

~ Frequently Asked Questions ~

What language will they be able to speak if the member is outside the threshold language?

There are up to 20 languages ConsejoSano can communicate in.

The threshold languages for the two counties are as follows:

Alameda

Spanish, Vietnamese, Cantonese & Mandarin

Contra Costa

Spanish

If a group is not ready for a particular campaign, what is the solution? For example, they say their immunization data is not ready, can they start with Wellness Exam? A provider could opt out of a campaign and resume for the others as needed.

Ideally, ConsejoSano would launch all campaigns at the same time. This will ensure the dashboard reporting is consistent for all providers. But if needed they can certainly remove a provider from a campaign launch and start them later.

If the member phone number doesn't work how will we be notified?

At the end of each campaign CFMG will have a report of listing the incorrect phone numbers.

What if the member is not due yet for a Wellness Exam and told to call Primary Care Physician?

If member said they had a Wellness Exam in December, for example, the member can opt out of the campaign.

Members can opt out of campaigns whenever they want. The first message in each campaign tells them to reply "STOP" or "DNT" to opt out and they will not receive any more messages related to that campaign.

How does ConsejoSano mention transportation to the member and communicate this message? ConsejoSano can incorporate and link resources in the text message.

ConsejoSano adds links to the SMS/texts with transportation information for the health plan—this could include a form to request or any other transportation benefits/resources offered by the health plan. ConsejoSano can also prompt the member to call 'Customer Service' if they have a transportation issue. Finally, the last message of each campaign typically surveys the member to find out what barriers they are facing. Ex: Our records show you still have not

made an appt. Is there anything we can do to help? Please let us know what is preventing you from coming in. 1= Child Care 2= Transportation 3= Time off from work.

What happens if incorrect provider information, how will they respond? The member says this is not my PCP, for example.

The member can let ConsejoSano know the provider we prompted them to call is incorrect. ConsejoSano will respond and ask them to reach out to CFMG Customer Service to determine if the data was inaccurate or if the member's PCP truly has changed.

Texting, how does this work, it is two-way?

If the member has questions, will ConsejoSano answer them?

All the ConsejoSano texts are two-way and monitored by a live person. ConsejoSano does not use computers to scan messages. A live care coordinator will review every message and respond appropriately depending on the member's questions, concerns, or escalations.

Note: ConsejoSano uses auto responses after hours (usually 8pm). This message will alert the member they are closed but will respond to their message in the morning.