



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

Tuesday, March 14, 2017

6:00 – 7:00 pm

210 E. Hacienda Avenue

Campbell, CA 95008

Minutes - APPROVED

Committee Members Present:

Waldemar Wenner, M.D.

Danette Zuniga

Rachel Hart

Tran Vu

Margaret Kinoshita

Rebecca Everett

Blanca Ezquerro

Staff Present:

Laura Watkins, Director of Marketing, Outreach &
Enrollment

Chelsea Byom, Marketing and Communications Manager

Sherita Gibson, Marketing Coordinator

Andres Aguirre, Quality Improvement Manager

Sherry Holm, Behavioral Health Program Manager

Christine Tomcala, CEO

Paromita Ghosh, Marketing Project Manager

Ms. Sandra Hernandez, Division Director of Integrated
Behavioral Health Services, Behavioral Health Services
Department, Santa Clara County

Ms. Margaret Ledesma, Katie A. and Crisis Continuum
Manager, Behavioral Health Services Department,
Santa Clara County

Ms. Laura Luna, Sr. Health Plan Manager. Behavioral
Health Services Department, Santa Clara County

1. Call to Order and Roll Call

Dr. Waldemar Wenner, Chairperson, called the meeting to order at 6:07 pm. Introductions were completed and a quorum was established.

2. Public Comments

There were no public comments.

3. Health Plan Updates – Christine Tomcala

Ms. Tomcala presented enrollment updates as follows: As of March 1, Medi-Cal enrollment is 267,437, Cal MediConnect is 7,622, and Healthy Kids is 2,703 for a total of approximately 278,000. Many children in the Healthy Kids program have become eligible for full scope Medi-Cal and have completed this transition. There are about 600 kids remaining enrolled through the traditional Healthy Kids Program. The other 2,100 are enrolled as part of CCHIP through Covered California; all CCHIP enrollment and disenrollment notices will come from Covered California. We will continue outreach to try to transition Healthy Kids members into Medi-Cal or renew them through CCHIP, as appropriate.

ACA Repeal and Replace:

Ms. Tomcala reported that there is a lot of uncertainty about proposed repeal and replacement of the Affordable Care Act. At this point we expect that funding for Medicaid will go down, and there will be more state control. We don't expect significant changes this year, but there will be changes on the horizon.

Ms. Watkins stated that SCFHP has posted FAQ's on its website for members regarding potential coverage changes and regulatory requirements about informing beneficiaries of any changes to their benefits. No changes can happen immediately. FAQ's will be updated as we learn more.

Dr. Wenner asked to clarify if/when there are changes, will people know in advance before they take effect? Ms. Watkins confirmed the state would have to notify people in advance if any changes affect their benefits or eligibility. Ms. Watkins encouraged committee members to continue making appointments with their providers as they normally would; to keep reading and being aware of what's going on; and to voice any concerns they may have about proposed changes to elected officials.

Ms. Tomcala added that a flyer has been posted to our website describing what the repeal of Medi-Cal expansion may mean for SCFHP and Santa Clara County.

Ms. Ezquerro ask how often the community page of the website was updated. Ms. Watkins replied that it is updated as information becomes available, sometimes several times a week. Dr. Wenner asked if there were any suggestions for informing health plan members about the changes that may be coming. Ms. Kinoshita asked about outreach to schools through the County Office of Education and district offices. She felt it would be important to reassure young children and their families about their coverage and that they can get care.

Ms. Watkins stated that SCFHP will use its member newsletter to communicate to our members. For larger outreach, we rely on advocacy organizations and the state.

Ms. Ezquerro asked if SCFHP has received a lot of calls from the members about this. Ms. Watkins responded that we received a few immediately after January 20th, but not many since then.

Ms. Kinoshita asked for information on how to contact any of the advocate groups. Ms. Watkins clarified that SCFHP works through its industry associations. She suggested Justice in Aging or Working Partnerships as two organizations that may have more information on advocacy posted on their websites. Ms. Everett added that the State Department of Disability is looking for stories on how this is affecting people's care.

Ms. Tomcala discussed SCFHP's 20th Anniversary. A press release went out on February 1st. We are working on a proposal for a community benefit event partnering with a local organization. The proposal goes to our Governing Board on March 16, and if approved, would take place sometime in the summer. Ms. Watkins added that if there is an associated ribbon cutting or ceremony, we will invite CAC members.

4. HEDIS

Mr. Aguirre gave an overview of Healthcare Effectiveness Data and Information Set (HEDIS) used to measure health plan performance. He stated that SCFHP uses this data to measure the preventive care delivered to members. It helps us identify areas to further improve the preventive care to our members. In 2017, the plan will be looking to develop focus groups that represent different languages and ethnicities to help us determine how to better promote the importance of regular preventive care. The first focus group will address Pap smears. SCFHP currently has an incentive program where members can get a gift card for completing a Pap test.

Ms. Everett asked how the gift cards are working because she thought it was a good idea. Mr. Aguirre responded that the response rate has been low. Ms. Watkins explained that we are going to test several new approaches to see if we can improve the response rate.

5. Health Education

Mr. Aguirre discussed the "10 Steps to a healthier you" program, a three class series about nutrition and weight management. He asked the CAC for their feedback on whether they would be comfortable receiving an invitation to this program from their primary care provider?

CAC members expressed interest in the program and agreed that it would be appropriate for a primary care provider to refer their child to this program. Ms. Zuniga stated, "This is a really good idea because the clinic where my kids go you have to pay out of pocket. If there is a more in-depth class, you have to pay out of pocket."

CAC members were encouraged to call Customer Service to get a referral to this program if they are interested. The class will be offered in English and Spanish to parents/guardians/care takers of kids of all ages.

6. Behavioral Health Presentation

Ms. Sandra Hernandez, Division Director of Integrated Behavioral Health Services for the Behavioral Health Services Department of Santa Clara County, presented an overview of mental and behavioral health services available to adults in Santa Clara County.

Ms. Margaret Ledesma, Katie A. and Crisis Continuum Manager for the Behavioral Health Services Department of Santa Clara County, presented an overview of mental and behavioral health services available from birth to age 21.

CAC members engaged in discussion with Ms. Hernandez and Ms. Ledesma about how to access services and the type of services available.

7. Review and Approval of December 13, 2016 Minutes

Minutes were reviewed and approved.

8. Recent SCFHP Member Communications

Ms. Byom directed the CAC members to their packets for more information about recent SCFHP member communications.

9. Future Meetings and Agenda Items

Future meeting dates were reviewed. No future agenda items were identified.

10. Adjournment

The meeting was adjourned at 7:15 pm.



Waldemar Wenner, MD

Consumer Affairs Committee Chairperson