

Community Supports



Santa Clara Family Health Plan DualConnect (HMO D-SNP)

ແທກໂລພາສາລາວ (Laotian) – ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໃຫ້ທາງເບີ 1-877-723-4795 (TTY: 711) . ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສາລັບຄົນເຈີການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເລິມໃຫຍ່ໃຫ້ໃຫ້ທາງເບີ 1-877-723-4795 (TTY: 711) . ການບໍລິການເຫຼົ່ານີ້ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien – LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-723-4795 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborgv benx domh sou se mbenc nzohi bun longc. Douc waac daaih lorx 1-877-723-4795 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi) – ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-723-4795 (TTY: 711). ਆਪਾਹੁਜੁ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-723-4795 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian) – ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-723-4795 (линия TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-723-4795 (линия TTY:711). Такие услуги предоставляются бесплатно.

แท็กไลน์ภาษาไทย (Thai) - โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-723-4795 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-723-4795 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian) – УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-723-4795 (TTY: 711) . Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-723-4795 (TTY: 711) . Ці послуги безкоштовні.

Հայերեն պիտակ (Armenian) – Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, գանգահարեք 1-877-723-4795 (TTY: 711) : Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-877-723-4795 (TTY: 711) : Այդ ծառայություններն անվճար են:

ພູມສາມຊາດສາສາຂຸຍັນ (Cambodian) – ចំណាំ: បើអ្នក គួរ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-723-4795 (TTY: 711)។ ជំនួយ នឹង សំរាប់ មនុស្ស ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរធំ សម្រាប់ ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រីន ក៏អាច រកបានផងដែរ។ ទូរស័ព្ទទូរស័ព្ទលេខ 1-877-723-4795 (TTY: 711)។ សំរាប់ មនុស្ស ទាំងនេះ មិន គិត ថ្លៃ ឡើយ។

فارسی (Farsi)
توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با ۵۹۷۴-۳۲۷-۷۷۸-۱۱۷ تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با ۵۹۷۴-۳۲۷-۷۷۸-۱۱۷ (TTY: ۷۱۱) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi) – ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-723-4795 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-723-4795 (TTY: 711) पर कॉल करें। ये सेवाएं नि:शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong) – CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-723-4795 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-723-4795 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese) – 注意日本語での対応が必要な場合は 1-877-723-4795 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-877-723-4795 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean) - 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-723-4795 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-723-4795 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

Santa Clara Family Health Plan DualConnect (HMO D-SNP) complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

English – ATTENTION: If you need help in your language call 1-877-723-4795 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-723-4795 (TTY: 711). These services are free of charge.

Mensaje en español (Spanish) – ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-723-4795 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-723-4795 (TTY: 711). Estos servicios son gratuitos.

Khẩu hiệu tiếng Việt (Vietnamese) – CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-723-4795 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-723-4795 (TTY: 711) . Các dịch vụ này đều miễn phí.

简体中文标语 (Chinese) – 请注意: 如果您需要以您的母语提供帮助, 请致电 1-877-723-4795 (TTY: 711)。另外还提供针对残疾人士的帮助和服务, 例如文盲和需要较大字体阅读, 也是方便取用的。请致电 1-877-723-4795 (TTY: 711)。这些服务都是免费的。

Tagalog – ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-723-4795 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-723-4795 (TTY: 711) . Libre ang mga serbisyo ng ito.

عربي (Arabic)
يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ ٥٩٧٤-٣٢٧-٧٧٨-١١٧ (TTY: ٧١٧). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ ٥٩٧٤-٣٢٧-٧٧٨-١١٧ (TTY: ٧١٧). هذه الخدمات مجانية.

How do members find out if they are eligible for Community Supports?

SCFHP DualConnect Members:

- Talk to their care coordinator
 - Talk to their doctor
 - Call SCFHP DualConnect Customer Service and ask if they qualify for Community Supports
- SCFHP DualConnect Customer Service: 1-877-723-4795 (TTY: 711) 8 a.m. to 8 p.m., 7 days a week

How do eligible members get Community Supports services?

- A provider submits a referral form for a member. Providers can submit a referral form to SCFHP for Community Supports through the Provider Portal. They can also download a referral form at www.scfhp.com and send the completed form to SCFHP.
- A member asks to join. Individuals can contact SCFHP Customer Service and ask how to qualify for Community Supports. If the member is currently enrolled in Enhanced Care Management, they may also request a referral from their care coordinator.

What are Community Supports?

Community Supports are special care options for eligible Santa Clara Family Health Plan (SCFHP) members. These may be offered to qualified members at medium to high levels of health risk.

Community Supports can help members remain healthy, reduce complications from illnesses, and avoid unnecessary stays in the hospital, nursing facilities, and emergency departments.

Are Community Supports a benefit?

No, Community Supports are not a benefit. Community Supports are extra services paid by SCFHP. They are typically delivered by a different provider or in a different setting than traditional benefits.

Santa Clara Family Health Plan DualConnect is an HMO D-SNP with a Medicare and Medi-Cal contract. Enrollment in DualConnect depends on contract renewal.



For more information, visit:
www.scfhp.com/communitysupports



What Community Supports are offered?

Community Support	Helps members with:
Housing Transition Navigation Services (Available starting 1/1/2024)	Assist individuals with searching for housing.
Housing Deposits	Assists with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household that do not constitute room and board.
Housing Tenancy and Sustaining Services	Aims to help individuals maintain safe and stable tenancy once housing is secured.
Medically Supportive Food/ Meals/Medically Tailored Meals	Helps individuals achieve their nutrition goals at critical times to help them regain and maintain their health.
Nursing Facility Transition / Diversion to Assisted Living Facilities (e.g. Residential Care Facilities for Elderly and Adult Residential Facilities)	Helps individuals live in the community by facilitating transitions from a nursing facility back into a home-like, community setting, or preventing nursing facility admissions for those with imminent need.
Community Transition Services/Nursing Facility Transition to a Home	Assists individuals to live in the community to avoid further institutionalization by providing non-recurring set-up expenses for individuals transitioning from a licensed facility to a living arrangement in a private residence.
Recuperative Care (Medical Respite)	Provides short-term integrated and clinical care for individuals who no longer require hospitalization but still need to heal from an injury or illness (including behavioral health conditions).

Community Support	Helps members with:
Short-Term Post-Hospitalization Housing (Available starting 1/1/2024)	Provides those who do not have a residence, and who have high medical or behavioral health needs, the opportunity to continue their medical, psychiatric, or substance use recovery immediately after exiting an inpatient institutional setting.
Day Habilitation Programs	Provides services in or out of a person's home to assist them in acquiring, retaining, and improving self-help, socialization, and adaptive skills necessary to reside successfully in the community.
Sobering Center	Used as alternative destinations for individuals who are found to be publicly intoxicated and would otherwise be transported to the emergency department or jail.
Asthma Remediation	Provides physical modifications to a home environment that are necessary to ensure the health, welfare, and safety of the individual, or enable the individual to function in the home and without which acute asthma episodes could result in the need for emergency services and hospitalization.
Environmental Accessibility Adaptations (Home Modifications)	Provides physical adaptations to a home that are necessary to ensure the health, welfare, and safety of the individual, or enable the individual to function with greater independence in the home.
Personal Care and Homemaker Services	Supports individuals who need assistance with daily activities, such as bathing, getting dressed, personal hygiene, cooking, and eating.
Respite Services (Caregiver)	Short-term services provided to caregivers of those who require occasional temporary supervision to give relief to the caregiver.