

# AGENDA

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

Tuesday, March 12, 2019, 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 December 11, 2018 Meeting 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. Member Incentive Programs</b><br>Assessment of current incentive programs and discussion of new program concepts. | Divya Shah<br>Health Educator                         |
| <b>6. Diabetes Prevention Program</b><br>Update on SCFHP's Diabetes Prevention Program.                                 | Divya Shah<br>Health Educator                         |
| <b>7. SCFHP Member Communications</b><br>Review of SCFHP member communications.   | Chelsea Byom<br>Manager, Marketing and Communications |
| <b>8. Future Agenda Items</b><br>Discuss topic ideas for June 2019 meeting.   | All   |
| <b>9. Adjournment</b>   | Brenda Taussig  |

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

### Committee Members Present

Blanca Ezquerro  
Rachel Hart  
Brenda Taussig  
Hung Vinh  
Tran Vu  
Danette Zuniga

### Committee Members Absent

Paul Murphy  
Lesly Gutierrez  
Myrna Vega  
Margaret Kinoshita  
Rebecca Everett

### Staff Present

Christine Tomcala, Chief Executive Officer  
Chris Turner, Chief Operating Officer  
Laura Watkins, Director of Marketing, Outreach  
and Enrollment  
Chelsea Byom, Manager of Marketing and  
Communications  
Cristina Hernandez, Marketing Project Manager  
Divya Shah, Health Educator

### Others Present

Maria Cristela Trejo Ramirez – Guest  
Evangeline P. Sangalang – Guest

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

Christine Tomcala, Chief Executive Officer, called the meeting to order at 6:01 p.m.

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

There were no public comments.

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

Ms. Ezquerro moved and Ms. Hart seconded the motion to approve the minutes from the meeting held on September 11, 2018. The motion passed unanimously with one abstention. Ms. Taussig abstained.

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

Ms. Tomcala presented an enrollment update: As of December 1, Medi-Cal enrollment is 242,695; Cal MediConnect is 7,695; and Healthy Kids is 3,345 for a total enrollment of 253,735. Trend continues to be a slight decrease in Medi-Cal enrollment but an increase in Cal MediConnect, which Ms. Tomcala credited to the Medicare Outreach team. Ms. Watkins explained that the decrease in Healthy Kids may be attributed to Covered California open enrollment, and that membership is generally volatile this time of year.

Ms. Tomcala shared the statement released by SCFHP about proposed changes to the public charge rule. She reinforced that the rule is not in effect and members should not disenroll from safety net programs. Ms. Ezquerro asked if SCFHP has seen disenrollment caused by the public charge rule. Ms. Watkins said that the proposed changes to public charge are a concern and something SCFHP is monitoring, but at this time cannot directly attribute changes in enrollment to the proposed changes to public charge.

Ms. Tomcala announced that Santa Clara County won the bid for two hospitals. She will keep the committee informed if the changes will impact SCFHP members.

#### **5. 2019 Changes to Medi-Cal Benefits and Services**

Ms. Byom presented 2019 changes to Medi-Cal benefits and services: pediatric palliative care, Health Homes Program (HHP) and Diabetes Prevention Program.

Ms. Zuniga asked about hospital to home transitions for HHP members. Ms. Byom replied that a HHP care coordinator will work with the member and their health providers to coordinate their care.

Ms. Byom asked the group if there is any interest for more information regarding the program. A couple of members were interested.

#### **6. Diabetes Prevention Program**

Ms. Shah presented the diabetes prevention program available to Medi-Cal members in 2019. The program is designed to prevent or delay the onset of type 2 diabetes.

Ms. Zuniga asked where the meetings or classes will take place. Ms. Shah explained that SCFHP has partnered with Solera Health to offer classes at locations throughout Santa Clara County. Solera even offers online courses. Ms. Ezquerro asked if the meetings are one on one sessions or group lessons. Ms. Shah answered that the program offers both. Group sessions have 12-15 participants.

