



Regular Meeting of the

Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board

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

Santa Clara Family Health Plan - Teleconference

6201 San Ignacio Ave., San Jose, CA 95119

MINUTES - Approved

Members Present

Luis Gova Gonzalez
Tiffany Huyenh-Cho, Ombudsman, Staff Attorney, Bay Area Legal
Laurie Nakahira, DO, Chief Medical Officer
Narendra Pathak
Kumarapuram "Mani" Subramanian

Members Absent

Charles Hanks
Raymond Santiago
Verna Sarte
Dennis Schneider

Staff Present

Laura Watkins, Vice-President, Marketing and Enrollment
Chelsea Byom, Director, Marketing and Communications
Johanna Liu, Director, Quality and Process Improvement
Lucille Baxter, Manager, Quality and Health Education
Thien Ly, Manager, MediCare Outreach
Natalie McKelvey, Manager, Behavioral Health
Theresa Zhang, Manager, Communications
Lynette Topacio, Marketing Project Manager
Byron Lu, Process Improvement Project Manager
Zara Hernandez, Health Educator
Divya Shah, Health Educator
Amy O'Brien, Administrative Assistant

1. Introduction

Dr. Laurie Nakahira, Chair, called the meeting to order at 11:35 a.m., and roll call was taken.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the June 4, 2020 Cal MediConnect Consumer Advisory Board Committee meeting were reviewed.

4. Health Plan Update

Dr. Nakahira began with an update on how COVID-19 has affected Santa Clara Family Health Plan (SCFHP), and the long-term plan to continue with approximately 98% of staff working from home. Dr. Nakahira introduced Lucille Baxter, Manager, Quality and Health Education, and welcomed her to the Committee. Ms. Baxter gave a brief summary of her career highlights. Dr. Nakahira also noted that our new Case Management Director, Raman Singh, will join the December 2020 CAB meeting. Enrollment has increased by over 1,000 members in the past year, with 9,029 members enrolled in July and 9,266 members in August. Dr. Nakahira gave an update on the status of the CMS re-validation audit on August 31, 2020. At this time, Mr. Pathak inquired as to whether or not the Plan intends to increase its CMC membership. Mr. Ly gave a brief summary of the roles and responsibilities of the Medicare Outreach team. Mr. Pathak also inquired as to whether or not SCFHP has contracts with Stanford, PAMF, or El Camino Hospital. Mr. Ly advised that the Plan does have contracts with these facilities, and he outlined the requirements for members to utilize these providers and facilities. Dr. Nakahira continued with her update, and the Grievances and Appeals re-validation audit begins on September 4, 2020. Dr. Nakahira discussed the Plan's ongoing member outreach and response to the COVID state of emergency, which also includes early Pharmacy prescription refills. The SCFHP website has links to resources regarding COVID, the wildfires, and emergency power outages. Dr. Nakahira reminded the committee members to get their flu shots as soon as possible. She concluded with a statement that SCFHP is following the COVID recommendations established by Santa Clara County Public Health, which align with the California public health recommendations, and whose guidelines are stricter than the CDC guidelines. Mr. Pathak inquired as to how many members have contracted COVID-19. Dr. Nakahira advised the Plan is in the process of gathering this information, which also requires an accurate count from our delegates. The Plan is working with the state to report our numbers; however, those numbers are unavailable at this time.

5. Discussion Items

a. COVID-19 Update

Theresa Zhang, Manager, Communications, gave an update on SCFHP'S COVID-19 member outreach that continues throughout this pandemic. Ms. Zhang shared that SCFHP's COVID-19 Resource Guide as well as the county's resource guide is on the Plan's website, while the Aunt Bertha platform continues to be helpful in finding resources and support near you by ZIP. Customer Service continues to waive the notification requirement for coordinating transportation to COVID related medical appointments; however, this notification has been reinstated for all other transportation requests to medical appointments. SCFHP shares the most current COVID-19 guidelines from the CDC and the Santa Clara County Public Health Department on Facebook. The Plan's website and Facebook page also published important reminders to catch up on preventive care appointments missed because of COVID, such as well-child visits and immunizations.

b. Behavioral Health Options – Taking Care of Health and Wellbeing During Times of Uncertainty

Natalie McKelvey, Manager, Behavioral Health, gave a presentation on ways in which stress can affect our health. Ms. McKelvey highlighted various coping mechanisms and resources members can access to ensure their continued physical, mental and emotional health during COVID-19 and other current events. She also discussed tips on how to cope during the holiday season. Ms. McKelvey concluded her presentation with important reminders on how to access talk therapy appointments through the SCFHP Behavioral Health team or through Santa Clara County. Mr. Pathak took this opportunity to share that he feels extremely supported by SCFHP. Mr. Pathak would like to see SCFHP offer workshops or seminars on how to cope with stress. Ms. McKelvey responded that Behavioral Health currently does not have any in-person workshops available; however, she can reach out to our members to see what the community needs and what programs our providers may be able to offer. Ms. McKelvey will note this as a discussion item for the December 2020 meeting. Mr. Pathak also mentioned the fact that it takes a long time to get a provider appointment right now. Ms. McKelvey suggested members contact SCFHP to get connected with our internal Behavioral Health team. The team does have providers available to help. Mr. Subramanian shared his coping mechanisms for stress. Mr. Gova inquired about a referral for Case Management support, and Dr. Nakahira and Ms. McKelvey confirmed they will request his Case Manager reach out to him to offer support, and to provide assistance with some issues he has with his care at Stanford.

6. Standing Items

a. Community Resource Center

Chelsea Byom, Director, Marketing and Communications, gave an update on the progress of the Community Resource Center (CRC). SCFHP hopes to take occupancy of the building by mid-October 2020. There is good progress in regards to the hiring of a CRC Manager. The Plan continues to have conversations with our community partners to identify potential health and wellness programs the Plan can offer at the CRC. Ms. Byom shared pictures of the construction progress. Mr. Pathak inquired as to the square footage of the building. Ms. Byom replied that the entire building is approximately 10,000 square feet, and the Plan will share space with Community Health Partnership. Mr. Pathak suggested that a rehab center or various sports activities would be desirable. Ms. Byom explained that the Plan's original vision for the CRC included various indoor group fitness classes, which are not feasible at this time due to COVID. The Plan is currently brainstorming creative ways to use this space until indoor group fitness classes can be resumed. Mr. Pathak spoke about the classes offered in Palo Alto's REACH program, and Ms. Byom responded that the CRC will likely offer similar programming to what was described. Mr. Gova asked if our two locations will affect which location a member can go to for in-person assistance. Ms. Byom replied that, once our offices are open for in-person assistance, members can use both locations. Mr. Gova offered his assistance to help the Plan determine classes he feels are beneficial to the community. Ms. Byom responded that, once the CRC Manager is hired, they will reach out to him for suggestions. Ms. Byom noted there will be some form of virtual Grand Opening, if we are not allowed to gather in large groups.

b. Member Communications

Ms. Zhang gave an overview of the mailings completed since the last June CAB meeting. The summer newsletter included articles on how to connect to a Telehealth doctor through our 24/7 nurse advice line, the Plan's commitment to our members' health and safety, and how the Plan's website is updated with the most current Coronavirus information from the CDC and the Santa Clara County Public Health Department. Members were reminded to register to vote, and that every registered voter will receive a vote-by-mail ballot. Information on how to prepare for power outages was also included, and these tips also apply to the recent wildfires and evacuations. Ms. Zhang highlighted the Signify Health letter that was mailed to select CMC members. She explained that the Plan has partnered with Signify Health to offer virtual health assessments at no cost to members, and give members an opportunity to speak with a clinician about health questions or concerns, and get helpful coronavirus information and best practices to stay safe. Calls to vulnerable, high-risk members continue during COVID-19. Ms. Zhang reminded members of the information that is accessible on the SCFHP website, all of which are updated on a monthly basis. The Plan is also publishing a webpage that is dedicated to flu shot information, with a new tool is being rolled out that connects members to Google Maps to help them find participating flu shot clinics and pharmacies near them. Flu shot reminders are included on all member phone calls. The Plan's Facebook page also includes these same reminders. SCFHP is working with a provider group to get members in for flu shots and any overdue screenings. Ms. Zhang gave an overview of the virtual events SCFHP attended, as well as upcoming virtual events. Mr. Gova inquired about the Shining Stars Gala. Ms. Zhang responded this is the virtual Asian Americans for Community Involvement (AACI) event.

c. Health Education and Cultural Linguistics

Zara Hernandez, Health Educator, presented the Health Education Vendor Spotlight on ACT for Mental Health. Ms. Hernandez outlined the mission of ACT for Mental Health and the classes they provide in a virtual format, with an emphasis on stress management and anger management. Ms. Hernandez explained how members can sign-up for classes, with no doctor's referral needed. Classes are no cost to SCFHP members, along with free transportation services. Mr. Pathak inquired about classes on high blood pressure prevention, proper diabetes control, and stroke. Ms. Hernandez responded that SCFHP does offer these classes through their health partners; however, due to COVID-19 there are no in-person classes at this time. Mr. Gova offered that the YMCA only offers classes on diabetes prevention, but not proper diabetes control. Mr. Subramanian suggested that anger management is the key to illness prevention. Ms. Hernandez

recommended members login through the SCFHP member portal for cost-free resources and tips. Ms. Hernandez also advised that SCFHP partners with The HealthTrust for “Better Choices Better Health” for diabetes maintenance classes for members. Ms. Hernandez advised as to how members can enroll in any classes offered by SCFHP.

d. Cal MediConnect Ombudsman Program Updates

Tiffany Huynh-Cho, Ombudsman, Staff Attorney with Bay Area Legal Aid, began with an update on Medi-Cal applications. Bay Area Legal Aid has seen an increase in the number of callers in regards to Medi-Cal applications for various reasons. Ms. Huynh-Cho also highlighted the protections in place to ensure individuals maintain access to healthcare and medical treatment. The moratorium continues on Medi-Cal redeterminations, even if the individual does not currently qualify. Santa Clara County Social Services will not terminate benefits at this time, nor implement any negative changes to members’ share-of-cost. There have been some rare exceptions, so if a member has had a change to their benefits or share-of-cost, they can contact Bay Area Legal Aid for assistance. Ms. Huynh-Cho discussed the Public Charge rule. A federal judge has ruled that, due to the COVID crisis, this test will not be applied to individuals who currently seek legal citizenship, in order not to discourage immigrants from getting tested or treated for COVID. The reasoning behind this is it is one way to curb the spread of COVID. Due to these protections, it has been fairly slow for Bay Area Legal Aid, and she has no further updates. Mr. Pathak inquired about potential increases to the share-of-cost plan for 2021. Ms. Huynh-Cho advised that share-of-cost is a program that varies from individual to individual depending on income levels. Mr. Pathak inquired on behalf of a friend about how a Living Trust might affect share-of-cost. Ms. Huynh-Cho recommended his friend contact Bay Area Legal Aid directly for assistance.

e. Future Agenda Items

Mr. Pathak addressed a number of concerns that ranged from the amount of reimbursement our network providers receive; face-to-face provider appointments that only last about 10-15 minutes; the cost of the plan; to whether or not SCFHP sets the billing guidelines for our network providers. Dr. Nakahira advised that members may see a change in how provider appointments are conducted during COVID. For the safety of our providers’ staff members and patients, more information is gathered over the phone prior to the appointment. This reduces the amount of face-to-face contact during the patient’s appointment. Dr. Nakahira assured the committee that SCFHP follows the COVID guidelines set down by organizations such as the CDC and the American Academy of Family Physicians (AAFP) which have placed an emphasis on telehealth for the safety of staff and patients. Dr. Nakahira further explained that SCFHP follows the CMS guidelines for billing their providers. Mr. Pathak also asked about the cost of Medicare Part B premiums for 2021. Thien Ly, Manager, Medicare Outreach, gave an overview of the Medicare Part B program in relation to Medi-Cal. Mr. Pathak expressed concerns with charges members receive from Medicare even though they have Medi-Cal. Laura Watkins, Vice-President, Marketing and Enrollment suggested Mr. Pathak refer these members to Bay Area Legal Aid for assistance, and Ms. Huynh-Cho concurred with this recommendation. Mr. Gova discussed ongoing issues he had with switching primary care doctors. Dr. Nakahira advised she will have Case Management reach out to him today for assistance. Mr. Gova advised the committee that he knows several people with concerns about SSDI and Social Security. Ms. Huynh-Cho advised that this is beyond the scope of Bay Area Legal Aid. She suggested Mr. Gova contact the county bar association for assistance. At the request of Mr. Pathak, Dr. Nakahira gave the committee an overview and demo of how to access agendas, agenda packets, and minutes on the SCFHP website. Dr. Nakahira also advised the committee that SCFHP follows the Brown Act rules for posting agendas and minutes.

7. Member Feedback and Experience

This topic was discussed under agenda item #6 Future Agenda Items.

8. Adjournment

The meeting adjourned at 1:05 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, December 3, 2020 at 11:30 a.m.

DocuSigned by:

Laurie Nakahira

2/11/2021

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Dr. Laurie Nakahira, Chief Medical Officer