

**April 7, 2017
Member Advisory Committee
Meeting Minutes**

Members Present:

Members Absent:

Excused:

Guests: None

Staff: Valerie Huggins, Stephanie Boyce, Rhonda Carson, and John F. Grgurina, Jr., CEO

1. Welcome, Introductions and Roll Call:

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

2. Approval of Agenda & Minutes:

The agenda was approved. The minutes of the March 3rd meeting were approved with one amendment. A question was raised regarding the February Quality Improvement Committee (QIC) report by Ms. Conway regarding prescriptions being available for members 72 hours or less coming out of the Emergency Room. After a brief discussion, Ms. Conway said she would go back to the February QIC meeting notes, and bring back the answer to the committee in its next meeting.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Irene Conway

Irene Conway and Maria Luz Torre reported that the Board did not meet. The next scheduled meeting is May 3, 2017.

In order to carry out one of the Committee goals to build a positive culture, improve communication, team-building and bonding using ice-breakers, Irene Conway led an ice-breaker exercise.

Exercise: If money was not an issue, and you were given a trip of a lifetime, all expensed paid, where would you go and what would you do? Twelve committee members enthusiastically *shared* their dream trip in the 15-minute exercise.

Most members participated within allotted time and shared their dream trip.

Quality Improvement Committee (QIC) Report-Ed Evans and Irene Conway

Ed Evans and Irene Conway reported that the Quality Improvement Committee met on April 6th. A report on the April QIC meeting will be presented at the May MAC meeting. The next scheduled QIC meeting is June 8, 2017.

Staff Report: John F. Grgurina, Jr., CEO

John F. Grgurina, Jr., CEO gave an update on the American Health Care Act (AHCA).

San Francisco Health Plan (SFHP) has been closely following the AHCA that was scheduled to be voted on in the House of Representatives a few weeks ago. Due to a lack of support, the AHCA was not voted on. While we can't predict the future, the proposal is unlikely to be voted on in its current form. Given the negative impact of the AHCA's Medicaid provisions to us, our members, our providers and our state, this is an important development. This definitely is not over. In the meantime, the ACA (Affordable Care Act) is still the law of the land.

Mr. Grgurina answered the Committee's questions. The Committee thanked Mr. Grgurina for the update.

4. Discussion: Teledoc Implementation, Rhonda Carson, Project Portfolio Manager

Ms. Carson attended the Committee meeting to discuss the Teledoc implementation. The Teladoc implementation project team is working towards a 5/1 go-live date for offering telemedicine services to our members (through Teladoc vendor). As part of the go-live preparation and testing, we'd like to identify a few volunteers (3-5) from the San Francisco Health Plan (SFHP) Member Advisory Committee who would be willing to assist us with testing the member registration and possibly appointment scheduling process. Most of the Committee members volunteered for testing the member registration and thanked Ms. Carson for the opportunity to participate.

5. Public Comment

There were no members from the public present.

6. Calendar Items for Next Meeting

There were no items calendared.

7. Announcements

The Co-Chairs and staff continue to remind members that their full attendance and participation at the Committee meetings are important. Any absences to be excused must be reported to staff ahead of time and must be for a valid reason.

There were no announcements.

8. Adjournment

The meeting adjourned at 2.30pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs