

# AGENDA

For a Regular Meeting of the

## Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, December 11, 2018, 6:00-7:00 PM  
Santa Clara Family Health Plan, Redwood Conference Room  
6201 San Ignacio Ave, San Jose, CA 95119

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|---|---|
| <b>1. Roll Call</b>   | Brenda Taussig  |
| <b>2. Public Comment</b><br>Members of the public may speak to any item not on the agenda.  | Brenda Taussig  |
| <b>3. Meeting Minutes</b><br>Review September 11, 2018 Meeting Minutes.<br><b>Possible Action:</b> Approve September 11, 2018 Consumer Advisory Committee Minutes | All   |
| <b>4. Health Plan Update</b><br>Briefing on current enrollment numbers and news pertaining to the health plan.  | Christine M. Tomcala<br>CEO                           |
| <b>5. 2019 Changes to Medi-Cal Benefits and Services</b><br>Overview of the changes in benefits and services for 2019 Medi-Cal members.                           | Chelsea Byom<br>Manager, Marketing and Communications |
| <b>6. Diabetes Prevention Program</b><br>In depth presentation on SCFHP's new diabetes prevention program.  | Divya Shah<br>Health Educator                         |
| <b>7. SCFHP Member Communications</b><br>Review of recent SCFHP member communications.  | Chelsea Byom<br>Manager, Marketing and Communications |
| <b>8. Future Agenda Items</b><br>Discuss topic ideas for March 2019 meeting.  | All   |

## 9. Adjournment

Brenda Taussig

### **Notice to the Public—Meeting Procedures**

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Cristina Hernandez 48 hours prior to the meeting at 408-874-1912.
- To obtain a copy of any supporting document that is available, contact Cristina Hernandez at 408-874-1912. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com)

# MINUTES - Draft

For a Regular Meeting of the

## **Santa Clara County Health Authority Consumer Advisory Committee**

Tuesday, September 11, 2018, 6:00-7:00 PM  
Santa Clara Family Health Plan, Boardroom  
6201 San Ignacio Ave, San Jose, CA 95119

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### **Committee Members Present**

Ms. Blanca Ezquerro  
Ms. Rachel Hart  
Ms. Margaret L. Kinoshita  
Mr. Paul Murphy  
Ms. Rebecca Everett  
Mr. Hung Vinh  
Ms. Danette Zuniga

### **Committee Members Absent**

Ms. Brenda Taussig  
Ms. Lesly Gutierrez  
Ms. Myrna Vega  
Mr. Tran Vu

### **Staff present:**

Ms. Christina Tomcala, Chief Executive Officer  
Ms. Laura Watkins, Director of Marketing,  
Outreach and Enrollment  
Ms. Chelsea Byom, Manager of Marketing and  
Communications  
Ms. Renee Rodrigez, Grievance & Appeals  
Supervisor  
Ms. Cristina Hernandez, Marketing Coordinator  
Ms. Divya Shah, Health Educator

#### **1. Roll Call/Establish Quorum**

- a. Paul Murphy, Committee Chair, called the meeting to order at 6:07 p.m. A quorum was established.

#### **2. Public Comment**

- a. There were no public comments.

#### **3. Review and Approval of June 12, 2018 Meeting Minutes**

- a. Ms. Kinoshita moved and Ms. Ezquerro seconded the motion to approve the minutes from the meeting held on June 12, 2018. The motion passed unanimously with one abstention. Mr. Murphy abstained from the vote.

#### **4. Health Plan Update**

- a. Ms. Tomcala presented an enrollment update: As of September 1, Medi-Cal enrollment is 245,884; Cal MediConnect is 7,600; and Healthy Kids is 3,163 for a total enrollment of 256,647. There was a slight decrease in Medi-Cal enrollment but an increase in Cal MediConnect, which Ms. Tomcala credits to the Medicare Outreach team.
  - Mr. Murphy asked for a definition of Cal MediConnect and Ms. Tomcala explained it as a dual coverage program that is a combination of Medicaid and Medicare.
- b. Ms. Tomcala gave an update regarding the construction that is still underway at the new building. The lobby is the biggest ongoing project but will be open for business soon. A tour was offered once the meeting adjourns.
- c. Ms. Tomcala announced that SCFHP has just completed a CMS program audit. CMS regularly audits Medicare programs by conducting an in-depth review via webinar and onsite visits. The process has been a big lift for the plan.
- d. Ms. Tomcala shared the organizational goals for the new 2018-2019 fiscal year. SCFHP's overarching goal is to drive quality improvement and achieve operational excellence. These organizational goals are cross-departmental projects, not just routine business. The organizational goals are:
  - I. Enhance compliance program delegation oversight
  - II. Pursue benchmark quality performance
  - III. Expand reporting and analytics
  - IV. Foster membership growth and retention
  - V. Collaborate with Safety Net Community Partners
  - VI. Achieve budgeted financial performance
  - Ms. Tomcala stressed the importance of keeping ahead of any regulatory requirements to pursue benchmark quality performance. One example is preparation for the upcoming NCQA audit for SCFHP's Cal MediConnect line of business to move from interim to full NCQA accreditation.
  - Ms. Tomcala discussed the status of finding a location for a satellite office optimally located to serve our members. SCFHP is studying metrics to determine a location that will serve the largest population. The ideal location is near Story and King Roads in San Jose.
  - Mr. Murphy reinforced the importance of a satellite office in providing services to our members.
  - Ms. Everett asked if Valley Medical Center has been considered as a possible location for an SCFHP office. Ms. Tomcala explained that while Valley Medical is willing to share their conference rooms with SCFHP, there is not enough office space for a permanent satellite office. We are working with other community partners to come up with the most efficient plan for all involved.

## **5. Grievance and Appeals Overview**

Ms. Rodriguez briefed the group on SCFHP's grievance and appeals department and the importance of reporting issues. An open discussion regarding Grievance and Appeals was held. The following questions and concerns were addressed:

- a. Ms. Ezquerro brought up language barriers that can impact members. She asked if there are other ways to report a grievance other than in writing. Ms. Rodriguez assured her that a grievance can be reported via phone with Customer Service and an interpreter can be provided. The member can also fax over the grievance or report it via the plan's website.
- b. Ms. Zuniga asked whether a grievance can be filed against a doctor. Ms. Rodriguez answered that yes they can and the member should note details, especially the date the incident occurred.
- c. Mr. Murphy asked what the hours of operation are for the call center. Ms. Rodriguez reminded the committee that the call center is available to Medi-Cal and Healthy Kids members from 8:30 am – 5:00 pm, Monday – Friday and Cal MediConnect members from 8 am – 8 pm, Monday – Friday. Mr. Vu asked if the center is available on the weekends. Ms. Rodriguez mentioned that the center

- is closed on the weekends but a grievance can be filed through the website, via fax, or mailed in. Ms. Watkins reminded the committee that members can access a voicemail box on the weekends where they can leave a message and receive a response by the following business day.
- d. Ms. Everett asked for clarification regarding an appeal going beyond the plan and resulting in a State Hearing. Ms. Rodriguez explained that if an appeal is filed and denied, the dissatisfied member can report it to the state and the claim is investigated at a state level.
  - e. Ms. Ezquerro asked if the health plan is notified that the appeal is going to the state. Ms. Rodriguez answered that the grievance and appeals department is aware and required to provide records for the hearing.
  - f. Mr. Murphy re-emphasized that members should not fear coming forward with a complaint. Those with a grievance or who file an appeal are protected from retaliation and these reports help the plan improve the care for everybody.
  - g. Ms. Kinoshita asked whether the grievance and appeals department is part of the customer service department. Ms. Rodriguez clarified that they are not the same department but the two work together and customer service will transfer you to a member of the grievance and appeal team if need be. Mr. Murphy pointed out that the process is a formal process and appropriate steps and documentation need to occur. Ms. Watkins asked if the call will be transferred when the member calls, and Ms. Rodriguez clarified that the customer service representative will first file the member's information and then a grievance and appeals coordinator will be assigned to the case as soon as possible.
  - h. Ms. Ezquerro inquired about the number of grievance coordinators at SCFHP and whether notices are translated for our non-English speaking population. Ms. Rodriguez answered that SCFHP currently has five coordinators and translations will be available.
  - i. Ms. Kinoshita asked whether the customer service representatives are trained to flag a call for grievance or whether the member needs to be specific in mentioning that they have a grievance. Ms. Rodriguez confirmed that the representatives are trained to listen for expressions of dissatisfaction. If a grievance does not get caught by the customer service representative it will be captured in call reports and then sent to the grievance and appeals department. Mr. Murphy explained that the customer service department is here to solve member problems. Ms. Watkins states that we are aware that not all members will know health care jargon and thus customer service is well trained in catching dissatisfaction no matter how it is expressed.
  - j. Ms. Zuniga shared a personal story of dissatisfaction with a provider and wondered if she could or should submit a grievance through the health plan. Ms. Rodriguez mentioned that any member who experiences dissatisfaction with their health service at any stage can and should file a grievance.
  - k. Ms. Kinoshita stated that learning this information makes her feel good. Ms. Rodriguez emphasized that the health plan wants their members to feel cared for and valued.
  - l. Ms. Tomcala clarified that a grievance due to the care given by a provider is a quality issue that will be reported to the SCFHP medical staff.

## **6. Nurse Advice Flyer**

Ms. Byom presented the committee with a purposed Nurse Advice Line flyer that will be distributed to our members. She asked for feedback on how the communication can be improved.

- a. Ms. Everett asked whether the flyer is targeted for children. Ms. Byom clarified that the flyer is for all members. Ms. Everett then mentioned that she would like the plan to include some message regarding assistance with mental health.
- b. Ms. Hart drew attention to the use of the word hurt. When she thinks of "hurt," she thinks of 911 or the emergency room.
- c. Mr. Murphy would prefer the image to include only nurses. Also, he would like some clarification added to the flyer that would state emergency rooms are at a hospital to avoid confusion between ER and urgent care.
- d. Ms. Everett asked if SCFHP has any urgent care rooms. Ms. Byom confirmed that we have some contracted urgent care providers.

- e. Ms. Zuniga suggested that we add the suicide prevention hotline. Ms. Everett agreed.
- f. Ms. Everett stated that illustrations used seem geared towards children. Mr. Murphy suggested we use a nurse on the phone.
- g. Mr. Murphy suggested the messaging regarding 24/7 availability should be moved to the top. He also questioned how the flyers will be distributed. Ms. Byom answered that they will be distributed with our health education and through outreach events. Ms. Hart recommended making a magnet with the hotline information.
- h. Ms. Everett suggested that we add urgent care and ER location addresses to the back of the flyer.
- i. Ms. Ezquerro is drawn to the “When Should You Call?” section.

These suggestions will be presented to the marketing department to be incorporated into the design, as appropriate.

## **7. SCFHP Member Communications**

Ms. Byom reviewed the communication that has gone out to members from June – September 1<sup>st</sup>. She reviewed mailings, website posts, member portal information, and outreach events.

- a. Ms. Hart mentioned she has yet to receive her newsletter. Ms. Byom will confirm Ms. Hart’s address.
- b. Ms. Byom extended an invitation to the committee members to participate in a focus group to help with the development of a new SCFHP website. Ms. Byom will follow up with interested committee members once details are finalized.
- c. Ms. Hart questioned if any of the videos or articles can be downloaded from the health library on the member portal. Ms. Shah stated that is not currently an option.
- d. Ms. Kinoshita asked if the library incorporates a live chat option. Ms. Byom stated that it is an interactive question and answer tree.

