

Regular Meeting of the

Santa Clara County Health Authority

Cal MediConnect Consumer Advisory Board (CAB)

Thursday, September 1, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference Only

(669) 900-6833

Meeting ID: 824 1500 1124

Passcode: cab092022

<https://us06web.zoom.us/j/82415001124>

AGENDA

1. Roll Call	Dr. Nakahira	11:30	5 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The committee reserves the right to limit the duration of public comment to 30 minutes.	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review minutes of the June 2, 2022 Cal MediConnect CAB meeting. Possible Action: Approve the minutes of the June 2, 2022 CAB meeting.	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics.	Dr. Nakahira	11:45	5 min
5. Centers for Disease Control (CDC)/COVID-19 Update General update on the CDC and the impact of COVID-19.	Dr. Nakahira	11:50	10 min
6. Standing Items			
a. Cal MediConnect Ombudsperson Program Update	Mr. Le	12:00	5 min
b. Community Resource Center Provide update on ongoing programming and events.	Mr. Gonzalez	12:05	10 min
c. Member Communications Review of SCFHP member communications.	Ms. Byom	12:15	5 min
d. Behavioral Health Update New 988 Suicide Prevention and Mental Health Crisis Lifeline and 2022 Member Experience Survey Results	Ms. Enke	12:20	10 min
e. Case Management Update Member Success Stories	Mr. Hidalgo and Ms. Yip	12:30	10 min
f. Health Education Overview of 'On Lok Aging Mastery Program'.	Ms. Hernandez	12:40	10 min

- | | | | |
|---|----------------------------|--------------|---------------|
| <p>7. Dual Eligible Special Needs Plan (D-SNP)
Update on the January 1, 2023 rollout of the D-SNP program.</p> | <p>Mr. Ly/Ms. Andersen</p> | <p>12:50</p> | <p>10 min</p> |
| <p>8. Adjournment
Next meeting: Thursday, December 1, 2022 at 11:30 a.m.</p> | <p>Dr. Nakahira</p> | <p>1:00</p> | |

Notice to the Public—Meeting Procedures

- Persons wishing to address the Cal MediConnect Consumer Advisory Board on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Amy O'Brien 48 hours prior to the meeting at (408) 874-1997.
- To obtain a copy of any supporting document that is available, contact Amy O'Brien at (408) 874-1997. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at www.scfhp.com.



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Public Comment



**Santa Clara Family
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Meeting Minutes

June 2, 2022

Regular Meeting of the

Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board (CAB)

Thursday, June 2, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Draft

Members Present

Laurie Nakahira, DO, Chief Medical Officer, Chair
Andy Le, Ombudsperson, Supervising Staff Attorney, Bay
Area Legal Aid
Narendra Pathak

Members Absent

Charles Hanks
Dennis Schneider

Guest

John B. Henley, Jr.

Staff Present

Chelsea Byom, Vice President, Marketing,
Communications, and Outreach
Angela Chen, Director, Case Management
Mike Gonzalez, Director, Community
Engagement
Thien Ly, Director, Medicare Outreach
Carole Ruvalcaba, Director, Marketing and
Communications
Lucille Baxter, Manager, Quality and Health
Education
Charla Bryant, Manager, Clinical Quality and
Safety
Shawna Cagle, Manager, Case Management
Cristina Hernandez, Manager, Marketing and
Public Relations
Jocelyn Ma, Manager, Community Outreach
Zara Ernst, Health Educator
Jeanette Montoya, Health Educator
Rita Zambrano, Executive Assistant
Amy O'Brien, Administrative Assistant

Others Present

Rita Cruz Gallegos, Aurrera Health Group
Mary Haughey, Chief Operating Officer,
YMCA of Silicon Valley
Lesa Honick, Marketing Consultant, Jensen-
Honick
Shari Jensen, Marketing Consultant, Jensen-
Honick

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:32 a.m., roll call was taken, and a quorum was established. Dr. Nakahira welcomed John B. Henley, Jr. as a guest and new member to the Consumer Advisory Board. Mr. Pathak noted that our thoughts and condolences are with all the victims of the recent mass shootings.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the March 3, 2022 Cal MediConnect (CMC) Consumer Advisory Board Committee meeting were reviewed.

4. Health Plan Update

Dr. Nakahira presented the Health Plan update. She began with an enrollment update. As of May 1, 2022, SCFHP has 301,262 members. This is a 7.1% increase since May 2021. The Plan's total Cal MediConnect (CMC) membership includes 10,334 members, which is a 3.5% increase since May 2021. Dr. Nakahira gave an update on the status of the recent National Committee for Quality Assurance (NCQA) audit. The Plan successfully completed this routine audit and is now re-accredited for the CMC line of business.

Dr. Nakahira continued with a general overview of Plan updates that are in the works. It is anticipated that the COVID-19 public health emergency (PHE) will be extended until at least October 15, 2022, with all board and committee meetings to remain virtual throughout that time. If the PHE continues, the "pause" on Medi-Cal (MC) redeterminations will remain in effect. Effective July 1, 2022, the Plan has a new CMC fitness provider, YMCA of Silicon Valley. The Governor's May budget was revised, and Dr. Nakahira summarized the changes made to some of the benefits covered under this budget.

5. COVID-19 Update

Dr. Nakahira provided the committee with an overview of the Plan's COVID-19 vaccination data and clinics. She discussed the various organizations the Plan has partnered with to increase testing and vaccination rates throughout the community. She gave an overview of the vaccination rates for SCFHP members, as compared to the residents of Santa Clara County who are non-members. Her presentation included the data for vaccination rates by age groups and ethnicities. She also provided data that compared SCFHP's MC membership vaccination rates with other managed care and Fee-for-Service health plans.

6. Cal MediConnect Transition to Dual Eligible Special Needs Plan (D-SNP)

Thien Ly, Director, Medicare Outreach, gave an overview of the upcoming CMC transition to the Dual Eligible Special Needs Plan (D-SNP). This transition is part of the California Advancing and Innovating Medi-Cal (CalAIM) initiative by the Department of Health Care Services (DHCS). Mr. Ly provided a link to the DHCS website. Mr. Ly defined D-SNP for the committee members, and he explained all of the elements of the transition. As of January 1, 2023, current SCFHP CMC members do not need to take any action, and they will automatically transition to the D-SNP.

At this time, Cristina Hernandez, Manager, Marketing and Public Relations, presented the committee members with 3 options for D-SNP messaging that will be rolled out later this year. She asked for the members' feedback on which option they prefer and feel is the most clear and concise.

Mr. Pathak asked if the prescription drug benefit of up to \$75 for OTC items every 3 months will be increased to \$100 or \$150, which is a better benefit for our members. Ms. Hernandez will relay this feedback to the staff members who work on our benefits packages.

Mr. Henley likes the compactness of the messaging in Option 1. Mr. Pathak likes both Options 1 and 2, however, he feels strongly that Option 3's messaging is not beneficial.

7. Member Orientation

Jocelyn Ma, Manager, Community Outreach, provided an overview of the Plan's Member Orientation pilot program. Ms. Ma highlighted the accomplishments of the pilot program. She discussed the number of orientation sessions to date, offered both virtually and in-person. Sessions are conducted in English and 3 threshold languages. She discussed the number of registrants and attendees since the pilot program's implementation in 2021. Ms. Ma also discussed the results of the member orientation feedback survey sent to

all attendees. Ms. Ma concluded with an overview of some of the challenges SCFHP has experienced in the implementation of the Member Orientation program.

Ms. Ma asked the committee members for their feedback on how SCFHP can increase attendance for member orientations. Mr. Henley commented that the member newsletter is a good resource for information on events at SCFHP. Mr. Pathak suggested that the Plan send the newsletter to our various non-profit organizations, community partners, and Santa Clara County elected officials so they can publish it on their message boards and websites in the threshold languages.

8. Standing Items

a. Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Blanca Alvarado Community Resource Center. Mr. Gonzalez introduced Daisy Montoya, Community Resource Center Coordinator, and the newest member of the team. Mr. Gonzalez shared the monthly calendar of activities, which can be found on our website at www.crc.scfhp.com and through our social media account @CRC_SCFHP. He also shared the hours the Center is open. COVID-19 safety protocols remain in place. Mr. Gonzalez highlighted the services, programs, and events on offer at the Center. He also shared the number of visitors and the types of services provided to them since the Center opened in 2021.

Mr. Gonzalez discussed the impact of the CRC on the community. Members can receive in-person application assistance for enrollment into Covered California and MC. The Center also provides members with resource navigation assistance. Mr. Gonzalez discussed the goals of the process roadmap and the members of the Resident Advisory Group. He also discussed the Center's vision and purpose, which is in alignment with the vision of SCFHP. Mr. Gonzalez introduced the Center's 'Welcome Statement'. He concluded his presentation with an announcement about the 'Community Celebration Event' on Saturday, June 25, 2022 from 10:00 a.m. to 2:00 p.m. The topics for discussion include the conclusion of the CRC planning process, and the launch of a community health framework.

b. Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach discussed the member communications completed since the March 2022 meeting. Member communications included the spring newsletter, and updated Welcome Kits that include information about the current fitness benefit. Her presentation highlighted the SCFHP website which is updated with materials such as the Formulary, the Provider directory, our newsletters, and the PHE Homepage banner. The PHE Homepage includes a link to County websites. Ms. Byom also discussed the SCFHP PHE communication strategy once the PHE ends. Ms. Byom concluded with a list of the events the Plan participated in since our March 2022 meeting, as well as upcoming events.

c. Behavioral Health

Angela Chen, Director, Case Management, discussed Mental Health Awareness Month. Ms. Chen explained that mental health includes our emotional, psychological, and social well-being. It affects how people think, feel, act, handle stress, relate to others, and make good choices. Mental health is important from childhood through adulthood. Mental illness can cause psychological and behavioral problems that are not uncommon, yet are largely treatable. Ms. Chen shared that 1 in 5 Americans will be affected by a mental health condition at some point in their lifetime. She also shared key points related to Mental Health Awareness month and how to take action to fight the stigma of mental illness and raise awareness.

d. Case Management Update

Shawna Cagle, Manager, Case Management, provided an overview of the Case Management Care Coordination and In-Home Supportive Services (IHSS) programs. Ms. Cagle's overview included details such as who qualifies for IHSS, what services are included and how to apply for them, and the overall timeline from the start of the application process until the start of IHSS. It is possible to expedite applications for individuals

with critical care or hospice care needs. Ms. Cagle also explained the scenarios in which IHSS reassessment is required. Ms. Cagle provided contact information for the IHSS registry list and the care coaching referral process. Ms. Cagle also provided contact information for the Care Coordinator Case Management Help Desk and their hours of operation.

e. Health Education and Cultural Linguistics – Overview of the YMCA Diabetes Prevention Program

Dr. Nakahira introduced Mary Haughey, Chief Operating Officer, YMCA of Silicon Valley, who presented an overview of the Diabetes Prevention Program (DPP). Ms. Haughey explained that the DPP program model is a structured intervention with the goal of Type 2 Diabetes prevention in individuals with an indication of pre-diabetes. Ms. Haughey provided the details of the year-long program which consists of at least 16 intensive “core” sessions which follow a curriculum approved by the Centers for Disease Control and Prevention (CDC). The program provides practical training in long-term dietary changes, increasing physical activity, and behavior change strategies for weight management. Upon completion of the core sessions, monthly follow-up meetings are conducted to ensure the continuation of the new behaviors. The primary goals are to reduce body weight by 5-7% and increase physical activity.

Ms. Haughey further explained that the National DPP is based on the results of a study funded by the National Institutes of Health (NIH) which showed that these strategies sharply reduced the onset of Type 2 Diabetes in people at high risk for the disease. The program is virtual at this time, with limited availability of Chromebooks and scales and internet hot spots. In-person classes will resume within the next year, with a virtual option available if allowed to do so by the CDC. Classes are currently in English, Spanish, and, after July 1, 2022, Vietnamese. The YMCA is currently recruiting for lifestyle coaches who speak Mandarin and Cantonese. They also have the capacity to deliver the program in Russian, Hindi, and Portuguese.

Ms. Haughey continued with an overview of the program reach and impact. She discussed the eligibility requirements and instructions on how to register for the program. The YMCA works with enrollees’ insurance plans and with medical offices for direct referrals.

f. Cal MediConnect Ombudsperson Program Update

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, gave an overview of the services available for our CMC members. Members who experience difficulty with CMC health plan enrollment, disenrollment, or access to healthcare are encouraged to call Bay Area Legal Aid. Oftentimes, disenrollment occurs when the premium has not been paid, when the individual has enrolled within the wrong county, one of the MC or Medicare programs is inactive or has been terminated, or when there is a gap in coverage.

Mr. Le included his contact information in the ‘Chat’. He encouraged committee members to contact him with any healthcare access or eligibility issues, as well as instructions on how to file an appeal of disenrollment. He can also assist with redetermination letters or questions about share of cost.

Bay Area Legal Aid has seen an increase in phone calls related to emergency health plan enrollment. They are short-staffed at this time, so please be patient and leave a voicemail if you call after 1:00 p.m. Your calls will be returned within 24 hours.

g. Future Agenda Items

Dr. Nakahira asked for suggestions on topics of interest for our September 1, 2022 meeting. At this time, there were no suggestions.

9. Adjournment

The meeting adjourned at 1:04 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, September 1, 2022 at 11:30 a.m.

Laurie Nakahira, DO, Chairperson
Cal MediConnect Consumer Advisory Board Committee



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Health Plan Update

September 2022

SCFHP Updates

Enrollment

- Total enrollment as of August 1, 2022
 - 315,281 members
 - 10.4% increase since August 2021
- Medi-Cal – 304,867 (10.8% increase since August 2021)
- Cal MediConnect – 10,414 (1.6% increase since August 2021)

SCFHP Updates

Plan Updates

- Opening the HQ day after Labor day to members
- Not sure when committee meetings within the HQ/CRC will resume
- COVID-19 public health emergency expires October 13; will likely be extended until mid-January
 - Board and committee meetings may remain virtual
 - Medi-Cal redeterminations “pause” remains in effect until at least January 2023
 - Redeterminations for adults age 26-49 will remain on pause until after January 2024
 - Avoids a break in coverage for undocumented young adults based on current eligibility
- Medi-Cal eligibility expanded 5/1 to adults age 50+ regardless of immigration status
 - 6,500 individuals transitioned to SCFHP from limited scope Medi-Cal
 - SCFHP supported a coalition of community-based organizations to outreach to newly eligible beneficiaries by distributing 40,000 flyers, mailing 90,000 postcards, and sharing social media posts
- DHCS will renew its contract with Anthem Blue Cross Partnership Health Plan as the commercial health plan to provide Medi-Cal in Santa Clara County starting in 2024

SCFHP Updates

Plan Updates

- Fiscal Year 2022-2023 Plan Objectives (Bold are critical priorities)
 - **Lead improvement in the health of communities impacted by disparities**
 - **Pursue benchmark quality and health equity**
 - **Implement CalAIM deliverables and new benefits**
 - Enhance compliance program and delegation oversight
 - Foster membership retention
 - Achieve budgeted financial performance
 - Seek to be an Employer of Choice

SCFHP's 25th Anniversary

Celebrating 25 years of service to Santa Clara County and Health for All

- Release 25th anniversary brand elements – September 2022
 - Social media, banners, promo items
- Host an anniversary-themed health fair and community celebration at the SCFHP Blanca Alvarado Community Resource Center – October 22, 2022
- Publish 25th anniversary report – Fall 2022
- Announce a community investment project – Fall 2022





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Questions?



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CDC Updates

September 1, 2022

CDC updates

COVID-19 updates

- Santa Clara County is in the orange (medium) level for COVID-19
- Numerous Variants of SARS-CoV-2
 - Omicron Original Lineage: B.1.1.529
 - BA.2, BA.4 and BA.5
 - Prevention:
 - Masks
 - Sanitizer
 - Vaccines

CDC updates

COVID-19 Vaccines

1

18-49 years

Pfizer-BioNTech/Moderna

1st dose

2nd dose

3rd dose

Johnson & Johnson's

1st dose

2nd dose

2

50 years & older

Pfizer-BioNTech/Moderna

1st dose

2nd dose

3rd dose

4th dose

Johnson & Johnson's

1st dose

2nd dose

3rd dose

3

Children 6 mo -17 years

Pfizer-BioNTech

1st dose

2nd dose

3rd dose

Moderna

1st dose

2nd dose

12 years & Older

Novavax

1st dose

2nd dose

CDC updates

COVID-19 Infection

Mild symptoms:

- Isolation
 - For 5 days
 - Retest after 5 days
 - (+) stay home for total 10 days
 - Wear a mask for 10 days
- High risk patients ages 50 years or more, unvaccinated or certain medical conditions
 - Treatment
 - Antiviral and monoclonal antibodies

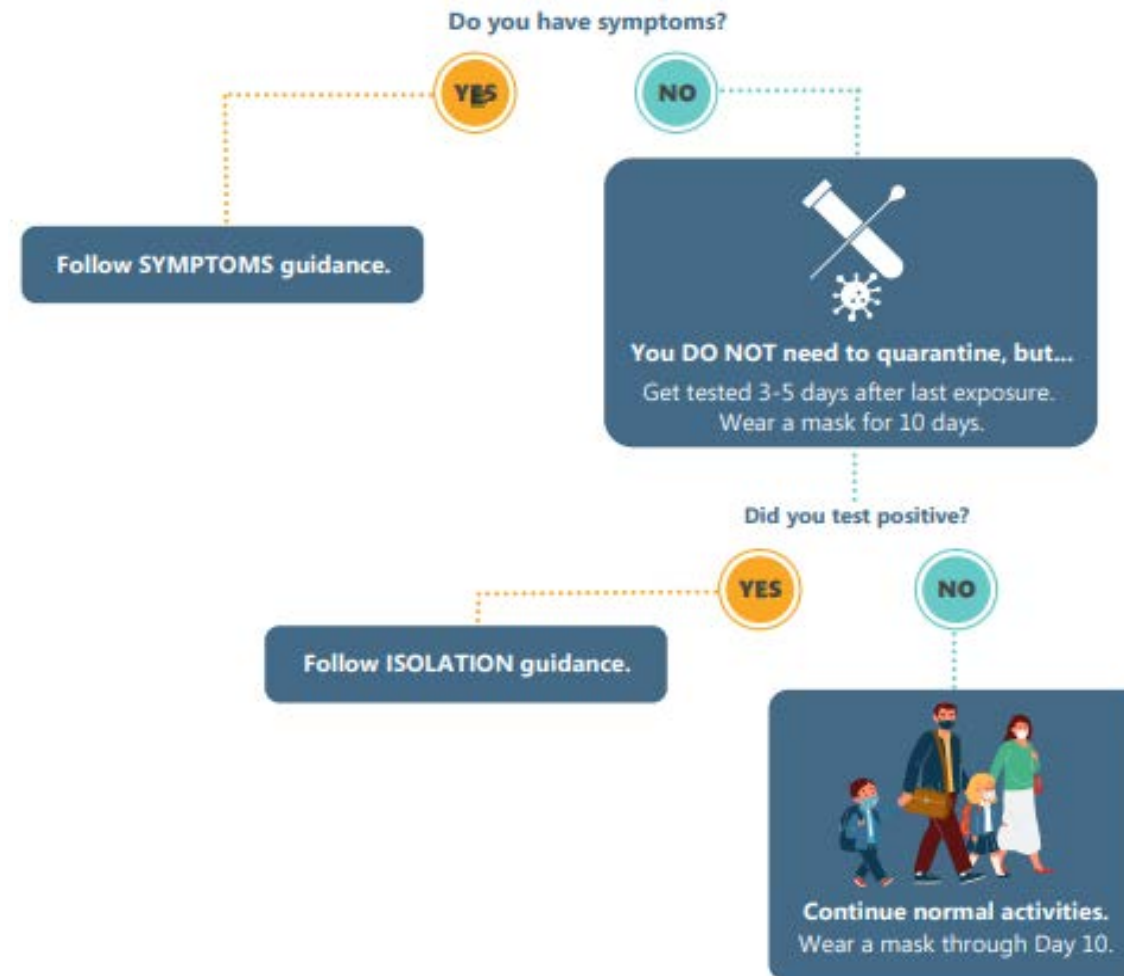
CDC updates

COVID-19 Treatment

Treatment	Who	When	How
Nirmatrelvir with Ritonavi (Paxlovid) 🔗 Antiviral	Adults; children ages 12 years and older	Start as soon as possible; must begin within 5 days of when symptoms start	Taken at home by mouth (orally)
Remdesivir (Veklury) 🔗 Antiviral	Adults and children	Start as soon as possible; must begin within 7 days of when symptoms start	Intravenous (IV) infusions at a healthcare facility for 3 consecutive days
Bebtelovimab 🔗 Monoclonal antibody	Adults; children ages 12 years and older	Start as soon as possible; must begin within 7 days of when symptoms start	Single IV injection
Molnupiravir (Lagevrio) 🔗 Antiviral	Adults	Start as soon as possible; must begin within 5 days of when symptoms start	Taken at home by mouth (orally)

CDC updates

COVID-19 Confirmed Close Contact



CDC updates

What is Monkeypox

- Monkeypox is a rare disease virus is part of the same family of that causes smallpox.
- Monkeypox symptoms are similar to smallpox symptoms
- Monkeypox is rarely fatal
- US cases 18,417
 - No US Deaths

CDC updates

What are Monkeypox Symptoms

- Most infection are mild and will heal without treatment
- Rash (pimple or blister like)
- Fever
- Headache
- Muscle aches and backache
- Swollen lymph nodes
- Chills
- Respiratory symptoms (e.g. sore throat, nasal congestion, or cough)

CDC updates

How is Monkeypox spread

- Person to person through direct contact with the infectious rash, scabs, or body fluids
- Respiratory secretions during prolonged,
 - Face-to-face contact, or
 - During intimate physical contact (i.e. kissing, cuddling, or sex)
- From the time symptoms start until the rash is healed (2-4 weeks)

CDC updates

How is Monkeypox treated

- No specifically treatment
- Antiviral drugs such as tecovirimat (TPOXX)
- Vaccines
- Isolation
 - Cover furniture and porous material that cannot be washed with sheet blankets, tarp and other covers
 - Cover all lesions
 - Masks
 - Disinfect surfaces between each use
 - Avoid contact with pets



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Thank you



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Cal MediConnect Ombudsperson Program Update



Consumer Advisory Board: SCFHP Blanca Alvarado Community Resource Center

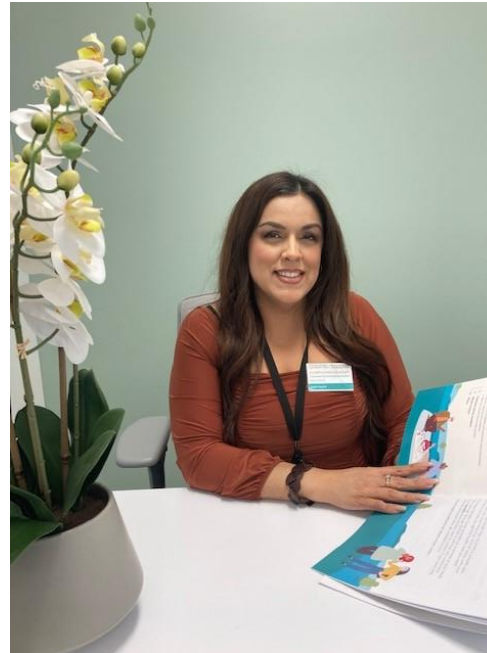
September 2022

Customer Service Representatives

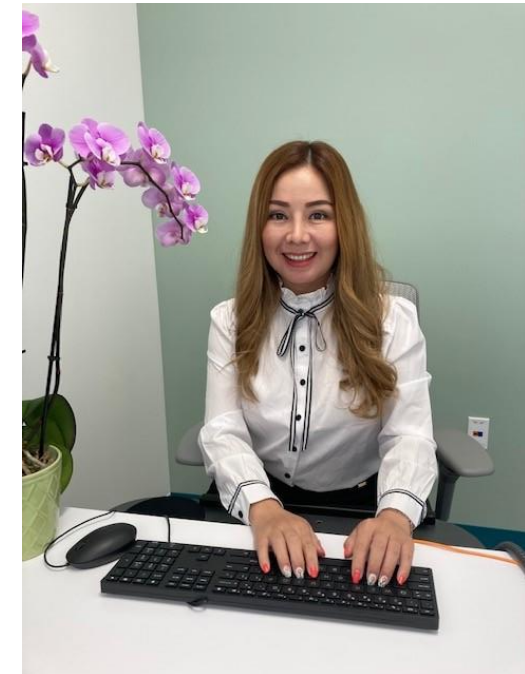
In-person, customer service for SCFHP members:

- Choose a doctor
- New ID card
- Make an appointment
- Get a free ride to your health appointments
- More!

Elizabeth Gonzales-Alvarez



Teresa Nguyen



Bilingual Customer Service Representatives are available at the SCFHP Blanca Alvarado Community Resource Center.

Community Resource Center

Monthly Calendar

Calendar available

- CRC Website:
www.crc.scfhp.com
- Social Media: @CRC_SCFHP

Features

- Programs, Services, Resources, and Events

CRC Hours

- Monday-Friday
- 10am-5pm
 - (closed for lunch 12pm-1pm)
- Saturday's – once per month

<div>  <div> Santa Clara Family Health Plan Blanca Alvarado Community Resource Center </div> </div> <div> Covered CA & Medi-Cal Application Assistance Call 408.874.1750 for appointments Community Resource Assistance Call 408.874.1750 for appointments COVID-19 Vaccine Assistance Call 408.874.1750 </div>						
AUGUST - 2022 <div>We Speak English Hablamos Español Chúng tôi nói Tiếng Việt</div>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31 Closed	1 Open 10am - 5pm	2  4pm - 7pm: National Night Out	3 10am: Zumba	4 Open 10am - 7pm 6pm: Zumba (Indoors)	5 10am-2pm: COVID-19 Vaccination Clinic 2pm: Medi-Cal Orientation (En)	6 Closed
7 Closed	8 Open 10am - 5pm	9 10am: CMC Orientation (Es) 11am: CMC Seminar (Es)	10 10am: Zumba 2pm: CMC Orientation (En)	11 Open 10am - 7pm 6pm: Zumba (Indoors) 10am: CMC Orientation (Vi) 11am: CMC Seminar (Vi)	12 10am: Zumba 2pm-6pm: COVID-19 Vaccination Clinic	13 Closed
14 Closed	15 Open 10am - 5pm	16 2pm: CMC Orientation (Es) 2pm-6pm: COVID-19 Vaccination Clinic for KIDS (6 months - 4 years)	17 10am - 4pm:  Mobile Vision 10am: Zumba 10am: CMC Orientation (En) 11am: CMC Seminar (En)	18 Open 10am - 7pm 2pm: CMC Orientation (Vi) 6pm: Zumba (Indoors)	19 10am: Zumba 10am: CMC Orientation (Zh) 11am: CMC Seminar (Zh)	20 Closed
21 Closed	22 Closed	23 2pm: Medi-Cal Orientation (Vi)	24 10am - 4pm:  Mobile Vision 10am: Zumba 10am: Medi-Cal Orientation (Vi)	25 Open 10am - 7pm 10am: Medi-Cal Orientation (Es) 6pm: Zumba (Indoors)	26 10am: Zumba 2pm-6pm: COVID-19 Vaccination Clinic	27 Closed
28  10am - 12pm: PRIDE PARADE Downtown SJ	29 Open 10am - 5pm	30 10am: Medi-Cal Orientation (Es) 2pm-6pm: COVID-19 Vaccination Clinic for KIDS (6 months - 4 years)	31 10am - 4pm:  Mobile Vision 10am: Zumba 10am: Medi-Cal Orientation (En)	The CRC is Open Weekdays from 10am - 12pm & 1pm - 5pm		
						408 N. Capitol Ave. San José (Capitol & McKee) 408.874.1750 crc@scfhp.com crc.scfhp.com