Ms. Byom asked the group for ideas on how to communicate the diabetes prevention program to members. Ms. Ramirez believes that it is important for individuals to know what is happening to their bodies and that this program will be helpful to SCFHP members. She expressed her excitement regarding the nutritional education since she believes it to be the most important aspect to share with members. Ms. Ezquerro commented on the importance of educating providers and using them to reach to eligible members. Mr. Vu suggested targeting older members because he believes they get comfortable with the same routine and they should learn about their health before they are diagnosed with diabetes. Ms. Ezquerro suggested SCFHP create flyers and share them with members and community partners.

Ms. Shah shared her concerns that it is a yearlong program and asked if the committee believes members will commit to the program. Both Ms. Ezquerro and Mr. Vinh are concerned about the weekly, one hour meeting but believe members will still be interested. Ms. Tomcala asked if there are attendance requirements. Ms. Shah explained that to qualify for a second year, members must attend a certain number of meetings and show weight loss. Ms. Hart asked if SCFHP is offering incentives to those who complete the program. Ms. Shah answered that it has not been mentioned but it is a great idea to explore.

Ms. Zuniga suggested that meetings be available after work hours and on weekends.

Ms. Ezquerro asked if members will be able to make-up meetings and suggested the make-up sessions be available online. Ms. Hart asked for confirmation that Skype sessions will be available. Ms. Shah confirmed that online options will be available.

Ms. Taussig asked if the program is based on the American Diabetes Association diet. Ms. Shah will confirm the guidelines the diet is based on. Ms. Byom stated that the overall program follows the CDC curriculum.

## **7. SCFHP Member Communications**

Ms. Byom reviewed recent member communications, including newsletters and incentive program letters. The group confirmed receipt of the fall newsletter.

Ms. Ezquerro asked how members are targeted for the incentives. Ms. Shah explained that SCFHP gets data from providers about whether or not a member has completed the specific preventive care service or immunization. SCFHP determines which services to target based on our performance on a set of quality measures, called HEDIS. Ms. Hart asked why Vietnamese children were targeted. Ms. Byom explained the difference between the two targeted populations and the unique services they were missing. Reports showed that Vietnamese children had lower vaccine rates so the program was created to improve numbers for that population.

Mr. Tran asked if there is a connection between language barriers and low vaccine rates. Ms. Byom explained that it could be a possibility but it is hard to pinpoint the exact reason. Mr. Tran suggested SCFHP explore this topic further since Medi-Cal members tend to be low income and some are recent immigrants with cultural and language barriers.

Ms. Zuniga asked about the procedure for picking primary care providers in certain clinics, specifically Palo Alto Medical Foundation (PAMF) providers. Ms. Turner reviewed the process for selecting a PAMF provider. Ms. Turner asked the committee to refer to the SCFHP Provider Directory which shows available providers and how to choose a primary care physician.

Ms. Byom updated the committee on the website redesign. The website will be ready for testing early 2019.

Ms. Ezquerro asked if members can submit a change of address via the portal. Ms. Watkins explained that at this time members need to call to change their address because a system is not in place to confirm that it is a legitimate request from the member.

Ms. Byom shared dates for upcoming outreach events and asked the committee to share any events they believe SCFHP should participate in.

## **8. Future Agenda Items**

Ms. Ezquerro requested more details about the diabetes prevention program and the health homes program.

Ms. Taussig asked for results of the incentive letters. Ms. Shah stated that results may not be ready for the next meeting, but will be made available at a future meeting.

Ms. Hart asked how the topics of homelessness and health were joined for the SVCN Health and Housing Summit. Ms. Watkins explained that the summit, hosted by the Silicon Valley Council of Nonprofits, is a chance for local organizations to discuss their shared mission to promote access to health care and affordable housing. These organizations recognize that you have to have housing in order to be healthy. Ms. Watkins highlighted the importance of working with and learning from our community partners. Ms. Taussig suggested that committee members participate in the SVCN Health and Housing Summit which will be in January 2019 and is open to all.

Ms. Zuniga mentioned sharing information with people with disabilities at the Regional Center. Ms. Zuniga suggested that the Regional Center would be a great place to provide outreach since many people she meets there do not know about Medi-Cal and the resources available.

Ms. Watkins encouraged the committee to invite interested SCFHP members or members from community organizations to join the SCFHP Consumer Advisory Committee.

**9. Adjournment**

Ms. Taussig adjourned the meeting at 6:56 pm.

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Brenda Taussig  
Chair, Consumer Advisory Committee



**Santa Clara Family  
Health Plan™**

Consumer Advisory Committee

March 12, 2019

# Agenda

- SCFHP Updates
- Member Incentive Programs
- Diabetes Prevention Program
- SCFHP Member Communications
- Future Agenda Items

# SCFHP Updates

## Enrollment

- Total enrollment as of March 1, 2019
  - 251,068 members
  - 4.4% decrease since April 2018
- Medi-Cal – 239,836 (4.8% decrease since April 2018)
- Cal MediConnect – 7,884 (6% increase since April 2018)
- Healthy Kids – 3,348 (3.1% decrease since April 2018)

## Organization Updates

- Dr. Laurie Nakahira – new Chief Medical Officer
- National Committee for Quality Assurance (NCQA) awarded SCFHP 3-year Accreditation status for its Cal MediConnect plan (*NCQA is a private, non-profit organization dedicated to improving health care quality by evaluating health plans on how well they manage all parts of their health care delivery system.*)
- Santa Clara Valley Health & Hospital System purchase of O'Connor and St. Louise Hospitals
- March audits by Department of Managed Health Care and Department of Health Care Services

# Governor's Budget

## Governor's Focus on Medi-Cal

- Expanding Medi-Cal to cover undocumented young adults up to age 26
- Consolidate pharmaceutical purchasing for Medi-Cal
- Funds for mental health workforce training and early treatment/detection program
- Funds for supportive housing services added to Whole Person Care Pilot Program
- Funds to increase provider payments, family planning services, developmental screenings and trauma screenings

# Governor's Budget

## Governor's Focus on Children

- Affordable access to quality health care
- Commitment to early childhood development
- Emphasis on populations that are at-risk or low-income

## Governor's Request

- Partnership and collaboration as CA increases state's commitment to early childhood development
- Asked all CA health plans to review their current networks, processes, outreach and metrics for pediatric screenings and services
- Directed Department of Health Care Services (DHCS) to review its data in regards to pediatric measures and identify areas that require improvement

# Current Member Incentive Programs

	Childhood Immunizations	Controlling Blood Pressure	Diabetes Nephropathy
Description	<ul style="list-style-type: none"> <li>• Vietnamese children, ages 1-2</li> <li>• PMG and Premiere Care</li> <li>• \$30 gift card</li> </ul>	<ul style="list-style-type: none"> <li>• Hypertensive</li> <li>• Foothill clinics</li> <li>• \$25 gift card</li> </ul>	<ul style="list-style-type: none"> <li>• Diabetics, ages</li> <li>• PMG and Premiere Care</li> <li>• \$25 gift card</li> </ul>
Number of members mailed	475	1,108	212
Number of forms received	43	66	20
Number of members eligible for gift card	28	56	18

# New Member Incentive Programs

## Discussion Questions

As we discuss the new member incentive programs, please consider the following:

- What do you think about the incentives being offered?
- What do you like and dislike about the new programs?
- What do you think about the letter and form SCFHP mails to members? (See sample of member incentive letter included in your packet)
- Additional comments/feedback?

# New Member Incentive Programs

## Asthma Medication Adherence (AMR)

- Members, age 5-64
- \$15 gift card per quarter for asthma control

## Comprehensive Diabetes Care (CDC)

- Diabetic members, ages 18-75
- Must complete required screenings for HbA1c, retinal eye exam, and nephropathy (urine test)
- \$5 gift card per screening, OR \$50 for completing all 3 screenings

## Well-Child Visits (W34)

- Children, ages 3-6
- \$30 gift card for completing their well-child checkup

## Breast Cancer (BCS) and Cervical Cancer (CCS) Screenings

- Cervical Cancer, ages 21-64
- Breast Cancer, ages 50-74
- \$30 for completing their CCS, and \$20 for BCS
- Clinic day

# Diabetes Prevention Program Updates

## Provider

- YMCA of Silicon Valley
- 8 locations around Santa Clara county

## Program Details

- Member must complete prescreening process
- Cohorts of 8-16 people
- Meet for 16 consecutive weeks, then monthly
- For participating, members can earn a membership to the YMCA branch of their choice

## 16 CORE SESSIONS

SESSION	TOPIC
1	Welcome to the Lifestyle Balance Program
2	Be a Fat Detective
3	Three Ways to Eat Less Fat
4	Healthy Eating
5	Move Those Muscles
6	Being Active: A Way of Life
7	Tip the Calorie Balance
8	Take Charge of What's Around You
9	Problem Solving
10	Four Keys to Healthy Eating Out
11	Talk Back to Negative Thoughts
12	The Slippery Slope of Lifestyle Change
13	Jump Start Your Activity Plan
14	Make Social Cues Work for You
15	You Can Manage Stress
16	Ways to Stay Motivated

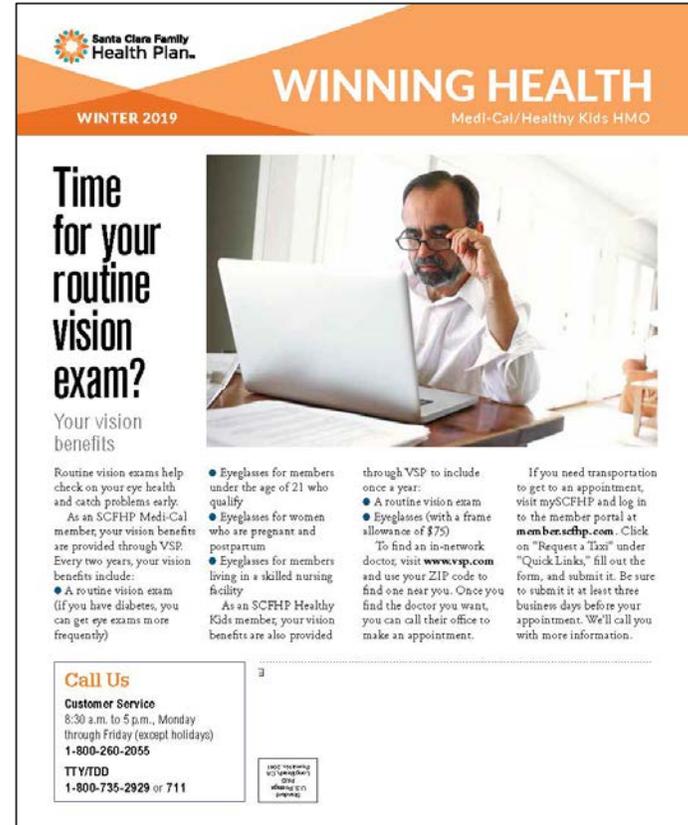
# SCFHP Member Communications

## Mailings

- Winter member newsletters
- 1095-B tax forms for Healthy Kids members
- CAHPS survey

## Website

- Board & Committee Meetings
  - Agendas, agenda packets, meeting minutes
- Member Materials
  - Provider Directories
  - Formulary
- New Website Update
  - User Survey Coming Soon!



**Santa Clara Family Health Plan**

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

WINTER 2019

### Time for your routine vision exam?

Your vision benefits

Routine vision exams help check on your eye health and catch problems early.

As an SCFHP Medi-Cal member, your vision benefits are provided through VSP. Every two years, your vision benefits include:

- A routine vision exam (if you have diabetes, you can get eye exams more frequently)
- Eyeglasses for members under the age of 21 who qualify
- Eyeglasses for women who are pregnant and postpartum
- Eyeglasses for members living in a skilled nursing facility

As an SCFHP Healthy Kids member, your vision benefits are also provided through VSP to include once a year:

- A routine vision exam
- Eyeglasses (with a frame allowance of \$75)

To find an in-network doctor, visit [www.vsp.com](http://www.vsp.com) and use your ZIP code to find one near you. Once you find the doctor you want, you can call their office to make an appointment.

If you need transportation to get to an appointment, visit [mySCFHP.com](http://mySCFHP.com) and log in to the member portal at [member.scfhp.com](http://member.scfhp.com). Click on "Request a Taxi" under "Quick Links," fill out the form, and submit it. Be sure to submit it at least three business days before your appointment. We'll call you with more information.