## **8. Future Agenda Items**

- a. Mr. Murphy suggested SCFHP incorporates an employee profile to introduce the committee members to the people behind the plan and understand the different organizational roles.
- b. Ms. Kinoshita mentioned how much she enjoys the newsletters and how important it is to add articles that can educate our members on topics such as grievance and appeals.
- c. Ms. Kinoshita also suggested the plan invite more department representatives to present on their role with SCFHP. She also expressed her interest in gerontology and aging in place.
- d. Ms. Zuniga asked about eligibility and enrollment for Healthy Kids. Ms. Watkins suggested she visit Patient Access which can help with eligibility questions.

## **9. Adjournment**

Mr. Murphy moved and Ms. Everett seconded the motion to adjourn the meeting at 7:13 pm. The motion passed unanimously.

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Paul Murphy  
Chair, Consumer Advisory Committee



# Santa Clara Family Health Plan™

Consumer Advisory Committee

December 11, 2018

# Agenda

- SCFHP Updates
- 2019 Medi-Cal Changes to Benefits and Services
- Diabetes Prevention Program
- Recent SCFHP Member Communications
- Future Agenda Items

# SCFHP Updates

## Enrollment

- Total enrollment as of December 1, 2018
  - 253,735 members
  - Decrease of 749 from November to December (0.29%)
- Medi-Cal – 242,695 (0.29% decrease November to December)
- Cal MediConnect – 7,695 (0.91% increase November to December)
- Healthy Kids – 3,345 (3.43% decrease November to December )

## Public Charge

- The Department of Homeland Security public comment period ended December 10, 2018.
- SCFHP opposes the proposed regulatory changes to the public charge rule.
- Changes are not yet in effect and are not retroactive. SCFHP encourages our members to continue to seek regular medical care and continue using safety net resources until decision is finalized.

# Changes to Medi-Cal 2019

## **Pediatric Palliative Care** *Effective January 1, 2019*

A medically necessary service focused on relieving pain, physical stress, and mental stress relating to a life-limiting illness. This service is to be delivered along with curative care for Medi-Cal members under the age of 21.

## **Health Homes Program (HHP)** *Effective July 1, 2019*

A program for people with certain chronic conditions that provides a care coordinator and care team to help them get the care they need.

## **Diabetes Prevention Program (DPP)** *Effective January 1, 2019*

An evidence-based lifestyle change program, taught by peer coaches, designed to prevent or delay the onset of type 2 diabetes.

# Health Homes Program (HHP)

This new program gives you a care team—including a care coordinator. Your care coordinator will work with you and your health providers, such as your doctors, specialists, pharmacists, case managers, and others. They will make sure everyone is informed about your health and the services you need.

## Your care team can help you:

- Find doctors and get an appointment.
- Better understand your prescription drugs.
- Set up transportation to your doctor visits.
- Get follow-up services after you leave the hospital.
- Find and apply for food benefits and housing.
- Connect you to other community programs and services.

# Health Homes Program (HHP)

## Eligibility Requirements

- Diagnosed with certain chronic health condition
- Meets at least one of the following:
  - Three or more of the HHP eligible chronic conditions
  - Stayed in the hospital in the last year
  - Visited the emergency room three or more times in the last year
  - Does not have a place to live

## Members are no longer eligible if:

- They receive hospice services; or
- They are residing in a skilled nursing facility for longer than the month of admission.

# Diabetes Prevention Program

1 year long lifestyle change program designed to prevent or delay the onset of type 2 diabetes among individuals diagnosed with prediabetes

- 6 month core session
- 6 month follow-up sessions

## Eligibility Requirements

- 18 years+
- BMI of 25+
- Recent blood test (may be self-reported)
- Participants cannot have type 1 or type 2 diabetes prior to enrollment
- Doctor's may refer to the program, but referral is not required

# Diabetes Prevention Program

## Topics Include

- Nutrition
- Physical activity
- Stress management
- Time management
- Sleep



# SCFHP Member Communications

## Mailings

- Fall member newsletters
- Incentive letters to those who qualify
  - Microalbumin Urine Tests for Diabetics
  - Vaccines for Vietnamese Children under 2

## Website

- Board & Committee Meetings
  - Agendas, agenda packets, meeting minutes
- Member Materials
  - Provider Directories
  - Formulary
- New Website Update



The flyer features a woman in a red top sitting in a wheelchair and using a laptop. The background is white with orange accents at the top.

**Santa Clara Family Health Plan™**

**WINNING HEALTH**  
Medi-Cal/Healthy Kids HMO

FALL 2018

## New! mySCFHP Member Portal

VISIT [www.member.scfhp.com](http://www.member.scfhp.com) to get started.

Now on the mySCFHP Member Portal, you can:

- View your health plan information
- View your ID card
- Print a temporary ID card
- Request a new ID card
- View or change your primary care provider (PCP)

And use the Online Wellness Center! The center has a health library, wellness assessment, and self-management tracking tools to help you manage your health.

**Do you have Medicare and Medi-Cal?**  
Cal MediConnect combines these benefits into one plan with one member ID card and one phone number to call for help. As a Cal MediConnect member, you are also offered the Silver&Fit Exercise and Healthy Aging Program at no cost. This means you get:

- A gym membership, or
- Up to two home fitness kits each benefit year

Call 1-888-202-3353 to learn more and for help enrolling in Cal MediConnect!

# SCFHP Member Communications

## Outreach Events

- **Events SCFHP Attended:**

- Gilroy Senior Center Resource Fair
- Disability Awareness Day
- Day on the Bay
- Morgan Hill Senior Resource Fair
- San Jose Senior Wellness Fair
- Cal MediConnect Health and Resource Fair
- 2019 Turkey Trot

- **Future Events:**

- SVCN Health and Housing Summit – *January 19, 2019*
- Lunar New Year Celebrations – *February 2019*
- Rocketship Mosaic Elementary Health and Safety Fair – *March 9, 2019*



## Mile Marker 5

# 2019 CAC Meetings

All meetings are held at SCFHP

## Schedule

- Second Tuesday of the month from 6:00 PM – 7:00 PM
- Dates:
  - March 12, 2019
  - June 11, 2019
  - September 10, 2019
  - December 10, 2019

Topics suggestions for March 2019 meeting?



**Santa Clara Family  
Health Plan™**

Questions?



# Santa Clara Family Health Plan™

## Proposed Public Charge Rule Threatens Vital Safety Net Programs

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December 10, 2018

At Santa Clara Family Health Plan (SCFHP), we are aware of the fear and burden the proposed "public charge" rule is causing many of our members, their families and our community.

The proposed changes, officially published on October 10, 2018 by the Trump administration, will widen the current set of public benefits used to deem an individual a "public charge." Under existing policy, "public charge" means someone who is primarily dependent on government assistance such as CalWORKS, federal cash assistance, or institutionalized at government expense. The proposed "public charge" changes will now factor in access to services such as non-emergency Medi-Cal, SNAP/CalFresh food benefits, and housing assistance.

The impact of these proposed changes is amplified by the economic realities of Silicon Valley. Families within our diverse community will be forced to choose between vital health, housing, and food assistance or a path to citizenship. The downstream effects of this unjust policy change will be felt broadly as the prevalence of illness, homelessness, and hunger grows.

SCFHP was founded in 1997 with a vision of building a healthier Santa Clara County. Twenty years later we continue working to provide access to high quality, comprehensive health care to our neighbors, including immigrant families targeted by this proposed change. SCFHP is proud to advocate for continued access to safety net services that help our members work towards stability. We oppose the proposed regulatory changes to the public charge rule.

The proposed changes are not yet in effect and are not final. We encourage our members to continue to seek regular medical care and continue using the resources our county is proud to offer.

For more information regarding the "Public Charge" Rule visit:

[Santa Clara County FAQs](#)

[California Health Care Foundation Resources](#)

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**Keep Up With Us**

