



Consumer Affairs Committee Minutes – September, 2013

In Attendance:

Committee Members: Blanca Esquerro, Danette Zuniga, Hung Vinh, Myrna Vega, Rachel Hart, Tammy Nguyen, Vanessa Ho, Vu Nguyen, Waldemar Wenner

SCFHP Staff: Laura Watkins, Lisa Fitzparick, Pat McClelland, and Tanya Nguyen

Item	Discussion	Action	Assigned to:	Due Date
Call to Order and Roll Call	Roll call was taken. A quorum was present at 6:02 pm and the meeting was called to order.			
Review of Minutes	The minutes from the June 11, 2013 meeting were reviewed and approved.	The minutes were approved	All	
Public Comment	No public comment			
Health Plan Updates	<p>Ms. McClelland provided updates on Cal MediConnect project. The Health Plan (HP) continues to pursue the Cal MediConnect project, which will be implemented no sooner than April 1, 2014. Eligible participants will receive notifications in January 2014. The HP continues to work closely with key stakeholders in the community. It includes but are not limited to Anthem, Council on Aging (Sourcewise), Health Insurance Counseling & Advocacy Program (HICAP), etc. The group’s purpose is to share ideas on how to assist members with the transition in order to access to quality health care services.</p> <p>Any interested Committee members can contact Ms. McClelland by phone or e-mail if they want to participate in the work group.</p>			



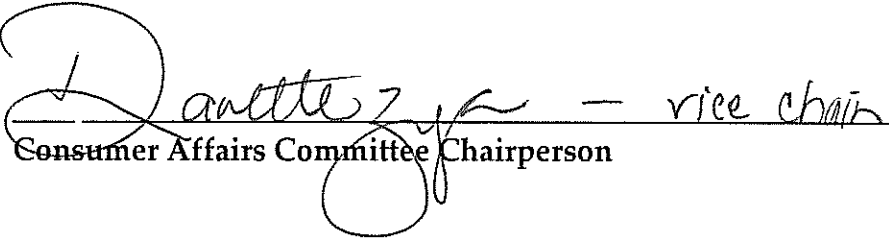
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	<p>Ms. McClelland also indicated that the group is meeting during regular business hours. She suggested the members reviewing the Cal MediConnect web-site (www.calduals.org) because it has many useful resources.</p>			
SCFHP New Website	<p>Mrs. Watkins provided an overview of the HP new enhancement website (www.SCFHP.com) that was launched in July 2013. The new website is easier to use for members, providers and the community. The website enhancements include:</p> <ul style="list-style-type: none">• New look and easy, fast site navigation.• Find a Doctor: improved search with Google Maps to help member finds a doctor or health facility around their demographic.• Member materials such as forms and documents: some of our member materials are online. Member can view, print or submit form on-line.• Community portal: upcoming community events, community resources, newsletters with timely health and wellness information, and information on health care reform.• Helpful Information: providing information on topics such as getting help in your language, nurse advice services, health education and advance health care directives.• Member FAQ: with answers to frequently asked questions, including questions about Medi-Cal eligibility, HMOs and what to do if you receive a bill.			



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	<ul style="list-style-type: none"> • “About Us” section: including press releases, information about our Consumer Advisory Committee and Governing Board, and the history of Santa Clara Family Health Plan. <p>Committee members asked if the HP website has other Social Media functionality such as: Facebook, twitters, on-line chat, etc. Mrs. Watkins shared that these functionalities are not available at this time. Committee member expressed if the HP would like to consider adding different pictures to reflect diverse culture in the community.</p>			
Future Agenda Items	Some members suggested updates on educational material such as Cal MediConnect program, flu season, include disease management on diabetic on the web-site and/or in the member newsletter.		All	
Adjournment	The meeting adjourned at 7:03pm.			
Next Meeting Date	The next meeting is scheduled for December 10, 2013 from 6:00- 7:00p.m			

 - vice chair
Consumer Affairs Committee Chairperson

12/10/13
Date