



MEMBER ADVISORY COMMITTEE MINUTES FROM JUNE 4, 2024 MEETING



MEMBER ADVISORY COMMITTEE MINUTES

Staff Present: Alana Troutt, Nina Maruyama, Val Huggins, Lena Liu, Priscilla Luong, Grace Carino, Suzanne Samuel, Travis Tiani, and Tanya Yared

1. Welcome & Introductions.

The start of the Member Advisory Committee (MAC, “Committee”) was delayed allowing for the arrival of one of the MAC Co-Chairs. Meeting was called to order at 10:30 a.m.

Alana Troutt, Chief of Staff, San Francisco Health Plan (SFHP), welcomed the Committee members. SFHP staff and Committee members introduced themselves.

Ms. Troutt spoke on behalf of the CEO, Yolanda R. Richardson, as she was unable to attend the meeting. Ms. Troutt then went over the agenda.

2. Report on Board Meeting.

Due to time constraints, this item was not discussed.

3. Report on QIHEC.

Due to time constraints, this item was not discussed.

4. Grievance & Appeals Logs.

Grace Carino, Supervisor, and Lena Liu, Associate Program Manager, Grievance and Appeals, presented a review of SFHP’s grievance and appeal processes. They explained members’ rights to file grievances and appeals and how they are processed at SFHP. They discussed that members are protected from any type of retaliation from providers or the plan and should not be concerned about filing a grievance. They reviewed recent grievance trends and the extensive grievance and appeal logs. They explained that reviewing the logs annually is a requirement from the Department of Health Care Service (DHCS). She explained that there is a record of each grievance and appeal, which must be maintained in a log. During the review of the logs, Ms. Carino reviewed the following:

- a. SFHP representative recording the grievance or appeal.
- b. A description of the complaint or problem.
- c. A description of the action taken by SFHP and the provider to investigate and resolve the grievance or appeal.
- d. The proposed resolution by SFHP, which includes working with the provider.
- e. The name of SFHP staff responsible for resolving the grievance or appeal.
- f. The date of notification to the member of resolution.

Committee members were engaged throughout the presentation and asked questions about retaliation protections. They also provided helpful wording during the grievance and appeal intake process regarding the member’s desired outcome, which would likely help engage the member more positively during the process.

Wellness Program:

Tanya Yared, Program Manager, Population Health Management, attended the MAC meeting to discuss the Health Education & Wellness program survey. Ms. Yared asked the committee their thoughts and opinions about SFHP's Health Education Program to help improve the program for members. She asked each member to take a survey regarding health education. Ms. Yared then reviewed a few of SFHP's wellness programs. Ms. Yared noted the Committee's suggestions and will follow up with them at a future meeting.

Community Needs Assessment:

Suzanne Samuels, Manager, Population Health Management, presented information about SFHP's population needs assessment process. In addition, Ms. Samuels asked if the Committee could complete a health assessment survey for the San Francisco Department of Public Health, who is responsible for leading a collaborative process to develop a Community Health Assessment with SFHP, Anthem Blue Cross and Kaiser. Ms. Samuels provided the survey link and QR code for Community Health Assessment survey and informed the Committee she would provide updates at future meetings.

5. **Potential Topics for MAC.** This item was not discussed due to time.
6. **Other Information.** There was no other information presented.
7. **Adjournment.**

The meeting adjourned at 12:00 pm.