

Regular Meeting of the

## Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, June 8, 2021, 6:00 PM – 7:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave., San Jose, CA 95119

### Via Zoom

(669) 900-6833

Meeting ID: 977 2030 2095

Passcode: cac062021

<https://zoom.us/j/97720302095>

## AGENDA

<b>1. Roll Call / Establish Quorum</b>	Ms. Porchia-Usher	6:00	5 min
<b>2. Public Comment</b> 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.	Ms. Porchia-Usher	6:05	5 min
<b>3. Meeting Minutes</b> Review minutes of the March 9, 2021 Consumer Advisory Committee. <b>Possible Action:</b> Approve the minutes of the March 9, 2021 Consumer Advisory Committee.	Ms. Porchia-Usher	6:10	5 min
<b>4. Health Plan Update</b> Discussion on SCFHP membership and current topics.	Ms. Tomcala	6:15	5 min
<b>5. Mission, Vision, Values, and Strategic Plan</b> Review new and updated statements.	Ms. Watkins	6:20	10 min
<b>6. Community Resource Center</b> Provide update on planning and implementation.	Mr. Gonzalez	6:30	10 min
<b>7. Behavioral Health</b> Taking Care of Health and Wellbeing during Times of Uncertainty.	Ms. McKelvey	6:40	10 min
<b>8. SCFHP Member Communications</b> Review SCFHP member communications.	Ms. Zhang	6:50	5 min
<b>9. Future Agenda Items</b> Discuss topic ideas for September 2021 meeting.	Ms. Porchia-Usher	6:55	5 min
<b>10. Adjournment</b> Next meeting: Tuesday, September 14, 2021 at 6:00 p.m.		7:00	

**Notice to the Public—Meeting Procedures**

- Persons wishing to address the Consumer Advisory Committee 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](http://www.scfhp.com).



**Santa Clara Family  
Health Plan™**

**Public Comment**



**Santa Clara Family  
Health Plan™**

**Meeting Minutes  
March 9, 2021**

Regular Meeting of the  
**Santa Clara County Health Authority  
Consumer Advisory Committee**

Tuesday, March 9, 2021, 6:00 PM – 7:00 PM  
Santa Clara Family Health Plan - Teleconference  
6201 San Ignacio Ave., San Jose, CA 95119

## MINUTES - Draft

### Members Present

Debra Porchia-Usher, Chair  
Barifara (Bebe) Barife  
Rebecca Everett  
Rachel Hart  
Tran Vu

### Members Absent

Blanca Ezquerro  
Vishnu Karnataki  
Maria Cristela Trejo Ramirez

### Guest

Ishendra Sinha

### Staff Present

Christine Tomcala, Chief Executive Officer  
Chris Turner, Chief Operating Officer  
Laura Watkins, Vice-President, Marketing & Enrollment  
Dr. Lily Boris, Medical Director  
Chelsea Byom, Director, Marketing & Communications  
Lucille Baxter, Manager, Quality & Health Education  
Mike Gonzalez, Manager, Community Resource Center  
Theresa Zhang, Manager, Communications  
Cristina Hernandez, Marketing Project Manager  
Divya Shah, Health Educator  
Zara Hernandez, Health Educator  
Lan Tran, Quality Improvement RN  
Amy O'Brien, Administrative Assistant

### 1. Roll Call

Debra Porchia-Usher, Chair, called the meeting to order at 6:13 pm. Roll call was taken and a quorum was established.

### 2. Public Comment

There were no public comments.

### 3. Meeting Minutes

The minutes of the December 8, 2020 Consumer Advisory Committee meeting were reviewed.

**It was moved, seconded, and the minutes of the December 8, 2020 Consumer Advisory Committee meeting were unanimously approved.**

**Motion:** Mr. Vu

**Seconded:** Ms. Hart

**Ayes:** Ms. Barife, Ms. Everett, Ms. Hart, Ms. Porchia-Usher, Mr. Vu

**Absent:** Ms. Ezquerro, Mr. Karnataki, Ms. Ramirez

#### 4. Health Plan Update

Christine Tomcala, Chief Executive Officer, presented the enrollment update. The Plan's enrollment continues to grow. As of March 1, 2021, total enrollment is 276,842 members, a 14.5% increase since March 2020, with 266,962 Medi-Cal members and 9,880 Cal MediConnect members.

Ms. Tomcala noted strategic planning is underway, which will provide organizational direction for the next three years. The plan will focus on three goals: (1) SCFHP will be a recognized local leader and collaborator in improving the health of vulnerable communities; (2) SCFHP will deliver exceptional quality outcomes and health equity for all Plan members; and (3) SCFHP will consistently demonstrate administrative and service excellence. Ms. Tomcala hopes to share a further update on the strategic plan at the June 8, 2021 Committee meeting.

As part of the strategic planning process, the Plan will refresh its mission statement and values, and will develop a vision statement for SCFHP. Ms. Porchia-Usher asked if there is an opportunity for the Committee to participate in the strategic planning process. Ms. Tomcala advised that by the time the Committee meets again, the strategic plan will likely have been approved by the Governing Board. Ms. Tomcala shared that, as part of the strategic planning process, input was solicited from a number of stakeholders in the community.

Ms. Tomcala provided an update on the Medi-Cal Rx transition, which has been delayed until further notice. The State intends to move forward with the Medi-Cal Rx transition; however, there is no current implementation date.

Ms. Tomcala concluded with a recap of the March audits, which include the recently completed HEDIS audit, as well as the upcoming DHCS and DMHC audits from March 8 through March 19, 2021. Ms. Tomcala assured the committee that these are routine oversight audits.

#### 5. COVID-19 Update and Vaccine Outreach

Chelsea Byom, Director, Marketing & Communications, presented the Committee with an update on the Plan's key messages on COVID-19. SCFHP offers transportation services to and from vaccine appointments at no cost to members. The Plan encourages all members to stay safe, wear a mask, continue to practice social distancing, and stay home as much as possible until members of your community are also vaccinated. SCFHP will continue to update their guidance to our members as additional information is received from public health officials.

Ms. Byom introduced Dr. Lily Boris, Medical Director, to answer members' questions and address their concerns. Mr. Vu was pleasantly surprised with how well organized the vaccination process was, although some members of his community experienced hiccups with the process. Mr. Vu did not suffer from any unusual side effects. Mr. Sinha also had a well-organized vaccination experience, and he did not suffer from any unusual side effects. Dr. Boris explained the CDC post-vaccination guidelines to the Committee. Dr. Boris emphasized the importance of the 2<sup>nd</sup> dose of the vaccine for those who received either the Pfizer or Moderna vaccines. The CDC recommends that individuals who are fully vaccinated should wait 2 weeks after their 2<sup>nd</sup> dose to gather with small groups of people who are also fully vaccinated. Masks and social-distancing are still recommended to protect unvaccinated individuals. There are no travel guidelines issued yet.

Approximately 18% of California's population is vaccinated, with approximately 10% of individuals who have received their 2<sup>nd</sup> doses. The vaccine is most effective 2 weeks after the 2<sup>nd</sup> dose. The feedback as to side effects is consistent, with a sore arm the most commonly reported side effect. Santa Clara County is running short on vaccines, with no new vaccine appointments offered between March 7 and March 14. Shipments are received on a weekly basis, and only 2<sup>nd</sup> vaccines will be offered during this time. As of March 15, the next tier of individuals will qualify, which includes individuals 16-65 years of age, with proof of concurrent medical conditions. California has administered 10 million more vaccinations than any other state. President Biden announced that by the end of May 2021 there will be enough vaccines available for every eligible individual in the United States. Mr. Vu asked if, once you are fully vaccinated, it is possible to contract and spread the virus.

Dr. Boris replied that some of this information is still unknown. The recommendation is to continue to mask and practice social-distancing, particularly among non-vaccinated individuals. It is also recommended to quarantine for 2 weeks if you feel you have been exposed.

Ms. Byom continued with SCFHP's vaccine outreach efforts. The Plan's outreach efforts are in sync with Santa Clara County's vaccination supply and availability of appointments. Ms. Byom highlighted the Plan's multimodal outreach strategies. Ms. Porchia-Usher asked what the Plan has done to support members who are homebound or experience mobility issues. Ms. Byom replied that she would need to reach out to Case Management for details. SCFHP is part of the County stakeholder collaborative workgroup of community partners, and a number of organizations are in discussion on how to reach individuals who are homebound. Mr. Vu suggested that no cost transportation to and from vaccine appointments should be included in all member communications, and Ms. Byom agreed with this suggestion. Ms. Everett asked if wheelchair transportation vehicles are available. Ms. Turner explained that the Plan offers non-emergency transportation and non-emergency medical transportation. Medical transportation accommodates wheelchairs, bariatric transport, stretchers, et. al. State policy requires an authorization form from the member's physician in order to approve medical transportation.

## **6. Community Resource Center (CRC)**

Mike Gonzalez, Manager, Community Resource Center, presented the Committee with an update on the CRC. Mr. Gonzalez highlighted the work in progress over the next few months to ensure the CRC is operational and will meet the needs of our members and community residents. Mr. Gonzalez defined the Plan's key populations, and he discussed the mission of the CRC. Mr. Gonzalez outlined the goals of the CRC Strategic Planning process. During this strategic planning process, the CRC will have a phased opening following strict COVID guidelines. In-person services will be limited; however, virtual programming services via Zoom and social media will be available. Health and wellness classes will be offered in English and Spanish and classes in other threshold languages will be offered in the future.

Ms. Porchia-Usher asked if there any opportunities for Plan members to become involved in the strategic planning process. Mr. Gonzalez affirmed that input on the strategic planning process is welcome. Ms. Hart asked if the homeless population can access the CRC as a "safe space". Mr. Gonzalez clarified that the CRC will not function as a shelter; however, it will be a good resource to link all populations to the appropriate services. Ms. Hart asked if this means the staff working there will have actual "lived" experience, and Mr. Gonzalez agreed this is a key element to the appropriate staffing of the Center.

