

**AGENDA**  
Regular Meeting of the  
**Santa Clara County Health Authority**  
**Consumer Advisory Committee**

Tuesday, March 14, 2017  
6:00-7:00 PM  
Santa Clara Family Health Plan  
Creekside Conference Room  
210 E. Hacienda Avenue  
Campbell CA 95008

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|---|---|
| 1. Call to Order  | Dr. Wenner  |
| 2. Roll Call and Introductions                            | Dr. Wenner  |
| 3. Public Comment   | All   |
| 4. Review and Approval of December 13, 2016 Minutes       | All   |
| 5. Health Plan Updates                                    | Ms. Christine M. Tomcala<br>CEO   |
| 6. HEDIS – What it is and how SCFHP uses it               | Mr. Andres Aguirre<br>Quality Improvement Manager   |
| 7. Health Education Program – 10 Steps to a Healthier You | Mr. Andres Aguirre<br>Quality Improvement Manager   |
| 8. Mental and Behavioral Health Benefits                  | Behavioral Health Services Department,<br>Santa Clara County<br>Ms. Sandra Hernandez, Division<br>Director of Integrated Behavioral Health<br>Services<br><br>Ms. Margaret Ledesma, Katie A. and<br>Crisis Continuum Manager<br><br>Ms. Laura Luna, Sr. Health Plan<br>Manager,<br><br>Ms. Sherry Holm<br>SCFHP Director of Behavioral Health |

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|---------------------------------------|------------------|
| 9. Recent SCFHP Member Communications | Ms. Chelsea Byom |
| 10. Future Agenda Items               | All              |

**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.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should call contact Sherita Gibson at 408-874-1912 within 48 hours prior to the meeting.
- To obtain a copy of any supporting document that is available, contact Sherita Gibson at 408-874-1912. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 210 E. Hacienda Avenue, Campbell.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com).



Santa Clara  
Family Health Plan

*The Spirit of Care*

# Consumer Advisory Committee

March 14, 2017



# Agenda

- SCFHP update
- HEDIS – what it is and how SCFHP uses it
- Health education program – 10 Steps to a Healthier You
- Mental and behavioral health benefits
- Recent SCFHP member communications
- Topics for June meeting



# SCFHP Update

- Enrollment as of March 1, 2017
  - Medi-Cal 267,437
  - Cal MediConnect 7,622
  - Healthy Kids 2,703
- Healthy Kids transitions to Medi-Cal and C-CHIP – 78% of HK members now enrolled through C-CHIP
- ACA repeal and replace





# SANTA CLARA FAMILY HEALTH PLAN

- SCFHP began providing health coverage to our first Medi-Cal members on February 1, 1997
- Press release issued February 1, 2017
- Community benefit events in planning process - unique opportunity for the plan to visibly contribute to improving health and wellness in Santa Clara County, working with our community partners



# HEDIS – What is it?

- **H**ealthcare **E**ffectiveness **D**ata and **I**nformation **S**et
- Tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service
- Developed and maintained by the National Committee for Quality Assurance (NCQA)
- 81 measures across 5 domains of care
- Designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks



# HEDIS – How SCFHP Uses It

- HEDIS is an important way the plan measures the preventive care delivered to members
- The use of HEDIS scores identifies areas for the plan to develop interventions to further improve the preventive care to our members
- The plan breaks out preventive care delivery by language and ethnicity
- In 2017, the plan will be looking to develop focus groups that represent different languages and ethnicities to better promote the importance of regular preventive care



# Health Education

- 10 Steps to a Healthier You Program
- How would you feel if as a result of a well-child/office visit, your PCP referred you to a family nutrition/healthy lifestyle program?



