



**Consumer Advisory Board
Meeting Minutes
March 29, 2017**

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed by Tammie Pitkin, Anthem Blue Cross, to the Consumer Advisory Board meeting. Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns can be addressed privately with health plan representatives after the meeting.

Presentation – Caregiver Training and Support- by Colleen Hudgen, Executive Director - Live Oak Senior Day Care.

Program Description

- a. Program provides non-medical care Monday to Friday 9am-3pm. Live Oak does not provide any health care component and are not licenced for medical care.
- b. Nonprofit, funding is not granted by Health Plans but grants, donations, VA Benefits, MSSP benefits, Alzheimer’s benefits, and SARC assistance
- c. Provide activities for that reflect with social models, no direct nursing care provided by staff. Staff ratio is 1:5, may have one wheelchair bound member per group. Program has 5 facilities and is licensed to only accept 30 members per day in all five centers. Facilities do not provide transportation.
- d. Day care staff can observe member’s physical condition while in the day care and address any concerns or problems they have seen with the member to the family.
- e. Part of admission, day care staff will do a functional status assessment and will refer to appropriate resources if member does ot meet their criteria for admission.

Questions and Answers:

Q. SCFHP member asked about transportation assistance to the Consumer Advisory Board Committee. Member stated she has some difficulties requesting transportation for meeting from the SCFHP call center.

A. Instructed member to contact Melanie Fisher for assistance. We checked with our Member Services Department and they did receive a call from the member and did arrange for transportation.

Q. SCFHP member asked if HP provides Silver Sneakers program. Tammie explained that SCFHP does not have program but Anthem does have program and assisted member in finding the correct contact number to inquire about the program with Anthem.

2. Member Input: what is going well/needs improvement

- SCFHP member stated she has no complaints with HP but CHME provider. Member stated she had various experiences with a CHME representative from the “Refill Line”. Member complained, “the representative had attitude, had difficulties ordering her colostomy supplies”. She could not provide a name of the representative but stated, “it occurred last year”. However, she stated ordering from CHME is better now.
- A caregiver stated she was a SCFHP member and would like to attend future Board meetings. Caregiver did not know if she had CMC but instructed to call SCFHP member services line and request to speak or obtain contact number of SCFHP CMC enrollment representative to inquire more about CMC.
- An Anthem member stated that she was still waiting for her DME (cane) to be approved and has waited for over a month. Member was instruction that the case will be reviewed and Nurse Case Manager to make contact to determine what the issues may be.
- An Anthem member stated that he has been waiting for authorizations for specialists referrals and still waiting for the approval. Case will be reviewed to determine what the issues are regarding the authorizations and Nurse Case Manager will follow-up.

Next meeting: April 26, 2017 @ 11 a.m.