

**September 11, 2015
Member Advisory Committee
Meeting Minutes**

Members Present: Lourdes Alarcon, Ed Evans, Raquel Cárdenas, Irene Conway, Charles Conway, Elia Fernandez, Maria Galicia, Starr Gul, Diana Jerome, Willow Lancaster, Ching Suk Lam, Un Un Che, Liu Zhong Chen, Anh Le, A.Jon Martinelli, Merlin Nw, Gene Porfido, Lee Rogers, Linda Ross, Libah Sheppard, Maria Luz Torre, Kwai Fong Tsui, James Walker, and Idell Wilson

Members Absent: Vivian Lee and Chin Hong Lou

Excused: Diana Maluia

Guests: Vanessa Hardin, Maryam Jhan, and Nicollette Maristela, Community Advocate at San Francisco Mental Health Association

Staff: Valerie Huggins and Nina Maruyama

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:00pm.

2. Approval of Agenda & Minutes:

The agenda was approved and the minutes from August 7, 2015 were approved with one amendment; Lourdes Alarcon absence was marked excused.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

Maria Luz Torre and Irene Conway reported that the Board met on September 2, 2015. The Health Plan is financially healthy and had an outstanding fiscal year. Membership had the highest growth this year at 137K members (including Medi-Cal expansion). We also had a corresponding growth in staffing. Despite the stressful move from the old office to the new one, everything has finally settled down with a successful relocation.

Ms. Conway mentioned the MAC membership will be at 30 members when Vanessa Hardin nomination is approved. Maria Elena nomination was approved at the September 2, 2015 Governing Board Meeting. Prospective applicants were informed they were still welcome to attend the meetings.

Lastly, the CEO of San Francisco General Hospital, Sue Currin, has retired. She was also the Chair of the San Francisco Health Authority.

Quality Improvement Committee Report-Ed Evans and Irene Conway

Ed Evans and Irene Conway reported that the Quality Improvement Committee (QIC) met on August 13, 2015.

Ms. Conway reported that the blood pressure cuffs were approved through the Health Plan. Also, the hepatitis c drugs are very expensive and the health plan pays first then reimbursed through Medi-Cal.

Lastly, Mr. Evans and Ms. Conway continue to remind the Committee if they have any issues with their providers to please let them know.

Staff Report-Nina Maruyama, Officer of Compliance and Regulatory Affairs

Nina Maruyama gave a staff report in John F. Grgurina, Jr., CEO absence. Ms. Maruyama gave a few updates from the Governing Board meeting.

The Governing Board approved the Medi-Cal provider rate changes. The Provider rate increases for non-Medi-Cal expansion aid codes (average 5.7% increase). The Governing Board also approved the annual CEO performance evaluation as well as the fiscal-year 14-15 organizational score of 96% and staff bonuses. This was one of San Francisco Health Plan's best year ever.

Ms. Maruyama answered most of the Committees questions.

4. Discussion: September Goal

a. Libah Sheppard (MAC member) and Guest Speaker, Nicolette Maristela from San Francisco Mental Health Association to present on Mental Health Access.

- Nicolette Maristela introduced herself and gave a little background about herself and the organization. The Mental Health Association of San Francisco advances the mental health of people of San Francisco and leads the global community in advocacy, education, research and supports that promote recovery and wellness while challenging the stigma associated with mental health conditions. The Mental Health Association of San Francisco has a variety of programs dedicated to promoting the wellness of persons experiencing mental health challenges as well as those who support them. Ms. Maristela passed out handouts and answered most of the Committees questions. The Committee thanked her for coming to their meeting.
- Libah Sheppard shared a story of her life growing up as a child and the many challenges she face growing up. The Committee applauded Ms. Sheppard for being brave enough to share her story.

b. Idelle Wilson (MAC Member) to discuss the National Alliance on Mental Illness Program (NAMI)

- Idelle Wilson gave a brief background on the National Alliance on Mental Illness Program (NAMI). NAMI is the nation's largest

grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. What started as a small group of families gathered around a kitchen table in 1979 has blossomed into the nation's leading voice on mental health. Today, NAMI is an association of hundreds of local affiliates, state organizations and volunteers who work in your community to raise awareness and provide support and education that was not previously available to those in need. NAMI relies on gifts and contributions to support our important work. The toll-free NAMI Helpline allows us to respond personally to hundreds of thousands of requests each year, providing free referral, information and support a much-needed lifeline for many. Ms. Wilson passed out a booklet on the organization as well. The Committee thanked Ms. Wilson for the information.

5. Public Comment

There were no public comments.

6. Calendar Items for Next Meeting

There were no items calendared.

7. Prospective Members

There was one prospective member in the audience; Vanessa Harlin's nomination has been voted on by the MAC and will be forward to the Governing Board for final approval at the November Board meeting.

8. Announcements

Several announcements were made and handouts were distributed for those who were interested.

9. Adjournment

The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs