



**MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY**
www.sfhp.org

Valerie Huggins
Phone: (415) 615-4235 /Email: vhuggins@sfhp.org
Maria Luz Torre (415) 722-6229 & Irene Conway, Co-Chairs

Meeting Agenda & Zoom Information
March 12, 2021
1:00PM- 3:00PM
Via Zoom Meeting

Meeting ID: 993 7669 6659
Passcode: 971124

By Mobile Phone
Number: 1-669-900-6833 - Meeting ID: 99376696659#

To use the **LANGUAGE INTERPRETATION SERVICES**, you will need to **DOWNLOAD** and install the Zoom app either on a Windows or Mac computer **OR** download and install the Zoom app onto an Android or IOS device (**iPhone/iPad**). You will need to set up a free Zoom account to use this service. **PLEASE** do this the day **BEFORE** the meeting.

LANGUAGE INTERPRETATION will not work if you connect via a web browser or on a Chromebook.

In addition, we ask if you could follow these simple ground rules during the meeting:

1. Attend on time. Be engaged. Do not drift in and out of the meeting. And do not leave before meeting is adjourned.
2. Be patient while we are working out the technical issues.
3. Be courteous. Mute yourself and listen while others are talking.
4. Raise your hand to speak. (We will give instructions on how to do this on zoom).
5. Mute yourself unless you are recognized to speak and make sure you are in a quiet location.
6. Turn off TV, radio and other background noise.

AGENDA

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports-
 - Chairs & Governing Board: Maria Luz Torre & Irene Conway
 - Quality Improvement Committee: Edward Evans, Idell Wilson, and Irene Conway
 - Staff Report: John F. Grgurina, Jr., CEO
4. Discussion: Wellness Check
5. Discussion: CAHPS Roadshow and Telehealth: SFHP Staff/Access and Care Experience (ACE) Department; Jesse Chairez, Yves Gibbons, Amy Petersen, and Nicole Ylagan,
6. Discussion: Pharmacy Benefit Carveout: SFHP Staff, Lisa Ghotbi, Director of Pharmacy
7. Discussion: State Updates: SFHP Staff, Sumi Sousa, Chief Policy Development and Coverage Programs Officer
8. Public Comment:
9. Calendar Items for Next Meeting:
10. Announcements:
11. Other:
12. Adjournment:

Please Note These Upcoming SFHA Meetings:

Quality Improvement Committee:	April 8, 2021 (7:30am- 9:30am)
Member Advisory Committee:	April 9, 2021 (1pm-3pm)
Finance Committee:	May 5, 2021 (11am-12pm)
Governing Board:	May 5, 2021 (12pm-2pm)