## **7. Preventive Care Campaign**

Cristina Hernandez, Marketing Project Manager, introduced the Plan's Preventive Care Campaign and explained the concept of 'Your health, your call'. The Plan will be running a series of digital display ads and social media ads. These ads will link to [www.StayHealthySCC.com](http://www.StayHealthySCC.com) for preventive care resources.

Ms. Shah facilitated the field test of images and texts that will be used in online advertisements, in particular Facebook. Ms. Shah asked Committee members to review the images and provide feedback as to whether or not they can relate to the people represented in the images, and if the images make them think about their own health. Feedback was also solicited as to whether or not the accompanying text was clear and concise. Mr. Vu noticed that there was no image of families with older people. Ms. Hart felt the text is easy to understand, but was alarmed by the image with the boy receiving a shot. Ms. Porchia-Usher agreed with Mr. Vu that there was no clear sense of family in the images, nor were there any images of multi-generational households. Ms. Hart asked if the campaign will be in other languages. Ms. Hernandez confirmed the ad campaign will be presented in English, Spanish, and Vietnamese.

## **8. Advertising Campaigns**

Ms. Hernandez shared additional advertising campaigns that are in the works. Ms. Hernandez outlined the Brand Awareness Campaign Strategy objectives and desired outcomes. In conjunction with the Plan's COVID-19 vaccine efforts, Marketing is running the 'Roll up your sleeve against COVID-19' campaign. Mr. Vu asked if there is any truth to the rumor

that you should only get the vaccine in your right arm. Dr. Boris explained it is safe to get the vaccine in either arm.

#### **9. SCFHP Member Communications**

Theresa Zhang, Manager, Communications, gave an overview of the member communications completed since the December 2020 CAC meeting. Mailings included the winter newsletter, which was mailed out at the end of January, with a reminder to begin 2021 with a wellness check as well as instructional infographics. The newsletter also included articles on anti-depressants, asthma medications, sleep, taking care of your heart, the importance of pre-natal and post-partum visits, and how to enroll in the Black Infant Health program. Flu shot reminder postcards were mailed to members. The Plan sent letters on how to join our rewards program for completion of certain health checks. The Plan continues to call our vulnerable, high risk members to check in on their welfare during COVID and to help with vaccine appointments. Ms. Zhang highlighted the SCFHP website which is updated with meeting materials, member materials such as the Formulary, Provider directory, and newsletters, Coronavirus information, and a dedicated flu webpage to find flu shots near you. Ms. Zhang continued with a list of the events the Plan sent outreach materials to since our December 2020 meeting. The Plan has not attended any events in person since April.

#### **10. Future Agenda Items**

Ms. Porchia-Usher asked for feedback as to future agenda items. Ms. Everett suggested a discussion and overview on the Adverse Childhood Experiences (ACES) caregiver training program. Ms. Tomcala thanked Ms. Everett for suggesting this topic, as SCFHP is doing its utmost to get ACES screening for our members. Ms. Tomcala stated this is a worthy topic, and some of the Committee members may, or may not be, familiar with the ACES training program. Ms. Zhang discussed the Provider communications that the Marketing department has mailed out to our Provider groups in regards to ACES training and screenings. The Committee also agreed that a discussion about COVID-19 and mental health would be beneficial, with a focus on the impact of the lock down on relationships with spouses and children.

#### **11. Adjournment**

The meeting adjourned at 7:10 p.m. The next Cal MediConnect Consumer Advisory Committee meeting is scheduled for Tuesday, June 8, 2021 at 6:00 p.m.

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Debra Porchia-Usher, Chairperson  
Consumer Advisory Committee





# Santa Clara Family Health Plan™

## Health Plan Update

June 8, 2021

# SCFHP Updates

## Enrollment

- Total enrollment as of June 1, 2021
  - 282,670 members
  - 11.3% increase since June 2020
- Medi-Cal – 272,590 (11.3% increase since June 2020)
- Cal MediConnect – 10,080 (12.2% increase since June 2020)

## Plan Updates

- DHCS developing process to restart Medi-Cal eligibility redeterminations; targeting January 1, 2021 restart
- Governor's Budget May revise includes \$1 billion for CalAIM initiatives and maintains or expands Medi-Cal benefits; detail to be provided at our September meeting
- Celebrating Cal MediConnect enrollment milestone – 10,080 members
- Finalizing plan to reopen SCFHP main office and open Blanca Alvarado Community Resource Center



# Santa Clara Family Health Plan™

Mission, Vision, Values and Strategic Plan

# 2021-2023 Strategic Planning Process

Developed over six months and approved by the Governing Board on March 25, 2021.

- Learned about factors affecting the organization and the community from:
  - Staff
  - Governing Board
  - Community leaders, Board of Supervisors
  - Providers, including Community Clinics  
CEOs and delegated providers
  - County residents and SCFHP members
- Considered our current context:
  - Changes to Medi-Cal funding, programs, and regulations
  - Rising strains on the social determinants of health (housing, food, transportation, environment, etc.)
  - Impact of COVID-19
  - Increased health disparities amongst low income residents in our county

# Health equity & health disparities

## Definitions

- **Health equity:** When everyone has the opportunity to be as healthy as possible.
- **Health disparity:** Differences in health outcomes and their causes among groups of people.



# Themes identified

## Opportunities to better serve our community

- Work towards equity
- Make SCFHP more visible in the community
- Help people better understand what we do
- Engage, listen, and respond to our members
- Build stronger relationships with community partners
- Improve programs to better address our members' needs
- Reaffirm our focus on preventive care and the critical role it plays in the health of our members, especially for children

## Opportunities to improve organizational processes

- Enhance our technology/automation, learning culture, and accountability
- Communicate openly with our staff, providers, and community partners
- Update our **mission**, **vision**, and **values** in alignment with the new strategic plan

## Mission

To improve the well-being of our members by addressing their health and social needs in a culturally competent manner, and partnering with providers and organizations in our shared commitment to the health of our community

## Vision

Health for all – a fair and just community where everyone has access to opportunities to be healthy

## Values

- **Members First:** We proactively engage, listen to, and focus on the welfare of our members.
- **Excellence:** We strive to deliver the highest quality experience to our members and partners.
- **Better Together:** We collaborate with and invest in our partners and each other to benefit the community.
- **Integrity:** We do the right things for the right reasons to earn and keep our members' and partners' trust.
- **Equity:** We are committed to eliminating the ways that institutional racism and other societal and individual barriers contribute to health disparities.
- **Diversity and Inclusion:** We value the richness of the diverse identities in our community and commit to actions which reflect these perspectives.
- **Culture of Caring:** Together, we create a work culture that supports, develops, and recognizes team members.
- **Accountability and Stewardship:** We are accountable to each other and the community we serve, and are prudent financial stewards of our resources.



# Strategic Plan 2021-2023

## Community Health Leadership

*Be a recognized local leader and collaborator in improving the health of communities impacted by disparities*

- As an essential partner in the safety net system, **lead** improvement in the health of communities impacted by disparities
- Raise Plan **visibility** among members and the community
- Deepen **partnerships** with local officials and agencies, health systems, and Community Based Organizations (CBOs)
- Provide culturally appropriate and responsive member and community education to improve health literacy and navigation, and promote connection to community resources

## Quality, Access and Equity

*Deliver exceptional quality outcomes and health equity for all Plan members*

- Increase overall Plan **quality** across all networks, and close disparity gaps
- Optimize investment in systems, programs and collaborations to improve the health and well-being of **children** enrolled in SCFHP
- Meet National Committee for Quality Assurance (**NCQA**) **Medicaid Module** standards
- Seek **NCQA Distinction in Multicultural Health Care**
- Reduce **health and access disparities** among Plan membership, including strategies that address **social determinants of health**
- Implement programs and benefits to serve populations with complex **medical, behavioral health, and social needs**

## Organizational Excellence

*Consistently demonstrate administrative and service excellence*

- Enhance and streamline the **member experience**
- Develop a Dual Eligible Special Needs Plan (**D-SNP**) Medicare product
- Deliver a responsive and timely **provider relations experience**
- Promote **staff development**, a **cohesive organizational identity**, and an **equitable and inclusive workplace**
- Foster a **culture of compliance** across the Plan and delegated entities
- Ensure sustainable **financial health**



# Santa Clara Family Health Plan™

June update:

SCFHP Blanca Alvarado Community Resource Center

Mike González

# What is happening at the CRC:

- **In-Person Services**
  - Increasing access to the COVID-19 Vaccine for our hard-to-reach communities
    - Vaccination clinics – in partnership with County of Santa Clara, Emergency Operation Center.
  - Application Assistance Program in partnership with The Health Trust
    - Purpose to increase healthcare coverage for adults and children in Santa Clara County.
    - June 2021 - SCFHP certified by Covered CA as an official site to provide enrollment assistance.
- **Developing Virtual Programming – Via Zoom & Social Media**
  - Health & Wellness Classes - Offered in English and Spanish.
    - Nutrition Education
    - Healthy Cooking Classes
    - Physical Activity – Outdoors while maintaining physical distancing
- **Center Resource Center (CRC) Planning Process:**
  - Designing a community resource center to address the health and social needs of our members and community

# COVID-19 Vaccine Clinics

Increasing access to COVID  
vaccine in East San Jose

Over 1000 vaccines administered at the  
CRC:

- Wednesday, April 7<sup>th</sup>
- Monday, April 12<sup>th</sup>
- Tuesday, April 20<sup>th</sup>
- Tuesday, May 18<sup>th</sup>
- For the future – we are seeking to implement evening and weekend clinics

Over 1000 vaccines  
administered



**Special  
thanks to  
our nurses!**



# Vaccine Line



# Vaccine Cards



# Vaccine Administration Stations



# Observation



## Residents received incentives during vaccine clinics



San Jose Councilwoman  
Magdalena Carrasco – District 5



# Roll up your sleeve against COVID-19!

Shout out to East San Jose for rolling up their sleeve against COVID-19!



# Application Assistance Program

## Increasing healthcare access for adults and children


- Partnership with The Health Trust to transfer their long time program to – SCFHP Community Resource Center
- SCFHP secured certification by Covered CA to participate as an enrollment site starting July 2021
- In process of hiring **Community Health Workers** for the CRC

## Apply Now!

Your family may be eligible for state or local health insurance programs.

### Receive help enrolling in the following programs:

- Medi-Cal for Families
- Covered California
- MCAP (Medi-Cal Access Program)
- C-CHIP (County Children's Health Initiative Program)

**Announcement:** Program moving to new location starting **June 14, 2021!** 

(for your child)

Photo ID for the principal contact

For more information  
408.961.9893  
[healthtrust.org](http://healthtrust.org)

### New Location & Hours:

SCFHP Blanca Alvarado Community Resource Center  
408 N. Capitol Ave. San Jose, CA 95127  
(Former Hometown Buffet)

Monday – Friday  
8:30 AM – 5:00 PM



# CRC Planning Process

## What is a CRC Planning Process?

- Identifying health and social needs of members and East San Jose residents
- Community-led process
- Trauma informed
- Committed to equity and social justice
- 7-8 Month Timeline



**Designing a community resource center that creates the conditions to maximize our potential as a community without leaving anyone behind.**

# CRC Planning Process

## Goal of the planning:

- Guide CRC programming decisions
  - Type of programs, services & resources.
- Guide CRC engagement
  - A culturally appropriate plan to engage people to visit and participate.
- Support the “built” environment
  - Designing a “welcoming & safe space” – physical, operational and programmatic.

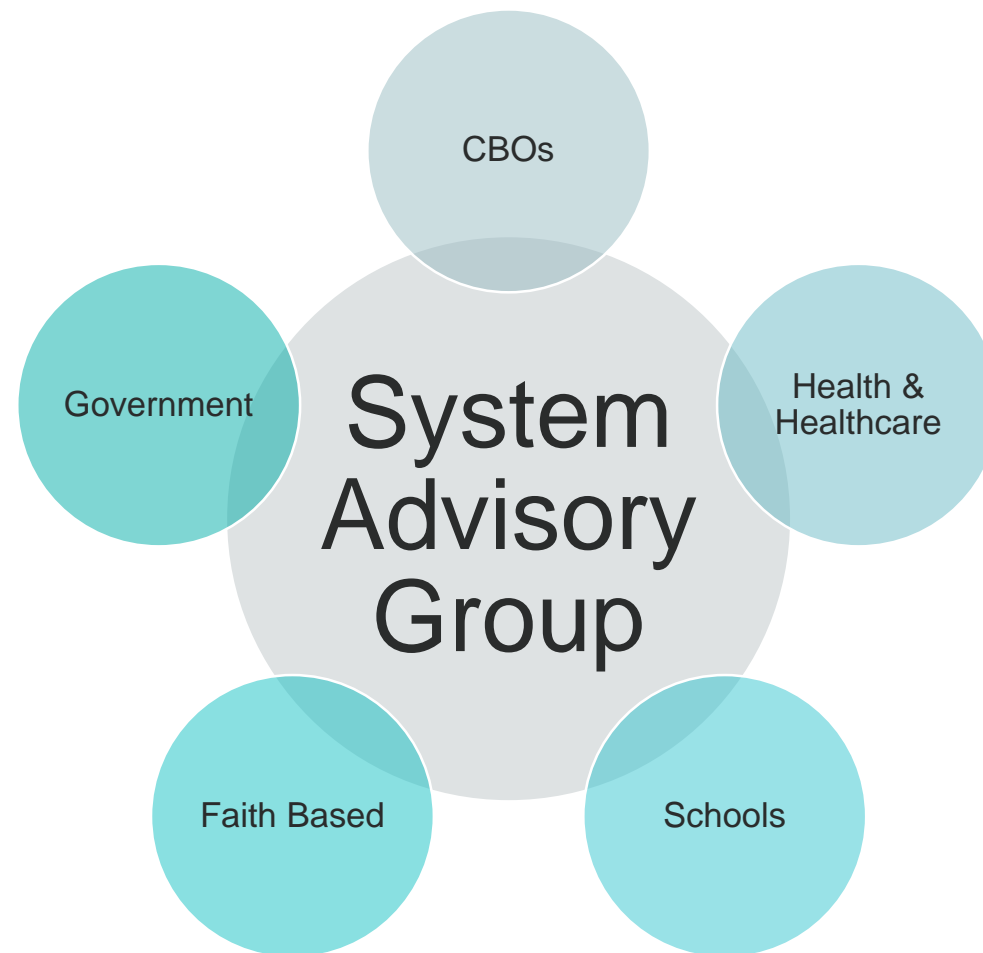
**Creating a Framework**

**Thriving & Equitable  
Community Resource Center**

# CRC System Partner Advisory Group

## The purpose of this group:

- To support the direction of a community-led planning process for the CRC
- The System Advisory Group serves as a thought-partner to SCFHP and will:
  - Make recommendations
  - Provide key information related to health and social needs
  - Support the planning process implementation efforts
- The group includes CBOs, healthcare, faith based, schools, and government agencies



# Community Stakeholder Sessions

Scheduled for July & August

- **SCFHP Members**
- **Residents**
- Community-Based Organizations/Safety-Net
- Faith-Based
- Healthcare Systems & FQHCs
- County & Cities agencies
- Special Look – Community/Family Resource Centers
- Schools/School Districts
- Community Leaders & Elected Officials

What are the biggest issues impacting you today?

What do you expect from your community resource center?

What are the needs of your neighbors?

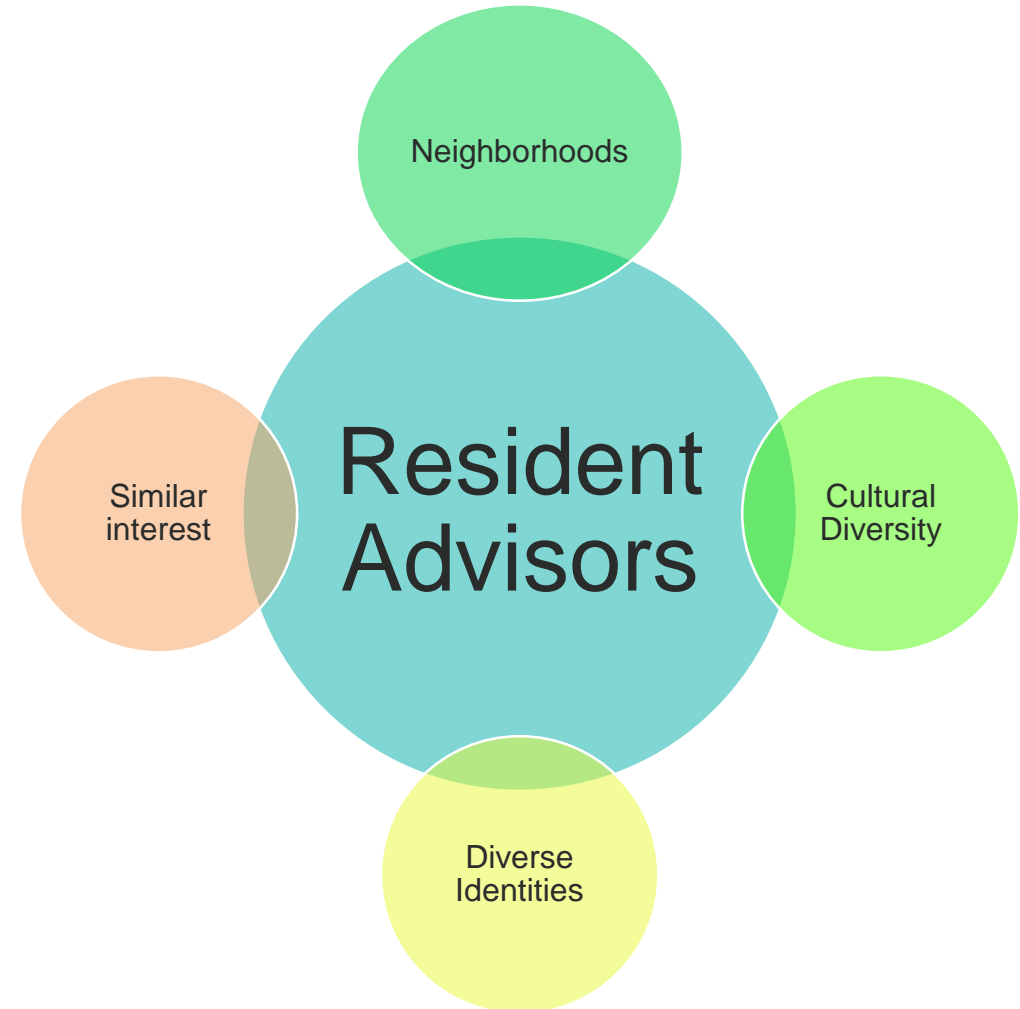
Collecting Responses (Data) from a variety of methods including:

- Interviews
- Surveys
- Gatherings

# CRC Resident Advisors

## Representing the diverse needs of SCFHP Members & East San Jose

- **Purpose:** A group of East San Jose residents to support and provide input throughout the community-led CRC planning process.
- **Role:** Members will represent the voice of their community throughout the planning process by informing SCFHP of residents' concerns and needs. Residents will also:
  - Brainstorm resident engagement strategies
  - Facilitate/co-facilitate community engagement
  - Participate in data analysis
  - Provide responsive feedback to the “Framework”
- **Member identification criteria:** Neighborhoods, cultural diversity, diverse identities and life experiences



# Questions:

- How should SCFHP involve the Consumer Advisory Committee (CAC) in the CRC Resident Advisory Group?
- How should SCFHP involve the Consumer Advisory Committee (CAC) in the Stakeholder Engagement Sessions?