# Mental and Behavioral Health Benefits

Behavioral Health Services Department, Santa Clara County

- Ms. Sandra Hernandez, Division Director of Integrated Behavioral Health Services
- Ms. Margaret Ledesma, Katie A. and Crisis Continuum Manager
- Ms. Laura Luna, Sr. Health Plan Manager

Santa Clara Family Health Plan

- Ms. Sherry Holm, Director of Behavioral Health



# SCFHP Member Communications

- Website Postings
  - Board & Committee Meetings
    - Agendas, agenda packets, meeting minutes
  - Member Materials
    - Health Education Referral Form – 5 languages
  - Community Resources & Events
    - Flood Relief Information posted
    - March 18 – JLSJ Health Fair at Santa Clara County Fairgrounds
    - April 17 – Healthy Living Fair at Our Lady of Guadalupe Church
    - April 30 – March for Babies at History San Jose
- Mail
  - Winter Winning Health Newsletter
  - Opioid Use Mailing
  - Diabetic Eye Exam incentive program
  - Controlling High Blood Pressure incentive program
  - Cervical Cancer Screening incentive program



# 2017 CAC Meetings

- All meetings are held at SCFHP offices:  
210 East Hacienda Ave, Campbell, CA 95008
- Schedule
  - Tuesdays from 6:00-7:00 p.m.
  - Dates
    - June 13, 2017
    - September 12, 2017
    - December 12, 2017
- Topic suggestions for June meeting?



# Questions?



Santa Clara  
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**Regular Meeting of the  
Santa Clara County Health Authority  
Consumer Advisory Committee**

**Tuesday, December 13, 2016**

**6:00 – 7:00 pm**

**210 E. Hacienda Avenue**

**Campbell, CA 95008**

**Minutes - DRAFT**

**Committee Members present:**

Waldemar Wenner, M.D.  
Danette Zuniga  
Hung Vinh  
Myrna Vega  
Rachel Hart  
Tran Vu  
Margaret Kinoshita  
Rebecca Everett (Guest)  
Angeli Gonzaga (Guest)  
Danielle Moua (Guest)  
Brittney Perez (Guest)

**Staff Present:**

Laura Watkins, Director, Marketing and  
Communications  
Chelsea Byom, Marketing and Communications  
Manager  
Sherita Gibson, Marketing Coordinator  
Andres Aguirre, Quality Improvement Manager  
Sherry Holm, Behavioral Health Program Manager

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**1. Roll Call**

Dr. Waldemar Wenner, Chairperson, called the meeting to order at 6:06 pm. Introductions were completed and a quorum was established.

**2. Public Comments**

There were no public comments.

**3. Meeting Minutes**

Minutes of the September 13, 2016 meeting were reviewed. **It was moved and seconded** to approve the September 13, 2016 meeting minutes. The minutes were **approved** as presented.

**4. Health Plan Updates – Laura Watkins**

Ms. Watkins presented enrollment updates as follows: Medi-Cal enrollment is about same as last month at 269,893 members. Cal MediConnect enrollment went down slightly due to no longer having passive enrollment. The decrease of only 50+ members means we are seeing stabilization of enrollment due to various outreach efforts and internal process improvements. Healthy Kids

enrollment is continuing to decrease. As of December 1, we have just under 2,600 members enrolled in Healthy Kids, with fewer than 1,000 members enrolled through the traditional Healthy Kids application process. We estimate about 500 of these kids enrolled through the traditional Healthy Kids application process are eligible for either Healthy Kids through C-CHIP or eligible for Medi-Cal, and should be enrolled in one of those programs instead of the traditional Healthy Kids program. We continue to conduct outreach to help these families apply.

We have implemented streamlined enrollment for Cal MediConnect. This means that Medi-Cal members who are eligible can now call SCFHP for assistance in enrolling in Cal MediConnect. This process has been in place for about 3 weeks.

Consumer Advisory Committee Charter was approved by the SCFHP Governing Board at the 9/22/2016 meeting.

## **5. Group Needs Assessment Results – Andres Aguirre**

Mr. Aguirre discussed the goals of the Group Needs Assessment (GNA) and how data is gathered. He shared three major findings:

1. In the Medi-Cal population of seniors and persons with disabilities, Asian members were diagnosed more frequently with Type II diabetes, Hypertension, and Hyperlipidemia when compared to other ethnicities.
2. In the Medi-Cal adult population, Asian members were diagnosed more frequently with Type II diabetes, Hypertension, and Hyperlipidemia in the sub population when compared to other ethnicities.
3. In the Medi-Cal child population, Hispanic children were most frequently diagnosed with Acute Upper Respiratory Infections, Cough, and Unspecified Fever when compared to other ethnicities.

