

**August 2, 2019
Member Advisory Committee
Meeting Minutes**

Members Present:

Members Absent:

Excused:

Guests: None

Staff: Stephanie Boyce, Jesse Chairez, Grace Dadios, Nina Golubski, Valerie Huggins, Nina Maruyama, Amy Petersen, Sumi Sousa, and Gabby Torres

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 June 7, 2019 Committee meeting were approved as written.

3. Committee Reports:

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

Ms. Torre and Ms. Conway reported that the Governing Board met on June 12, 2019.

The next scheduled Board meeting is September 4, 2019.

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

Mr. Evans and Ms. Conway reported that there was not a QIC meeting as it was canceled due to a building issue.

The next scheduled QIC meeting is August 8, 2019.

Staff Report: Sumi Sousa and Nina Maruyama

Ms. Sousa gave a 2019-20 State budget update (PowerPoint presentation handout was provided to the Committee).

Healthy Kids HMO Shifts to Medi-Cal

Healthy kids documented population, currently administered by San Francisco Health Plan (SFHP) moves into Medi-Cal – 2,200 documented kids move to SFHP Medi-Cal effective October 1, 2019. SFHP will close Healthy Kids HMO line of business post January 2020.

Medi-Cal Expansion for Undocumented Adults 19-25

Californians ages 19 through 25 that meet all other Medi-Cal eligibility requirements except documentation status will be eligible for full scope Medi-Cal effective January 1,

2020 – 500 healthy San Francisco members will transition over next fiscal year to Medi-Cal.

Medi-Cal Optional Benefits Restored for Two Years

No sooner than January 1, 2020, Medi-Cal members will regain access to the following Medi-Cal optional benefits:

- Optician and optical lab services
- Podiatry
- Speech therapy
- Audiology
- Incontinence creams and washes

These optional benefits will be suspended December 31, 2021 unless FY 21-22 and FY 22-23 state General Fund revenues exceed state General Fund expenditures.

Ms. Sousa answered several of the Committee's questions. The Committee thanked her for attending their meeting and providing them with this information.

Ms. Maruyama spoke briefly about pharmacy benefits. She explained that there is a statewide shift via Executive Order to a fee for service system. This will be carved out of from the SFHP benefits. It will be a cumbersome process to shift and may take longer than the state intends the transition to be. Members may not be able to have their specific pharmacy concerns addressed at the SF Health Plan because the state is trying to centralize the administration of the pharmacy benefit.

4. Discussion: San Francisco Health Plan's Health Service Department; Grievance Process

SFHP staff team members from the Health Services department attended the Committee meeting to give an overview on how San Francisco Health Plan's Member Grievance and Appeal Rights works (A detailed PowerPoint handout was handed out to the Committee). This item is one of the Committee's goals.

A grievance is any written or oral expression of dissatisfaction regarding the plan or provider/s, including quality of care concerns. A grievance can be filed anytime about your care or experience.

What kinds of grievances do we get?

- Disagreement with provider or care team
- Reaching clinic or getting a call back
- Wait time to get appointments
- Poor service – staff, communication or facility

What do most members want?

- Help or support getting a need met
- Better communication of care plan or treatment goals
- For their experience not to happen to someone else
- Improvement in clinic/health system/plan

The team answered several of the Committee questions. The Committee thanked the Health Services team for attending their meeting.

5. Public Comment

There were no public comments.

6. Calendar Items for Next Meeting
Community Health Resource Sharing.

7. Announcements
The announcements were shared under Community Health Resource Sharing.

8. Adjournment
The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs