some basic information with SCFHP. Dr. Nakahira explained that it is in the Plan’s best interest to provide education and instruction on balance billing to internal staff members and our provider networks.

#### **b. Community Resource Center**

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Blanca Alvarado Community Resource Center. Mr. Gonzalez introduced the 2 newest Customer Service Representatives at the CRC, Elizabeth Gonzales-Alvarez and Teresa Nguyen. Mr. Gonzalez shared the hours of operation, and the monthly calendar of activities, which can be found on our website at [www.crc.scfhp.com](http://www.crc.scfhp.com) and through our social media account @CRC\_SCFHP. Mr. Gonzalez highlighted the services, programs, and events available at the Center. He summarized the topics discussed during the July 2022 meeting of the community-based Santa Clara County Health Equity Agenda. He also shared the number of visitors to the Center from April through July 2022, and an overview of support services rendered by CRC staff.

Mr. Gonzalez discussed the impact of the CRC on the community. He also shared the results of the July 2022 Visitor Satisfaction Survey. Mr. Gonzalez discussed the details of SCFHP’s 25<sup>th</sup> anniversary celebration event, and he shared the date, time, and address of the event. He encouraged the committee members to mark their calendars and plan to attend. Mr. Gonzalez concluded with a request for committee members to provide feedback on how to strengthen members’ experiences at the Center.

Mr. Pathak suggested programs and services on diabetes and high blood pressure. Dr. Nakahira responded that high blood pressure monitoring classes and focus groups on Diabetes are currently being offered via Zoom, and may also be offered at the CRC in the future. She also explained that informational classes on stroke prevention and treatment may also be offered at the CRC in the future.

#### **c. Member Communications**

Chelsea Byom, Vice President, Marketing, Communications, and Outreach, highlighted the member communications completed since the June 2022 meeting. Ms. Byom also asked for the committee’s feedback on how the Plan can improve our members’ understanding of plan materials and processes, such as appointing an authorized representative or choosing a primary care provider (PCP). She explained that these processes should be easily accessible and comprehensive for our members. Based on members’ feedback, the Plan is happy to implement ideas that will streamline these processes. She also explained how members can access and request forms, either by calling the Plan directly or going online through the web portal.

Mr. Henley responded that it has been a while since he had to access authorized representative forms or choose a PCP. In any case, he is happy with the results. Mr. Henley also suggested that a survey of these 2 questions be done when new members visit the CRC. Ms. Byom agreed this is a good suggestion.

Ms. Byom concluded with a list of the events the Plan participated in since our June 2022 meeting. Staff members at the Plan also participated in the annual Pride parade and festival.

#### **d. Behavioral Health Update**

Jamie Enke, Behavioral Health Program Manager, discussed the 988 Crisis and Suicide Prevention Lifeline and the current services that are available through the lifeline. Ms. Enke also discussed how individuals can access the non-crisis 800 number, and she summarized the support available for individuals who are not necessarily in crisis, but do require support.



Ms. Enke next gave an overview of the 2022 Member Behavioral Health Experience Survey results. She explained the purpose and goals of the survey and the survey process. Ms. Enke outlined the demographics of the survey participants, and she summarized the 2020 through 2022 survey results. She compared the results from prior years, and highlighted the areas of improvement. Ms. Enke explained that a workgroup was formed to review the results, make observations, and identify opportunities for improvement. Ms. Enke concluded with an overview of the goals that were not yet met, and the interventions that Behavioral Health will implement to ensure responses to all the survey questions rank at 85% or better.

#### **e. Case Management Update**

Jorge Hidalgo, Supervisor, Case Management and Jessica Yip, Supervisor, Case Management, shared 2 complex case management member success stories with the committee. Members who would like to access and read these stories can refer to the complete Consumer Advisory Board agenda packet.

#### **f. Health Education – Overview of ‘On Lok Aging Mastery Program’**

Zara Hernandez, Health Educator, presented an overview of the Plan’s new ‘On Lok Aging Mastery Program’. Ms. Hernandez explained this is a pilot program with a curriculum that was developed by the National Council on Aging. This program is no cost to eligible members. The program provides an opportunity for members to engage with other enrolled members in an informal setting. Currently, the program is only offered via Zoom; however, if it is successful it may be offered in person.

Ms. Hernandez discussed the core curriculum, and the 10 topics that will each be taught by experts in the field. Ms. Hernandez gave an overview of the benefits of the aging mastery program. She discussed the dates and times of the weekly workshops. Members who attend at least 7 of the 10 workshops will be invited to an in-person graduation event at the CRC. Ms. Hernandez concluded her presentation with instructions on how to sign up for the program and what to do if you miss one of the workshops. Members are encouraged to tell other SCFHP members they know about the program.

### **7. Dual Eligible Special Needs Plan (D-SNP)**

Thien Ly, Director, Medicare Outreach, gave an overview of the upcoming CMC transition to DualConnect (HMO D-SNP). Mr. Ly discussed the expansion of the eligibility requirements, which now include members with End-Stage Renal Disease (ESRD). Santa Clara County residents who are enrolled in Medicare Parts A and B, together with full scale MC, are eligible to enroll in the D-SNP.

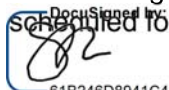
Mr. Ly gave an overview of the enrollment periods and the enrollment process. D-SNP enrollment periods will follow the Medicare enrollment period. Members can choose to enroll either over the phone, via the Plan’s online web portal, via Medicare.gov, or in-person. Mr. Ly reminded the committee members that current SCFHP CMC members will automatically be enrolled into the D-SNP on January 1, 2023. No further action is necessary, and there will be no interruption of benefits.

Dr. Nakahira also added that a more detailed overview of the new Case Management and Community Supports (CS) benefits included in the D-SNP will be discussed during the committee’s December 1, 2022 meeting.

At this time, and in response to Mr. Pathak’s questions, Dr. Nakahira advised that a discussion on the advance notice requirements for transportation to and from medical appointments, and the length of time given for doctor’s appointments, will be added to the December 1, 2022 meeting agenda.

### **8. Adjournment**

The meeting adjourned at 1:06 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, December 1, 2022 at 11:30 a.m.

A handwritten signature in blue ink, appearing to read "LN", is written over a DocuSign verification box.

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