**Call Us**

**Customer Service**  
8:30 a.m. to 5 p.m., Monday through Friday (except holidays)  
1-800-260-2055

**TTY/DD**  
1-800-735-2929 or 711

1-800-260-2055  
TTY/DD: 1-800-735-2929 or 711

# SCFHP Member Communications

## Outreach Events

- **Events SCFHP Attended:**
  - SVCN Health and Housing Summit
  - Vietnamese Lunar New Year Festival
  - Senior Winter Walk and Resource Fair
  - Rocketship Mosaic Annual Health & Safety Fair
- **Future Events:**
  - JLSJ Community Health and Resource Fair – *March 16, 2019*
  - CACCC “Starting the Conversation” – *April 13, 2019*
  - Downtown Gilroy South County Health Fair – *April 27, 2019*
  - March for Babies – *April 27, 2019*



## Vietnamese Lunar New Year Festival



## March for Babies

# 2019 CAC Meetings

All meetings are held at SCFHP

## Schedule

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

Topics suggestions for June 2019 meeting?



**Santa Clara Family  
Health Plan™**

Questions?



March 7, 2019

Dear «Member Full Name»,

When you have diabetes, it is important to work with your care team to keep it in control. Your doctor will monitor your diabetes with tests to see how it is affecting your body. These tests that monitor your diabetes are called screening tests. Work with your doctor by keeping regular check-ups and completing necessary diabetes screening tests.

Each of the following tests play a different role in keeping you healthy.

Test	Why	How often
Blood pressure	High blood pressure can cause problems to your organs (kidneys, eyes, and heart).	Each doctor visit
HbA1c blood test	Measures blood sugar levels for the past three months.	Every 3 to 6 months
Diabetes eye exam	Checks for eye problems such as cataracts, glaucoma, and retinopathy.	Once a year
Microalbumin urine test	Measures the amount of protein in your urine. It tells your doctor how well your kidneys are working.	Once a year

As a Santa Clara Family Health Plan (SCFHP) member, routine screening tests are **covered at no cost to you.**

SCFHP cares about your health! «Member First Name», we noticed you have not had a Microalbumin urine test this year. **SCFHP will give you a \$25 Target gift card for completing your microalbumin urine test by May 15<sup>th</sup>, 2019.**

**Getting the \$25 gift card is simple!** Complete the urine test, fill out the form and return it to SCFHP before **June 15, 2019**. The form **must** be signed by your doctor or lab.

If you have questions, call SCFHP Customer Service at **1-800-260-2055**. Our representatives are available 8:30 a.m. to 5:00 p.m., Monday through Friday. For TTY/TDD users, please call **1-800-735-2929** or **711**. The call is free.

Sincerely,

Laurie Nakahira, D.O.  
Chief Medical Officer  
Santa Clara Family Health Plan

50241E

**\*Target gift card not to be used for purchase of tobacco, alcohol, or firearms.**



Santa Clara Family Health Plan™

Mail the completed form

Get a **\$25** Target gift card\*

**INSTRUCTIONS:**

1. **Make** an appointment with your doctor or assigned clinic and request a microalbumin urine test. Complete the test by **May 15<sup>th</sup>, 2019**. (Tests must be completed between September 1, 2018 and May 15<sup>th</sup>, 2019 in order to qualify for the incentive).
2. **Confirm** the **MEMBER INFORMATION** section below is up-to-date. If it isn't, correct it on this form.
3. **Complete** the **DOCTOR/LAB INFORMATION** section below. Have your doctor or medical assistant sign and date at your appointment.
4. **Mail** the completed form to SCFHP using the prepaid envelope or have your doctor fax it to **1-408-874-1959**.

SCFHP must receive the completed form with your doctor or medical assistant's signature before **June 15, 2019** to qualify for the gift card.

MEMBER INFORMATION:		
Name: «Member Full Name»		
Birth Date: «Birth_Date»	SCFHP ID #: «Member_ID»	
Mailing Address: «Address1» «Address2»		
City: «City»	State: «State»	Zip Code: «ZipCode»
Phone: «Phone Number»		

DOCTOR/LAB INFORMATION:
Doctor's Name:
Clinic Name:
Date of microalbumin urine test:
Phone:
*Doctor/medical assistant's signature/stamp:

The form must be signed/stamped by your doctor or lab.

\*Target gift card not to be used for purchase of tobacco, alcohol, or firearms.