# Santa Clara Family Health Plan™

Thank You!

[Mgonzalez@scfhp.com](mailto:Mgonzalez@scfhp.com)



# Santa Clara Family Health Plan™

Taking Care of Health and Wellbeing During Times of  
Uncertainty

Natalie McKelvey, LCSW, CCM



# Taking Care of Health & Wellbeing During Times of Uncertainty

Stress during an infectious disease outbreak can sometimes cause the following:

- Fear and worry about your own health and the health of your loved ones, your financial situation or job, or loss of support services you rely on
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of tobacco, and/or alcohol and other substances

# Taking Care of Health & Wellbeing During Times of Uncertainty

## Try to:

- *Separate what is in your control from what is not*
- *Do what helps you feel a sense of safety*
- *Get outside in nature--even if you are avoiding crowds*
- *Challenge yourself to stay in the present*
- *Stay connected and reach out if you need more support*



# Taking Care of Health & Wellbeing During Times of Uncertainty

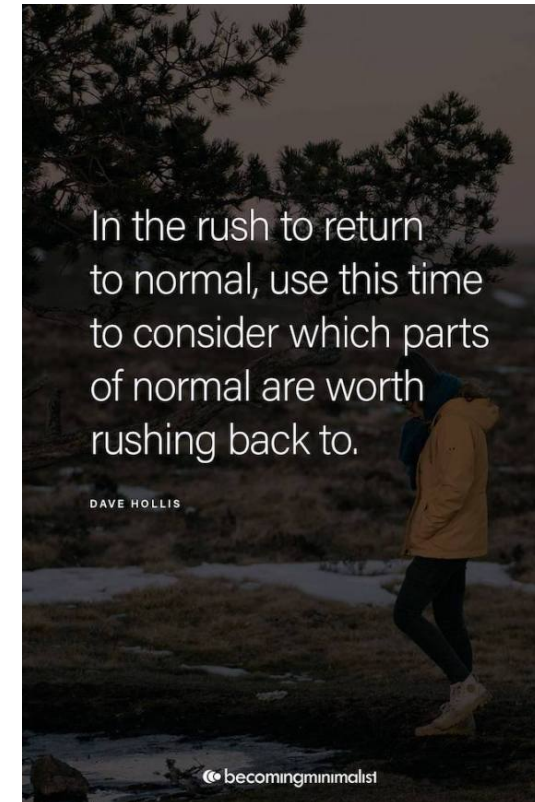
## Some Ideas:

- Talk about your feelings
- Keep active
- Eat well
- Drink sensibly
- Keep in touch
- Ask for help
- Take a break
- Do something you're good at
- Accept who you are
- Care for others

# Taking Care of Health & Wellbeing During Times of Uncertainty

## Returning back to “normal”

- **Allow yourself to feel worried or anxious**
- **Take it slowly**
- **Set healthy and adjustable boundaries**
- **Engage in candid conversations**
- **Give yourself time for self care**
- **Seek help when/if you feel overwhelmed**



# Taking Care of Health & Wellbeing During Times of Uncertainty

## Some Reminders:

- Referrals for talk therapy do not require a prior authorization
- Your primary care physician can prescribe medications
- Appointments include office visits or via telehealth
- SCFHP has an internal Behavioral Health Team to help coordinate care and resources
- Santa Clara County Behavioral Health Call Center 800-704-0900
- Santa Clara County Gateway 800-488-9919

# Taking Care of Health & Wellbeing During Times of Uncertainty

1

## Getting Help

**Call your healthcare provider if stress gets in the way** of your daily activities for several days in a row.

2

## Getting Connected

**Call the Santa Clara County Behavioral Health Call Center** for a screening and referral to services.

800-704-0900

3

## Getting Coordination

**Call Santa Clara Family Health Plan Case Management** for help with coordination for behavioral health or substance use services.

877-723-4795

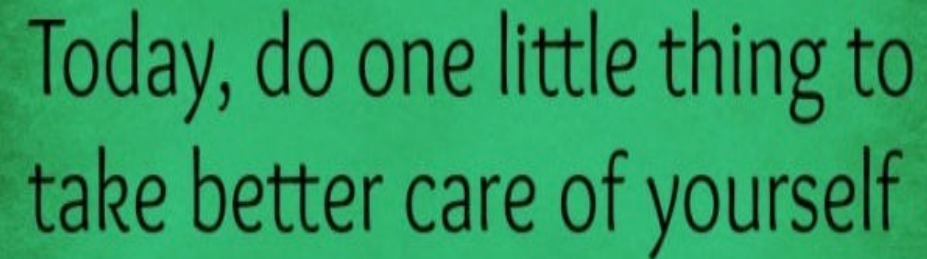
# Taking Care of Health & Wellbeing During Times of Uncertainty

**We Are In This Together!**

Natalie McKelvey, LCSW, CCM  
Manager, Behavioral Health

[nmckelvey@scfhp.com](mailto:nmckelvey@scfhp.com)

