



Santa Clara
Family Health Plan

The Spirit of Care

Consumer Affairs Committee Minutes – March, 2014

In Attendance:

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

SCFHP Staff: Diane Brown, 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 6:03 pm and the meeting was called to order.			
Review of Minutes	The Committee commented that Dr. Robertson’s presentation of the Health Plan (HP)’s Medical Management operations was informative. A member shared she has learned how the HP assisted member with medical complex issue. The minutes were approved.	None		
Public Comment	No public comment			
Health Plan Updates	<p>Ms. McClelland updated the following:</p> <p><u>Cal Medi-Connect:</u> The HP continues to prepare for the go live date in January 1, 2015. The HP continues to work closely with key stakeholders in the community.</p> <p><u>Low Income Health Program (LIHP) Transition:</u> Approximately, 15,000 LIHP members successfully transitioned into the HP’s MC program as of January 1, 2014. Ms. McClelland shared that it was a smooth transition. The HP has worked closely with Valley</p>			



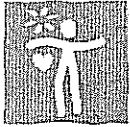
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	<p>Care Program’s administrative and Social Services Department to ensure that members have the same Primary Care Physician (PCP) when transition into MC program.</p> <p>Committee asked what happened to the people who would like to continue to apply for the LIHP program. Ms. McClelland shared that they can still enroll directly to Social Services Department under the Medi-cal Expansion Program.</p> <p><u>Managed Medi-Cal Long Term Supports and Services (MLTSS) Transition:</u> Effective July 1, 2014, there are several Medi-Cal programs will be transitioned to Medi-cal Managed Care plan. Those programs are In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Long Term Care (LTC), and Community-Based Adult Services (CBAS).</p> <p>Committee members asked if there are any changes in benefits or providers when they are transition into the HP.</p> <p>Ms. McClelland shared that the HP is working on the transition. She also explained that the HP will oversee these programs but will partner with Social Services Department and other providers in ensuring no interruption for the members in receiving these services.</p> <p>Committee member asked whether or not the HP will conduct any outreach activities to inform people about these changes.</p>			



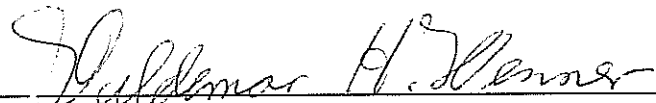
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	<p>Ms. McClelland shared that currently there are over 5,000 HP members who are receiving one of the MLTSS services. For existing members, they will be informed about the changes through member newsletter. For prospective members, the HP is working closely with their providers in helping them understand the changes. In addition, the State also sent multiple notifications to all MC beneficiaries informing them about the changes.</p> <p>Committee members requested the HP to provide more information about MLTSS transition in a future meeting.</p> <p>Dr. Werner shared that the CAC committee's membership will also be changed in order to have representatives for MLTSS's members.</p>	<p>To arrange HP's representative to provide more information about MLTSS at future meeting</p>	<p>Tanya Nguyen</p>	<p>September 2014</p>
<p>Overview of Quality Improvement Activities</p>	<p>Ms. Brown provided an overview of Quality Improvement (QI) activities. The QI Program goals are to support and promote quality improvement for the quality, safety and satisfaction of care for all HP members. The QI activities are developed and maintained within the resources available to the HP and participating providers.</p> <p>One of the activities under QI is Health Education (HE) program. The goal if HE program is targeted health promotion interventions and in compliance with all Federal and State regulatory agencies.</p> <p>The HE program offers many HE classes such as Weight Management, Parent Education, Safety Classes, Exercise and Fitness, Counseling and Support Services, Chronic Disease Self-Management, etc. Most of the</p>			



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	<p>HE classes offer in the members' threshold languages and child care service is provided.</p> <p>One of the Statewide Collaborative QI measures is All Cause Readmissions. The goal of this project is to coordinate member's medical needs after their first admission in or to prevent the member from admitting subsequent time.</p> <p>In addition, the QI Department would like to focus on three initiatives: (1) increasing yearly retinopathy screening for diabetic members and (2) controlling high blood pressure, and (3) increasing annual dental exams.</p>			
Future Agenda Items	The Committee would like to receive additional update on Cal Medi Connect program, MLTSS and Mental Health transition.		All	
Adjournment	The meeting adjourned at 7:06pm.			
Next Meeting Date	The next meeting is scheduled for June 10, 2014 from 6:00- 7:00p.m			



 Consumer Affairs Committee Chairperson

06/10/14
 Date