

**HEALTH PLAN OF SAN MATEO
CONSUMER ADVISORY COMMITTEE MEETING
Meeting Minutes
Thursday, March 2, 2017 – 12:00 p.m.
801 Gateway Blvd., 1st Floor Boardroom
South San Francisco, CA 94080**

Members Present: Barbara Erbacher, Judy Garcia, Ricky Kot, Vincent Merola, Danilyn Nguyen, Nicole Pollack,

Staff Present: Maya Altman, Gabrielle Ault-Riche, Charlene Bariero, Margaret Beed, M.D., Rhonda Bibbins, Nicole Ford, Karen Licavoli, David Ries, Rosie Rivera, Jose Santiago, Carolyn Thon, Tonya Walters

1.0 Call to Order

Ms. Nguyen called the meeting to order at 12:06 p.m.

2.0 Public Comment

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 December 29, 2016

The minutes of the December 29, 2016 were approved as presented.

5.0 HPSM Operational Reports and Updates

5.1 CEO Update

Ms. Altman gave an update to the group:

- Health Plan received an Innovation Award from the Department of Health Care Services for work on Community Care Setting Pilot (CCSP).
- The Health Plan is monitoring the possibility of an ACA repeal, very closely.
- The County of San Mateo has written a letter in support of ACA that is going out to California representatives.

5.2 Medical Director

Dr. Beed reported:

- The HomeAdvantage program that went live in October of 2016, now has about 200 members enrolled in the program. The members are selected based on risk. Members who have 5 or more complex conditions and who pose the highest health risk, are prioritized. There is a pool of 2,500 potential members. The network consists of social workers, case workers and doctors who are working together to address members' issues.

- Ms. Pollack asked whether HomeAdvantage interferes or conflicts with Whole Person Care (WPC). Ms. Altman clarified that the distinction lies in member eligibility. Those who are eligible for WPC are mostly Medi-Cal members, not necessarily duals. Where HomeAdvantage is exclusively for duals.
- Ms. Nguyen asked if people could be served by multiple programs. Dr. Beed informed the group that it is possible for one person to be eligible and served by multiple programs, but they would not receive the same service from multiple programs. This is the type of overlap the Health Plan and partner agencies are attempting to avoid.

5.3 Member Services

Mr. Santiago verbally reviewed the written Members Services/CareAdvantage report and reported on the following:

- Enrollment is over 148,000 members, Medi-Cal enrollments continue to increase due to Medi-Cal expansion.
- Magellan Health will administer the Behavioral Health Therapy services.
- HPSM's Landmark program has been renamed HomeAdvantage.
- In October of 2016, HPSM mailed closure letters to 621 DSNP members.

5.4 Health Education Update

Ms. Licavoli provided an update on the Health Education, Diabetes/Weight Watcher's program. After a needs assessment survey identified that members wanted more information on weight management and healthy eating, the health education department bolstered the diabetes management classes and partnered with Weight Watcher's to give members options for weight management and nutrition.

Ms. Licavoli visited the sites that conduct the diabetes/weight management classes. The sites visited were: Fair Oaks, Seton, Mills-Peninsula and San Mateo Medical Center. Two of the sites offer classes in Spanish. The classes are mostly lecture but there are interactive activities, for example the trainer brings in samples of food portions. They also illustrate what grams of sugar look like, so that members are more aware of how much sugar is in the different foods they eat. On the member assessment forms, they enjoy this portion of the class.

There is also a Weight Watchers (WW) program, where HPSM provides 5 vouchers to eligible members to attend a WW class near them. To be eligible for the program, members must be over 18, with a BMI over 25, and be ready for the program. After attending 5 classes, members can send in proof of attendance and receive another 5 vouchers, for up to a total of 20 vouchers. The one drawback to the WW's program is that it does not provide classes in Spanish and this might dissuade some Spanish speaking members.

The program objective is to help members manage weight by learning healthy eating habits, portion control, and providing a support group. A measurement of success is whether the member can lose 5% of their weight during the program. For members who participated in the program, they lost the 5% and/or said they learned from the program.

There seems to be high interest but low participation. HPSM is launching a new incentive program to address this. For members who participate and meet the weight loss goal, they will receive a Target gift card. HPSM will target members who received referrals or called in about the program but never enrolled in the program. The results of the campaign will be shared at a future meeting.

6.0 Adjournment

The meeting was adjourned at approximately 1:00 pm.

Next meeting is in June 2017