San Francisco Health Plan

Member Advisory Committee (MAC)
San Francisco Health Plan
www.sfhp.org

Meeting Agenda
Wednesday, November 4, 2026
10:00 AM to 12:00 PM

Location
San Francisco Health Plan Office
[redacted]

#	Agenda Item	Facilitator	Time
1	Call to Order	Co-Chairs	2 minutes
2	Approval of Minutes: MAC Meeting September 2, 2026	Co-Chairs	2 minutes
3	Co-Chairs Announcements	Co-Chairs	15 minutes
4	CEO Updates	[redacted]	15 minutes
5	Updates from SFHP Committees: Report on QIHEC September 3, 2026 Report on Governing Board September 16, 2026	Co-Chairs	10 minutes
6	How to File a Grievance or Appeal and Review of Grievance and Appeal Logs	[redacted]	25 minutes
7	Annual Mental Health Outreach and Education Plan	[redacted]	25 minutes
8	Pharmacy Services and Support with Medication	[redacted]	20 minutes
9	Adjourn	Co-Chairs	5 minutes

Please Note These Upcoming SFHP Meetings:
Governing Board: Wednesday, November 18, 2026
MAC Meeting (Holiday Party): Tuesday, December 1, 2026
Quality Improvement and Health Equity Committee: Thursday, December 10, 2026

Accessible Meeting Information: Meeting locations are wheelchair accessible. To request accommodation such as ASL interpretation, materials and handouts in electronic format or other accommodation, please contact [redacted] Please provide at least **48 hours** advance notice to help to ensure availability.

Member Advisory Committee (MAC) Meeting Minutes

1. **Call to Order**
    a. The meeting was called to order.
2. **Approval of Previous Minutes**
    a. The previous meeting minutes were reviewed and approved
3. **Co-Chairs Announcements**
    a. No announcements from co-chairs
4. **CEO Updates**
    a. Election updates: Changes in Congress may bring policy changes in the future, but it will take time.
    b. Community Investment plan was approved by the board
5. **Updates from SFHP Committees:**
    a. Report on QIHEC, September 3, 2026
        i. CAHPS- Care Experience: All measures have improved from previous measurement year
        ii. Areas of focus: Rating of Health Plan and Rating of Primary Care Doctor
        iii. Health Equity Update: Low rates of Diabetes control in Black and Latino communities
        iv. STARS: SFHP's Care Plus program currently has a 2.5-star rating. SFHP created a STARS workgroup to achieve a 3.5-star rating.
        v. Members were interested in the Care Plus enrollment packet, and how big it is.
    b. Report on Governing Board, September 16, 2026
        i. SFHP has reached a 4.5-star NCQA rating.
6. **How To File a Grievance or Appeal and Review of Grievance and Appeal Logs**
    a. Members have the right to file a grievance or complaint if they are not happy with any care they receive (e.g., primary care, specialists, behavioral health, etc.)
    b. Members can file grievances online by calling member services, in person at the SFHP Service Center, writing a letter to SFHP, completing a grievance form, or directly at your doctor's office.
    c. What do members want after filing a grievance?
        i. Members mentioned wanting solutions and feel safe from retaliation
    d. Members can file a grievance without fear of retaliation. If members feel they are being retaliated against, SFHP can support the member.
    e. Members will receive an acknowledgement of their grievance within 5 calendar days and a resolution letter in 30 calendar days. Urgent grievances are resolved within 72 hours.
    f. The grievance team investigates the grievance which includes review of medical records and contacting clinical staff.
    g. Grievance helps SFHP identify trends with providers. Members are encouraged to file grievances.
    h. Common trends identified for 2025 are poor communication, timely access to

primary care/specialists, and transportation.

i. Members can file grievances if they do not agree with a decision for their medical treatment
j. SFHP has 30 days to process appeals. 72 hours for urgent appeals.
k. Most appeals are denied because pre-authorization forms are not completed accurately
l. Members can
m. SFHP Grievance and Appeals team review the grievance log and the appeals log.

7. Annual Mental Health Outreach and Education Plan

a. Goal: Improve access to mental health benefits
b. Outreach plan is updated on an annual basis
c. In 2025, MAC recommended a postcard with Carelon information, and distribution of educational materials with Community-Based Organizations (CBOs)
d. In 2026, SFHP did the following
    i. Developed a new behavioral health brochure
    ii. Shared health education materials with providers and clinics
    iii. Digital campaigns targeting Depression Screening Follow-Up for AAPI Heritage Month in May
    iv. Included behavioral health education in the member newsletter for winter, summer, and fall.
e. Ideas members shared for 2027 behavioral health outreach plan:
    i. Posters and flyers in clinics
    ii. Sharing behavioral health education materials in schools to address adolescent behavioral health
    iii. Partner with more CBOs, non-profits, libraries, or gyms to host health education and wellness workshops on a regular basis
        1. Another option is NA or AA groups like Positive Direction and Sister Program
    iv. More mobile outreach at local events
        1. Examples include AIDS walks, cancer awareness walks, Dia de Los Muertos events
    v. Inform MAC members of upcoming events SFHP will be attending, so MAC members can attend and support
    vi. Including messaging in behavioral health education materials relating to the process of connecting with the right therapist and type of therapy
    vii. Members expressed appreciation for including Seasonal Affective Disorder (SAD) in the member newsletter. This made them feel not alone in their experience
    viii. Members and SFHP staff expressed interest in integrating behavioral health and physical health. Examples include tying vitamin D and iron deficiencies to mental health

8. Pharmacy Services and Support with Medication

a. Pharmacy benefits were covered, including mail order pharmacy for home delivery, bubble packaging for medications, increasing medication supply from 30-day to 90-day supplies if deemed medically appropriate, and transportation benefit for pharmacy and PCP appointments.
b. Other pharmacy benefits discussed include medication adherence and medication reconciliation
    i. Medication Adherence: SFHP monitors members who are not refilling their medications and works with providers to encourage members to refill
    ii. Medication Reconciliation: when members are hospitalized, the pharmacy team reviews prescribed medications to consolidate medications if possible and ensure there are no dangerous interactions with medications.
c. SFHP covers all drugs on the Drug List (formulary) at no cost. Members can request a coverage decision or exception if the medication is not on the list.
d. Members asked if COVID-19 Tests are still covered by SFHP.
    i. COVID-19 tests are covered with pre-authorizations
e. Members discussed using the pharmacy benefit to get blood pressure cuffs and blood sugar monitors. They also expressed concerns with calibration of these devices.
f. Members were interested in more health education regarding monitoring blood pressure, blood pressure cuffs, and how to calibrate them.

9. Adjourn