



Community Supports



What are Community Supports?

Community Supports, are special care options for Santa Clara Family Health Plan (SCFHP) Medi-Cal members. These may be offered to qualified members at medium to high levels of health risk.

Community Supports can help members remain healthy, reduce complications from illnesses, and avoid unnecessary stays in the hospital, nursing facilities, and emergency departments.



Are Community Supports Medi-Cal benefits?

No, Community Supports are not Medi-Cal benefits. Community Supports are extra services paid by SCFHP. They are typically delivered by a different provider or in a different setting than traditional Medi-Cal benefits.

How do eligible Medi-Cal members get Community Supports Services?

- **A provider submits a referral form for a member.** Providers can submit a referral form to SCFHP for Community Supports through the Provider Portal. They can also download a referral form and send the complete form to SCFHP.
- **A member asks to join.** Individuals can contact SCFHP Customer Service and ask if they qualify for Community Supports. If the member is currently enrolled in Enhanced Care Management, they may also request a referral from their Care Manager.

For more information visit: www.scfhp.com/communitysupports/

Community Supports

What Community Supports are offered?

Community Support	Helps with:
Housing Transition Navigation Services	<ul style="list-style-type: none">• Housing search• Resources and accommodations• Move-in• Keeping their current house
Housing Deposits	<ul style="list-style-type: none">• Assessing health and safety for new housing• First and last month's rent
Nursing Facility Transition / Diversion to Assisted Living Facilities (e.g. Residential Care Facilities for Elderly and Adult Residential Facilities)	<ul style="list-style-type: none">• Transitioning back into a home-like, community setting and/or prevent skilled nursing admissions when members need a nursing facility level of care
Community Transition Services /Nursing Facility Transition to a Home	<ul style="list-style-type: none">• One-time-only expenses for individuals who are moving from a licensed nursing facility to a living arrangement in a private residence where the person is directly responsible for their own living expenses
Medically Supportive Food/ Meals/Medically Tailored Meals	<ul style="list-style-type: none">• Securing meals that help members achieve their nutrition goals at a critical time to regain and maintain their health. Services include Medically-Tailored Meals or groceries

How do members find out if they are eligible for Community Supports?

- Talk to your Enhanced Care Management Care Manager
- Call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) and ask if you qualify
- Talk to your doctor

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Santa Clara Family
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