Mr. Aguirre explained these findings are based on what the member defined as their ethnicity at time of enrollment. Ms. Kinoshita asked if the data was for the whole state or just Santa Clara County. Mr. Aguirre stated it was for SCFHP members only.

Next steps are to meet with health education team members that are within QI to look at developing interventions that will address chronic disease health education in a culturally appropriate manner. Additionally, we will work to improve utilization of the 24-hour Nurse Advice line in Spanish for our child members through our website and in certain geographic areas.

The CAC members and guests asked questions about the results of the GNA and engaged in discussion with Mr. Aguirre.

Mr. Aguirre explained that HEDIS is a tool that measures three different areas: 1) Preventive care for children; 2) Counter-disease measures; and 3) Women's Health measures. He agreed to come back and explain HEDIS in more detail at a future meeting.

Mr. Aguirre said the QI department is targeting completion of GNA next steps in the first six months of 2017, but there are no regulatory requirements on the timeframe for next steps.

#### 4. Mental and Behavioral Health Benefits – Sherry Holm

Ms. Holm reported that SCFHP has a dedicated Behavioral Health Department, set up about a year ago. The department includes BHT services for Autism, behavioral health services for substance use disorders, and mental health. She noted that behavioral health services involve an intricate relationship with county and primary care clinics.

Ms. Holm explained that basic health care around depression, anxiety, or situational reactions are handled in primary care clinics. In primary care clinic offices, doctors can do a brief assessment of substance use issues. Some clinics have psychology, psychiatry, and case workers on staff, while some do not.

The county behavioral health department is in the process of merging mental health services and drug and alcohol treatment. Currently, detox and residential treatment are provided through the Gateway Program. The county does triage for people who are coming in and having difficulties with a major diagnosis, homeless, or unemployed. These beneficiaries are referred to the county behavioral health clinics or the community based organizations. Momentum for Mental Health is the largest and provides full service care.

SCFHP is responsible for the payment of a number of services for mild to moderate diagnoses. This may also include the care for members who have a severe diagnosis but are currently stable. These members receive services through their PCP.

Ms. Holm provided key phone numbers and information about how to get help.

- County Call Center: Triage calls to connect callers to the appropriate level of help. May take a while and require the caller to call back. According to County policies, they must triage severe cases within 5 days. Triage will take 10-15 days for less severe cases.
- Mental Health Urgent Care: Provides services from 8am – 10pm, including offering services for children. Anyone can walk in and be seen by a clinician right away. If needed, patient can see a psychiatrist within a couple of hours.
- Gateway Services: Does assessment for substance use disorder and may ask the person to call back to determine if inpatient or outpatient care is needed. The substance abuse treatment is 100% county funded and is limited right now. Hoping for expansion soon.
- SCFHP Customer Service: Can help members get to county call center or to the SCFHP Behavioral Health department. If members have problems getting services, Customer Service can help troubleshoot issues and help file an appeal, if needed.
- Suicide Prevention Hotline: 24/7 support with well-trained people.

There is no limit to Medi-Cal benefits for behavioral health, and if the provider is contracted with the health plan, an authorization is not required to see an in-network provider. SCFHP is working to increase the number of agencies and individual providers contracted to provide these services.

Ms. Zuniga asked if there is a new list of providers for autism. Ms. Holm said they have some new contracted providers, but they can also do a letter of agreement with any provider who is willing to

work with SCFHP. Ms. Everett asked about a situation regarding her son. Ms. Holm offered some advice on how to move forward.

Dr. Wenner asked the CAC members for ideas on how the health plan can make the mental health phone numbers more available to others. Ms. Zuniga suggested that the number be added to the ID card. Ms. Watkins let the group know that the plan recently added this number to ID cards, showing an image of the redesigned ID card. Additional conversation was held about the ID cards for Healthy Kids C-CHIP members. Ms. Zuniga asked how Healthy Kids members enrolled through C-CHIP should renew their coverage. Ms. Watkins took this as an action item to follow up on, as this is a process managed by the state through Covered California, not a process managed by SCFHP.

Ms. Gonzaga asked about the plan's outreach for substance use disorder programs. Ms. Holm responded that there is no active outreach at this time and acknowledged that it takes a lot of support to get through the system. It helps to have a support person that can help the person get through the process.

