



Santa Clara
Family Health Plan
The Spirit of Care

To: Delegated Health Plan
From: Santa Clara Family Health Plan (SCFHP)
Date: November 18, 2014
Subject: **New Medi-Cal Threshold Languages**

Dear Delegated Health Plan:

The Department of Health Care Services (DHCS) has updated the Medi-Cal threshold languages in California. Two languages were added as threshold languages for Santa Clara County, Chinese and Tagalog.

Effective January 1, 2015, SCFHP's Medi-Cal threshold languages are:

- English
- Spanish
- Vietnamese
- Tagalog
- Chinese (combination of Mandarin and Cantonese)

Delegated Health Plans must provide translated member informing materials (e.g. Evidence of Coverage, Member Services Guides, Disclosure Forms, Notice of Action Letters, Preventive Health Reminders, Member Surveys, Grievance and Appeals letters, and Newsletters) to Medi-Cal members in the threshold languages determined by DHCS All Plan Letter 14-008.

If you have any questions, please feel free to call us at 1-408-874-1788 or email us at providerservices@scfhp.com.

Thank you for your continued support!