

# Member Services



*Helen Lopez,  
QI Assistant*

*Eric Buben,  
Member Services Grievance  
and QI Coordinator*

*Donna Slimak,  
Director of Member Services*

*“With “your folks” and my new wonderful doctors and therapists, I have hope again that I can get back on my feet. I am extremely grateful and am working hard to get much better thanks to the system and all of you!!!”*

*- SBHI Member*

***New Member Welcome Process & Education:*** We have shifted and refocused goals by reallocating staff resources. New members will be advised on the importance of establishing a positive relationship with their Primary Care Physician and we will assist them with the scheduling of their Initial Health Assessment.

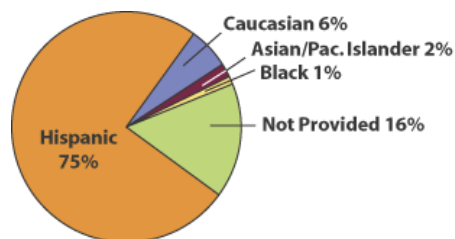
***Emergency Services:*** New members will be advised how and when to appropriately use emergency services.

***Pregnancy Care:*** A proactive approach will be taken with new members who are pregnant. They will be identified to ensure they receive timely prenatal care. Once members have delivered their baby, we will contact the member again and advise them to schedule their post-natal exam.

***Improved Member Compliance:*** Members will receive assistance with scheduling appointments, transportation arrangements and interpreter services where needed. Staff is confident this new process will result in improved member compliance and changed behaviors for more of our members.

## HEALTHY FAMILIES MEMBERS ETHNICITY

SANTA BARBARA COUNTY



SAN LUIS OBISPO COUNTY

