

**HEALTH PLAN OF SAN MATEO
CONSUMER ADVISORY COMMITTEE MEETING
Meeting Minutes
Thursday, June 8, – 12:00 p.m.
801 Gateway Blvd., 1st Floor
Boardroom South San
Francisco, CA 94080**

Members Present: Barbara Erbacher, Ricky Kot, Danilyn Nguyen,

Staff Present: Maya Altman, Pat Curran, Gabrielle Ault-Riche, Charlene Barairo, Rhonda Bibbins, Nicole Ford, David Ries, Jose Santiago, Carolyn Thon,

1.0 Call to Order/ Introductions

Ms. Nguyen called the meeting to order at 12:04 p.m.

2.0 Public Comment / Communications

There was no public comment.

3.0 Approval of Agenda

The Consumer Advisory Committee agenda was approved as presented.

4.0 Approval of Meeting Minutes for March 02, 2017

The draft minutes of the March 02, 2017 were approved as presented.

5.0 HPSM Operational Reports and Updates

5.1 CEO Update

Ms. Altman gave an update to the group:

- Affordable Care Act: HPSM and our trade associations are currently monitoring developments related to AHCA.
- Agreement with HPSM and Verity Health System
- Negotiations with Sutter Health: HPSM contracted new agreements with Sutter Health.
- CMS Audit
- Federal Reform Updates

5.2 Medical Director

Dr. Margaret Beed: absent

5.3 Grievance and Appeals

Gabrielle Ault-Riche verbally reviewed the written Grievance and Appeals Report from Quarter 4, 2016 and from Quarter 1, 2017. She compared the two quarters highlighting the following:

- Cal MediConnect (CMC): Grievances increased significantly from 2016, with a particular increase in grievances related to Access, Billing, and Customer Service. Part C (medical) appeals remained steady, but the overturn rate for appeals increased. Part C appeals were not higher in Q1 2017 than in Q4 2016, but they were higher than in Q1 2016 representing an overall increase from year-to-year. The distribution of appeals remained relatively similar to past quarters, with an increase in Part D (drug) appeals.
- Medi-Cal: Like CMC, there was a year-to-year increase in medical appeals. Grievances, however, remained constant and did not increase. There were fewer grievances related to Availability, but a larger percentage related to Customer Service and Quality of Care. Unlike CMC, the overturn rate of appeals decreased.
- Across lines of business, grievances resolved within 24 hours also increased, particularly related to Billing and Access issues.
- In Q1 2017, the Grievance and Appeals Unit met its goal of resolving at least 95% of all grievances and appeals within the regulatory timeframes.

5.4 Provider Services

David Ries stated that Provider Services was close to finalizing an agreement with Sutter Health (PAMF) which will take in effect in August 2017.

5.5 Member Services

Jose Santiago verbally reviewed the written Members Services/CareAdvantage report and identified the following:

- New benefit for Non-Medical Transport (NMT) for Medi-Cal adults will cover taxi rides for appointments to covered Medi-Cal services and will be effective July 1, 2017. American Logistics Company (ALC) will provide the taxi rides, which include both door-to-door service through ALC's fleet of taxis and sedans as well as curb-to-curb service provided through ALC's partnership with Lyft.
- HPSM is conducting its annual Timely Access Survey and CAHPS Survey.
- Review of call center metrics revealed that the Member Services Call Center continues to attempt to meet their goal of 80% of calls

answered within 30 seconds but has not yet reached this goal. The CareAdvantage Call Center has reached this goal and is currently answering 85% of calls within 30 seconds.

6.0 Adjournment

The meeting was adjourned at approximately 1:00 pm.

Next meeting is scheduled for September 7, 2017