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

[www.sfhp.org](http://www.sfhp.org)

**MAC MEETING MINUTES**

**Wednesday, June 11, 2025**

**10:00 AM to 12:00 PM**

**MEETING LOCATION**

**San Francisco Health Plan (SFHP) Office**

**300 Mission (50 Beale Street), 12<sup>th</sup> Floor, Castro Conference Room San Francisco, CA 94105**

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**MAC Attendance:**

M Villaluna, Carol Gordon, Mayli Lee, Vanessa Jackson, Juthaporn Chaloeicheep, Abigail Alderson, Edgar Castellanos Diaz, Jose Contreras, Yu Rong Huang, and Yves Tcheutchoua

**SFHP Staff Present:**

Yolanda Richardson, Alana Troutt, Matthias Jaime, Madyson Baker-Jones, Dr. Steve O'Brien, Jenn Moore, Nina Maruyama, Priscilla Luong, Tanya Yared and Edwin Poon

**MAC Absences:** May Fung Jang, Maria Contreas

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

The MAC meeting started at 10:04 am.

**2. Approval of Minutes: MAC Meeting April 9, 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, Yves Tcheutchoua MAC Member, made the first motion to approve, and Jose Contreras, MAC Member, seconded the motion. The motion passed unanimously, and April 9, 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: (Yolanda R. Richardson):**

Yolanda Richardson, SFHP CEO, shared State and federal policy changes and potential impacts on SFHP members. Mrs. Richardson spoke about the anticipated impacts and how SFHP is advocating for our members on the local, state and federal level. She also shared an opportunity for MAC members to advocate with DHCS.

### **5. Updates from SFHP Committees:**

#### **A. Report on May 21, 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 May 19, 2024, Quality Improvement and Health Equity Committee Meeting: (Yves Tcheutchoua)**

The Quality Improvement and Health Equity Committee (QIHEC) initiated two main items. 1) How can QIHEC members be more involved in the voting process and 2) Is there room to open the voting options to more than two.

### **6. SFHP Grievances and Appeals (Grace Carino):**

Grace Carino, SFHP'S Grievances and Appeals, Supervisor gave a presentation on the process of grievance and appeal from problem to solution.

- MAC members were shown what grievance is: how to file a complaint; different types of grievances and how to decline to file a complaint.
- MAC members were also shown SFHP'S grievance and appeals logs
- MAC members were given an overall performance review on our Transportation services Modivcare

### **7. Building Black Futures: Health & Youth Development Resources (Dr. Misty Patton):**

Dr. Misty Patton, 3<sup>rd</sup> Street Youth, gave MAC members a presentation on all of the resources 3<sup>rd</sup> Street Youth offers:

- Therapy & Counseling Services
- Health & Youth Development Programs
- Youth Clinics

**8. Adjournment.**

The MAC meeting was adjourned at 12:00 pm.