

**MINUTES OF MEETING
OF
BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN- Member Advisory Committee**

Via In-person meeting
March 28^h, 2019

A quorum being present, a meeting of the Blue Shield of California Promise Health Plan Member Advisory Committee was called to order by the Chairperson, Kimberly Fritz, on day of Thursday, March 28th, 2019.

Committee Members present:

Amy Kalivas, Access to Independence
Andrea Tracey, Consumer
Gary Martin, Consumer
Ruth Relyea, Consumer
Antonio Garcia, Consumer
Adonis Alvarez, Consumer
Ed Quinian, Community Health Improvement Partners

Committee Members absent:

Dana Topper, Jewish Family Service

Management present:

Dr. Greg Buchert, President/CEO Blue Shield of California Promise Health Plan
Dr. Tanya Dansky, Senior Medical Office, Blue Shield of California Promise Health Plan
Kimberly Fritz, AVP Medi-Cal Contract Management

Committee guests:

Araceli Garcia, Program Manager for Consumer and Stakeholder Engagement
Jack Dailey, Advocacy Legal Aid Society of San Diego.

I. INTRODUCTIONS

Kim Fritz and Dr. Greg Buchert opened the meeting and facilitated introductions. Dr. Dansky introduces the Health Advocate video and explains the purpose of video to find a way to be more engaged with our members and their care.

II. New Business

Kim Fritz shared potential agenda topics for 2019. Erika Spicer provided more information on the health education services and cultural linguistics. Committee would like provider network that focuses on providers around their area. Kim provided an update on the new laws about the provider directory that provide more information. Committee recommended we share provider directories in Libraries, community-based organizations, YMCA, and senior centers. Another feedback under the member experience is the Blue Shield of CA Promise Health Plan member ID card font size is too small. Dr. Dansky provided update that has been reported to compliance and they are working on that issue. Eddy also recommended we can create a magnified card to have on the fridge that contains primary numbers. Committee recommended we send surveys to members about what sessions they are interested in to learn more about. For example, members would like to know more about the new benefits provided but do not an overview of the benefits.

III. CEO and CMO Management Update

Dr. Buchert provided an update on the name change, health plan organization integration and systems migration and Cal Medi-Connect demonstration program. Greg Buchert gathered feedback on experiences related to the plan name change to Blue Shield of California Promise Health Plan on January 1st, 2019. Committee members reported a positive experience with information received prior to and during the period leading to the name change. Dr. Dansky shared on Health Homes Medi-Cal benefit and Multipurpose Senior Services Program (MSSP) waiver renewal extension to 2024. Committee requested a contact sheet of committee members.

IV. Ombudsman Report

Jack Dailey discussed the role of the Ombudsman and what services they provide.

V. Old Business

Kim Fritz shared with committee we will always report back any updates discussed during previous meeting under old business going forward.

VI. Open Forum/ Discussion

No comments

VII. Adjournment

Kim Fritz announced that the next MAC meeting is Thursday, June 27th, at 12:30pm. Hearing no further business, Kim Fritz adjourned the meeting at 2:32 p.m.

Secretary

Date