

**March 12, 2021
Member Advisory Committee
Meeting Minutes**

Members Present:



Members Absent: None

Excused: None

Guests: Weikuen Tang (Interpreter)

Staff: Stephanie Boyce, Jesse Chairez, John F. Grgurina, Jr., Valerie Huggins, Sumi Sousa and Nicole Ylagan

Due to the COVID-19 public health emergency and in accordance with Governor Newsom's Executive Order N-29-20, the Member Advisory Committee members attended this meeting via Zoom. The meeting was closed to in-person public attendance, but the Zoom information was provided on the publicly posted agenda. This precaution was taken to protect all members, staff, and the public. All the Committee members, staff and public attended the meeting virtually.

1. Welcome, Introductions and Roll Call:

The meeting was called to order shortly after 1:00pm.

2. Approval of Agenda & Minutes:

The agenda was approved, and the minutes from the February 2021 Committee meeting were approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Irene Conway

Ms. Torre and Ms. Conway both reported the Board met on March 3, 2021. The Board approved the Committee's 2021 goals and discussed the COVID-19 vaccinations. Dr. Fiona Donald, Chief Medical Officer will be attending the Committee meeting in April to discuss the vaccinations. In addition, San Francisco Health Plan will not mandate a return to the office for any employee before January 1, 2022.

The next scheduled meeting is May 5, 2021.

Quality Improvement Committee (QIC) Report-Ed Evans and Irene Conway
The Quality Improvement Committee did not meet in February. The next meeting is scheduled for April 8, 2021.

Staff Report: John F. Grgurina, Jr., CEO presented his staff report to the Committee.

Mr. Grgurina discussed San Francisco Health Plan (SFHP) is working with the San Francisco Department of Public Health (SFDPH) and other providers on the COVID-19 vaccinations. President Biden says everyone should be vaccinated by the July 4th.

Mr. Grgurina says he is very pleased at how the Health Plan has been running smoothly, working remotely for one year now.

Lastly, Mr. Grgurina asked everyone to continue to focus on something to be grateful for during these difficult times that we are in.

4. Discussion: Wellness Check

The Committee continues to practices keeping themselves healthy and safe.

5. Discussion: CAHPS Roadshow and Telehealth

Nicole Ylagan and Jesse Chairez attended the Committee's meeting to discuss why Consumer Assessment Health Plan Survey (CAHPS) is important. CAHPS shows your experience at SFHP, you can choose a health plan from results, and helps SFHP on what to focus on. Ms. Ylagan asked the Committee what can SFHP do to improve services to members? Mr. Chairez noted the Committee responses in the Zoom chat box.

Lastly, Ms. Ylagan and Mr. Chairez discussed Telehealth. What is Telehealth? Phone or video calls that replaced regular doctor visits during COVID-19. Ms. Ylagan asked the Committee to think of two worst experience they had with Telehealth and note in the Zoom chat box.

The Committee thanked both Nicole and Jesse for presenting at their meeting.

6. Discussion: Pharmacy Benefit Carveout

Lisa Ghotbi, PharmD., Director of Pharmacy Services, attended the Committee meeting to update them on Medi-Cal Rx, the pharmacy benefit managed by DHCS. Medi-Cal Rx goal is to administer one consistent pharmacy benefit for all 13 million Medi-Cal members. Go live date to be determined.

7. Discussion: State Updates:

Sumi Sousa, Chief Policy Development and Coverage Programs Officer, gave an update on the State level. \$1.9T Federal stimulus passes and a recall of Governor Gavin Newsom likely to qualify. (Detailed PowerPoint slides were presented during the meeting).

8. Public Comment:

There were no public comments.

9. Calendar Items for Next Meeting:

Dr. Fiona, Donald, Chief Medical Officer, to discuss COVID-19 vaccines and Etacia Brown and Michelle Loya-Talamantes to present developing a Chronic Condition Incentive Program.

10. Announcements:

Ms. Torre mentioned to the Committee to continue to stay safe and observe the protocol; social distancing, wearing a mask, stay six feet apart and best of all stay at home, exercise and eat healthy.

11. Other:

No other topics were discussed.

12. Adjournment

The meeting adjourned at 3.15pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs