

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
<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) • Nancy Vera (Access to Independence) • Tanisha Harrell (211) • Steve Carroll (LGBT Center) • Hodge Patterson (YMCA) 	<ul style="list-style-type: none"> • Lynda Eckman (Consumer) • Ruth Relyea (Consumer) • 	<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) • Araceli Garcia (Program Manager for Consumer and Stakeholder Engagement)

Guest

Topic	Presenter	Decisions/Action items
Welcome and introductions	Kim Fritz	
Old Business N/A	Kim Fritz	
<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 Resource Center in Los Angeles County. Pomona Resource Center had opened on 12/9/2019 to the public. BlueSky is a new initiative supports mental health for middle and high school students in California by providing additional mental health clinicians in school, training teachers on the signs of mental health issues, and empowering students with in-person and online mental health support resources. In January 2020, Blue Shield of California Promise Health Plan will be in audit with DHCS. • Dr. Dansky reported on the following: <ul style="list-style-type: none"> ○ NovuHealth Overview, the goal is to improve quality scores by motivating members to close gaps in care. Incentivize members to complete needed preventive healthcare visits. Increase member satisfaction. Member will receive gift cards as soon as they are seen by provider to closer gaps. Instant gratification, members is more likely to come into close gaps if the incentive of a gift cards is presented at appointment. ○ Provided an update on the video interpretative services. Health care interpretation promotes effective communication between limited-English proficient and Deaf and hard of hearing patients and health care providers. 	<p>Dr. Greg Buchert Dr. Tanya Dansky</p>	

<p>Ombudsman Report</p> <ul style="list-style-type: none"> Jack reported on the Public Charge. Is a test used in immigration processes and has been used since 1882. The currently proposed changes will be the first changes since 1999. The rule is not retroactive and is not in effect yet. Applies to only to applications submitted on or after and if. Newly named benefits used prior to that date will not be considered. 	<p>Jack Dailey</p>	
<p>New Business</p> <ul style="list-style-type: none"> The Teladoc General Medical Services will be available to Medi-Cal and Cal MediConnect members beginning February 1, 2020. They also requested feedback from the members in attendance on what would be the best method to promote the benefit. Would it be better to include mail a flyer, to do Robo calls, or live calls. The group discuss and suggested that an area to explore promoting this benefit might be the resource centers. Updates were also provided on the Medi-Cal benefits being restored as of 1/1/2020. Audiology services, incontinence creams and washes, optometric services, routine eye exam once every 24 months. eyeglasses once every 24 months, podiatry services and speech therapy services. It was noted that Cal MediConnect members already have access to all the restored benefits and in some cases, they are receiving richer benefits that those offer by Medi-Cal. For example, the benefit for vision in 2020 includes 1 routine eye exam every year and up to \$500 for eyewear every 2 years. Member expressed creating videos that talk about the benefits and how to access services which can help them refresh as many times they want. 	<p>Nairi Varteressian Rina Cruz Marilyn Perkola</p>	
<p>Comments</p>	<p>Kim Fritz</p>	
<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 March 19th, 2020. 	<p>Kim Fritz</p>	