



**Cal MediConnect Consumer Advisory Board
Meeting Minutes
December 19, 2018**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Lori Andersen, Santa Clara Family Health Plan (SCFHP) and ThanhThuy Luu, Anthem Blue Cross (ABC). 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.

2. Quality: Presented by Johanna Liu, Director of Quality and Pharmacy at Santa Clara Family Health Plan

Members were given information about the ways the health plan measures the quality of care and service that members receive.

- Healthcare Effectiveness Data and Information Set (HEDIS) measures things like
 - If you're going for blood pressure screenings
 - You can get a free blood pressure monitor if you need it from the health plan
 - If you're readmitted to the hospital within 30 days of being discharged
 - Your case manager should help make sure you have everything you need when you're home from the hospital so you don't get readmitted
 - If you're taking your medications regularly
 - The plan provides free mail order for medications to be shipped to your home if it's hard for you to leave the house to go pick them up
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures how you feel about your health plan and your doctors
 - Part of the survey asks if you received a flu shot during the last flu season
 - Flu shots are covered by the plan and available at all major chains during flu season
 - If you ever have feedback about your health plan or the care you're getting, please let us know!
- Health Outcomes Survey (HOS) measures how you feel about your health
 - Part of the survey asks if you feel that you're at risk for falls where you live
 - You can get a home assessment if needed to assess for fall risk
 - Your case manager is always available to discuss how you feel about your health and how we can work together to meet your health goals.

If you ever feel like you did not get the quality of care or treatment that you need, please let the plan know so we can make sure you do.

3. Issues or Questions:

- Members raised some questions about Medicare open enrollment and CMC and what to do about being bombarded by other health plans – how to stop? An Anthem representative stated that if members are satisfied with the CMC program, they can stay with it and their current plan. There is no reason to panic or think something needs to be done if you're happy with the program you're enrolled in now.
- Can I get a blood pressure cuff? – yes, it's a covered benefit,
- Who to call when you need help with questions about benefits or trouble accessing benefits – your case manager.
- Anthem member raised a concern about her primary care physician (PCP) only seeing her once a year and was that enough? Feels this means they "don't really care". Is there a standard?

The response was that it's really up to the member and their doctor. But, once a year is the minimum for a visit unless there are more complicated issues. Other suggestions were to call the plan and talk to your case manager about this, or change doctors if you would like a different one.

- A SCFHP member shared that they get a lot of calls and surveys in the mail. Ms. Liu thanked her for completing these and shared how important they are for quality improvement.

4. Input

One SCFHP member shared that Cal MediConnect has "more than met my expectations". Another Anthem member stated that getting a walker "made all the difference and was the highlight of the year".

Upcoming meetings: Beginning in 2019, the Consumer Advisory Board (CAB) will no longer be a shared meeting between Anthem and Santa Clara Family Health Plan. Both plans will reach out to their members and let them know what the schedule is for meetings in 2019.