



Regular Meeting of the

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

Thursday, December 2, 2021 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

Luis Gova Gonzalez
Charles Hanks
Verna Sarte
Dennis Schneider

Staff Present

Laura Watkins, Vice-President, Marketing and Enrollment
Chelsea Byom, Vice-President, Marketing, Communications, and Outreach
Tanya Nguyen, Director, Customer Service
Lucille Baxter, Manager, Quality and Health Education
Mike Gonzalez, Director, Community Engagement
Cristina Hernandez, Manager, Marketing and Public Relations
Thien Ly, Director, MediCare Outreach
Jocelyn Ma, Manager, Community Outreach
Amber Tran, Process Improvement Project Manager
Lynette Topacio, Marketing Project Manager
Amy O'Brien, Administrative Assistant

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:35 a.m., and roll call was taken. There was no quorum.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the September 2, 2021 Cal MediConnect (CMC) Consumer Advisory Board Committee meeting were reviewed. Dr. Nakahira pointed out that she has one minor correction to the minutes. For item #8, the contract for the CMC line of business is not yet complete and is still in process.

4. Health Plan Update

Dr. Nakahira presented the Health Plan update. Dr. Nakahira began with an update on the National Committee for Quality Assurance (NCQA) re-accreditation for the Plan's CMC line of business. The accreditation period will run from January 31, 2022 through February 1, 2022, and the purpose is to ensure the Plan has appropriate quality measures in place. In addition, the Department of Health Care Services



(DHCS) audit will occur in March 2022. This is an annual audit. The audit will be conducted onsite over a 2 week period.

Mr. Pathak asked for an update on any changes to members' benefits for 2022. Dr. Nakahira responded that this topic will be discussed today by Thien Ly, Director, Medicare Outreach, as part of the update on CMC Benefits Changes for 2022.

5. COVID-19 Update

a. Vaccination Outreach and Vaccination Rate

Amber Tran, Process Improvement Project Manager, discussed the Plan's vaccination outreach efforts. She presented a summary of the current vaccination rates for our members. Approximately 68% of the Plan's total members are fully vaccinated, with 2% partially vaccinated, and 30% unvaccinated. By comparison, Ms. Tran explained that approximately 90% of Santa Clara County residents who are 12 and over are fully vaccinated.

Ms. Tran continued with an overview of the Plan's Member Outreach campaign efforts to increase vaccination rates, including the Plan's vaccine rewards program. Additional member outreach activities include vaccine events at the Blanca Alvarado Community Resource Center (CRC), with a one-stop-shop, and 'Ask the Doctor' services offered during various SCFHP-sponsored events. The 'Ask the Doctor' services are staffed by our medical directors and pharmacists who are available to answer questions and discuss any concerns about COVID and the vaccines. SCFHP has also partnered with various community organizations, such as Catholic charities, to establish trusted community messengers who can help strengthen the message of the importance of vaccination.

Mr. Pathak asked if SCFHP offers in-home vaccination services to our members. Ms. Tran replied that SCFHP does not offer these services; however, as a result of our partnership with Santa Clara County, the County will provide in-home vaccination services to homebound residents.

Mr. Pathak asked for an update on the new Omicron variant. Dr. Nakahira replied that, at this time, there is very little information available on this new strain. Dr. Nakahira advised that there is currently 1 case reported in San Francisco. The current recommendations are to get a booster shot. Research is being conducted as to how the vaccines will fight against this, and additional, variants.

b. Vaccination Availability and Boosters

Dr. Nakahira provided an update on vaccine availability and eligibility. Booster shots are now available for anyone 18 years of age and over. You can receive either the Pfizer, Moderna, or the J&J booster shot, as long as your booster occurs 6 months after your 2nd dose of the Pfizer or Moderna vaccine, or 2 months after your J&J vaccine. Booster shots of either the Pfizer, Moderna, or J&J vaccines can be administered, and are not dependent upon the brand of vaccine you received during your 1st vaccine series.

Our SCFHP provider network contains a list of which primary care physicians offer vaccinations, as well as additional vaccination locations and the names of the pharmacies where vaccinations are available.

6. Update on Cal MediConnect Benefits Changes for 2022

Thien Ly gave an overview of the upcoming CMC Benefits Changes for calendar year 2022. There is a minor change to the Hearing services benefit specific to the replacement of hearing aids that are lost, stolen, or severely damaged beyond the member's control. Replacement under these conditions is no longer included in the \$1,510.00 maximum coverage amount. Prior authorization may now be required. In addition, the MSSP is no longer a covered benefit; and will be carved-out to the Medi-Cal (MC) program.

Mr. Ly also discussed changes to Part D coverage pertaining to catastrophic coverage, and increases to Tier 2 brand name drugs copays.

Mr. Pathak asked if it is possible to waive the 3 days advance notice that is required to arrange transportation to and from appointments. Mr. Ly replied that the Plan does need 3 days advance notice to arrange for transportation. Mr. Ly advised that members should still call Customer Service regarding upcoming

appointments that are less than 3 days away, and Customer Service will do everything possible to assist with transportation to and from appointments.

