

San Diego Member Advisory Committee Meeting Minutes

June 27th, 2019 • 12:30 p.m. to 2:30 p.m.

Committee Members

Committee Members	Committee Members Absent	Blues Shield Promise Health Plan
<ul style="list-style-type: none"> • Andrea Tracey (Consumer) • Antonio Garcia (Consumer) • Gary Martin (Consumer) • Ed Quinian (Community Health Improvement Services) • Erin Murphy (Interfaith Community Services) • Cathryn Nacario (NAMI) • Jessica Romero (SRC) • Ruth Relyea (Consumer) • Nancy Vera (Access to Independence) • Tanissha Harrell (211) • Steve Carroll (LGBT Center) 	<ul style="list-style-type: none"> • Serge NDondo Lay (Consumer) • Kari Logan (YMCA) 	<ul style="list-style-type: none"> • Dr. Greg Buchert (Blue Shield Promise Health Plan CEO President) • Dr. Kim Bower (Blue Shield Promise Health Plan Senior Medical Officer) • Kim Fritz (Blue Shield Promise Health Plan AVP, Medi-Cal) • Eddy Moreno (Blue Shield Promise Health Plan AVP, of Community Outreach & Enrollment) • Kellie Todd Griffin (Blue Shield Promise Health Plan Outreach & Events) • Carmen Katsarov (Blue Shield Promise Health Plan Social Services Manager) • Araceli Garcia (Program Manager for Consumer and Stakeholder Engagement)

Guest

- Nicholas Paul (Consumer Center for Health Education and Advocacy Legal Aid Society of SD)
- Viviane Brealey (Consumer)
- Graciela Martin (Consumer)
- Lynda Eckman (Consumer)

Topic	Presenter	Decisions/Action items
<p>Welcome and introductions</p>	<p>Kim Fritz Dr. Greg Buchert</p>	
<p>Report from the Chief Executive Officer and Chief Medical Officer</p> <ul style="list-style-type: none"> • Dr. Buchert reported on the following: <ul style="list-style-type: none"> ○ Greg Buchert provided an update on the Medi-Cal managed care models throughout California and new opportunities for growth. ○ He also shared on the Health Care options form has finally replaced Care 1st to Blue Shield of California Promise Health Plan. • Dr. Bower reported on the following: <ul style="list-style-type: none"> ○ Dr. Bower shared a new program that has gone into effect October 2018. Healthify, is an online tool that helps staff connect our members with community resources to address social determinants of health. Staff members can log referrals, track progress and follow-up with members to ensure their needs are addressed. 	<p>Dr. Greg Buchert Dr. Kim Bower</p>	
<p>Ombudsman Report</p> <ul style="list-style-type: none"> • Nicholas from Consumer Center for Health Education and Advocacy Legal Aid Society of SD shared a program that provides monthly food benefits to low-income individuals and families. The amount of benefits a household receive is dependent on household size, countable income, and monthly expenses, such as housing and utilities. LASSD offers free assistance with initial applications, as well as presentations as all levels of the appeals process. 	<p>Nicholas Paul</p>	
<p>Old Business</p> <ul style="list-style-type: none"> • Members are having trouble reading the small font on the member ID Cards. It was reported that the plan is addressing this, and the font will be increased by the end of the year, if not before. • Committee requested a Member Advisory Committee Directory. It was reported that directory contact sheet was created and inserted on folder. • Members would like a list of which facilities accept Silver Sneakers. It was informed to committee, Silver Sneakers is only available for advantage optimum plan, coordinated choice plan and total dual plan. 	<p>Kim Fritz</p>	

<ul style="list-style-type: none"> • Committee would like a provider directory that focuses on services render around the consume area. Committee was informed a directory will be produced showing providers within 10-mile radius, is under review by DHCS. 		
<p>New Business</p> <ul style="list-style-type: none"> • Dr. Bower discussed on the health plan priority, quality and access to care. We are looking to improve member engagement in accessing quality and timely care through member and provider incentive programs. • She shared about the NovuHealth incentive program. Purpose of the program is to improve the quality of care for our members by incentivizing them to complete preventive screenings and maintain our Medi-Cal HEDIS performance rantings. • This program will reward Medi-Cal members in both San Diego and Los Angeles county who complete certain screenings or activities for which they are eligible for in 2019. • Committee was asked which stores would they like to use for the gift card? • Recommendations from committee was to include .99 cents store, dollar tree and gas cards. • Committee was asked if \$10-\$25 is the right amount for gift card? Committee agreed, is a good amount. • Committee was asked what type of communications they prefer if mail or phone calls? Consumers would like we continue with both mail and phone calls to accommodate everyone's needs. • Dr. Bower also presented on how BSCPHP like to increase the number of new Medi-Cal members get an initial health assessment within 120 days of enrollment with their Medi-Cal health plan. • An initial health assessment is the initial office visit of the member with their primary care and includes, comprehensive history, preventative services, comprehensive physical and mental health status exam, diagnosis and plan of care, including follow up and a staying healthy assessment. • Committee was asked what are possible ways we can encourage new members to go in for a visit within 120 days of joining health plan? Committee recommended we add information on the member newsletter to remind them of the importance of Initial Health Assessment. Create a flyer with easy language that explains why you should get an IHA within 120 days of enrollment. 	<p>Dr. Kim Bower</p>	<p>Are there any incentives for behavioral health?</p>

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<p>Comments</p>	<p>Kim Fritz</p>	<ul style="list-style-type: none"> • Committee asked what services do we offer at Blue Shield Promise Health Plan about substance use disorders?
<p>Closing Remarks and Adjournment</p> <ul style="list-style-type: none"> • The meeting adjourned at 2:30 p.m. The next MAC is scheduled for September 26th, 2019 	<p>Kim Fritz</p>	