



Regular Meeting of the

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

Thursday, June 2, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Minutes

Members Present

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

Members Absent

Charles Hanks
Dennis Schneider

Guest

John B. Henley, Jr.

Staff Present

Chelsea Byom, Vice President, Marketing, Communications, and Outreach
Angela Chen, Director, Case Management
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
Shawna Cagle, Manager, Case Management
Cristina Hernandez, Manager, Marketing and Public Relations
Jocelyn Ma, Manager, Community Outreach
Zara Ernst, Health Educator
Jeanette Montoya, Health Educator
Rita Zambrano, Executive Assistant
Amy O'Brien, Administrative Assistant

Others Present

Rita Cruz Gallegos, Aurrera Health Group
Mary Haughey, Chief Operating Officer, YMCA of Silicon Valley
Lesa Honick, Marketing Consultant, Jensen-Honick
Shari Jensen, Marketing Consultant, Jensen-Honick

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:32 a.m., roll call was taken, and a quorum was established. Dr. Nakahira welcomed John B. Henley, Jr. as a guest and new member to the Consumer Advisory Board. Mr. Pathak noted that our thoughts and condolences are with all the victims of the recent mass shootings.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the March 3, 2022 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 enrollment update. As of May 1, 2022, SCFHP has 301,262 members. This is a 7.1% increase since May 2021. The Plan's total Cal MediConnect (CMC) membership includes 10,334 members, which is a 3.5% increase since May 2021. Dr. Nakahira gave an update on the status of the recent National Committee for Quality Assurance (NCQA) audit. The Plan successfully completed this routine audit and is now re-accredited for the CMC line of business.

Dr. Nakahira continued with a general overview of Plan updates that are in the works. It is anticipated that the COVID-19 public health emergency (PHE) will be extended until at least October 15, 2022, with all board and committee meetings to remain virtual throughout that time. If the PHE continues, the "pause" on Medi-Cal (MC) redeterminations will remain in effect. Effective July 1, 2022, the Plan has a new CMC fitness provider, YMCA of Silicon Valley. The Governor's May budget was revised, and Dr. Nakahira summarized the changes made to some of the benefits covered under this budget.

5. COVID-19 Update

Dr. Nakahira provided the committee with an overview of the Plan's COVID-19 vaccination data and clinics. She discussed the various organizations the Plan has partnered with to increase testing and vaccination rates throughout the community. She gave an overview of the vaccination rates for SCFHP members, as compared to the residents of Santa Clara County who are non-members. Her presentation included the data for vaccination rates by age groups and ethnicities. She also provided data that compared SCFHP's MC membership vaccination rates with other managed care and Fee-for-Service health plans.

6. Cal MediConnect Transition to Dual Eligible Special Needs Plan (D-SNP)

Thien Ly, Director, Medicare Outreach, gave an overview of the upcoming CMC transition to the Dual Eligible Special Needs Plan (D-SNP). This transition is part of the California Advancing and Innovating Medi-Cal (CalAIM) initiative by the Department of Health Care Services (DHCS). Mr. Ly provided a link to the DHCS website. Mr. Ly defined D-SNP for the committee members, and he explained all of the elements of the transition. As of January 1, 2023, current SCFHP CMC members do not need to take any action, and they will automatically transition to the D-SNP.

At this time, Cristina Hernandez, Manager, Marketing and Public Relations, presented the committee members with 3 options for D-SNP messaging that will be rolled out later this year. She asked for the members' feedback on which option they prefer and feel is the most clear and concise.

Mr. Pathak asked if the prescription drug benefit of up to \$75 for OTC items every 3 months will be increased to \$100 or \$150, which is a better benefit for our members. Ms. Hernandez will relay this feedback to the staff members who work on our benefits packages.

Mr. Henley likes the compactness of the messaging in Option 1. Mr. Pathak likes both Options 1 and 2, however, he feels strongly that Option 3's messaging is not beneficial.

7. Member Orientation

Jocelyn Ma, Manager, Community Outreach, provided an overview of the Plan's Member Orientation pilot program. Ms. Ma highlighted the accomplishments of the pilot program. She discussed the number of orientation sessions to date, offered both virtually and in-person. Sessions are conducted in English and 3 threshold languages. She discussed the number of registrants and attendees since the pilot program's implementation in 2021. Ms. Ma also discussed the results of the member orientation feedback survey sent to



all attendees. Ms. Ma concluded with an overview of some of the challenges SCFHP has experienced in the implementation of the Member Orientation program.

Ms. Ma asked the committee members for their feedback on how SCFHP can increase attendance for member orientations. Mr. Henley commented that the member newsletter is a good resource for information on events at SCFHP. Mr. Pathak suggested that the Plan send the newsletter to our various non-profit organizations, community partners, and Santa Clara County elected officials so they can publish it on their message boards and websites in the threshold languages.

8. Standing Items

a. 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 Daisy Montoya, Community Resource Center Coordinator, and the newest member of the 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. He also shared the number of visitors and the types of services provided to them since the Center opened in 2021.

