

PROVIDER MEMO

To: Primary Care Providers
From: Laurie Nakahira, D.O.
Chief Medical Officer
Date: July 1, 2019
Subject: Health Homes Program – A New Benefit for high risk Santa Clara Family Health Plan SCFHP Medi-Cal members

Dear SCFHP Provider,

Effective July 1, 2019, in accordance with California Assembly Bill 361 (AB361) under Section 2703 of the 2010 Patient Protection and Affordable Care Act, Santa Clara Family Health Plan (SCFHP) will be offering a new Medi-Cal benefit called the **Health Homes Program (HHP)**.

Eligible members will be assigned to a community based care management entity (CB-CME) who will provide community based care management services. Once enrolled in HHP, the member will be provided a care team that includes a care coordinator or care manager and a housing coordinator. The care team will work with the member to manage and coordinate the member's care and connect the member to community and social services.

Following is important information regarding the Health Homes Program.

Health Home Program Basics

- Members who are eligible for HHP services will receive a letter from SCFHP explaining their eligibility for the HHP and how to sign up.
- Members who enroll in the HHP will continue to see their same doctors, but will have an added layer of support with a HHP case management team.
- To make a referral, visit www.scfhp.com/health-homes to download our HHP Referral Form. The form can be emailed to HealthHomes@scfhp.com or faxed to **1-408-874-1469**.
- You may also call our Health Homes Program Manager, Jessica Bautista for additional information or to refer a member at 1-408-874-1920.
- Medi-Cal members may also contact SCFHP Customer Service at **1-800-260-2055** to see if they are eligible and to enroll.

Required HHP Services

SCFHP will work with contracted Community-Based Care Management Entities (CB-CMEs) to provide HHP members with the following set of required services:

- Comprehensive Care Management
- Care Coordination
- Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support Services
- Referrals to Community and Social Support services
- Housing Navigation and Tenancy Support (for enrollees experiencing chronic homelessness)

Health Homes CB-CMEs:

CB-CMEs will be the frontline providers of HHP required services. These agencies will conduct outreach to SCFHP members who are HHP eligible, as well as deliver HHP services.

HHP Eligibility:

To be eligible for HHP services, a member must meet at least one condition from each of two columns below:

Diagnosis

- ☐ Have at least two of these conditions:
 - Chronic obstructive pulmonary disease (COPD)
 - Diabetes
 - Traumatic brain injury
 - Chronic or congestive heart failure
 - Coronary artery disease
 - Chronic liver disease
 - Chronic kidney disease
 - Dementia
 - Substance use disorders
- ☐ Have hypertension (high blood pressure) and one of these conditions:
 - COPD
 - Diabetes
 - Coronary artery disease
 - Chronic or congestive heart failure
- ☐ Have one of these conditions:
 - Major depression disorders
 - Bipolar disorder
 - Psychotic disorders (including schizophrenia)
- ☐ Have asthma

Other Criteria

- ☐ Has at least 3 or more of the HHP eligible chronic conditions
- ☐ Have experienced an inpatient hospital admission in the last 12 months
- ☐ Visited an emergency department three or more times in the last 12 months
- ☐ Be chronically homeless

Attached is a copy of the HHP flyer that will be distributed to members. Copies can also be made available for your office. We ask that you share this information with your staff. If you or your staff have any questions, please email SCFHP at HealthHomes@scfhp.com or call SCFHP's Health Homes Program Manager, Jessica Bautista at 1-408-874-1920.

If you receive questions from members regarding HHP, please direct them to call SCFHP Customer Service at **1-800-260-2055**, Monday through Friday, 8:30 a.m. to 5:00 p.m.

For Additional HHP information, please visit

Department of Health Care Services Health Homes website:

<https://www.dhcs.ca.gov/services/Pages/HealthHomesProgram.aspx>



Santa Clara Family
Health Plan™

Medi-Cal Health Homes Program

Health Homes Program (HHP) offers new, **free services** to help you get the care you need!

Your HHP care team will help you:



Find doctors and get
an appointment



Better understand
your prescription drugs



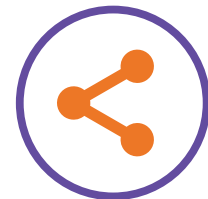
Get follow-up services
after you leave the hospital



Set up transportation
to your doctor visits



Find and apply for
food benefits and housing



Connect you to other community
programs and services

>> Your care team includes a care coordinator, case manager, and a housing coordinator.

Your team will work with you and your health providers, such as your doctors, specialists, pharmacists, and others. They will make sure everyone is informed about your health and the services you need.

Important things to remember about HHP:

- ✓ You keep your current Medi-Cal benefits. HHP offers an extra layer of support.
- ✓ Your current doctors and providers stay the same. HHP adds to your care team.
- ✓ Joining HHP is optional. Leave the program at any time and keep your Medi-Cal benefits.

Is HHP right for you?

If you answer YES to all or almost all of the questions below, HHP may be right for you!

- ☐ Do you have Medi-Cal?
- ☐ Do you have multiple chronic conditions and/or have a mental health condition for which you need regular doctor's care?
- ☐ Do you have difficulty keeping and making it to your medical appointments?
- ☐ Have you visited an emergency room or hospital three or more times in the last 12 months?
- ☐ Do you need a safe place to live?

Sign up for HHP today!

Call SCFHP Customer Service to talk about your options at **1-800-260-2055** (TTY **1-800-735-2929** or **711**) Monday through Friday 8:30 a.m. to 5:00 p.m. The call is free. You can also tell your doctor or clinic staff that you want to get HHP services.

Santa Clara Family Health Plan (SCFHP) is dedicated to improving the health and well-being of its members.



**Santa Clara Family
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English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-260-2055. (TTY: 1-800-735-2929 or 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-260-2055 (TTY: 1-800-735-2929 o 711).

Chinese: 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-800-260-2055。(TTY: 1-800-735-2929 或 711)

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-260-2055 (TTY: 1-800-735-2929 hoặc 711)

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-260-2055 (TTY: 1-800-735-2929 o 711).