
**MEMBER ADVISORY COMMITTEE
(MAC) SAN FRANCISCO HEALTH
AUTHORITY**

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Meeting Minutes











June 10, 2026

10:00 AM to 12:00 PM

MEETING LOCATION

San Francisco Health Plan Office



1. **Call to Order** (Abigail Alderson and Juthaporn Chaloeicheep)
 - Meeting called to order at 10:05 a.m.
2. **Approval of Minutes:** MAC Meeting April 9, 2026 (Abigail Alderson and Juthaporn Chaloeicheep)
 - A motion was called by the MAC Co-Chairs, Juthaporn Chaloeicheep and Abigail Alderson to approve the MAC April 9, 2026, Minutes. The motion passed unanimously, and the April 9, 2026, MAC Minutes were approved.
3. **Co-Chairs Announcements:** (Abigail Alderson and Juthaporn Chaloeicheep)
 - Co-chairs announced that SFHP will be marching in the 2026 Pride parade and encourage MAC members to join.
4. **CEO Updates:** ()
 -  spoke on behalf of  who is unable to join the meeting due to meeting conflicts.
5. **Updates from SFHP Committees:**
 - Report on May 20, 2026, Governing Board Meeting from Abigail Alderson and Juthaporn Chaloeicheep:
 - The SFHP Governing Board welcomed a new member –  .  will provide a key perspective on the Board, and we are excited to welcome him to the Board.
 - , provided updates on state and federal policy updates, including the recently released May Revise state budget.   will discuss this more later in the meeting.
 -  then provided an update on SFHP's quality performance with DHCS-related quality measures. SFHP has performed well on DHCS-related metrics, however some disparities have been noticed in the UIS population.

6. **Upcoming Changes to Medi-Cal (Alana Troutt)**

- [REDACTED] and [REDACTED] answered questions on what counts as “Qualified Immigrants” and “Medical Frailty”, and changes in Federal restrictions related to work requirements.
- [REDACTED] and [REDACTED] answered questions about what ECM and CS are and who it supports.
- [REDACTED] explained how Fee-For-Service (FFS) works and [REDACTED] explained how FFS may apply to pharmacies.
- MAC members recommend hosting a webinar on changes to Medi-Cal, based on final law changes on June 15, 2026. [REDACTED] notes that the State will also communicate what any changes are.
- MAC members share concerns about impact on specialty care, and [REDACTED] shared about SFHP’s involvement in [REDACTED] to work together with other Managed Care Plans.

7. **Cultural and Linguistic Appropriate Services Program Description & Workplan (CLAS) ([REDACTED])**

- [REDACTED], and [REDACTED] answer questions on how the CLAS program and Customer Service respond to grievances and evaluate and train providers.
- MAC members request brochures, signs, and postcards on Cultural and Linguistic Services at clinics. [REDACTED] shares about Facility Site Review process and opportunity to include signage at provider offices.
- A MAC member highlights UCSF’s process for vetting qualified interpreters.
- MAC members suggest improvements to CLAS: Capturing Trauma-Informed Care and Cultural Humility in provider trainings; Changes to local demographic surveys to capture “Other” information.
- A MAC member notes disconnection issue with Customer Service when choosing language.
- [REDACTED] and [REDACTED] answer questions on threshold languages and various ways to track which languages are most popular among SFHP members.
- A MAC member describes challenge with supplemental benefit card for Care Plus (HMO D-SNP) members where grocery stores in Chinatown don’t accept the card.

8. **Community Health Improvement Plan (CHIP) Community Reinvestment Update ([REDACTED])**

- [REDACTED] answers questions on the CHIP strategy focusing on Diabetes, Hypertension, and Mental Health.
- MAC Members suggest: Providing social groups to help address chronic issues and mental health, increased internships, add resource page in member newsletter, and outreach to clinics to provide information (recommends Tom Waddell and Lyon Martin).
- [REDACTED] shares about a Redetermination Campaign at all clinics and 10 CBOs. She suggests bringing content of all campaigns to future MAC meetings.
- MAC Members suggest: Outreach at Project Homeless Connect and other community health fairs.

9. Adjournment

- Meeting adjourned at 11:45 a.m.

Please Note These Upcoming SFHP Meetings:

Quality Improvement and Health Equity Committee: June 11, 2026 (8:00am – 10:00am)

Governing Board: June 17, 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:


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