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.

Santa Clara Family Health Plan™

Public Comment

Santa Clara Family Health Plan™

September 3, 2020 Meeting Minutes

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

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 though 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 Huyenh-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. Huyenh-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.

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

Santa Clara Family Health Plan™

Health Plan Update

Flu Campaign 2020

INTERNAL

Flu-a-palooza campaign
Sep 2020
1,950 reminders completed on inbound calls

E-mail signature with flu reminder
Oct 2020

MEMBER

Facebook posts
Sep 2020 - Apr 2021

SCFHP website
Sep 2020

Flu reminder calls
Sep 2020

Member newsletters
Oct 2020, Jan 2021

On-hold message
Nov 2020

Postcard mailing
Dec 2020

PROVIDER

Provider e-News
Aug 2020, Sep 2020

Memo
Sep 2020

Flu clinics partnership with Anthem
Oct - Dec 2020
10 clinics

Stickers
Nov 2020



Santa Clara Family Health Plan™

COVID-19 Update

Santa Clara Family Health Plan™

New CMC Benefits for 2021

Cal MediConnect Benefit Changes

Covered in 2021:

- **Acupuncture:**
  - Up to 2 outpatient services per month in one calendar year, or more often if they are medically necessary. Note: Prior authorization may be required for more than 2 services per month and for pregnant women or members living in a nursing facility.

  Cost share: $0
- **Chiropractic Services:**
  - Adjustments of the spine to correct alignment (when accompanied by documented subluxation)
  - Up to 2 outpatient chiropractic services per month in one calendar year, or more often if medically necessary. Note: Prior authorization may be required for more than 2 services per month.

  Cost share: $0.

Cal MediConnect Plan Changes for 2021 – Part D

- Catastrophic Coverage Stage increases from $6,350 to $6,550
- Copays increase for Tier 2

Medication Type	Tier	Copay
Generic Drugs (for a 30-day supply)	1	$0
Brand-Name Drugs (for a 30-day supply)	2	$0, $4.00, $9.20
Non-Medicare Rx Drugs	3	$0
Over-the-Counter Drugs (Non-Medicare prescription)	4	$0

Santa Clara Family Health Plan™

CMC Consumer Assessment of Healthcare Providers and Systems (CAHPS): 2020 Results

Consumer Advisory Board, December 3, 2020

CAHPS 2020

Overview

- The Centers for Medicare and Medicaid Services (CMS) requires Santa Clara Family Health Plan (SCFHP) to conduct the CAHPS satisfaction survey each year
- SCFHP works with SPH Analytics to provide the survey to our members
- Results available each year in the Fall and published by CMS
- COVID-19 has had a big impact on the 2020 CAHPS survey process



CAHPS 2020

Why is CAHPS important?

- Provides SCFHP members and the general public with more information about the health plan
- Helps the health plan identify problems and improve the quality of care and services
- Increases CMS' ability to monitor the quality of care and performance of contracted health plans

2020 CAHPS Timeline

SCFHP Postcard #1

JANUARY 31, 2020

SCFHP Postcard #2

FEBRUARY 28, 2020

Pre-Notification Letter Mailed

MARCH 5, 2020

First Survey Mailed

MARCH 11, 2020

CMS Eliminated 2020 Survey Submission

MARCH 30, 2020

Recommended to cease telephone outreach due to Covid-19

Second Survey Mailed

APRIL 11, 2020

Last Day to Accept Completed Surveys

JUNE 14, 2020

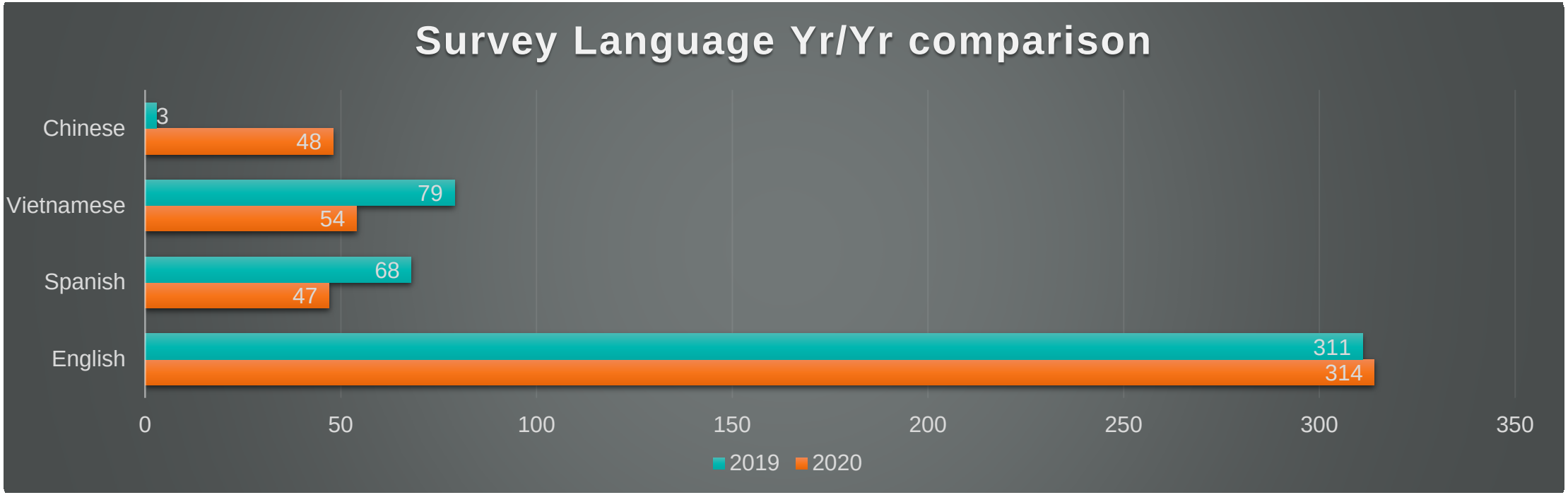
SPH CAHPS Report Available

AUGUST 26, 2020

CAHPS 2020

2019 CAHPS Response Rate: 28.8%

2020 CAHPS Response Rate: 29.1%



CAHPS 2020

Survey question examples:

YOUR HEALTH CARE IN THE LAST 6 MONTHS

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
   - ☐ Yes
   - ☐ No → If No, Go to Question 5

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
   - ☐ Never
   - ☐ Sometimes
   - ☐ Usually
   - ☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
   - ☐ Yes
   - ☐ No → If No, Go to Question 7

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
   - ☐ Never
   - ☐ Sometimes
   - ☐ Usually
   - ☐ Always

YOUR PERSONAL DOCTOR

11. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.
    Do you have a personal doctor?
    - ☐ Yes
    - ☐ No → If No, Go to Question 27

12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
    - ☐ None → If None, Go to Question 27
    - ☐ 1 time
    - ☐ 2
    - ☐ 3
    - ☐ 4
    - ☐ 5 to 9
    - ☐ 10 or more times

13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
    - ☐ Never
    - ☐ Sometimes
    - ☐ Usually
    - ☐ Always

CAHPS 2020

SCFHP's Overall Performance

Top Three Performing Measures

Your contract's percentile rankings for these measures were the highest compared to the 2020 SPH Book of Business.

MEASURE	2020 Valid n	SCALED MEAN SCORE		CHANGE	2019 CMS NATIONAL DATA	GAP	2020 SPH Avg. SCALED MEAN SCORE	GAP	SPH BoB PERCENTILE RANKING
		2019	2020						
Rating of Drug Plan	439	85.7	89.5	3.8	86.1 ▲	3.4	87.0	2.5	81st
Rating of Health Plan	438	84.6	88.1	3.5	87.3	0.8	88.0	0.1	54th
Rating of Specialist	244	85.3	89.8	4.5	90.0	-0.2	90.3	-0.5	44th

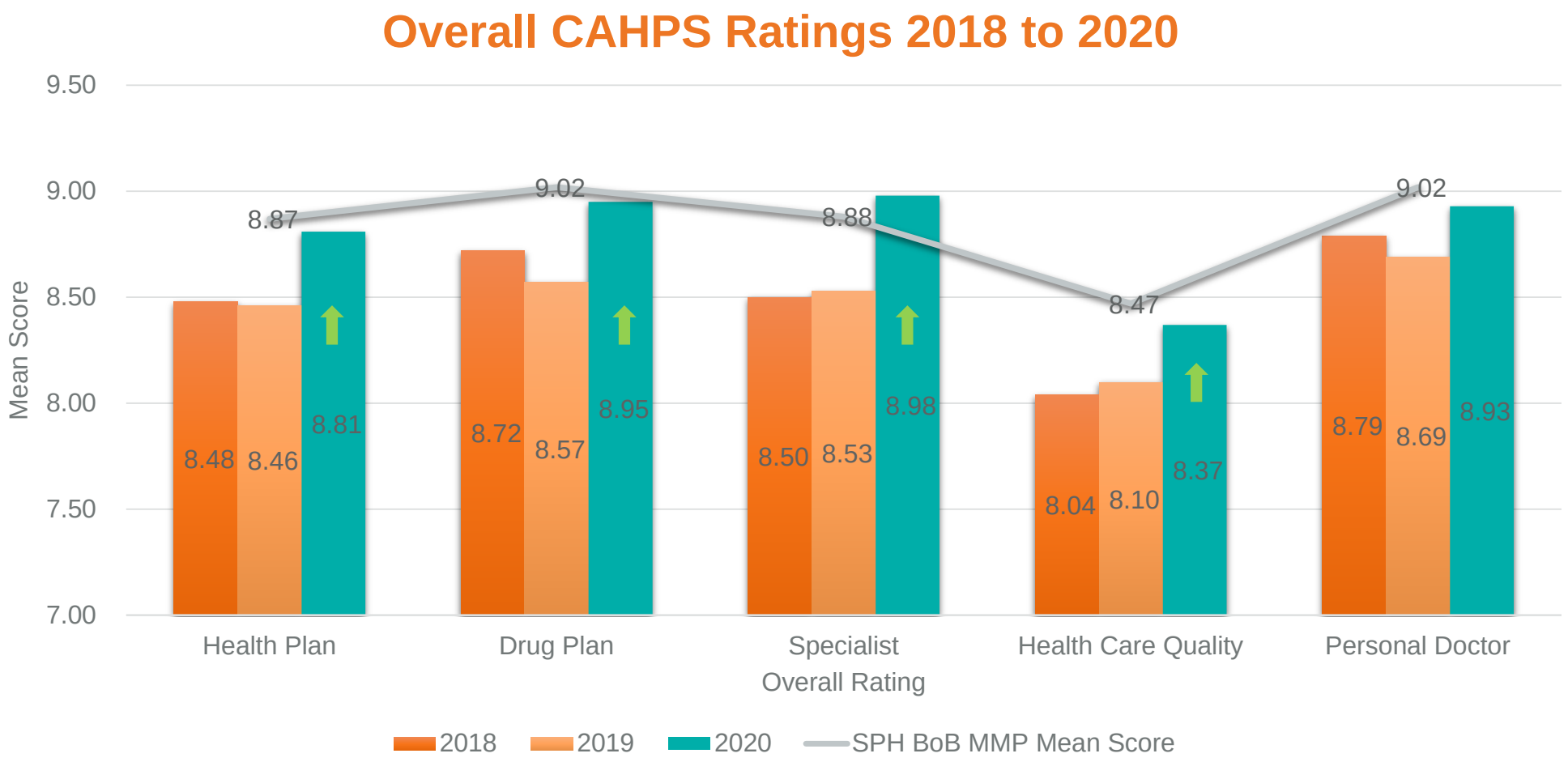
Bottom Three Performing Measures

Your contract's percentile rankings for these measures were the lowest compared to the 2020 SPH Book of Business.

MEASURE	2020 Valid n	SCALED MEAN SCORE		CHANGE	2019 CMS NATIONAL DATA	GAP	2020 SPH Avg. SCALED MEAN SCORE	GAP	SPH BoB PERCENTILE RANKING
		2019	2020						
Customer Service	435	82.3	85.2	2.9	90.3 ▼	-5.1	91.3 ▼	-6.1	<5th
Getting Needed Care	452	72.0	72.7	0.7	83.7 ▼	-11.0	83.6 ▼	-10.9	<5th
How Well Doctors Communicate	352	85.6	87.0	1.4	91.7 ▼	-4.7	92.3 ▼	-5.3	<5th

**SPH BoB includes all MA contracts that conducted surveys with SPH analytics (412 contracts, 176,020 respondents)*

CAHPS 2020

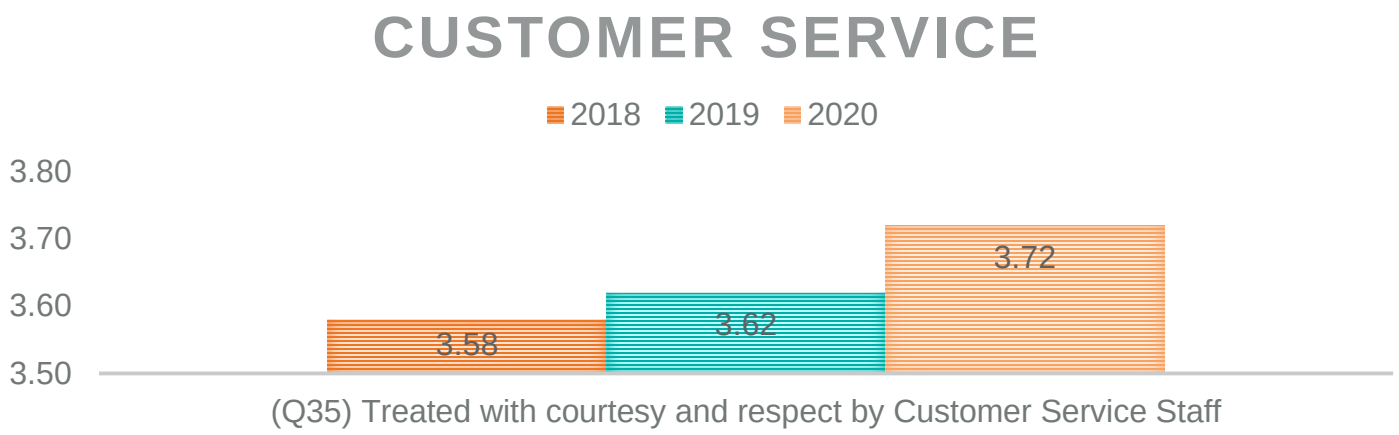


⬆ = *statistically significant increase over prior year(s)*

CAHPS 2020

Other Findings

- No significant decrease in any key measure
- Significant improvements in member's responding that SCFHP's Customer Service staff treated them with courtesy and respect:



CAHPS 2020

Demographic Segments

Scaled Means Scores	White (H)	Race: Black/African-American (I)	Other (J)	Ethnicity: Hispanic/Latino (K)
Total respondents	*129*	*16^*	*257*	*112*
DOMAIN: MEMBER EXPERIENCE WITH HEALTH PLAN				
Q38. Rating of Health Plan	**88.6**	**86.0**	**87.0**	**90.2**
Q9. Rating of Health Care Quality	**84.1**	**84.7**	**82.7**	**87.6**
Getting Needed Care	**78.6**	**76.7**	**68.1**	**80.1**
Q10. Getting care, tests or treatment necessary	80.3	86.7	70.8	80.8
Q29. Ease of getting appointment with a specialist	76.9	66.7	65.5	79.4
Getting Appointments and Care Quickly	**74.8**	**73.1**	**62.0**	**75.7**
Q4. Obtaining needed care right away	82.2	88.9	67.7	87.3
Q6. Obtaining care when needed, not when needed right away	82.9	66.7	64.0	83.1
Q8. Saw person came to see within 15 minutes of appointment time	59.3	63.6	54.4	56.8
Customer Service	**88.0**	**87.8**	**82.9**	**87.1**
Q34. Getting information/help from customer service	80.8	77.8	73.3	79.4
Q35. Treated with courtesy and respect by customer service staff	92.4	94.4	88.7	92.5
Q37. Health plan forms easy to fill out	90.9	91.1	86.9	89.4
Care Coordination	**85.7**	**68.7**	**78.1**	**84.4**
Q20. Personal doctor's office followed up to give you test results	77.0	71.4	71.7	74.5
Q21. Got test results as soon as you needed	81.0	76.2	73.0	76.5
Combined Item – Test Results	79.0	73.8	72.3	75.5
Q18. Doctor had medical records or other information about your care	92.8	85.7	87.0	91.1
Q23. Doctor talked about prescription medicines	85.4	61.1	76.1	85.5
Q26. Got help managing care	88.0	50.0	81.3	86.4
Q32. Doctor informed and up-to-date about specialty care	84.1	66.7	74.7	84.0

Note: The Care Coordination composite is the average of the Combined Item and the remaining shaded measures. The Combined Item is the average of Q20 and Q21. See the Technical Notes for more information.

Results in SPH reporting are unofficial and do not represent official results provided by CMS. 2020 MA & PDP CAHPS Survey - 53

Conclusion:

- **White** survey respondents rate higher satisfaction in key measures than survey respondents in the **Other** race category
- **Asian** accounts for 245/257 (95%) of **Other** survey respondents
- Can infer that **Asian** respondents experienced statistically significantly less satisfaction on certain areas than **White** respondents

CAHPS 2021 Strategy

Focus Areas

- **Key measures to improve:**
  - Getting Needed Care
  - Getting Care Quickly
  - Care Coordination
  - Customer Service
- **Other areas to consider:**
  - Member experience differences between White and Asian health plan members

CAHPS 2021 Strategy

Communication Plan

- Present CAHPS results to SCFHP committees and workgroups:
  - Committees: Quality Improvement (QI), Consumer Advisory Board (CAB), PAC, Exec-Finance
  - Internal Workgroups: Timely Access & Availability, Quality Strategy
- Work with Marketing to use SCFHP's social media platform, member portal, and customer service on-hold messaging to promote CAHPS 2021
- Send members promotional postcards and include CAHPS in member newsletter

CAHPS 2021 Strategy

Proposed Interventions

- Form a Member Experience (ME) workgroup to track and improve member satisfaction
- Conduct an additional member experience survey in 2021
- Explore Multicultural Health Care (MHC) Distinction from NCQA
- Inform doctors of appointment wait-time best practices
- Look into simplifying certain health care forms, such as the Appointment of Representative (AOR)/Appointment of Representative forms
- Continue to use CAHPS language in Customer Service call scripts and on-hold messages

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Questions? Contact the SCFHP CAHPS Team

Johanna Liu, Director, Quality and Process Improvement: jliu@scfhp.com

Jamie Enke, Manager of Process Improvement: jenke@scfhp.com

Byron Lu, Process Improvement Project Manager: blu@scfhp.com

Santa Clara Family Health Plan™

Prior Authorization Process

Dang Huynh, PharmD, Director, Pharmacy & Utilization Management. December 3, 2020

Prior Authorizations

What is Prior Authorization (PA)?

- Pre-approval process for coverage or payment of certain:
  - Services/Procedures
  - Medical equipment
  - Prescription drugs & Over-the-Counter (OTC) drugs

- Also known as:
  - Treatment Authorization Request (TAR)
  - Service Authorization Request (SAR)
  - Coverage Determination
  - Organization Determination

Managed Care

Why do health plans have PA?

- Manage cost, utilization, and quality.

- Utilization management tool to ensure or review the following:
  - Cost-effective use
  - Laboratory tests/monitoring for safety
  - Applicable step-care guidelines
  - High potential for fraud, waste, and abuse

Prior Authorization Process

How does a PA get reviewed?

1. Provider submits a PA with supporting clinical information

   The plan will attempt to outreach the provider for missing or more information

2. SCFHP reviews the request using the following criteria:
   - Pharmacy & Therapeutics Approved Drug Criteria
   - MCG Guidelines
   - Medi-Cal Provider Manual
   - Medicare Local and National Coverage Determinations
3. Issue approval if request meets criteria or denial notice with appeal rights

SCFHP follows criteria strictly as it is a regulatory requirement (DMHC, DHCS, CMS) and SCFHP does not favor or bend rules for prior authorizations.

DMHC: Department of Managed Health Care. DHCS: Department of Health Care Services. CMS: Centers for Medicare and Medicaid Services.

Exceptions

Do we make exceptions for the following?

- Friends and family of staff or board members
- Government Officials
- Celebrities

NO!

When do we make exceptions?

- Determined to be medically necessary from medical compendia
- More clinical information is provided to support use

Denials

Who Can Issue a Denial?

- Licensed Medical Director
- Licensed Clinical Pharmacist

What Happens after a Denial?

- Peer-to-Peer
- Appeal
- State Fair Hearing
- Independent Medical Review

Annual Statement

Utilization management decisions:

- Based only on appropriateness of care and services & existence of coverage
- Do not reward practitioners or other individuals for issuing denials of coverage or service care
- Do not encourage decisions that result in underutilization
- Incentives, including compensation, for any person are not based on the quantity or type of decisions rendered



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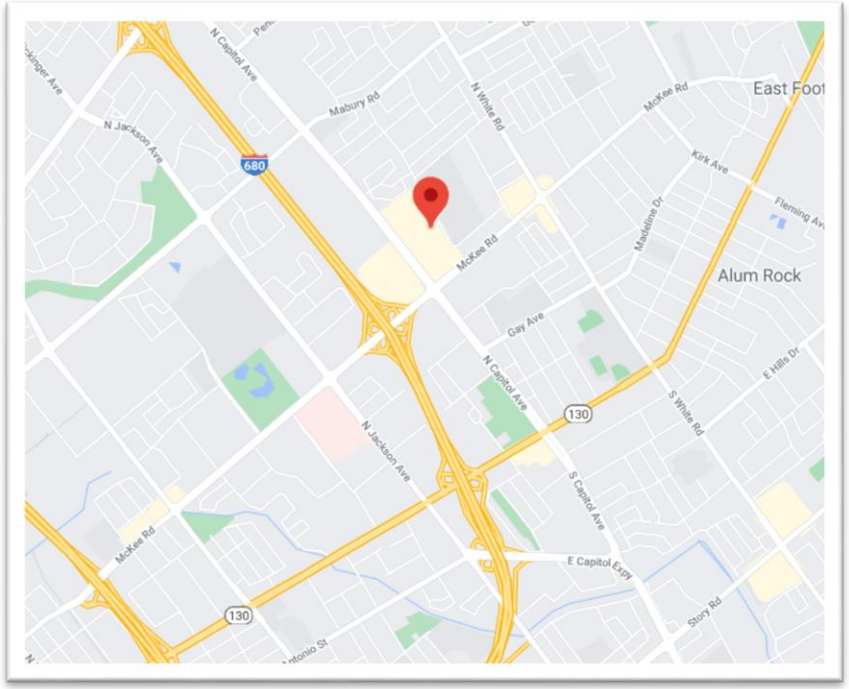
Santa Clara Family Health Plan
Blanca Alvarado Community Resource Center

Chelsea Byom, Director, Marketing & Communications

Santa Clara Family Health Plan
Blanca Alvarado Community Resource Center

408 N. Capitol Avenue

- Construction complete! All furniture, SCFHP network, AV, and security systems installed.
- Temporary banner is up. Awaiting final designs for external signage.
- CRC Manager, Mike Gonzalez, started on November 9.



Santa Clara Family Health Plan™



Welcome – Mike Gonzalez

Manager, Community Resource Center

Santa Clara Family Health Plan
Blanca Alvarado Community Resource Center





Programming Input to Date

- LA Care & Inland Empire Health Plan site visit completed in February 2020
- Programming & Space Needs Input Gathering from Community-Based Organizations (CBOs)
  - Completed survey in February & March 2020
    - Received responses from 21 CBOs
  - Held exploratory conversations with Veggielution & YMCA Silicon Valley
- Internal Discussions
  - Held in early 2020 with QI/Health Ed, LTSS, Customer Service, Medicare Outreach, Behavioral Health
- Consumer Brand Awareness Survey
  - Completed in September & October 2020
  - Also provided feedback on perceived availability of safety net programming

Community Resource Center

Next Steps

- Determine timeline & key milestones for phased opening
- Operationalize the CRC for CHP and SCFHP
- Engage internal and external stakeholders in CRC strategic planning process

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Member Communications

Cal MediConnect Consumer Advisory Board, December 3, 2020

Member Communications

MAILINGS	• Fall newsletter • Member retention mailing
CALLS	• Live calls to vulnerable, high-risk members to check in during COVID-19
WEBSITE	• Board & Committee Meetings ○ Agendas, agenda packets, meeting minutes • Formulary and Provider Directory • Newsletters • Get your flu shot now. Find out how! • https://www.scfhp.com/for-members/health-education/get-your-flu-shot-now-find-out-how/





Member Communications

Event Highlights

- **Sent outreach materials to these events since September 8, 2020**:
  - Virtual Health Fair 2020 (Barbara Lee Senior Center)
  - Mountain View Resource Fair 2020 (Mountain View Senior Center)
  - Drive-Up Mobile Resource Fair (Barbara Lee Senior Center)
- **Hosted 10 pop-up flu clinics in partnership with Anthem**
  - https://www.scfhp.com/fluclinic/
  - Upcoming flu clinic on December 8, 2020 from 12 – 4 p.m. at Bay Area Community Health (5504 Monterey Hwy)

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Health Education
Breathe California Presentation

Who is Breathe California and what do we do?

- Clean air and healthy lungs leaders in the Bay Area since 1911.

- **Mission:** to fight lung disease in all its forms and work with our community to protect lung health.





Services Include:

- **Asthma services**
- **Senior's programs**
- **Tobacco control programs**
- **Clean air programs**
- **Lung health services**
- **Community education**
- **Advocacy programs**
- **Research projects**

BREATHE CALIFORNIA

Asthma Services

- Asthma Education for Children, Parents, Caregivers, School personnel
- Asthma Home Visits and Home Assessment Services
- Asthma Camp Super Stuff
- Equipment Provision

*AVAILABLE VIRTUALLY

BREATHE CALIFORNIA

Overview of Tobacco Cessation/Education Services/Program

- Group Youth Smoking/ Vaping Cessation
- Ash Kickers Group Cessation for Adults
- 3-hour Smoking Cessation Group Intervention with telephone follow-up
- Brief Group Counseling with individualized telephone follow-up consultations

BREATHE CALIFORNIA



BREATHE CALIFORNIA

Thank you!

Breathe CA

1469 Park Avenue

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Cal MediConnect Ombudsman Program Update

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Future Agenda Items



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Member Feedback and Experience

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Adjournment