

Regular Meeting of the

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

Thursday, March 3, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference Only

(669) 900-6833

Meeting ID: 876 8328 5049

Passcode: cab032022

<https://us06web.zoom.us/j/87683285049>

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 December 2, 2021 Cal MediConnect CAB meeting. Possible Action: Approve the minutes of the December 2, 2021 CAB meeting.	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics.	Dr. Nakahira	11:45	5 min
5. COVID-19 Update General update on the status of COVID-19.	Dr. Nakahira	11:50	5 min
6. Consumer Assessment of Healthcare Providers and Systems (CAHPS)/Health Outcome Survey (HOS) Results Review results of the CAHPS/HOS survey.	Mr. Lu	11:55	10 min
7. 2022 Wellness Rewards Program Overview of Wellness Rewards Program.	Ms. Baxter/Ms. Faphimai	12:05	5 min
8. Standing Items a. Community Resource Center Provide update on planning and implementation.	Mr. Gonzalez	12:10	10 min

<p>b. Member Communications Review of SCFHP member communications.</p>	Ms. Byom	12:20	5 min
<p>c. Behavioral Health Review of available Behavioral Health program.</p>	Ms. McKelvey	12:25	10 min
<p>d. Case Management Update Overview of case management care coordination.</p>	Ms. Cagle	12:35	10 min
<p>e. Health Education and Cultural and Linguistics</p>	Ms. Montoya	12:45	5 min
<p>f. Cal MediConnect Ombudsperson Program Update</p>	Mr. Le	12:50	5 min
<p>g. Future Agenda Items Discuss topics for future meetings.</p>	Dr. Nakahira	12:55	5 min
<p>9. Adjournment Next meeting: Thursday, June 2, 2022 at 11:30 a.m.</p>	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.