

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 - Teleconference  
6201 San Ignacio Ave, San José, CA 95119

# **MINUTES - Approved**

### **Committee Members Present**

Debra Porchia-Usher  
Barifara (Bebe) Barife  
Rachel Hart  
Vishnu Karnataki  
Tran Vu

### **Members Absent**

Rebecca Everett  
Maria Cristela Trejo Ramirez

### **Staff present:**

Christine Tomcala, Chief Executive Officer  
Laura Watkins, Vice President, Marketing & Enrollment  
Chelsea Byom, Director, Marketing & Communications  
Dang Huynh, Pharm D, Director, Pharmacy  
Lucille Baxter, Manager, Quality Improvement  
Theresa Zhang, Manager, Communications  
Sherry Faphimai, Graphic Design Project Manager  
Cristina Hernandez, Marketing Project Manager  
Zara Hernandez, Health Educator  
Divya Shah, Health Educator

#### **1. Roll Call/Establish Quorum**

Ms. Tomcala introduced and welcomed Ms. Porchia-Usher as the new Committee Chair. Ms. Porchia-Usher called the meeting to order at 6:06 PM. Roll call was taken, and a quorum was established.

#### **2. Public Comment**

There were no public comments.

#### **3. Review and Approval of June 9, 2020 Meeting Minutes**

Ms. Hart moved and Ms. Porchia-Usher seconded the motion to approve the minutes from the meeting held on June 9, 2020. The motion passed unanimously.

#### **4. Health Plan Update**

Ms. Tomcala presented the enrollment update: As of September 1, 2020, Medi-Cal enrollment is 253,252 members (an 8% increase since September 2019), and Cal MediConnect enrollment is 9,428 members (a 15% increase since September 2019), for a total enrollment of 262,680 members. Due to COVID-19, approximately 97% of staff continue to work from home. Medi-Cal redeterminations are on pause, resulting in an increase in enrollment. The extended emergency declaration will remain in effect through October 2020. The revised FY21 state budget does not include any Medi-Cal benefit cuts. CalAIM has been delayed. The Plan is focusing on completion of missed preventive services such as screenings and immunizations, and also focusing on flu shots. The Plan is reaching out to those in need of services so that they won't run into health issues down the road.

Ms. Porchia-Usher asked if anything is being sent out regarding flu shots. Ms. Byom answered that the Plan will be reaching out to members in a number of ways, including website, social media, and direct mail. Ms. Zhang added that the quarterly mailed member newsletter and the Plan's Facebook page contain articles about the importance of getting a flu shot, and other preventive care services. Ms. Shah added that flu shot reminders are part of most inbound calls and all outbound calls made by the Plan's QI Coordinators.

## **5. Community Resource Center (CRC)**

Ms. Byom gave a presentation on the progress of the CRC. Occupancy is projected for mid to late October 2020. Ms. Porchia-Usher asked how the Plan has kept the Committee informed about the types of activities or resources that will be available at the CRC. Ms. Byom outlined all the ways the Plan has informed the Committee of the CRC's progress and solicited their input as far as programming. Ms. Watkins advised Ms. Porchia-Usher of the location. Ms. Tomcala advised Ms. Porchia-Usher that the CRC is named after Blanca Alvarado, and that Community Health Partnership will sublet space for use as their main administrative offices.

## **6. Medi-Cal Rx Transition**

Dr. Huynh presented an overview of the Medi-Cal Rx update. Beginning January 1, 2021, the pharmacy benefit for Medi-Cal will be carved back in to the state. The claims processor is Magellan. The Plan will continue to manage the clinical aspects of pharmacy adherence, including providing disease and medication management. The benefit itself will not change. Members will need to take their new ID card and their Medi-Cal Benefits Identification Card (BIC) to the pharmacy. The Plan will assist members who receive mail order prescriptions outside of California with the transition to a pharmacy within the Medi-Cal Rx system. Members can locate pharmacies on the state's website. Ms. Hart asked if there is an expiration date or if renewal will be necessary? Dr. Huynh explained that, in terms of current prescriptions, if the state does not cover it, members have 180 days to transition their active refills. If the prescription is active and the drug requires prior authorization, and the Plan has honored it beyond 180 days, the state will grandfather the prior authorization. Ms. Porchia-Usher asked about communications going out to our members other than our website. Dr. Huynh explained that the state is sending out 90 and 60 day notices before the transition. The Plan is sending out a 30 day notification. The Plan is also updating the member portal, including information in our newsletter, and conducting targeted communications for affected members, along with provider communications.

## **7. Population Needs Assessment**

Ms. Shah provided an overview of the purpose of the Medi-Cal Population Needs Assessment, an annual requirement. The goal of the assessment is to improve health outcomes and ensure the Plan meets the needs of our Medi-Cal members through the identification of member health needs and disparities, evaluation of health education, cultural and linguistic (C&L), and quality improvement (QI) activities and available resources, with implementation of target strategies for health education, C&L, and QI programs and services. Ms. Shah included an overview of the data sources used to conduct the assessment. Ms. Shah reviewed the demographics of our Medi-Cal population.

The three key findings are: (1) seniors and disabled persons have the highest Emergency Room and in-patient utilization; (2) African Americans have the lowest rate for controlling High Blood Pressure; and (3) Caucasians have the lowest rate for Cervical Cancer screenings. Ms. Shah gave an overview of the action plans that were developed based on these key findings. Ms. Porchia-Usher asked if there is any correlation between ER utilization and a reduction in our members' overall physical and mental health. Ms. Shah replied that was not part of this report, but will be assessed going forward. Ms. Porchia-Usher asked if there is a known reason why the African-American population has the lowest rate of controlling high blood pressure. Ms. Shah replied more research is needed in this area. Ms. Baxter said it is due to the lack of doctor visits. Ms. Hart commented that since the Black/African American population in our county is small, it might affect the data. Ms. Porchia-Usher asked if the Plan has considered focus groups to gain insight from race/ethnicity groups on how to improve these measures. Ms. Shah replied that the Plan is

just beginning to determine how we will tackle each individual objective and begin an action plan. Ms. Porchia-Usher remarked that the low rate of cervical cancer screenings for Caucasians is unusual, and wondered if it is a referral or screening issue. Ms. Shah replied that further research is needed. Ms. Shah offered to bring a work plan back to the Committee in the spring.

## **8. SCFHP Member Communications**

Ms. Zhang reviewed the member communications distributed since the last 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. A letter was mailed to parents and guardians of children under 7 to emphasize the importance of routine health checks and exams, including vaccinations, even during COVID-19. Letters were mailed to members who may be due for certain health checks and exams, with rewards available upon completion of those health checks and exams. Calls to our vulnerable and high-risk members continue during COVID-19. Since the flu season is starting, flu shot reminders are included on our calls. 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.

Ms. Zhang highlighted all the materials available and updated on our website, such as board and committee meeting materials, formulary, and provider directories. Ms. Zhang gave a demonstration of the Aunt Bertha platform and how members can access it directly through our website or URL address. The Aunt Bertha platform centralizes all the community services and supports available based on ZIP codes. Some programs are offered at little or no cost. It is highly recommend that members contact an organization before visiting or making an appointment. Ms. Zhang gave an overview of the virtual events SCFHP has attended since June, and upcoming virtual events.

## **9. Future Agenda Items**

Meetings will be held via Zoom until further notice. Meetings are held quarterly the second Tuesday of the month from 6:00 pm-7:00 pm. The next meeting is scheduled for December 8, 2020. Mr. Vu asked if we have any information for members who will turn 65 next year to help them apply for Medicare. Ms. Watkins offered to connect Mr. Vu to the Medicare Outreach Team. Ms. Porchia-Usher asked about forums or informational sessions that the Plan offers for members turning 65. Ms. Watkins advised that she will invite the Medicare Outreach Team to our next meeting to present an overview of our Cal MediConnect program. Mr. Vu asked if the Plan has informational videos about plan benefits such as: What is SCFHP, why select SCFHP if you have Medicare, and what types of benefits we offer. Ms. Watkins advised this is a good suggestion for our Communications team. Ms. Porchia-Usher advised that, by the time of our next meeting, we should have the Federal Medi-Cal update in regards to the redeterminations that have been put on pause. Ms. Watkins invited her to share this information. Ms. Porchia-Usher will provide an update from the Department of Employment & Benefit Services (DEBS) team at the December meeting. The DEBS team is open to joining our meetings to provide quarterly updates. Mr. Vu would like them to present during our December meeting. Ms. Watkins advised we should also have an update on the Medi-Cal Rx transition, along with an update on the CRC progress and programming.

## **10. Adjournment**

Ms. Porchia-Usher adjourned the meeting at 7:02 pm.

---

Debra Porchia-Usher  
Chair, Consumer Advisory Committee