
MEMBER ADVISORY COMMITTEE MINUTES FROM APRIL 9, 2025 MEETING



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MAC Attendance: [REDACTED] Juthaporn Chaloeicheep, Abigail Alderson [REDACTED]
[REDACTED]

SFHP Staff Present: Alana Troutt, Dr. Steve O'Brien, Jenn Moore, Nina Maruyama, Edwin Poon, Matthias Jaime, Madyson Baker-Jones, Priscilla Luong, Veronica Nicholson, and Tanya Yared.

MAC Absences: [REDACTED]

1. Call to Order (Abigail Alderson and Juthaporn Chaloeicheep):

The MAC meeting was called to order at 10:00 am.

2. Approval of Minutes: MAC Meeting February 5, 2025 (Abigail Alderson and Juthaporn Chaloeicheep):

A motion was called by the MAC Co-Chairs, Juthaporn Chaloeicheep and Abigail Alderson to approve the MAC February 5, 2025, Minutes. [REDACTED], MAC Member, made the first motion to approve, and [REDACTED], MAC Member, seconded the motion. The motion passed unanimously, and the February 5, 2025, MAC Minutes were approved.

3. Co-Chairs Announcements: (Abigail Alderson and Juthaporn Chaloeicheep):

No announcements were made by the MAC Co-Chairs.

4. CEO Updates: (Alana Troutt on behalf of Yolanda R. Richardson):

Alana Troutt, Chief of Staff, shared Ms. Richardson's regrets for missing the MAC meeting. Ms. Richardson was in Sacramento for an in-person meeting for all CEOs. Ms. Troutt gave CEO updates on behalf of Ms. Richardson, beginning with how SFHP is navigating the potential cuts at the federal, state and local levels. She reported that the state is outlining ancillary benefits to focus on health care, i.e. being able to see your doctor and getting treatments that address illnesses instead of cutting population.

Ms. Troutt is hopeful that the task at hand will allow SFHP to lessen the impact of federal cuts on SFHP members. She asked if the members had any questions and since there were none, we moved to the next agenda item.

5. Updates from SFHP Committees:

A. Report on January 15, 2025, Governing Board Meeting: (Abigail Alderson and Juthaporn Chaloeicheep)

The Governing Board reported on the following items. 1) SFHP new Medicare program D-SNP will be launching January 2026; 2) SFHP enrollment opens October 2025; 3) CEO gave an overview of cuts potentially implemented on federal and state levels as well as updates on SFHP finances and plan performance.

B. Report on December 19, 2024, Quality Improvement and Health Equity Committee Meeting: [REDACTED]

The Quality Improvement and Health Equity Committee (QIHEC) initiated the following items:

- 1) A MAC member raised concerns about the QIHETP work plan document. The member said there needs to be more accountability, regulatory context, and improvements in data quality. Despite the member's objections at the QIHEC meeting, the plan was approved. The member suggested strengthening patient representation by increasing the number of SFHP patient participants at QIHEC meetings. They also suggest improving accessibility during MAC meetings by allowing interpreters to attend remotely, which was implemented at the April 9 MAC Meeting.

6. How can we best contact you and provide you with information about our services? (Tanya Yared):

Tanya Yared, SFHP'S Health Educator, lead a discussion on the best ways to reach members and the following was found during the discussion:

- MAC members overwhelmingly prefer email, phone calls and doctor visits to receive information.
- MAC members would like information regarding: Reminders for check-ups, health tips, understanding of their medicine and how to use their benefits.
- MAC members agreed that gift card programs for well-child visits and prenatal/postpartum care are great incentives.

7. Help Us Decide our New ID Card Look (Jenn Moore):

Jenn Moore, SFHP Chief Operating Officer, gave MAC members each two versions of ID cards and here are our findings:

- MAC members preferred the current card the best
- MAC members would like a digital card for their smart phones and tablets
- MAC members would like to add something on the envelope delivered to them with ID card that reminds them that their vision and dental #'s are on the back of the card

8. Getting to Understand the People We Serve (Edwin Poon)

Edwin Poon, Chief Health Equity Officer lead a discussion on the population we serve. He shared our members highest concentration is in: Ingleside/Excelsior, Bayview Hunters Point, Visitacion Valley, and Mission District. MAC members engaged in a discussion on homelessness and race inclusion. Mr. Poon also shared a new training SFHP will be incubating in June 2025 focusing on health equity.

9. Adjournment.

The MAC meeting was adjourned at 12:00 pm.