(408) 874-1425



Today, do one little thing to  
take better care of yourself

*...then repeat tomorrow*



**Santa Clara Family  
Health Plan™**

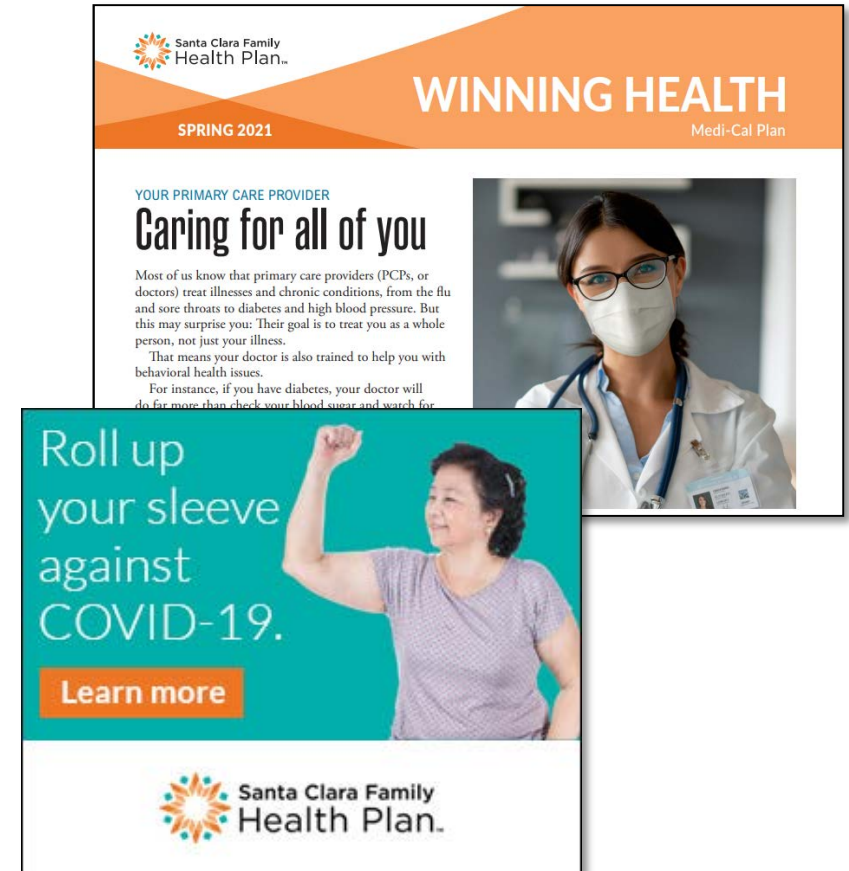
## Member Communications

Consumer Advisory Committee, June 8, 2021



# Member Communications

<b>MAILINGS</b>	<ul style="list-style-type: none"> <li>• Spring Newsletter</li> <li>• COVID-19 vaccine flyers to members 65+</li> <li>• Planning letters to members not yet vaccinated</li> </ul>
<b>CALLS</b>	<ul style="list-style-type: none"> <li>• Live calls to vulnerable, high-risk members to check in during COVID-19 and help with vaccine appointments</li> <li>• Robocalls to 103,000 members 16+ not yet vaccinated; planning calls to members 12-16</li> </ul>
<b>WEBSITE</b>	<ul style="list-style-type: none"> <li>• Board &amp; Committee Meetings             <ul style="list-style-type: none"> <li>◦ Agendas, agenda packets, meeting minutes</li> </ul> </li> <li>• Formulary and Provider Directory</li> <li>• Newsletters</li> <li>• COVID-19 vaccine information</li> <li>• 'Medi-Cal made easy' landing page</li> </ul>



The collage features two primary communication pieces:

- Newsletter Page:** Titled "WINNING HEALTH" for "SPRING 2021" under the "Medi-Cal Plan" banner. The main headline is "Caring for all of you" under the sub-header "YOUR PRIMARY CARE PROVIDER". The text discusses the role of primary care providers (PCPs) in treating various conditions and mentions behavioral health support. A photo of a female doctor in a white coat and mask is on the right.
- Vaccine Flyer:** A teal-colored flyer with the headline "Roll up your sleeve against COVID-19." and a "Learn more" button. It features a photo of a woman flexing her bicep.

The Santa Clara Family Health Plan logo is visible at the bottom of the flyer.

# Member Communications

## Event Highlights

**Participated in the following events since March 9, 2021:**

Who	What	When	Where
City of Santa Clara Senior Center's "Be Strong, Live Long" Health & Wellness Fair	The virtual health and wellness fair took place on the City of Santa Clara's Senior Center website. SCFHP provided digital resources to educate the Medi-Medi community about the health plan.	5/20/2021 10 a.m. - 2 a.m.	Virtual event
March for Babies: A Mother of a Movement	March for Babies' virtual community event was open to the public and shared a variety of accessible resources on the event webpage. SCFHP provided general health plan information.	5/20/2021 5 - 7 p.m.	Virtual event



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**Future Agenda Items**

**Next Meeting: September 14, 2021**



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**Adjournment**