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

Meeting Minutes
April 1, 2026
10:00 AM to 12:00 PM

MEETING LOCATION
San Francisco Health Plan Office
300 Mission (50 Beale Street), 13th Floor, San Francisco, CA 94105

1. **Call to Order** (Abigail Alderson and Juthaporn Chaloeicheep)
 - Meeting called to order at 10:05 a.m.
2. **Approval of Minutes:** MAC Meeting February 18, 2026 (Abigail Alderson and Juthaporn Chaloeicheep)
 - A motion was called by the MAC Co-Chairs, Juthaporn Chaloeicheep and Abigail Alderson to approve the MAC February 18, 2026, Minutes. The motion passed unanimously, and the February 18, 2026, MAC Minutes were approved.
3. **Co-Chairs Announcements:** (Abigail Alderson and Juthaporn Chaloeicheep)
 - Ms. Chaloeicheep raised a topic related to a historical labor leader. Ms. Alderson shared she attended a politically related public event in San Francisco over the weekend. It was advised that both topics fall outside the scope of the MAC.
4. **CEO Updates:** (Yolanda R. Richardson)
 - CEO, Yolanda Richardson, provided updates to the MAC Committee on the top two (2) priorities for SFHP: 1. Update on legislation regarding oversight of Fraud, Waste and Abuse (FWA) at the federal level and ongoing crackdown on FWA, which SFHP is following and ensuring that we are compliant with regulatory requirements as a health plan and 2. Changes in membership, which SFHP is experiencing a decline due to changes in coverage at the federal level regulations. SFHP will continue to monitor and be available to answer questions members have regarding coverage changes. Reminded MAC members regarding information they receive in the mail for their health plan coverage from DHCS please read and respond, timely. Reminded members to reach out to our Customer Service department during business hours to answer any questions they may have.
5. **Updates from SFHP Committees:**
 - a. Report on March 19th, 2026, Governing Board Meeting: (Abigail Alderson and Juthaporn Chaloeicheep)
 - The Governing Board reported the following items. The Chief Financial Officer provided an overview of SFHP's financial performance through January 2026. The CEO addressed the heightened federal focus on fraud, waste, and abuse across social service programs, including Medi-Cal,

outlining California's response and SFHP's related actions, such as implementing new program integrity fraud detection software and increasing oversight of high-cost services. The Chief Medical Officer presented ongoing strategies to manage medical expenses.

b. Report on March 26, 2026, Quality Improvement and Health Equity Committee:

([REDACTED])

- The Quality Improvement and Health Equity Committee (QIHEC) reported the following items. The Committee reviewed quality measures and current performance, shared the Behavioral Health brochure, and discussed the new D-SNP Care Plus program, which will be incorporated into QIHEC meetings for ongoing oversight.

6. **Cultural and Linguistic Appropriate Services Survey Results** ([REDACTED])

- [REDACTED], gave a presentation on the results of the 2025 interpreter services survey which include positive changes from last year and opportunities for improvement.
- It was noted that a sample of members was selected to answer the survey; not all members received the survey.
- Committee members were asked if they knew how to get an interpreter for SFHP services and health visits. It was explained that services are available in person, over phone, or over video.
- One committee member shared their experience with interpreter services and reminded everyone that they can ask for interpreter services at any health visit.

7. **Member Health Rewards Program Overview** ([REDACTED])

- [REDACTED], which offers gift cards to members who complete certain health checkups. She reviewed who is eligible, what actions are required, and the value of each reward.
- It was clarified that the program is designed to reduce care gaps and described how eligible checkups and members are selected.
- Committee members asked questions about how the program is evaluated and suggested sharing program information through local CBOs.

8. **Potential Topics for MAC**

Committee members recommended the following topics for future meetings:

- Understanding SFHP coverage and benefits, including prescription drugs, DME, and specialized programs
- Accessing care and services, including how members connect to covered benefits and community-based resources and how provider-to-provider communication supports access
- Addressing member concerns and barriers to care, such as ambulance billing fears, safety concerns when visiting clinics (e.g., ICE presence), and bereavement support
- Managing health and quality outcomes, including chronic disease management (e.g., hypertension) and understanding CAHPS scores and what they reflect

9. Adjournment

- Meeting adjourned at 11:45 a.m.

Please Note These Upcoming SFHP Meetings:

Quality Improvement and Health Equity Committee:
Finance Committee:
Governing Board:

June 11, 2026 (8:00am – 10:00am)
May 20, 2026 (11:00am – 12:00pm)
May 20, 2026 (12:00pm – 2:00pm)

Accessible Meeting Information: Meeting locations are wheelchair accessible. To request accommodation: ASL interpretation, materials and handouts in electronic format or other accommodations, please contact:

Tanya Yared

Phone: (415) 615-5616 Email: tyared@sfhp.org

Providing at least 48 hours advance notice will help to ensure availability.