

**October 8, 2021
Member Advisory Committee
Meeting Minutes**

Members Present: [REDACTED]

Members Absent: [REDACTED]

Excused: None

Guests: Weikuen Tang (Interpreter)

Staff: Valerie Huggins, Grace Carino, Jesse Chairez, Rosa Jade, and John F. Grgurina, Jr.

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 at 1:00pm.

2. Approval of Agenda & Minutes:

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

3. Committee Reports: Chair & Governing Board Report-Maria Luz Torre and Irene Conway

Ms. Torre and Ms. Conway both reported the Board did not meet. The next scheduled meeting is November 3, 2021.

Quality Improvement Committee (QIC) Report-Ed Evans, Irene Conway, and Idell Wilson

Irene Conway reported that the QIC did not meet. The next scheduled meeting is October 14, 2021.

Staff Report: John F. Grgurina, Jr., CEO

Mr. Grgurina discussed a few highlights. He mentioned how nice it is to see improvement with the vaccinations. The Medi-Cal numbers are climbing.

Mr. Grgurina mentioned he was approved to attend the Association Health Plan Association (CAHP) Conference in San Diego next week. In addition, he will be attending the Association for Community Affiliated Plans (ACAP) in late October.

Lastly, Mr. Grgurina stated that the Zoom meetings are going well for the Committee and the Plan will give advance notice when it is safe to have in-person meetings.

Mr. Grgurina continues to encourage everyone to be safe and opened the floor for a few questions. The Committee thanked Mr. Grgurina for his report.

4. Discussion: Committee Etiquette

The Co-chairs reminded the members to participate in the meetings, be on time, and be courteous to one another as well as the Health Plan staff.

5. Discussion: Wellness Check

The Committee continues to practice keeping themselves healthy, safe, and sharing different activities to do during these difficult times.

6. Discussion: Appeals and Grievances Presentation: SFHP Staff, Grace Carino, Jada Rosa, and Jesse Chairez

The Grievance Team did a presentation on what is a grievance, and how you can file a grievance anytime about your care or experience.

The Grievance Team answered many questions the Committee had. The Committee thanked the grievance team for providing them with this information.

7. Public Comment:

There were no public comments.

8. Calendar Items for Next Meeting:

There were no items calendared for the next meeting.

9. Announcements:

There were no announcements.

10. Other:

No other topics were discussed.

11. Adjournment

The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs