

CELEBRATING 20 YEARS



Enhancing Health
and Access
to Care for
Our Community



SANTA CLARA
FAMILY HEALTH PLAN

Providing Critical Access to Those in Need

Santa Clara Family Health Plan (SCFHP) provides a full spectrum of coordinated, quality healthcare services to Santa Clara County residents. We offer affordable insurance coverage through three government-funded programs: Medi-Cal, California's Medicaid health care program for adults, families, seniors, and people with disabilities; Cal MediConnect, streamlined care for beneficiaries of both Medicare and Medi-Cal; and Healthy Kids, local coverage for children who are not eligible for other insurance options.

MEDI-CAL

Medi-Cal is the primary safety net health insurance program for adults and children in California with limited income and resources. SCFHP's Medi-Cal plan offers medical, behavioral health, and vision benefits, as well as long-term care and other supportive services. In 2016, California expanded Medi-Cal coverage to all children who meet income eligibility, regardless of immigration status.



Santa Clara Family Health Plan is to be commended for being a partner in expanding healthcare coverage to the most vulnerable residents of our county; this includes all children, regardless of their immigration status."

— Rene G. Santiago, Deputy County Executive, Santa Clara County

CAL MEDICONECT

Cal MediConnect is a program for people with both Medi-Cal and Medicare. It provides medical, behavioral health, and vision benefits, as well as long-term care, care coordination, and other supportive services.

HEALTHY KIDS

Healthy Kids is a managed care plan for children ages 0-18, offering medical, behavioral health, vision, and dental benefits to children who do not qualify for Medi-Cal, other government programs, or private insurance, and who meet family income requirements.



Pioneering Healthy Kids

In 2001, Santa Clara County led the way in providing universal health coverage for children through the creation of the Children's Health Initiative (CHI). CHI later launched the first Healthy Kids program in the nation. No other city or county agency had ever before undertaken the complex challenge of eliminating the significant gaps that existed in providing health coverage for all children.

The effort began at the grassroots level, with several community groups asking the Santa Clara County Board of Supervisors to launch the program. The Board of Supervisors agreed.

CHI became the first initiative in the nation to ensure that all children had access to health insurance. The program proved to be so successful that it became the model for other communities throughout the state and the nation.

Even with the expansion of Medi-Cal to undocumented children, today the Healthy Kids program continues to provide coverage to about 2,700 children who would otherwise not have health coverage.



A Message from Our CEO

I am honored to be a part of Santa Clara Family Health Plan (SCFHP) as we celebrate 20 years of providing high quality, innovative healthcare coverage to our community's most vulnerable residents.

I believe healthcare should be a basic human right, available to everyone. SCFHP embodies this belief. We take our responsibility seriously. Every single day, we have the opportunity to make a significant difference in the lives of our members. The cumulative impact SCFHP makes in our community can be profound and long lasting, which keeps me engaged and excited about what we can accomplish going forward.

SCFHP not only connects our members to physicians and needed care, but also helps them overcome barriers to receiving that care through services such as transportation to medical appointments and interpretation during office visits. An important part of what we do is assisting our members in navigating the complex healthcare system by coordinating their medical, behavioral health, and long-term care, as well as connecting them to community services. In partnership with providers, we help members stay healthy and maximize their quality of life by helping them understand their benefits, obtain services, receive timely preventive care, and access health education and wellness programs.

Since we enrolled our first member in 1997, we have experienced an evolution in who we serve. When we began, we primarily provided preventive care to mothers and children. Today, we provide comprehensive benefits to men, women, and children of all ages, including seniors, people with disabilities, and those with chronic and behavioral health illnesses. Recognizing the challenges our members may face in their lives, SCFHP works tirelessly to make sure all members get the health care they need.

Our vision is to continually improve quality of care in an effective and efficient manner, while empowering our members to make healthy choices and live well. As a public health plan, today we face many uncertainties related to proposed government policy and funding changes. In the face of these uncertainties, SCFHP remains committed to advocating for our members' access to the care they need and to being an integral part of Santa Clara County's healthcare safety net. Working together, we will continue to build a healthier community.

Christine M. Tomcala
Chief Executive Officer
Santa Clara Family Health Plan



A Message from Our Board Chair

The United States healthcare delivery system is unique, in that the principal way most people secure health insurance is through their employer. As a result, not everyone has health insurance. For many, the healthcare safety net, primarily Medicaid and public hospitals and clinics, can be life-saving.

The safety net is important to all of us. When some hear "safety net," they think "not me." They think "disadvantaged," "disabled," "chronically ill" – perhaps "mentally ill." Yet, this could apply to any one of us at some point in our lives. The safety net is there for our neighbor who loses his job and can't find another one for two years – not for lack of trying, but because of other factors. It's there for our family member who suffers a catastrophic illness that wipes out her finances. The safety net is not a handout. Many of us are just a few paychecks, or one serious illness away from needing it.

Santa Clara Family Health Plan (SCFHP) is passionately committed to safeguarding the healthcare safety net. As a local, not-for-profit public health plan, SCFHP works closely with Santa Clara Valley Health and Hospital System, community clinics, and numerous providers and community-based organizations to make sure people in our county get the care they need. SCFHP also works closely with local, state, and federal organizations and elected officials to advocate for the safety net in Santa Clara County.

While the safety net is here today, its future is far from secure. Today, healthcare coverage is at risk from federal policy changes, and from any consequent federal and state budget impacts. As the industry faces anxiety related to federal government actions and fiscal pressures from the state, people may question the importance of the safety net. In this time of turmoil, it is our responsibility to help people understand and recognize the safety net's critical role in the overall well-being of our community. I urge all of us to continue to work together to ensure that our vital safety net remains intact.

Bob Brownstein
Governing Board Chair
Santa Clara County Health Authority



Fostering a Healthier Community

Healthcare goes beyond physical health. It requires us to address the social determinants of health, such as food, shelter, and emotional well-being. SCFHP believes in this inclusive view of health, as it is crucial for ensuring a long-lasting, sustainable community.

For the past two decades, SCFHP has collaborated with many local agencies and organizations that provide a safety net of social services for our community. These organizations connect our members to critical resources, such as housing assistance, food subsidies, children's nutrition, transportation, job training, child care, and after-school programs.

“The Santa Clara County safety net ensures that residents who struggle to make ends meet receive basic services, and learn how to navigate their way in complex systems. Ultimately, we help them to be a vibrant part of our community. Santa Clara is extremely fortunate to have a health plan like SCFHP that assists the neediest in our county in gaining access to healthcare.”

— Denise Boland, Director, Department of Employment and Benefit Services, Santa Clara County; and Co-Chair of Santa Clara County Safety Net Committee



“Safety net health plans such as Santa Clara Family Health Plan support our most vulnerable by providing them with equitable access to physicians and health care providers. Community Health Partnership and our member clinics value the relationship we have with Santa Clara Family Health Plan as we work together to improve the health and quality of life for all county residents. It is an honor to serve on SCFHP’s Governing Board.”

— Dolores Alvarado, CEO, Community Health Partnership



“The reality is that too many individuals and families are struggling to survive in the extremely high-cost Silicon Valley. Without a strong health care safety net, hundreds of thousands of our residents would have to choose between health care and other basic needs like food, rent, and child care. Everyone should have access to good health, and our local health care safety net makes it possible for so many in our community.”

— Ken Yeager, Santa Clara County Supervisor, District 4; and Chair, Santa Clara County Health and Hospital Committee

Health Starts with Prevention

Preventive care improves quality of life while lowering long-term health care costs. As such, it is our top priority. We’ve undertaken initiatives to promote to our members the importance of accessing preventive care and health education opportunities, including:

- Providing coverage for women's preventive care, contraception, family planning, and other preventive health services long before it was mandated by the Affordable Care Act.
- Publishing *Winning Health*, a quarterly newsletter about health education, wellness, and plan benefits.
- Implementing incentive programs to reward members who get important checks, such as diabetic eye exams, cervical cancer screenings, or regular blood pressure monitoring.
- Offering health education classes through our community partners.
- Supporting local, evidence-based programs that specifically address obesity among our child and adolescent members.



“SCFHP and Physicians Medical Group of San José have collaborated for two decades to carefully focus on preventive care, health screenings, and other unique needs of individuals who have trusted us with their health and wellness. I am proud of what we have been able to achieve together.”

— Peter Goll, CEO, Physicians Medical Group of San José

“SCFHP and Premier Care have been successful partners for a long time, based on our common purpose of serving the health care needs of patients to the best of our abilities. We believe in the value of preventive health, which is why we invest in patient education and disease prevention through annual health fairs that empower people to achieve desired health goals.”

— Chung Vu, MD, President, Premier Care of Northern California

TRANSFORMING HEALTHCARE

Coordinated Care for the Whole Person

Promoting Overall Health

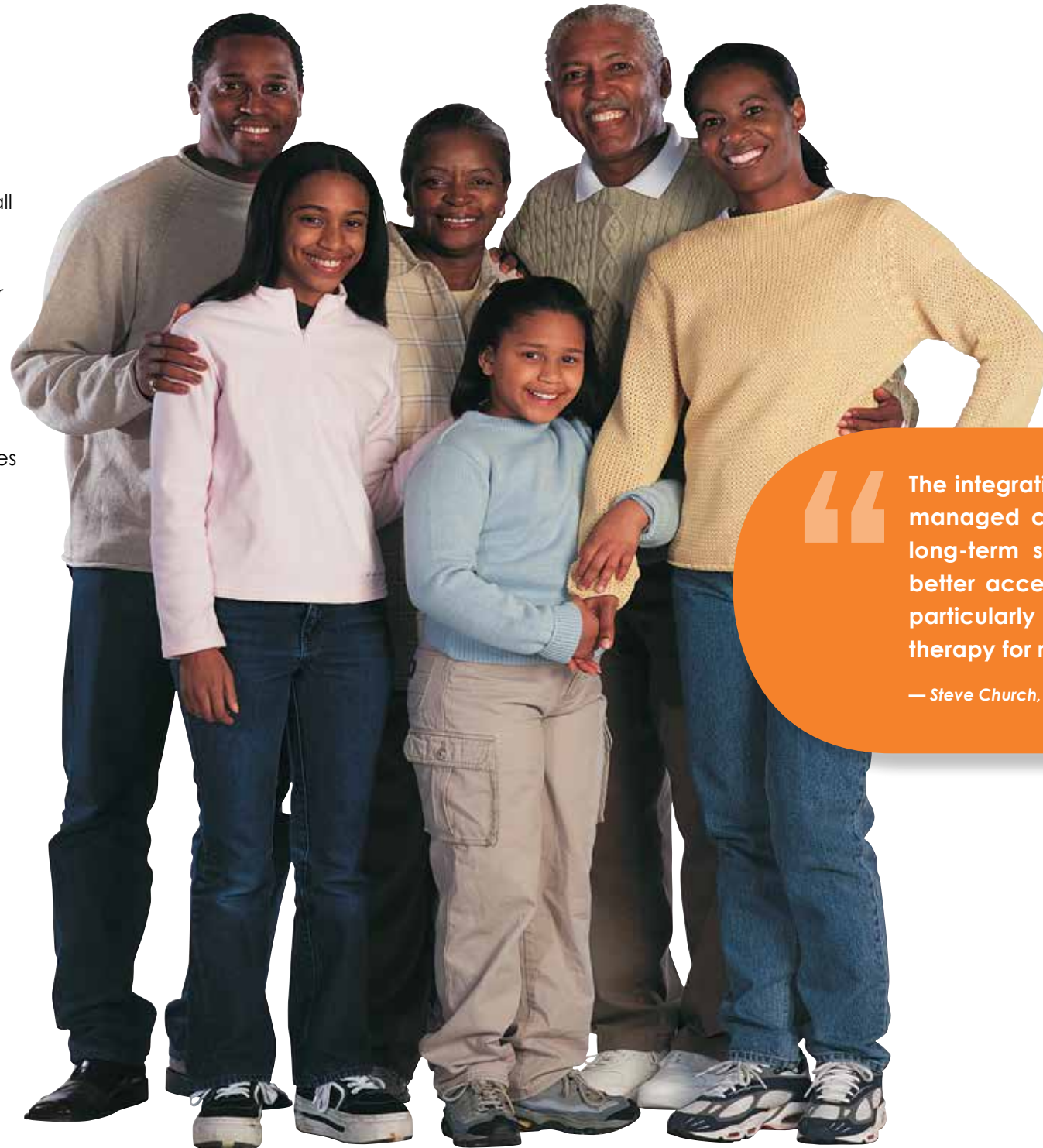
Over the past 20 years, SCFHP's membership expansion has been accompanied by a growing understanding that good health requires not only a doctor's visit, but also access to an array of community services and supports that add value and promote overall health. This is true healthcare, where the delivery of health services extends beyond the medical office doors and connects all necessary supports to ensure a healthier individual.

We are fortunate that the State of California has been a trailblazer in enacting legislation that embraces this vision of health. With this leadership, SCFHP's health coverage has evolved to provide care for the whole person at all stages of life. SCFHP is a contributor in the transformation of healthcare to an innovative system for the 21st century that establishes coordinated and inclusive approaches at the center of care. Here are a few of our accomplishments:

CONNECTING SYSTEMS OF CARE

The Coordinated Care Initiative (CCI) has enabled SCFHP to address the complex needs of members who often struggle to get the care they need through multiple disconnected systems.

- In 2014, SCFHP integrated long-term services and supports benefits into our Medi-Cal plan to better manage costs and coordinate the full range of supportive services members may need to live safely in their homes and communities.
- In 2015, we launched Cal MediConnect to provide coordinated medical, behavioral health, long-term care, and home and community-based services through a single health plan for members with both Medicare and Medi-Cal. As of January 1, 2017, more than 7,500 individuals were enrolled in Cal MediConnect.



ENHANCING CARE COORDINATION

Care coordination improves outcomes while supporting independence and restoring dignity. Through CCI, we've built the infrastructure to offer this much-needed service to our members by:

- Creating a dedicated department which provides case management and care coordination.
- Developing relationships with most skilled nursing facilities in Santa Clara County, and establishing a dedicated skilled nursing facility liaison to work closely with providers to ensure our members receive coordinated, quality care.
- Partnering with the organization New Directions to provide intensive case management services to our members with complex medical and psychosocial needs.



The integration of long-term services and supports benefits into Medi-Cal managed care has been a huge success. With SCFHP now managing long-term services and supports as Medi-Cal benefits, patients have better access to care than they had under traditional Medi-Cal. This is particularly evident in the areas of physical, occupational, and speech therapy for rehabilitation, as well as medications."

— Steve Church, Administrator, Willow Glen Center Nursing & Rehabilitation



Building a Path Home

At SCFHP, we recognize the importance of getting our members the right care, in the right setting, and at the right time. To do so, we:

- Work collaboratively with skilled nursing facilities and community organizations to transition members from nursing homes to other suitable care and housing arrangements, whenever medically appropriate.
- Partner with local housing efforts to expand resources for members who experience housing instability or homelessness.
- Participate in the California Association of Long Term Care Medicine's Nursing Home and Health Plan Partnership, a state-wide coalition that implements training and tools to reduce avoidable hospital readmissions.



Coordinated Care California Remains Committed

The improvements seen in the delivery of coordinated care to vulnerable members living with multiple chronic conditions and navigating a complex health care system are undeniable.

We are pleased that in the 2017-2018 State budget, California preserved Cal MediConnect, managed long-term services and supports, and enrollment of dual eligibles into managed care through 2019. At SCFHP, we are committed to the philosophy of coordinated care.



Whole Person Care Initiative

In Santa Clara County, there are approximately 10,000 Medi-Cal beneficiaries identified as high utilizers of emergency and acute care services. The goal of the Whole Person Care Initiative is to reduce repeated, avoidable hospital admissions, nursing home placements, and emergency room visits by better coordinating the physical health, behavioral health, and social determinants of health for qualifying SCFHP members. These members may be dealing with co-occurring medical and behavioral health conditions, substance use, and other psychosocial stressors, such as homelessness, that make it difficult to take full advantage of preventive health care services that promote health and wellness. An investment made by SCFHP enabled a Whole Person Care program expansion that combines intensive case management with housing alternatives that assist members in skilled nursing facilities to transition back into the community.

Case Management Brings It All Together

SCFHP's Case Management Department strives to provide a host of connections for Medi-Cal and Cal MediConnect members with complex care needs, so they may achieve their health goals, live their lives with dignity, build trust in the healthcare system, and continue to live in their environment of choice for as long as safely possible. In doing so, Case Management coordinates and collaborates with many partners, including providers, agencies, ancillaries, and social workers, that help to make it all possible. Case Management team members regularly:

- Manage transitions between hospital, skilled nursing facility, and home.
- Establish members' connections with specialists for follow-up care.
- Work with pharmacies to make adaptations that help with medication management.
- Provide instructions on how to access urgent care near members' homes to avoid emergency room visits.
- Assist with applications for support services and tools, including writing letters of support and acquiring proof of hardship.
- Facilitate modifications such as grab bars, ramps, medical equipment, etc., to help members live safely at home.
- Assist members with their applications to receive In-Home Supportive Services (IHSS) or to increase IHSS hours, and provide support for hiring a caregiver.
- Refer members to community organizations to gain self-advocacy skills, such as computer literacy and an understanding of how to navigate affordable housing options.
- Refer family members to community organizations for caregiver support and education.



SCFHP Case Management Team

MEMBER TESTIMONIAL JOY LARSEN

“SCFHP Has My Back”

Seventy-eight years old and retired, Joy Larsen relies on Social Security to make ends meet. For Joy, living on a limited income often means making tough choices about her expenses.

“My income is such that if I had to go to a doctor once or twice and pay for medication, I would have a really hard time making the rent. And then I don't know what I'd do,” Joy said.

Joy, who suffers from respiratory allergies and asthma, settled in San José four years ago to be near her son. Because he and his wife have three children living at home, Joy couldn't live with them. She couch-surfed for most of a year, until, through contacts at her church, she found a comfortable living arrangement

renting rooms in a shared home. But if she can't afford rent, she fears she may end up homeless.

SCFHP gives Joy peace of mind knowing she can see the doctor as needed without putting her housing at risk. Joy is enrolled in SCFHP's Cal MediConnect plan, which covers people who are eligible for both Medi-Cal and Medicare. The plan provides a full spectrum of benefits – including medical care, prescriptions, behavioral health care, long-term care, and home and community-based services. Joy's SCFHP case manager coordinates these services, working with Joy and her providers.

After Joy's cataract surgery last August, she filled a prescription for new glasses. But when she

went to pick them up, she couldn't remember the optometrist's address. “I knew what street it was on, but I didn't recognize the building,” she explained. “I called Santa Clara Family Health Plan and gave them the name of my doctor, and not only did they tell me where the office was, they were really kind and patient. They said ‘we understand, it's not a problem,’” Joy said. “I know they have my back, and that's a huge relief.”



“As case managers, we really get to know our members. Having that relationship allows us to suggest interventions and find solutions to help members meet their goals. One young man we helped was recovering from a traumatic brain injury in a skilled nursing facility. Both he and his family were determined to move him back home, but their home couldn't accommodate his wheelchair. Because we got to know their situation, we were able to advocate for additional therapy to build this young man's strength and make the transition home easier. His uncles built him a wheelchair ramp, and we referred the member to an intensive community-based resource program. He received assistance from social workers to navigate the Social Security system and manage financial needs. All agencies and his family worked together, and the member got the support he needed to live safely at home.”

— Shawna Cagle, Case Management Supervisor

Behavioral Health Services

We recognize that addressing behavioral health needs - including mental health, substance use disorder, and Autism Spectrum Disorder (ASD) - is just as important as treating physical health. When a person's behavioral health needs go unmet, their quality of life, work, school, relationships, and physical health can all suffer. Individuals with severe mental illnesses are also more likely to experience homelessness, putting them at even greater risk of poor health and a lower quality of life.

“Our partnership with SCFHP has resulted in improved access and coordination of critical health care services for Momentum clients with a mental illness, a vital step toward whole person, integrated care.”

— David Mineta, President/CEO, Momentum for Mental Health



Given the importance of behavioral health to overall physical health, SCFHP has a team dedicated to behavioral health care coordination. Our team works closely with the Santa Clara County Behavioral Health Services Department and community-based organizations to help members get necessary care.

SCFHP also provides comprehensive autism treatment for children, in collaboration with the San Andreas Regional Center. Recognizing that parents do not always know how to access the appropriate intervention services for their children with ASD, or with early symptoms that suggest ASD, SCFHP works to ensure that members receive medically necessary services that can help develop or restore daily functioning. SCFHP coordinates and reviews autism assessments and diagnostic evaluations, including those from the Early Start program.

“Early identification and intervention are very effective in changing the developmental trajectory of children with autism, yet research shows a disparity in access to services for low-income children and children of color. SCFHP has partnered with providers to understand the challenges of the field while also supporting families with timely access to services.”

— Darrell Evora, CEO, Uplift Family Services

MEMBER TESTIMONIAL DANETTE ZUNIGA

“SCFHP Helps My Boys Stay Healthy”

When Danette Zuniga and her husband Mario had their third child, Yaden, four years ago, Danette gave up her job to care for him. Danette, a nurse who often worked 12-hour shifts, knew finding and affording all-day care for Yaden, who is on the autism spectrum, would be nearly impossible. Once the family no longer had health insurance through Danette's job, they had to find new coverage.

“My husband, who is self-employed, and I got insurance through Covered California,” she said. “But we couldn't afford it for the kids.”

Danette, who is now a member of Santa Clara Family Health Plan's Consumer Advisory Committee, turned to SCFHP for help. SCFHP enrolled her middle son, Yared, 10, in Healthy Kids, which covers uninsured children ineligible for Medi-Cal or other public programs. Her oldest son, Yoel, 14, was already covered by Medi-Cal through San Andreas Regional Center, because like Yaden, he has autism. (San Andreas Regional Center, funded by the state, provides a wide range of services and supports for individuals with developmental disabilities, including autism.) Danette chose SCFHP to manage their benefits.

The best part, Danette said, was being able to keep the same physicians for her boys.

“That was so important, because my oldest, Yoel, doesn't like change, and it took me years to build his team of specialists. It would have been devastating to have to start with a whole new medical team,” she said.

“SCFHP bridges the gap for kids who aren't eligible for Medi-Cal, but don't have employee-sponsored health coverage through their parents,” she continued. “SCFHP helps my boys stay healthy.”



Danette Zuniga with her husband Mario and sons Yoel, Yared, and Yaden

Advisory Committees Provide Valuable Insight

SCFHP encourages members and providers to provide input and feedback, make their voices heard, and share their opinions through our advisory committees.

CONSUMER ADVISORY COMMITTEE

Consumers and advocates on the Consumer Advisory Committee (CAC) assist SCFHP in establishing and maintaining culturally and linguistically appropriate linkages to the community. The CAC is made up of SCFHP members or their parents, community advocates, and healthcare providers.



Consumer Advisory Committee members presenting at a meeting



The Consumer Advisory Committee is invaluable to the health plan. It's an opportunity to hear directly from members, keeping us connected to our larger community, and true to our mission. The committee also acts as a sounding board for the health plan to test new ideas. What I enjoy most about working with this committee is the dedication of its members to improving the plan and promoting health in their communities."

— Waldemar Wenner, MD, Pediatrician; and Chair, SCFHP Consumer Advisory Committee



Dr. Chung Vu of Premier Care at Provider Advisory Council

PROVIDER ADVISORY COUNCIL

The Provider Advisory Council (PAC) acts as an advisory committee to help SCFHP create and maintain a system of care focused on six C's of care—Community, Collaboration, Coordination, Communication, Caring, and Compassion. PAC's mission is to discuss regional and national issues regarding the relationships and interactions between providers, their patients, and SCFHP. PAC is comprised of contracted providers from a range of specialties, hospitals, and IPAs, as well as representatives from the behavioral health community, and representatives who possess knowledge regarding the initiatives and issues facing our patient and provider communities.



At all levels of my interaction with the health plan, I have seen responsiveness and prompt resolution of issues. Patient experience is a top priority here, with focus on better communication and care coordination. SCFHP effectively partners with various stakeholders, fostering a culture of patient centricity to ensure quality health care for Santa Clara County's safety net community."

— Ria Paul, MD, Stanford Healthcare; and Chair, SCFHP Quality Improvement Committee

QUALITY IMPROVEMENT COMMITTEE

The Quality Improvement Committee (QIC) oversees SCFHP's organization-wide commitment to quality, utilizing a systematic approach of monitoring, analysis, and evaluation to improve the delivery of health care provided to all members, including those with special needs. This approach continuously assesses quality of care and services in such areas as preventive health, acute and chronic care, behavioral health, over- and under-utilization, continuity and coordination of care, patient safety, and administrative and network services. QIC members include contracted providers from a range of specialties, hospitals, and IPAs, as well as representatives from the behavioral health community.



Investing in Our Community for Better Health

Since its inception, SCFHP has partnered with community-based organizations to help Santa Clara County residents access the full scope of healthcare services and resources available to them. In recognition of our 20th anniversary, SCFHP has selected three key community projects to support. Each plays an important role and provides significant value to our members and the community through focus on broader determinants of health – nutrition, exercise, and dental care.



At Veggielution, we believe in the power of food to connect, celebrate and, ultimately, transform our communities. We are thrilled to partner with Santa Clara Family Health Plan to celebrate its 20 years of work toward improving the health and well-being of Santa Clara County residents. We look forward to working together to offer healthy food, outdoor learning, and vibrant public spaces that support strong neighborhoods in East San José."

— Cayce Hill, Executive Director, Veggielution



VEGGIELUTION OUTDOOR CLASSROOM SPACE

Making good food choices is important, but people don't always understand what makes one food healthier than another. Veggielution, a nonprofit, urban community farm located in East San José, promotes healthy eating by providing nutrition education and access to local organic food. SCFHP is supporting these efforts by enabling Veggielution to create an outdoor classroom with a shade structure, benches, and a chalkboard to use as a hub for education and outreach programs.

INDIAN HEALTH CENTER FITNESS CENTER

Physical activity is one of the most important ways people can achieve and maintain better health. SCFHP is helping the Indian Health Center of Santa Clara Valley upgrade the fitness equipment in its gym, to encourage more of our members to get fit. Indian Health Center, located in San José, is a nonprofit health center that provides medical and wellness services to low-income American Indians, Alaska Natives, and the general community.



At Indian Health Center, we offer holistic health care services targeting a population that experiences disease and mortality rates several times higher than the general public. We are grateful to partner with SCFHP to provide healthcare services to their members, which include fitness classes and access to gym facilities. Together we can ensure our community has access to a healthier and better quality of life."

— Sonya Tetnowski, CEO, Indian Health Center



GARDNER FAMILY HEALTH NETWORK DENTAL CLINIC

Access to dental care is essential for overall health. SCFHP is helping fund the expansion of the dental clinic at Gardner Family Health Network's CompreCare Health Center in East San José, to make quality dental care available to even more of our members.



I had the pleasure of serving on SCFHP's Governing Board for many years, and feel extremely proud to be a part of the positive impact SCFHP has made in our community over the past two decades. Gardner Family Health Network is grateful to SCFHP for supporting the expansion of our CompreCare Dental Clinic, enabling us to add two new dental chairs and hire a full-time dentist to serve the East San José community. With SCFHP's support, we will serve an additional 1,100 patients each year."

— Reymundo Espinoza, CEO, Gardner Family Health Network

What's Next

At SCFHP, we continually identify opportunities to improve accessibility, quality, and cost-effectiveness of the healthcare coverage we provide, in support of our members, providers, and community. Our strategic priorities for 2016-2020 are:

1) QUALITY IMPROVEMENT

Working to meet the highest quality standards, we recently received Interim National Committee for Quality Assurance (NCQA) Accreditation for our Cal MediConnect program. We are undertaking initiatives in partnership with providers to improve outcomes, increase access, and enhance care coordination.

2) COMPLEX CARE DELIVERY

In close collaboration with our community partners, we are enhancing support for members with complex conditions through piloting comprehensive systems of care, and continued development of our Managed Long-Term Services and Supports and Behavioral Health programs.

3) GROWTH

We are exploring new program opportunities to expand coverage options for Medi-Cal and Medicare beneficiaries, and improve the member experience.

4) VALUE-BASED CARE

Working with our providers, we are investigating new and emerging models of care, to encourage innovation and prioritize quality over quantity.

5) INTERNAL OPTIMIZATION

We are bringing internal systems and infrastructure up to the highest standards to achieve our strategic goals, and enable efficiency and effectiveness.

OUR STRATEGIC GOALS ARE BASED ON FOUR FOUNDATION PILLARS:

- **Financial Strength**
In order to best serve our members and be accountable to our community, our organization must remain fiscally sound.
- **Culture of Compliance**
Every SCFHP team member has an important role to play in ensuring compliance in our complex regulatory environment.
- **Effective Workforce**
SCFHP ensures that employees have the tools and skills they need to be effective in their jobs.
- **Positive County, State, and Federal Relationships**
We value the support of our elected officials and regulators at the county, state, and federal levels, and work to maintain productive relationships.



Looking Ahead

The future of our nation's health coverage system is uncertain. What will not change is the vital role of the healthcare safety net in ensuring everyone can access affordable, quality care. As we look to the future, our commitment is to:

- Promote access to care for the mind, body, and soul;
- Empower our members to make the best choices for their health and wellness;
- Advance excellence and innovation in care through collaboration with providers; and
- Continue to be good stewards of taxpayer funds as we fulfill our mission.



Providing basic physical and mental health benefits to the people of our region shouldn't be a choice, it should be an imperative. Santa Clara Family Health Plan's connection with the State is important for making public health successful, as it takes many positive and strong partners to make it work well. And if no help from Washington is forthcoming, we must rely on ourselves to get the job done."

— Jim Beall, California State Senator



Our Mission

Our mission is to provide high quality, comprehensive health care coverage for those who do not have access to, or are not able to purchase, good health care at an affordable price. Working in partnership with providers, we act as a bridge between the health care system and those who need coverage. We do this by offering comprehensive, affordable medical, dental, and vision coverage through our health insurance programs: Medi-Cal, Cal MediConnect, and Healthy Kids.



Governing Board

The Santa Clara County Health Authority is an independent public agency that governs Santa Clara Family Health Plan (SCFHP). Appointed by the Santa Clara County Board of Supervisors, the 13-member Governing Board seeks to maintain and preserve a health care safety net for Santa Clara County, improve access to quality health care, and ensure the fiscal integrity of SCFHP.

EXECUTIVE COMMITTEE

Bob Brownstein, Working Partnerships USA
Liz Kniss, Vice Mayor, City of Palo Alto
Michele Lew, Stanford Health Care
Waldemar Wenner, MD
Linda Williams, Planned Parenthood Mar Monte

BOARD MEMBERS

Dolores Alvarado, Community Health Partnership
Bob Brownstein (Board Chair), Working Partnerships USA
Brian Darrow, Office of Santa Clara County Supervisor Ken Yeager
Christopher Dawes, Lucile Salter Packard Children's Hospital
Darrell Evora, Uplift Family Services
Kathleen King, Healthier Kids Foundation Santa Clara County
Liz Kniss, Vice Mayor, City of Palo Alto
Michele Lew, Stanford Health Care
Paul Murphy, Office of Santa Clara County Supervisor Cindy Chavez
Jolene Smith, FIRST 5 Santa Clara County
Brenda Taussig, El Camino Hospital
Waldemar Wenner, MD
Linda Williams, Planned Parenthood Mar Monte



Santa Clara Family Health Plan

Santa Clara Family Health Plan (SCFHP) is a not-for-profit health plan in California. With a network of almost 5,000 providers and 212 employees, we serve more than 275,000 residents of Santa Clara County enrolled in Medi-Cal, Cal MediConnect, and Healthy Kids.



20 YEARS

SERVING OUR
COMMUNITY
1997 - 2017



Santa Clara Family Health Plan

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