



Santa Clara  
Family Health Plan

*The Spirit of Care*

## CONSUMER AFFAIRS COMMITTEE AGENDA

Santa Clara Family Health Plan  
210 E. Hacienda Ave.  
Campbell, CA 95008

Tuesday, September 11, 2012

**6:00p.m. – 7:00p.m.**

**Creekside Room**

- |   |                       |
|---|-----------------------|
| 1. Call to Order                          | Dr. Wenner            |
| 2. Roll Call                              | Dr. Wenner            |
| 3. Review/Approval Minutes                | All                   |
| 4. Public Comments                        | All                   |
| 5. Overview of Member Grievance Materials | Pat McClelland, SCFHP |
| 6. Health Plan Update                     | Elizabeth Darrow, CEO |
| a. Overview of Health Care Reform         |                       |
| b. Healthy Families Program Transition    |                       |
| 7. Future Agenda Items                    | All                   |
| 8. 2012 Meetings                          | All                   |
| • <b>December 11, 2012</b>                |                       |