

**May 4, 2018
Member Advisory Committee
Meeting Minutes**

Members Present: redacted to protect members' data

Members Absent: None

Excused: None

Guests: None

Staff: Stephanie Boyce, Yves Gibbons, John F. Grgurina, Jr., Valerie Huggins, Robert Lew, and Corinne Young.

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 were also approved with one amendment: Liu Zhong Chin absence was excused.

3. Committee Reports:

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

The last Governing Board meeting was held on May 2, 2018.

John Grgurina arrived at the meeting and delivered the Governing Board report.

The next scheduled Board meeting is June 13, 2018.

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

Irene Conway reported that the Quality Improvement Committee did not meet.

The next scheduled meeting is June 14, 2018.

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

John F. Grgurina, Jr., CEO reported that the Board met on May 2, 2018. Mr. Grgurina mentioned the plan's health benefits increased 9%-10%; it was regular 8 ½ %.

On the State level, the Plan will receive draft rates on July 1, 2018.

Lastly, Mr. Grgurina reported from the closed session of the Governing Board meeting. The Governing Board approved the CEO to contract with Seton Medical Center with the same rates and contractual agreements as SFHP's contract with other contracted hospital systems, including reciprocity payments.

Mr. Grgurina announced the two newest Board members to the Committee, Sabra Matovsky, CEO San Francisco Community Clinic Consortium and Jian Zhang, CEO Chinese Hospital.

Mr. Grgurina answered the Committee's questions

4. Discussion: Yves Gibbons, Program Manager, Access and Care Experiences; Providers' Time to Return Phone Calls from Members

Yves Gibbons attended the Committee meeting to retrieve some feedback on providers' time to return phone calls to members. The Committee members provided Mr. Gibbons with some suggestions.

Mr. Gibbons thanked the Committee and will follow-up with the Committee at a later date.

5. Discussion: Wellness Sharing Day

As a team building exercise, most of the members shared some of their healthy wellness experiences/ exercises with the group.

The Committee also said goodbye to one of their members, Gene Porfido who is moving out of San Francisco.

6. Public Comment

A member of the public participated in #4 discussion and #5 and shared his wellness tip.

7. Calendar Items for Next Meeting

Presentation on Post-Traumatic Stress Disorder (PTSD) at the June Committee meeting.

8. Announcements

There were no announcements.

9. Adjournment

The meeting adjourned at 2:45pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs