

San Diego Member Advisory Committee Meeting Minutes

September 18th, 2019 • 12:30 p.m. to 2:30 p.m.

Committee Members

| Committee Members | Committee Members Absent | Blues Shield Promise Health Plan |
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| <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) • Carmen Katsarov (Blue Shield Promise Health Plan Social Services Manager) • Araceli Garcia (Program Manager for Consumer and Stakeholder Engagement) |

Guest

- Lynda Eckman (Consumer)

| Topic | Presenter | Decisions/Action items |
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| <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 membership had decrease which is a good sign that represent a good economy and people are getting jobs. ○ Provided an update on the Public Charge Policy under longstanding federal policy, the Federal Government can deny an individual entry into the United States. • Bower reported on the following: <ul style="list-style-type: none"> ○ Dr. Bower shared a new program that improves the medical support that we can provide to our members in their homes through two programs: Landmark and Home-based Palliative Care. Landmark is a healthcare company that provides community- based, physician-led medical teams who specialize in house calls and home-based care to deliver medically needed services to chronically ill patients. ○ Palliative care is a patient and family centered care that prioritizes quality of life by anticipating, preventing and treating the symptoms associated with serious illness while addressing the physical, intellectual, emotional, social and spiritual needs. ○ Member identification cards have been re-designed and will be available starting 2020. | <p>Dr. Greg Buchert Dr. Kim Bower</p> | |
| <p>Ombudsman Report</p> <ul style="list-style-type: none"> • Maria Lackner presented on behalf of the Consumer Center for Health Education and Advocacy Legal Aid Society on the Public Charge. Public Change is used by immigration officials to decide whether a person can enter the U.S or get a green card. In this test, officials look at all a person's circumstances, including income, employment, health, education or skills, family situation and whether a sponsor signed a contract promising to support the person. The new changes will not be used by immigration officials until October 15th and will apply to only to applications that are postmarked or submitted electronically on or after October 15th. | <p>Maria Lackner</p> | |

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| <p>Old Business</p> <ul style="list-style-type: none"> • | <p>Kim Fritz</p> | |
| <p>New Business</p> <ul style="list-style-type: none"> • Simon discussed on the communication transformation is changing the way we interact with our consumers. Communication can be confusing, annoying, and inconsistent with the needs and preferences. Also waste a lot of money that should be used to better serve our members. It was presented of where we are headed with communication transformation. Modern, efficient, and consistent communications that are easy to understand and delight customers. This will result in timely, helpful, and relevant communications that ensure to get most of the health and benefits. Committee was asked if they could change one thing about how we communicate to them, what would it be? As we undergo our communication transformation effort, what would they like to see us continue? Some of the feedback received was accessibility- ensuring that we account for people's individuals needs when it comes to disabilities, (i.e. braille, font size, audio recordings, captioning). Keep the communications simple, clear and easy to understand "less is more". Revamp communications to read more like a newspaper headline format, so that readers can browse through key topics quickly, and choose where they want to dive deeper. The specific example given was the website, but it carries across to all communications also allows readers to focus on what really matters to them. Provide multiple channel options, there is no blanket solution that works for everyone. Some examples discussed were: Video, In-person (care navigators, health advocates), text messages, website, app, and call center. • One member expressed her appreciation of the 2019-member benefits overview format. It is very easy to read, with just the right amount of information. • Member expressed creating videos that talk about the benefits and how to access services which can help them refresh as many times they want. • Rosa Hernandez discussed and asked for input about the member newsletter. The newsletter goes out twice a year, there are certain things we need to share with our members; breast feed, availability of health education services and language access services. | <p>Simon Huber</p> | |

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| Comments | Kim Fritz | |
| Closing Remarks and Adjournment <ul style="list-style-type: none"> The meeting adjourned at 2:30 p.m. The next MAC is scheduled for December 9th, 2019 | Kim Fritz | |