

Please use this reference sheet to connect Santa Clara Family Health Plan (SCFHP) members with the appropriate Enhanced Care Management (ECM) provider.

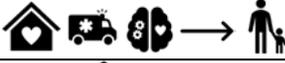
ECM services may require prior authorization and are limited to members who meet specific eligibility criteria. To qualify for ECM, members must meet the eligibility criteria defined by the California Department of Health Care Services (DHCS) for at least one population of focus (POF) listed below. POFs are priority groups identified by DHCS with the most complex conditions/needs. If you need to refer a member for ECM services, you can find a referral form at www.scfhp.com/ecm.

Questions?

For more information about ECM services, visit www.scfhp.com/ecm. If you have any questions, please call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) or email our ECM team at ecm@scfhp.com.

ECM Populations of Focus (POFs)	Adults	Children & Youth
 Individuals experiencing homelessness	✓	✓
 Individuals at risk for avoidable hospital or emergency department (ED) utilization	✓	✓
 Individuals with serious mental health and/or Substance Use Disorder (SUD) needs	✓	✓
 Individuals transitioning from incarceration	✓	✓
 Adults living in the community and at risk for Long Term Care (LTC) institutionalization	✓	
 Adult nursing facility residents transitioning in to the community	✓	
 Children & youth enrolled in California children's services (CCS) or CCS whole child model (WCM) with additional needs		✓
 Children and youth involved in child welfare		✓
 Birth Equity Population of Focus	✓	✓
 Individuals with intellectual or developmental disabilities (I/DD)		✓

ECM Provider	Phone Number	Age(s) Served	Populations of Focus (POF)
Access Care Management	1-831-200-8114	All	
Anchor Strategic Management LLC	1-707-392-3345 Ext 2	All	
Asian Americans for Community Involvement (AACI)	1-408-975-2730	All	
Avenidas	1-650-289-5499	Adults	
Bay Area Community Health (BACH)	1-510-897-9720	Adults	
County of Santa Clara (All Valley Medical Center Clinics)	1-408-885-7713	Adults	
Full Circle Health Network	1-888-749-8877	Children/Youth	
Gardner Family Health Network	1-669-444-5480	All	
Golden Castle	1-650-964-1964	Adults	
Guaranteed Hospice	1-669-338-2980	Adults	
Healing Grove Health Center, A Social Purpose Corporation	1-408-583-6338	All	
Healthier Kids Foundation (HKF)	1-408-564-5114	All	
Hope Services	1-408-282-0402	Children/Youth	
Indian Health Center of Santa Clara Valley (IHC)	1-408-960-0652	Adults	
Institute on Aging (IOA)	1-669-247-0821	Adults	
Jewish Family Services of Silicon Valley	1-408-556-0600	Adults	
Malama Medical Group CA	1-408-915-8494	All	
Master Care Plan	1-855-836-6355	Adults	
New Directions A Program of Peninsula Healthcare Connection	1-408-239-4574	Adults	
North East Medical Services (NEMS)	1-415-352-5179	All	
OverSightMD	1-408-890-7000	Adults	
Pacific Clinics	1-833-426-0754	All	
Pacific Health Group	1-888-341-4449	All	
Peace-It-Together	1-408-774-1009	Adults	
Ravenswood Family Health Network	1-650-801-1700	Adults	
ResolutionCare (VyncaCare)	1-888-227-8884	All	

ECM Provider	Phone Number	Age(s) Served	Populations of Focus (POF)
Roots Community Health Center	1-408-490-4710	All	
Santa Clara County Office of Education	1-408-453-6500	Children/Youth	
School Health Clinics of Santa Clara County	1-408-295-0980	All	
Seneca Family of Agencies	1-833-773-6322	Children/Youth	
Serene Health	1-951-877-5905	All	
Silicon Valley Independent Living	1-408-894-9041	Adults	
Sourcewise	1-408-350-3266	Adults	
Star Nursing	1-916-586-7272	Adults	
Titanium Healthcare	1-310-280-5203	All	
Zocalo Medical Group CA	1-213-855-3465	All	