#### **5. CAC New Member Appointment Process**

Ms. Watkins reviewed the process for accepting new members to the CAC.

#### **6. Recent SCFHP Member Communications**

Ms. Watkins reviewed recent communications from the health plan to members, including website postings, direct mail, and telephone calls. This will be a standing item on the CAC agenda.

Ms. Watkins also reviewed the new Medi-Cal and Healthy Kids ID Cards that now show the provider's name, phone number, clinic name and network name. The Santa Clara County Mental Health Services phone number has also been added to the cards.

#### **7. Future Meetings and Agenda Items**

2017 meeting dates were reviewed. Topic suggestions for the next meeting include HEDIS, differences between Healthy Kids C-CHIP and traditional Healthy Kids, mental health benefits/care for seniors and for children.

Dr. Wenner encouraged CAC members to reach out to Ms. Gibson if they have topic ideas so those can be put on the agenda for upcoming meetings.

Ms. Holm agreed to bring a list of mental health providers to the next meeting. Ms. Watkins offered to invite Laura Luna from County Mental Health Department to the next meeting. Discussion continued about the importance of accessing mental health services. Ms. Zuniga commented that providers are not always able to help parents connect with mental health resources, because the options vary based on insurance. Ms. Watkins said based on tonight's discussion, we will look at how SCFHP Marketing and Behavioral Health departments can work together to better communicate with members and providers about behavioral health services.

Ms. Kinoshita commented that the SCFHP website has been really helpful and very informational. Ms. Watkins thanked her for her feedback and invited all CAC members to offer suggestions for website content.

**8. Adjournment**

The meeting was adjourned at 7:15 pm.

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Waldemar Wenner, MD  
Consumer Affairs Committee Chairperson

DRAFT

## **Santa Clara Family Health Plan Celebrates 20 Years in the Community**

*Campbell, CA – February 1, 2017* – Santa Clara Family Health Plan (SCFHP), with its Governing Board and employees, is proud to announce its 20<sup>th</sup> anniversary. As a local, not-for-profit health plan serving Santa Clara County, SCFHP looks forward to celebrating this milestone throughout 2017 with our providers, members, and community.

“When SCFHP began operations in 1997, we were a small health plan chartered to provide Medi-Cal coverage in a managed care environment. Working in partnership with our providers, community leaders, and elected officials over the past 20 years, we have grown to serve more than 275,000 members in our Medi-Cal, Cal MediConnect, and Healthy Kids programs,” said Christine Tomcala, CEO of SCFHP. “Our 20<sup>th</sup> anniversary year is a time to appreciate the impact our meaningful work has had on hundreds of thousands of members who rely on us for affordable, quality health care. We believe health care is a right for all, and now more than ever, we are committed to ensuring that everyone in our county can receive the care they need for themselves and their families.”

Throughout its 20-year history, SCFHP has participated in pioneering initiatives to expand access to quality, affordable health care in Santa Clara County. In 2001, SCFHP helped create the nation’s first Children’s Health Initiative and launched the Healthy Kids program to ensure all children in the county have access to health coverage. Since 2014, as part of the Affordable Care Act, SCFHP has welcomed more than 80,000 uninsured adults to its Medi-Cal program. As a participant in California’s Coordinated Care Initiative, in 2015 SCFHP launched the Cal MediConnect program to provide coordinated health care delivery to seniors and people with disabilities who are dually eligible for Medicare and Medi-Cal. In 2016, SCFHP’s Medi-Cal program expanded to all eligible children, regardless of their immigration status.

“Residents of our county count on SCFHP to be there for them as an integral part of their health care safety net. SCFHP’s accomplishments and contributions are significant to our community and in the lives of SCFHP members,” said Bob Brownstein, SCFHP Governing Board Chair. “Yet we recognize that this milestone is shrouded in uncertainty as we await the new administration’s plans to repeal and replace the Affordable Care Act. Through this transition, SCFHP remains committed to supporting our members, our providers, and the communities we serve. We urge our elected officials and the community at large to join us in ensuring that our vital safety net remains intact.”

For more information, go to [www.scfhp.com](http://www.scfhp.com). A timeline of SCFHP’s history is available at [www.scfhp.com/about-us/our-history](http://www.scfhp.com/about-us/our-history).

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