
MEMBER ADVISORY COMMITTEE MINUTES FROM NOVEMBER 5, 2025, MEETING



MEMBER ADVISORY COMMITTEE MINUTES

MAC Attendance: Juthaporn Chaloeicheep, Abigail Alderson, Maria Contreras, M Villaluna, Vanessa Jackson, Jose Contreras, Yu Rong Huang, and Yves Tcheutchoua, Mayli Lee

SFHP Staff Present: Alana Troutt, Dr. Steve O'Brien, Nina Maruyama, Edwin Poon, Matthias Jaime, Madyson Baker-Jones, Priscilla Luong, Emiliano Corona, Chau Lee and Gunilla Bergensten

MAC Absences: May Fung Jang, Edgar Castellanos Diaz, Carol Gordon

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

The MAC meeting started at 10:03 am.

2. Approval of Minutes: MAC Meeting June 11, 2025 (Abigail Alderson and Juthaporn Chaloeicheep):

A motion was called by the MAC Co-Chairs, Juthaporn Chaloeicheep and Abigail Alderson to approve the MAC September 3, 2025, Minutes. Yves Tcheutchoua asked for an amendment to minutes for follow up items. Abigail called for a motion to approve the minutes with follow-up amendments. Maria Contreras, MAC Member, made the first motion to approve, and Jose Contreras, MAC Member, seconded the motion. The motion passed unanimously, and the September 3, 2025, MAC Minutes were approved.

No announcements were made by the MAC Co-Chairs.

3. CEO Updates: (Yolanda R. Richardson):

Yolanda Richardson, SFHP CEO, noted that SFHP is in a financially stable position despite the government shutdown. She also encouraged members to spread the word about importance of filling out Medi-Cal renewal packet. Yolanda introduced Alana Troutt, COS to provide State and federal policy updates. Chief of Staff Alana Troutt informed MAC members on the state of SNAP and action the city and county of SF is taking to support CalFresh recipients.

Follow Up Items:

- Clarifying information about SFHP UIS population and eligibility requirements/UIS freeze
- What are Medi-Cal Work requirements
- What is the role Healthy SF can play with UIS

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

A. Co-Chairs Announcements

No announcements were made by the MAC Co-Chairs.

B. Report on September 3, 2025, Governing Board Meeting: (Abigail Alderson and Juthaporn Chaloeicheep)

The Governing Board reported on the following items. 1) SFHP D-SNP update; 2) SFHP revenues and expenses for fiscal year 2024-2025 approved unanimously by the Board; 3) CEO presented the results of SFHP'S 2024-2025 Organizational goals and was happy to report the organization received an 89%.

5. SFHP Care Plus Launch (Chau Le):

Chau Le, SFHP'S Senior Director for Product and Growth, presented on SFHP new product Care Plus.

Care Plus is a Dual Eligible Special Needs Plan (D-SNP):

- Combines both Medicare and Medi-Cal; and members who enroll in SFHP Care Plus must also be enrolled with SFHP Medi-Cal
- Provides existing benefits i.e. (Hospital, Primary, Emergency, Specialist Care Visits) with extra benefits such as: Vision, Chiropractic, Transportation and Rent/Utilities services
- Marketing began on 10/1/2025

Chau introduced Gunilla Bergensten, Director of Marketing and Communications, to share and administer SFHP resource 'business cards' for MAC members to pass out in their communities.

6. Community Health Improvement Plan Update (Edwin Poon, PhD):

Edwin Poon, PhD, SFHP's, Chief Health Equity Officer gave MAC members an update on CHIP:

- Two more meetings 12/04/2025 & 01/22/2026
- Participants: SFHP, SFPH, SFCCC, UCSF Health, APA Family Support Services, Native American Health Center, Senior & Disability Action, Rafiki Coalition, Kaiser Permanente, Code Tenderloin, ON LOK, Bay Area BAAITS, Anthem
- SFHP is in Phase 1: Population Level Plan (9/2025-1/2026)

Information Requests:

- How was previous CHA/CHIP measured?
- Clarify connection with QI workplan and QIHEC
- What is being done to improve the connection between mental health and students?
- How can we support members with chronic conditions better with mental health services?
- How is timely access being addressed?
- How can we improve preventative medicine? Especially with UIS?

7. Adjournment.

The MAC meeting was adjourned at 11:40 am.