SCFHP Blanca Alvarado Community Resource Center

Services

- **Cal Fresh Application Assistance** – New Service!
- **Vision Screenings** – New Service!
- **Healthcare Application Assistance** – Help with **Covered CA & Medi-Cal** applications/renewals
- **Resource Navigation** – Linkages to community resources and services related to food, housing and healthcare services
- **COVID-19 Vaccination Assistance & Information** - *One-Stop-Shop* for resources, vaccinations, testing, and more
- **SCFHP Customer Service** – In-person help for SCFHP members

Programs

- **Healthy Cooking Program** – Coming Fall 2022!
- **Fitness Program – Zumba**

Events

- **Health & Wellness Workshops** – Nutrition Education
- **Member Orientation** – An hour session where SCFHP members learn about their benefits and services
- **Community & Cultural Celebrations** –Monthly Open Houses
- **Cal Mediconnect Seminars** – Info session with Medicare Outreach Team
- **COVID-19 Vaccinations & Testing clinics** – In partnership with County of Santa Clara & Bay Area Community Health (BACH), Roots Community Health Center

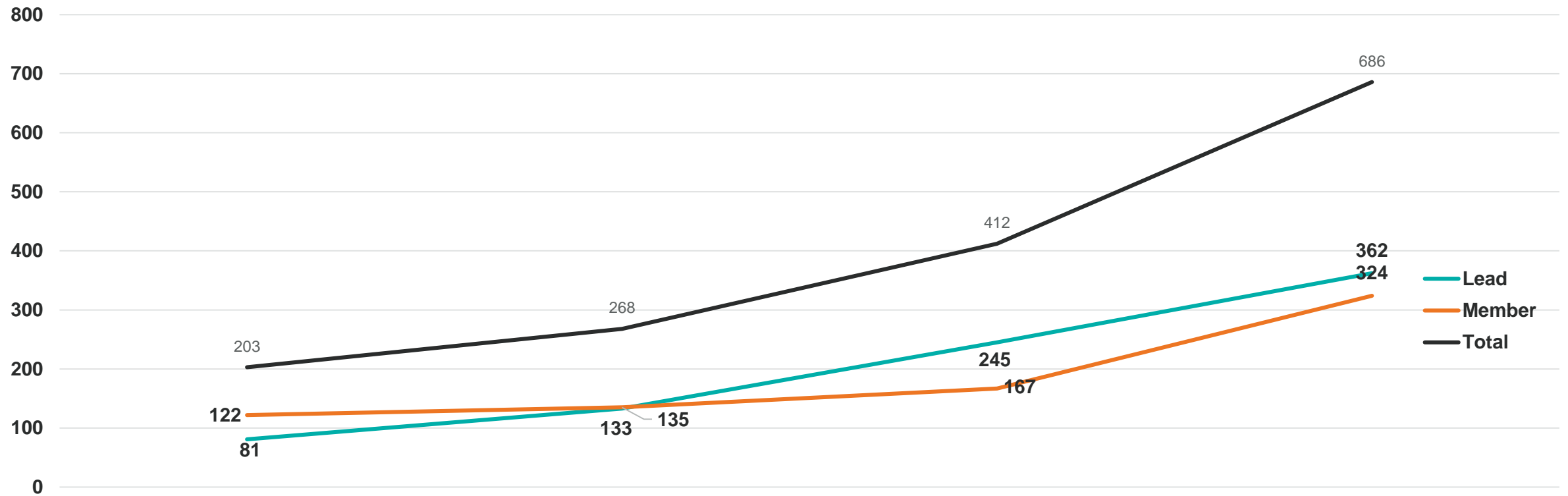
Empowering communities to address health disparities

Community Conversations – Health Equity Agenda

- Held at SCFHP Blanca Alvarado Community Resource Center (East San José)
- Effort by Santa Clara County Health Equity Agenda, a group of organizations dedicated to advancing health equity.
- 51 community members from different zip codes, ethnic identities, and lived experiences participated in the conversation.
 - For linguistic inclusivity – groups were formed in English, Spanish and Vietnamese languages
 - SCFHP members participated, including members of the Consumer Advisory Board & Consumer Advisory Committee.
- Meeting led by San Jose State University and offered space for community members to share their experience and ideas about health inequities in our community.
- Information from the conversations will inform recommendations to establish a multifaceted Health Equity Agenda.



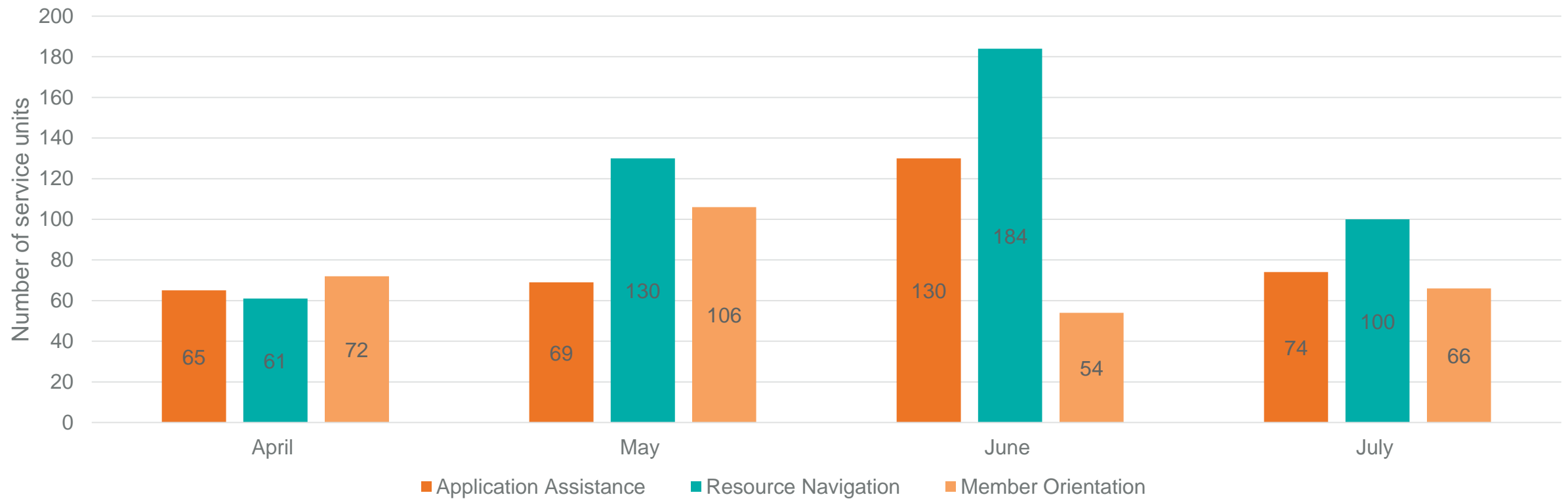
CRC Visitors: April - July 2022



	Apr-22	May-22	Jun-22	Jul-22
Lead	81	133	245	362
Member	122	135	167	324
Total	203	268	412	686

Impact Report: Core Services

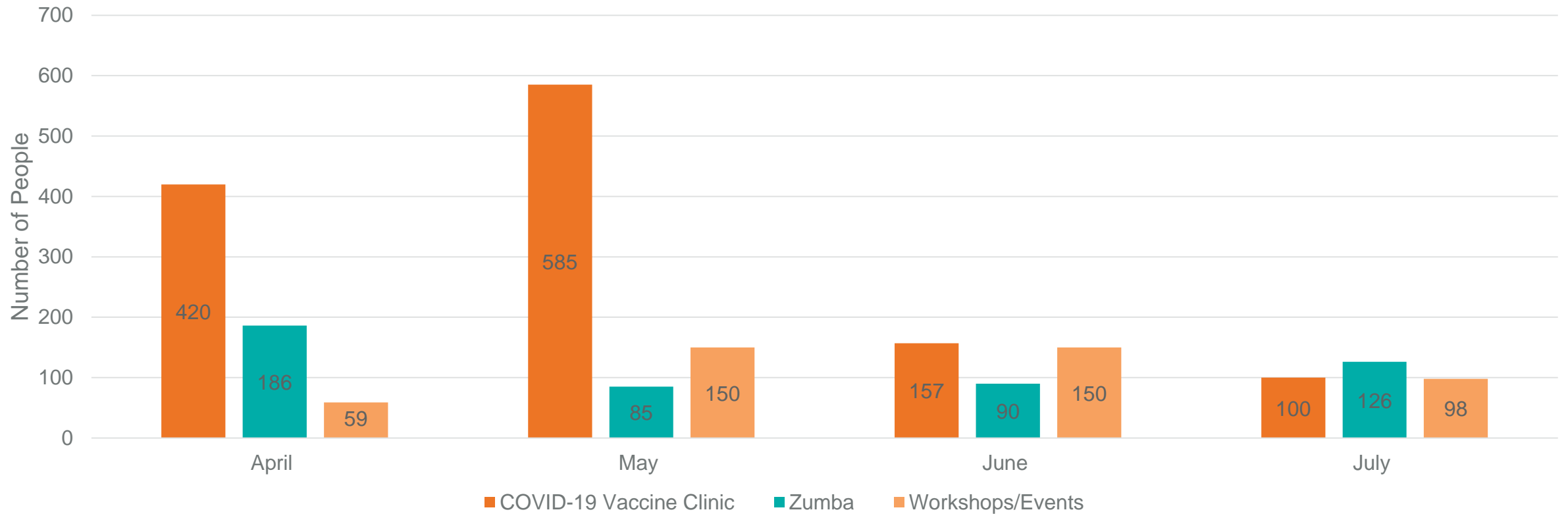
Center Core Services



In-person customer service is a core service, and impact numbers will be in the following report.

Impact Report: Core Services

Center Events & Workshops



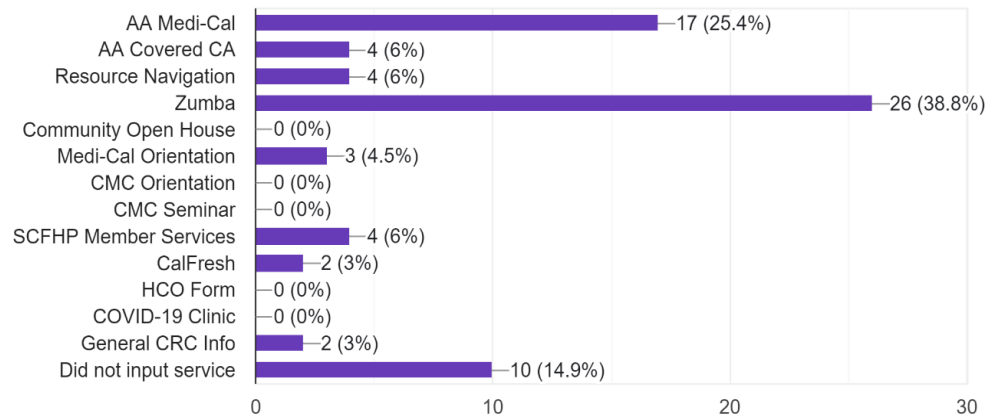
How are we doing?

Visitor Satisfaction Survey

- Launched July 2022 to understand the visitor experience when interacting with staff and services at the CRC

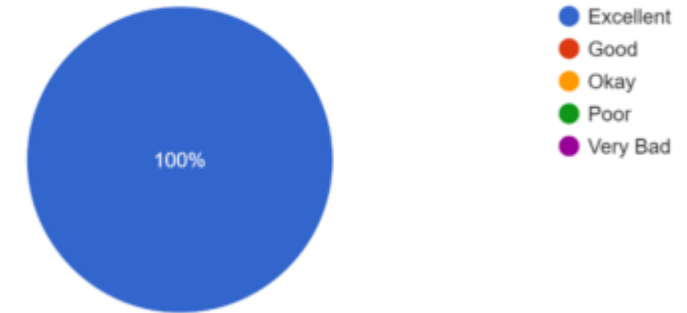
What service(s) did you receive today?

67 responses



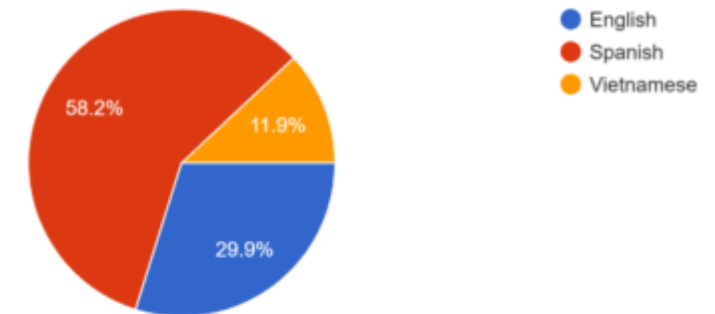
How would you describe your experience receiving services today?

67 responses



Language

67 responses



SCFHP 25th Anniversary – Event

Health For All – Community Health Event



Event will include
Health Screenings
Resource Fair
Entertainment & Music
And more!

Date: Saturday, October 22, 2022
Location: SCFHP Blanca Alvarado
CRC - 408 N. Capitol Ave. San
Jose, Ca 95133
Time: 10am-3pm



Questions for consideration:

- Have you visited the CRC? If so:
 - Do you have ideas for strengthening engagement with SCFHP members at the CRC?
 - How can we create a more welcoming experience for all visitors?
 - What additional services, resources, or programs should we consider supporting the health and well-being of members?
- If you haven't visited the CRC, we are excited to meet in the center soon!



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Thank You!

Mgonzalez@scfhp.com



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Member Communications

Cal MediConnect Consumer Advisory Board, September 1, 2022

Member Communications

MAILINGS	<ul style="list-style-type: none"> • Summer newsletter • Wellness Rewards Outreach Notices <ul style="list-style-type: none"> • Comprehensive Diabetes Care • Breast Cancer Screening • Colon Cancer
WEBSITE	<p>www.scfhp.com</p> <ul style="list-style-type: none"> • Board & Committee Meetings <ul style="list-style-type: none"> ◦ Agendas, agenda packets, meeting minutes • Formulary and Provider & Pharmacy Directory • Newsletters • Behavioral Health Services webpage: https://www.scfhp.com/for-members/behavioral-health-services/



SUMMER 2022

HEALTHY LIVING

Cal MediConnect Plan (Medicare-Medicaid Plan)

Get moving with Zumba at the SCFHP Blanca Alvarado CRC

Working out can be a challenge, but it doesn't have to be boring! Santa Clara Family Health Plan (SCFHP) is offering free Zumba classes at the SCFHP Blanca Alvarado Community Resource Center (CRC). Classes are open to all. Work out and look good doing it too! Zumba is a fun and high-energy workout program that

combines cardio with Latin dance. It's perfect for all fitness levels. Classes will be taught by a certified Zumba instructor. Burn off some calories while learning some dance moves. Visit our events calendar at www.scfhp.com/calendar for more information and to sign up for a class.



WE ARE LOCATED at
408 N. Capitol Ave.,
San Jose, CA 95133, in
the Capitol Square Mall
at North Capitol Avenue
and McKee Road.

Follow us on

 Instagram
@scfhp.crc) and
 Facebook
(www.facebook.com/scfhp.crc)
to stay up-to-date on
the latest programs,
services, and events!

[Provider portal](#) [Contact us](#)

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Behavioral Health Services

Santa Clara Family Health Plan (SCFHP) is committed to members' physical and behavioral health. SCFHP partners with Santa Clara County Behavioral Health Services Department to cover behavioral health services including mental health, and we can help members coordinate care and resources ensuring members can get the support and medical services.

Specialty behavioral health services (or mental health services) are available to members through Santa Clara County Behavioral Health Services Department if members meet Medi-Cal specialty mental health services medical necessity criteria. Medi-Cal specialty mental health services provided by the Santa Clara County Behavioral Health Services Department include:

- Mental health services (assessment, therapy, rehabilitation, collateral, and plan development)

Contact us

MediCal Customer Service
1-800-260-2055
Cal MediConnect Customer Service
1-877-723-4795
(TTY: 711)

Important Phone Numbers

Santa Clara County Behavioral Health Services
1-800-704-0900
Behavioral Health Crisis Hotline
988

Improving Understanding of Plan Procedures in Marketing Materials

New members most frequently request forms and support on:

Appointing a representative

Form that allows you to appoint someone to speak on your behalf

- Members call to request the form or download it from our website mail it back to us

Choosing a primary care provider (PCP)

Finding and selecting a provider in our network who provides routine or basic care

- Members call for support in selecting a PCP or login to the member portal to find and select a provider

Questions for discussion:

1. Do you understand these processes?
2. Is there anything we can do to improve your understanding of these processes?

Follow us social media!

Santa Clara Family Health Plan

- @scfhp



SCFHP Blanca Alvarado
Community Resource Center

- @scfhp.crc



Member Communications

Event Highlights

Participated in the following events and more since June 2022:

Who	What	When	Where
West Valley Community Services	Unhoused Resource Fair	06/13/2022	Cupertino
Happy Hollow	Senior Safari	07/28/2022	San Jose



**Santa Clara Family
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Behavioral Health Update

New 988 Suicide Prevention and Mental Health Crisis Lifeline

988 AND HOW IT WORKS

988
CRISIS &
SUICIDE
PREVENTION
LIFELINE

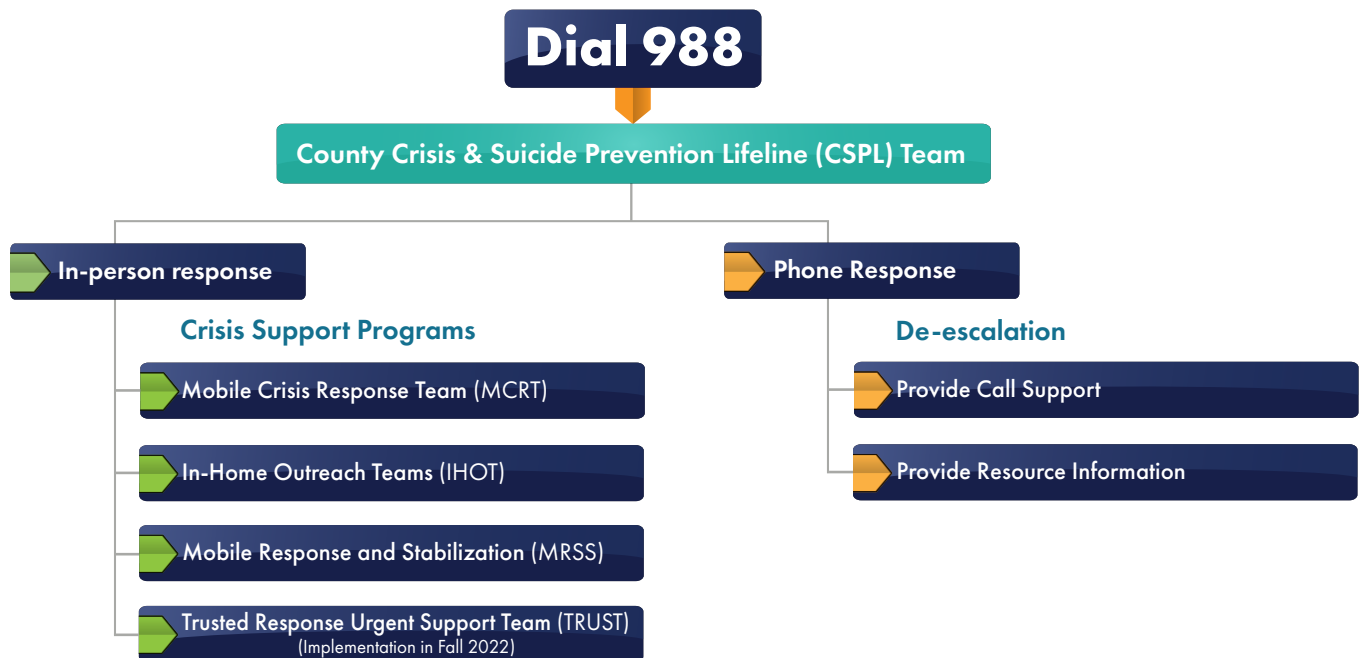
COUNTY OF
SANTA CLARA

988 is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress – whether it is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. As of July 2022, 988 will be the new three-digit number for the Crisis and Suicide Prevention Lifeline. People can also dial 988 if they are worried about a loved one who may need crisis support.

Please note: people with area codes other than 408, 650, and 669 should dial 800-704-0900 and press 1 for these services.

The 988 dialing code is just a first step toward strengthening and transforming crisis care in this country and our County of Santa Clara. It serves as a universal entry point so no matter where you live, you can reach a trained crisis counselor who can help.

HOW 988 WORKS FOR COUNTY RESIDENTS AND THE SERVICES THEY CAN GET:



Trained counselors will provide compassionate support to individuals in crisis. Callers can also speak with a clinician who will screen and assess crisis situations over the phone and provide onsite support as needed. The lifeline is anonymous and confidential. Services may or may not involve law enforcement in emergencies.



This service is free, 24/7, and available in 200+ languages.

ONE NUMBER – NON-CRISIS LINE

800-704-0900

The Behavioral Health Services Department's (BHSD) one number, non-crisis line provides support for individuals and families who are struggling with mental illness and/or substance use. As of July 2022, the mental health and substance use treatment services call centers (formerly Mental Health and Gateway Call Centers) will be available through this single number, called Behavioral Health Services Call Center.

Interpretation is available in other languages, and services for hearing and visually-impaired are available.

The non-crisis services are all accessible through the 800-704-0900 number. Calls are answered by health services representatives, licensed clinicians, and rehab counselors. Mental health professionals (LCSWs and LMFTs) and certified substance use counselors are available for complex and acute cases.

HOW IT WORKS



This service is free, 24/7, and available in 200+ languages.



**Santa Clara Family
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2022 Member Behavioral Health Experience Survey Results

August 2022

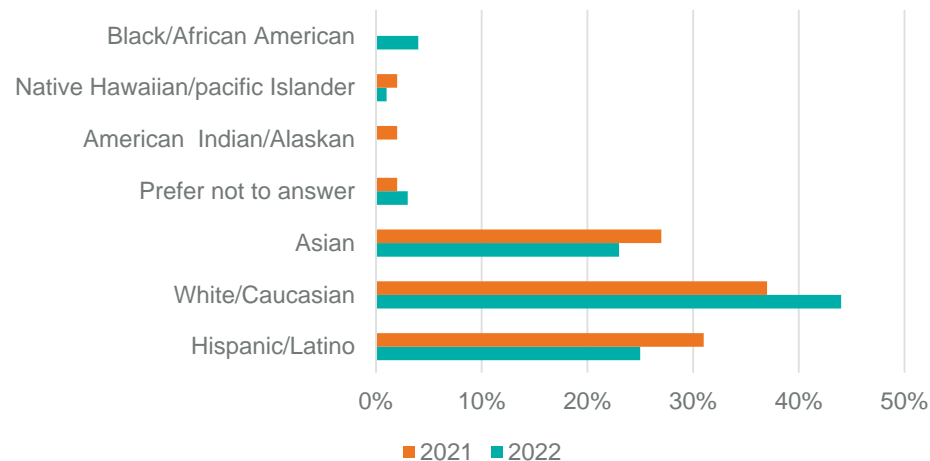
2022 Member Behavioral Health (BH) Experience Survey

- Annual phone survey conducted by the BH case management team
- **Purpose:** to assess CMC members' perception of their access to and quality of behavioral health care
- **Survey Process:**
 - Selected random sample of 232 members who received BH services in 2021
 - BH team completed 2 calls per member in July 2022
- **Outcome:**
 - 32% of members contacted completed the survey (compared to 23% in 2021)
 - More people were unable to be contacted by phone, but less people declined to take the survey

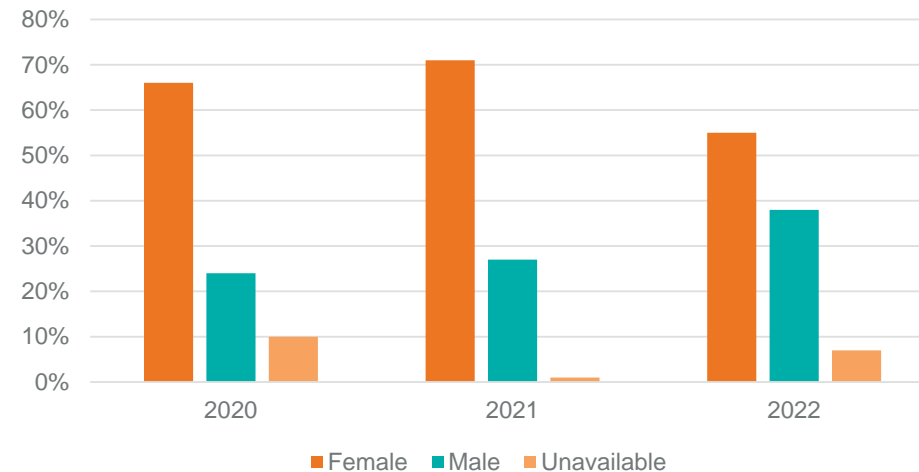
Demographics

- Members aged 55+ made up 80% of completed surveys (similar to 2021)
- Increase in White respondents and male respondents, slight decrease in Asian and Hispanic/Latino respondents and female respondents