Mr. Pathak asked if the Plan will increase the number of covered acupuncture appointments per year. Mr. Ly replied that members are currently eligible for 2 acupuncture appointments per month. Members who require additional appointments can submit a prior authorization for approval. Mr. Pathak responded that seniors need more than 24 yearly acupuncture appointments to assist with pain management. Mr. Ly responded that prior authorization requests for additional acupuncture appointments will be reviewed and approved on the basis of medical necessity.

7. Standing Items

a. Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented the Committee with an update on the recent activities at the Center. Mr. Gonzalez introduced the new Supervisor of the CRC, Trinh Nguyen. Mr. Nguyen began in October 2021, and his background includes extensive prior experience with supervising and developing programming for community centers, with a particular emphasis on senior programming. Mr. Gonzalez advised that there are currently Medicare Outreach team members working at the CRC, and the plan is to also staff the center with Customer Service Representatives and Case Management representatives. Mr. Gonzalez highlighted the current and upcoming programming schedule, including monthly Open Houses. COVID-19 safety protocols remain in place.

Mr. Gonzalez discussed the impact the CRC has already had on the community. He shared the number of monthly visitors from July 2021 through October 2021. Though the CRC's doors continued to remain locked until November 8, 2021 due to COVID, no residents who knocked on the door were turned away. The CRC has also provided many services regarding Covered California and MC application assistance, along with resource navigation regarding food, housing, healthcare, and COVID-19. These numbers are expected to grow now that the CRC is fully open. Mr. Gonzalez also shared the monthly calendar of activities, including Dia de Los Muertos, for November 2021.

Mr. Gonzalez highlighted the elements and strategies of the community-led CRC Planning Process and the process roadmap. This planning process included a community survey targeted to residents within 6 specific zip codes in East San Jose. There was a great response to the survey, with 770 respondents, all with valuable feedback on their vision of the CRC's purpose. A special thanks goes to our CRC Resident Advisory group who play a major role in developing the CRC, with their grassroots approach to community-led engagement. The next Open House is on Saturday, December 18, 2021 from 10:00 a.m. to 2:00 p.m., and includes a staff meet-and-greet, a tour, an overview of programs and services, and a Health Fair.

Mr. Pathak shared that he has received good feedback from residents on the programs and services on offer. Mr. Pathak asked if there are any future plans to provide medical services at the Center. Mr. Gonzalez replied that the Center is not a medical clinic; however, medical staff may be invited to provide community services such as flu shots or other vaccines. Dr. Nakahira added that there are currently no plans to provide medical care at the Center, but there will be an emphasis on health education. Mr. Gonzalez also added that all residents are encouraged to take advantage of opportunities to connect with onsite Case Managers. As always, the Plan welcomes feedback from all members.

b. Member Communications

Chelsea Byom, Director, Marketing, Communications, and Outreach gave an overview of the member communications completed since the September 2021 meeting. Ms. Byom discussed the 2022 Annual Member Mailing which included the CMC Annual Notice of Changes for the upcoming plan year. Ms. Byom reminded the committee that, during open enrollment, members with no changes to their current coverage will continue their same coverage through 2022. Member communications included the fall newsletter, with a large feature on our Reddit blog pertaining to the CRC. Ms. Byom highlighted the SCFHP website which is updated with meeting



materials, member materials such as the Formulary, Provider directory, newsletters, and COVID-19 vaccine information. Ms. Byom concluded with a list of the events the Plan participated in as of September 2, 2021.

c. Health Education Overview

Ms. Tran gave an overview of the Plan's flu campaign. Events include a flu reminder incentive raffle. Members can use our flu shot locator tool to help them find the nearest locations where they can receive their flu shot. The member newsletter and the Plan's website also include free health education information on the flu.

d. Cal MediConnect Ombudsman Program Update

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, gave an update on changes to the CMC plan and Medicare/Medi-Cal (Medi-Medi) plans since the September 2021 meeting. The CMC redeterminations process has begun, and Bay Area Legal Aid has received calls from many individuals who were disenrolled due to share of cost and are trying to spend down their income and assets to continue to qualify for free MC. Mr. Le encouraged the committee to refer their friends and neighbors to Bay Area Legal Aid for assistance.

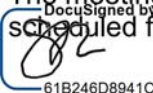
Mr. Le highlighted some of the changes to expect for 2022. As of May 2022, MC coverage expands to include undocumented older adults 50 years of age and over regardless of their immigration status. Adults who wish to take advantage of this benefit must meet all financial eligibility requirements. In addition, as of July 1, 2022, the state will raise the asset limit for non-MC programs to \$130,000.00 per person, with \$65,000.00 for each additional person, up to a maximum of 10 individuals. This is part of the asset limitation elimination process. The state foresees an expansion of MC eligibility, with the intent to guard against loss of MediCare eligibility in the future.

e. Future Agenda Items

Dr. Nakahira solicited ideas for future topics. Mr. Pathak took this opportunity to express his gratitude for the CAB committee and for the wonderful service provided by SCFHP. Dr. Nakahira thanked Mr. Pathak, and she also thanked her staff for all their hard work and dedication throughout the year.

8. Adjournment

The meeting adjourned at 12:35 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, March 3, 2022 at 11:30 a.m.

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