

Regular Meeting of the

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

Thursday, September 5, 2019, 11:30 AM-1:00 PM

Santa Clara Family Health Plan, Redwood

6201 San Ignacio Ave, San Jose, CA 95119

AGENDA

1. Introduction	Dr. Nakahira	11:40	5 min
2. Public Comment Members of the public may speak to any item not on the agenda two minutes per speaker. The Consumer Advisory Board reserves the right to limit the duration of public comment period to 30 minutes	Dr. Nakahira	11:45	5 min
3. Meeting Minutes Review meeting minutes of the June 6, 2019 Cal MediConnect CAB Meeting	Dr. Nakahira	11:50	5 min
4. Health Plan Update Discuss status of current topics	Dr. Nakahira	11:55	5 min
5. Discussion Items			
a. Member Access to Telephone Services Roles of Customer Service vs. Case Management vs. Nurse Advice	Ms. Nguyen	12:00	10 min
b. Care Plan Options Use Review of different care plan options	Ms. Bell	12:10	10 min
6. Standing Items			
a. Member Feedback & Experience Members may speak to share feedback or relevant experiences	All	12:20	15 min
b. Member Communications Review of SCFHP member communications	Ms. Byom	12:35	5 min
c. Health Education and Cultural & Linguistics Review of Health Trust classes available to members	Ms. Bejarano	12:40	5 min
d. Ombudsman Cal MediConnect ombudsman program updates	Ms. Huyenh-Cho	12:45	5 min
e. Future Agenda Items Discuss topic ideas for future meetings	Dr. Nakahira	12:50	10 min

7. Adjournment

Next meeting: Thursday, December 5, 2019

Dr. Nakahira

1:00

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee 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 Nancy Aguirre 48 hours prior to the meeting at 408-874-1835.
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre at 408-874-1835. 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.