Race/Ethnicity 2021 v 2022



Gender 2021 v 2022

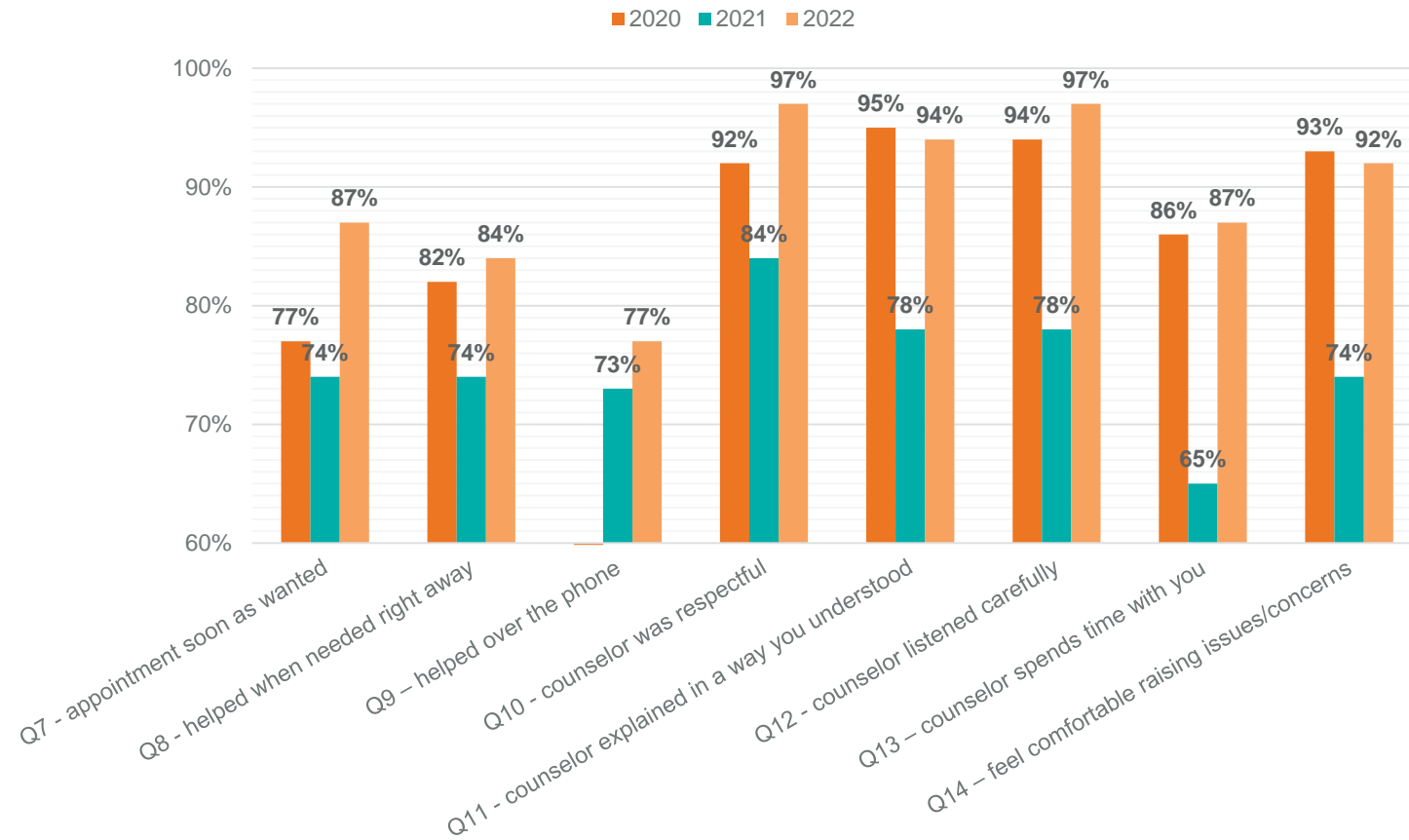


Survey Results

Survey Question	2020	2021	2022	Percentage Pt. Increase Yr/Yr	Goal = 85%
Able to get an appointment as soon as you wanted	0.77	0.74	0.87	13	Met
Able to get help when needed right away	0.82	0.74	0.84	10	Not Met
Able to receive help needed over the phone	NA	0.73	0.77	4	Not Met
My counselor was respectful	0.92	0.84	0.97	13	Met
My counselor explained in a way I could understand	0.95	0.78	0.94	16	Met
My counselor listened carefully to me	0.94	0.78	0.97	19	Met
My counselor spent time with me	0.86	0.65	0.87	22	Met
I felt comfortable raising issues/concerns	0.93	0.74	0.92	18	Met

Survey Results

Member Satisfaction with
Behavioral Health Care Received in 2019-2021



Other Findings

- **Better at dealing with daily problems:** 8-percentage point **decrease** over prior year (39%)
- **Better at dealing with crisis situations:** 5-percentage point **decrease** over prior year (43%)
- **Better able to deal with social situations compared to last year:** 10-percentage point **increase** (40%)
- **Counseling has had a helpful impact on my life:** 25-percentage point **increase** (65%)
- **Counseling has had a helpful impact on my symptoms/problem:** 22-percentage point **increase** (58%)

Analysis

- A workgroup met to discuss the survey results and identify opportunities for improvement
- The workgroup was attended by staff from Quality Improvement, Grievance & Appeals, Health Services and Behavioral Health teams
- Workgroup observations:
 - Overall increase in members' positive experience in all but two questions
 - Lightened COVID-19 restrictions in 2021 may have led members to resume care
 - New contract with Array was implemented to provide mild-to-moderate BH telehealth services, increasing access to care
 - Behavioral Health Integration Incentive Program (BHIIP) kicked off in 2021, providing more behavioral health services for members at certain clinics as part of their primary care experience

Unmet Goals

- **Q8** – *“How often did you see someone as soon as you wanted when you needed help right away?”*
 - Improved by 10-percentage points but did not meet 85% goal
 - Limited available providers and long appointment wait times may impact members’ ability to access immediate care
- **Q9** – *“How often did you get the help or advice you needed over the phone?”*
 - Workgroup expressed confusion regarding this question in this question and noted the need to identify **who** the members are calling and **why** they are calling them
 - Workgroup also noted the need for SCFHP and Santa Clara County Behavioral Health Services Department (SCCBHSD) to improve coordination to ensure a more seamless entry into the BH delivery system

Opportunities for Improvement

1. Improve coordination between Santa Clara County Behavioral Health Services Department (SCCBHSD) and SCFHP when members are calling in for BH referrals and/or screening
 - **2022 Intervention(s):**
 - SCFHP & SCCBHSD to form workgroup to improve coordination and implement closed loop referrals for BH services
2. Educate members and providers on ways to access BH care when needed immediately due to crisis
 - **2022 Intervention(s):**
 - Promote new SCCBHSD 9-8-8 Crisis & Suicide Prevention 24-hr Lifeline among members & providers
3. Improve survey language to allow for specific identification of opportunities for improvement
 - **2022 Intervention(s):**
 - Improve information gathering of 2023 survey by clarifying survey language and providing survey callers with more information regarding the member and the services received



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Questions?

Contact Jamie Enke, BH Program Manager, jenke@scfhp.com



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Case Management

Member Success Stories



The Complex Case Management (CCM) team has been working with the member since early September 2020. In the brief time we have worked with her, she actively engages in her treatment. The member is a 76 year old, Spanish-speaking female born in Honduras.

The member attended school until the 4th grade she had to stop her education to begin working in Honduras, during her childhood she worked and helped others by washing clothes in the river, gathering and cooking fresh food; this hard work ethic continued when she immigrated to the United States. Here, she worked by selling street food, cleaning homes, serving in restaurants, and working as a janitor. She believes that hard work has been instrumental in her remaining healthy for so long.

Member was recently diagnosed with COVID-19, and as a result of these symptoms, she was hospitalized for six days. Member also deals with other chronic health conditions including hypertension, hyperlipidemia, and type II Diabetes. After treatment for COVID-19, she was discharged from the hospital to a supportive hotel and then returned home where she lives with her granddaughter.

She was identified for Complex Case Management services to help manage and support this transition back to home and ensure adequate follow-up post hospitalization and existing disease management. Due to COVID-19, all provider communications are done via Tele-health and although it was tricky for her at first, but after some support, member's ability to engage in Tele-health services became self-manageable.

She has been an active participant in Complex Case Management and in her care planning, member participates in frequent phone call check-ins and ICT meetings. With RN CM, she asks medical questions and education around how to better manage her blood pressure. With CM support, she identified her socio-economic needs and now accesses Cal-Fresh.

While in Complex Case Management, she has participated in three-way phone calls with CMs so she can get support from both medical and social work disciplines to help improve overall well-being and health. Member also follows up on her appointments with her PCP to make sure her health needs are getting addressed.

Member has now fully recovered from COVID-19 and reports living a "full and healthy life." She helps maintain her health by following through with her medical appointments and finds emotional and spiritual support in her church community. She will frequently give the Complex Case Management team blessings for their help during phone calls.

Member feels well-connected to providers and services and has expressed gratitude for those helping her stay healthy. Member is progressing towards meeting her healthcare goals and will likely be a graduate of the Complex Case Management program soon.



CM Success Story #2

Mr. B is a 79-year-old male that recently enrolled in SCFHP CMC. Upon initial completion of Health Risk Assessment with Mr. B on June, 2021, Mr. B was dealing with multiple chronic health conditions that included Cerebral Palsy, Cardiomyopathy, HTN, High Cholesterol and GERD. Mr. B had multiple ER visits that led to several hospitalizations prior to enrolling in CMC. He lives alone and he has some support from his adult son and two IHSS providers. Mr. B is also supported by his dear friend Mr. D, his primary social support. His medical issues started in 1957 and has had 18+ procedures since 3 years old. Mr. B's mobility was impacted making it increasingly difficult to care for himself. He had lost several teeth and felt he was losing his eyesight. After several attempts to engage him in case management services, he opted out stating he did not feel it would be a good use of his case manager's time because there would always be a reason his body would "fall apart." His case manager ensured him there were many things she could offer to help him stay healthy, and if he changed his mind at any time, he could just give her a call.

When Mr. B was admitted to the hospital in July due to cellulitis /abscess that ultimately led to a transmetatarsal amputation, his case manager reached out to ensure a safe discharge. While providing Transition of Care (TOC) assessment, he agreed to participate in the Complex Case Management (CCM) program. His first priority was to heal well from his toe amputation. He agreed to have a home health nurse worked with his PCP and provided dressing changes and taught his IHSS provider to help as needed between visits. He recovered well from his amputation and was provided a boot that will assist with balance. Over several months in CCM program, he was connected to an eye specialist and was treated for his cataracts. He now has ongoing eye treatments and a new pair of glasses.

His second goal was to manage his weight and heart conditions and to avoid cellulitis infections in the future. His case manager educated him about healthy food and nutrition to improve his health. She also coordinated dental appointments to help Mr. B get his dentures. His case manager was also able to arrange home meal deliveries as well as 90 day medications' mail-delivery. Mr. B is on top of all his appointments with PCP, podiatrist, gastroenterologist, cardiologist, chiropractor, dental and eye specialists. He lost 23 pounds and has reduced his HDL, triglycerides and cholesterol level. Mr. B has been able to make all health care decisions independently, taking every opportunity to follow through with self-managed interventions. He has been engaged with care planning and is well on his way to successfully completing all of his other ICP goals. Mr. B continues to make the best of everything and he reaches out to his case manager for assistance when he needs help. Mr. B expresses his gratitude to his case manager for her support and his case manager doesn't hesitate to remind him that his attitude and hard work make her job rewarding. He is a pleasure to serve!



**Santa Clara Family
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Health Education – Aging Mastery Program

Zara Hernandez, Health Educator

What is the Aging Mastery Program?

10-week for SCFHP Members

- Developed by National Council on Aging
- Knowledge sharing, goal setting, feedback, daily practices, and peer support
- Modest changes to produce big results
- Conducted virtually through Zoom
- Cost free
- 55+ English speakers are eligible



Small Steps, Big Rewards

The Aging Mastery Program® (AMP) aims to help millions of older adults take key steps to improve their well-being, add stability to their lives, and strengthen their ties to the community.



Aging Mastery Program (AMP)

Core Curriculum – taught by experts in the field

1. Navigating Longer Lives
2. Exercise
3. Healthy eating Hydration
4. Sleep
5. Medication Management
6. Falls Prevention
7. Advance Care Planning
8. Financial Fitness
9. Healthy Relationships
10. Community Engagement

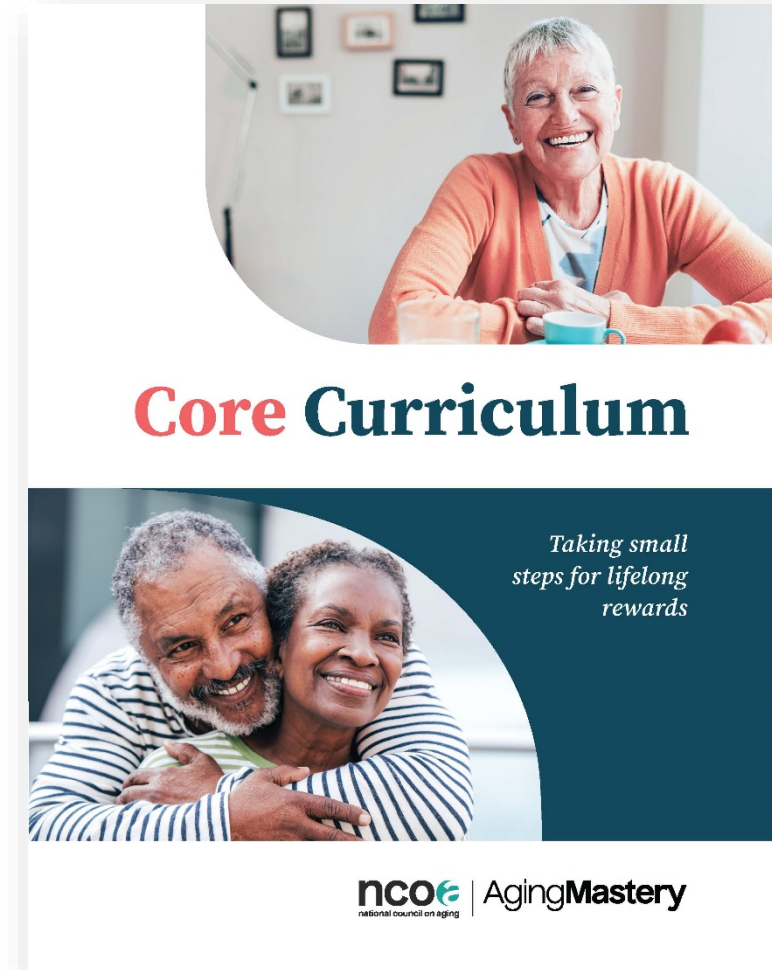
Topics	Speaker	Organization
Navigating Longer Lives	Dr. Leah Buturain-Schneider	USC's Leonard School of Gerontology
Financial Fitness	Deborah Freeman	Thrivent Company
Exercise and You	Dr. Christian Thompson	University of San Francisco
Sleep & the Brain	Dr. Stefanie Pina-Escudero	UCSF's Memory and Aging Center/Global Brain Health Institute

Example of past speakers for Aging Mastery Program. May change for SCFHP pilot

Aging Mastery Program

What are the benefits to AMP?

- Receive and keep workbook that covers all 10 topics
- Enjoy presentations by experts in the field
- Opportunity to make new friends
- Resource list for each topic



AMP Dates and Times

Weekly Workshops

- Held via Zoom
- Dates: Wednesdays for 10 weeks - 9/14, 9/21, 9/28, 10/5, 10/12, 10/19, 10/26, 11/2, 11/9, 11/16
- Time: 2:30-4:30pm
- Final workshop: November 16th
- In-person graduation event: Friday, November 18th at SCFHP Blanca Alvarado Community Resource Center (408 N Capitol Ave, San Jose, CA 95133, Time TBD)



How Do I Sign Up?

1. Attend an Info Session: **9/2 11-12pm** or contact Health Education healthed@scfhp.com, 408-874-1939.
2. Communicate your interest in enrolling in AMP to SCFHP staff.
3. On Lok will email you the Participant Demographic Survey. Upon completing it, On Lok will mail your AMP workbook.
4. On Lok wants to ensure that all AMP participants have their workbook prior to the workshop start date: 09/14/22.
5. Join each weekly workshop and have fun!

Frequently Asked Questions

Is there a cost to participate?

No. As a member with Santa Clara Family Health Plan, the entire 10-week program, including the AMP workbook is covered for you. There is no cost for you to attend.

What is the info session?

The info session provides more details around the program, including topics covered, speakers, and what to expect during the 10 weeks. It is the first step in registering for AMP.

What happens if I miss a workshop?

Each workshop takes place every Wednesday from 2:30-4:30pm so you have time to plan in advance. There are no “makeup” workshops if you miss one, but all participants can keep their AMP workbook so you have the info that will be covered.

What happens at the in-person Graduation event?

We celebrate you and your accomplishment! Participants who attend at least 7 workshops will be invited. You will receive a certificate from On Lok. Refreshments and snacks will be served.



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Questions? Thank you!



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Cal MediConnect (CMC) transition to DualConnect (HMO
D-SNP)

Enrollment & Eligibility

- **Eligibility expansions**

- CMC: Excludes ACA aid codes, ESRD, OHC
- D-SNP: No exclusion other than Full Duals; Duals turning 65 can enroll 3 months before their 65th birthday.

- **Enrollment period**

- CMC: Enroll/disenroll every month
- D-SNP: Enroll/disenroll during special election period (SEP) once per quarter for the first 3 quarters and Annual Enrollment Period (AEP) for the last quarter.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SEP 1 (Jan 1 – Mar 31)			SEP 2 (Apr 1 – Jun 30)			SEP 3 (Jul 1 – Sep 30)			AEP (Oct 15 – Dec 7)		
Effective the first day of the following month									Effective January 1 of the following year		

Enrollment & Eligibility

- **Enrollment source**
 - CMC: Telephonic
 - D-SNP: Telephonic, Online, and In-person
- **Enrollment & disenrollment processing**
 - CMC: Health Care Options (HCO)
 - D-SNP: SCFHP's Enrollment and Eligibility Department

How will the transition effect our current CMC members?

SCFHP serves approximately 10,500 CMC members today

- SCFHP members will continue to receive benefits and services through SCFHP's CMC plan until December 31, 2022.
- Beginning January 1, 2023, members will automatically start getting services through SCFHP's DualConnect and SCFHP's Medi-Cal plans.
- CMC members will automatically be enrolled into the SCFHP DualConnect and SCFHP Medi-Cal plan.
- Members will begin receiving letters about this change in October 2022.
- SCFHP will do outbound calls to CMC members about the transition in October & November 2022.
- CMC members DO NOT need take any action.



**Santa Clara Family
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Adjournment

Next Meeting: Thursday, December 1, 2022 at 11:30 a.m.