



**Consumer Affairs Committee  
Meeting Minutes  
March 8, 2016**

**APPROVED**

**In Attendance:**

**Committee Members:** Blanca Ezquerro, Danette Zuniga, Hung Vinh, Rachel Hart, Vu Tran, Myrna Vega and Waldemar Wenner, M.D.  
**SCFHP Staff:** Christine Tomcala, Pat McClelland, Lori Andersen, Chelsea Byom, Laura Watkins

Item	Discussion	Action	Assigned to:	Due Date
Call to Order and Roll Call	Roll call was taken. The meeting was called to order at 6:10 p.m. A quorum was present.	None		
Review of Minutes	The minutes from the December 8, 2015 meeting were reviewed and approved.	None		
Public Comment	No public comment	None		
Health Plan Updates	<p>Ms. Christine Tomcala provided the following update:</p> <p>SCFHP membership continues to grow. There are currently over 272,000 members enrolled. There are over 259,000 members enrolled in Medi-Cal, 4,100 enrolled in Health Kids and there are 8,700 members in the Medicare-Medi-Cal program, Cal MediConnect.</p> <p>Ms. Tomcala announced that the resignation of Pat McClelland. Ms. McClelland has worked at the plan for 20 years and she will be transitioning to a new role at the Department of Health Care Services (DHCS). The CAC responsibility will transition to Laura Watkins, Marketing and Communications Director. The CAC members expressed their gratitude to Ms. McClelland for her years of service.</p>	None		

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Member Stories	<p>Ms. Lori Andersen, MLTSS Director, was introduced. Ms. Andersen oversees the long-term services and supports (MLTSS) program for both the Cal MediConnect program and the Medi-Cal programs. Long-term Services and Supports (LTSS), including In-Home Supportive Services (IHSS), Community-Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), and Long-Term Care (LTC).</p> <p>Ms. Andersen explained Community-Based Adult Services (CBAS) is daytime health care program that gives family members a break from caring for family members with complex medical needs. The CBAS centers provide nursing, therapy, activities and meals for people with certain chronic health conditions. Members may receive services 2 – 5 days a week.</p> <p>One goal of the program is to identify and coordinate community services or supports to help members to continue to live independently in their home. A member, who is transitioning between a hospital and a nursing home, may also benefit from additional services and supports.</p> <p>Ms. Andersen shared that all SCFHP Case Managers are trained on the MLTSS benefits and how to apply and access these services.</p> <p>SCFHP understands an integrated medical and support services program like Cal MediConnect (CMC) may be confusing for some people. To help current and potential members understand more about the program, SCFHP created a brochure that highlights the experiences of members who have benefited from the integrated programs and services provided through the Cal MediConnect program. This collection of member stories was developed to help increase awareness about the benefits of the Cal MediConnect program and how the CMC program is making a difference in the lives of our members. The member stories are available in all five threshold languages. Ms. Andersen encouraged</p>	None		

Item	Discussion	Action	Assigned to:	Due Date
	<p>the CAC members to share this information with their friends and families. The CAC members appreciated the materials being available in all 5 languages.</p> <p>Dr. Wally asked if the provider community is educated about the CMC program. Ms. Watkins responded that the providers are an integral part of the members' care teams and contribute to identifying care goals for each individual member. SCFHP has created a version of the member stories for outreach to providers about the CMC program.</p>			
<p><b>Member Orientation Videos Script Review</b></p>	<p>Ms. Byom, Communications Project Manager, was introduced. Ms. Byom shared 3 new videos being developed and she wanted the feedback from the group on the video scripts. The three new videos are "What is Medi-Cal," "What to do when you're not feeling well," and "How to Keep your Medi-Cal Coverage." These topics were selected based on suggestions from the Committee at the December meeting. Ms. Byom distributed copies of the new video scripts to the Committee. The group reviewed and discussed each new video script and offered the following comments and suggestions. Ms. Hart felt the information provided in the "What to do when you're not feeling well" video was very helpful. She suggested adding words like "quick" or "efficient" so people will know they will get help right away. Ms. Zuniga suggested adding information to the "What is Medi-Cal" video letting people know that Medi-Cal is also for people with disabilities. After reviewing the content for the "How to Keep your Medi-Cal Coverage" script, Ms. Ezquerro asked if someone is not sure if their Medi-Cal is still active can they call SCFHP. Ms. McClelland responded that members can call SCFHP to verify their enrollment, but if the Medi-Cal coverage has ended, SCFHP may not know the reason why. A member should contact the SCC Social Services Agency directly if they have questions about their eligibility with Medi-Cal.</p>	<p>SCFHP will incorporate the Committee's suggestions.</p>	<p>Marketing Department</p>	

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<b>Future Agenda Items</b>	The group would like to learn more about prescription benefits.	SCFHP will schedule an appropriate speaker.	Marketing Department	June 14, 2016 meeting
<b>Adjournment</b>	The meeting adjourned at 7:00 p.m.			
<b>Next Meeting Date</b>	The next meeting is scheduled on June 14, 2016 from 6:00 - 7:00 p.m.			

  
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 Consumer Affairs Committee Chairperson

9/9/16  
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 Date