Mr. Gonzalez discussed the impact of the CRC on the community. Members can receive in-person application assistance for enrollment into Covered California and MC. The Center also provides members with resource navigation assistance. Mr. Gonzalez discussed the goals of the process roadmap and the members of the Resident Advisory Group. He also discussed the Center's vision and purpose, which is in alignment with the vision of SCFHP. Mr. Gonzalez introduced the Center's 'Welcome Statement'. He concluded his presentation with an announcement about the 'Community Celebration Event' on Saturday, June 25, 2022 from 10:00 a.m. to 2:00 p.m. The topics for discussion include the conclusion of the CRC planning process, and the launch of a community health framework.

b. Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach discussed the member communications completed since the March 2022 meeting. Member communications included the spring newsletter, and updated Welcome Kits that include information about the current fitness benefit. Her presentation highlighted the SCFHP website which is updated with materials such as the Formulary, the Provider directory, our newsletters, and the PHE Homepage banner. The PHE Homepage includes a link to County websites. Ms. Byom also discussed the SCFHP PHE communication strategy once the PHE ends. Ms. Byom concluded with a list of the events the Plan participated in since our March 2022 meeting, as well as upcoming events.

c. Behavioral Health

Angela Chen, Director, Case Management, discussed Mental Health Awareness Month. Ms. Chen explained that mental health includes our emotional, psychological, and social well-being. It affects how people think, feel, act, handle stress, relate to others, and make good choices. Mental health is important from childhood through adulthood. Mental illness can cause psychological and behavioral problems that are not uncommon, yet are largely treatable. Ms. Chen shared that 1 in 5 Americans will be affected by a mental health condition at some point in their lifetime. She also shared key points related to Mental Health Awareness month and how to take action to fight the stigma of mental illness and raise awareness.

d. Case Management Update

Shawna Cagle, Manager, Case Management, provided an overview of the Case Management Care Coordination and In-Home Supportive Services (IHSS) programs. Ms. Cagle's overview included details such as who qualifies for IHSS, what services are included and how to apply for them, and the overall timeline from the start of the application process until the start of IHSS. It is possible to expedite applications for individuals



with critical care or hospice care needs. Ms. Cagle also explained the scenarios in which IHSS reassessment is required. Ms. Cagle provided contact information for the IHSS registry list and the care coaching referral process. Ms. Cagle also provided contact information for the Care Coordinator Case Management Help Desk and their hours of operation.

e. Health Education and Cultural Linguistics – Overview of the YMCA Diabetes Prevention Program

Dr. Nakahira introduced Mary Haughey, Chief Operating Officer, YMCA of Silicon Valley, who presented an overview of the Diabetes Prevention Program (DPP). Ms. Haughey explained that the DPP program model is a structured intervention with the goal of Type 2 Diabetes prevention in individuals with an indication of pre-diabetes. Ms. Haughey provided the details of the year-long program which consists of at least 16 intensive “core” sessions which follow a curriculum approved by the Centers for Disease Control and Prevention (CDC). The program provides practical training in long-term dietary changes, increasing physical activity, and behavior change strategies for weight management. Upon completion of the core sessions, monthly follow-up meetings are conducted to ensure the continuation of the new behaviors. The primary goals are to reduce body weight by 5-7% and increase physical activity.

Ms. Haughey further explained that the National DPP is based on the results of a study funded by the National Institutes of Health (NIH) which showed that these strategies sharply reduced the onset of Type 2 Diabetes in people at high risk for the disease. The program is virtual at this time, with limited availability of Chromebooks and scales and internet hot spots. In-person classes will resume within the next year, with a virtual option available if allowed to do so by the CDC. Classes are currently in English, Spanish, and, after July 1, 2022, Vietnamese. The YMCA is currently recruiting for lifestyle coaches who speak Mandarin and Cantonese. They also have the capacity to deliver the program in Russian, Hindi, and Portuguese.

Ms. Haughey continued with an overview of the program reach and impact. She discussed the eligibility requirements and instructions on how to register for the program. The YMCA works with enrollees’ insurance plans and with medical offices for direct referrals.

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 who experience difficulty with CMC health plan enrollment, disenrollment, or access to healthcare are encouraged to call Bay Area Legal Aid. Oftentimes, disenrollment occurs when the premium has not been paid, when the individual has enrolled within the wrong county, one of the MC or Medicare programs is inactive or has been terminated, or when there is a gap in coverage.

Mr. Le included his contact information in the ‘Chat’. He encouraged committee members to contact him with any healthcare access or eligibility issues, as well as instructions on how to file an appeal of disenrollment. He can also assist with redetermination letters or questions about share of cost.

Bay Area Legal Aid has seen an increase in phone calls related to emergency health plan enrollment. They are short-staffed at this time, so please be patient and leave a voicemail if you call after 1:00 p.m. Your calls will be returned within 24 hours.

g. Future Agenda Items

Dr. Nakahira asked for suggestions on topics of interest for our September 1, 2022 meeting. At this time, there were no suggestions.

9. Adjournment

The meeting adjourned at 1:04 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, September 1, 2022 at 11:30 a.m.

A handwritten signature in black ink, appearing to read "LN", is written over a blue rectangular stamp.

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