



Regular Meeting of the
Santa Clara County Health Authority
Cal MediConnect Consumer Advisory Board (CAB)

Thursday, June 4, 2020, 11:30 AM – 1:00 PM
 Santa Clara Family Health Plan
 6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(669) 900-6833
 Meeting ID: 922 3585 6631
 Password: 3Tw4.k.4

AGENDA

1. Introduction	Dr. Nakahira	11:30	5 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The Cal MediConnect Consumer Advisory Board (CAB) reserves the right to limit the duration of the public comment period to 30 minutes	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review meeting minutes of the March 5, 2020 Cal MediConnect Consumer Advisory Board (CAB) meeting	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics	Dr. Nakahira	11:45	5 min
5. Discussion Items a. COVID-19 update	Dr. Nakahira/ Ms. Zhang	11:50	15 min
6. Standing Items a. Community Resource Center Provide update on planning and implementation	Ms. Watkins	12:05	5 min
b. Member Communications Review of SCFHP member communications Update on 'Aunt Bertha' platform	Ms. Zhang	12:10	10 min
c. Health Education and Cultural and Linguistics Review of Health Education programs available	Ms. Hernandez	12:20	10 min
d. Cal MediConnect Ombudsman Program Updates	Ms. Huyenh-Cho	12:30	10 min
e. Future Agenda Items Discuss topics for future meetings	Dr. Nakahira	12:40	5 min
7. Member Feedback and Experience	Dr. Nakahira	12:45	15 min
8. Adjournment Next meeting: Thursday, September 3, 2020 at 11:30 a.m.	Dr. Nakahira	1:00	

Notice to the Public—Meeting Procedures

- Persons wishing to address the Cal MediConnect Consumer Advisory Board 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.

**Cal MediConnect Consumer
Advisory Board
Public Comment**

**Cal MediConnect Consumer
Advisory Board
Meeting Minutes
March 5, 2020**

Regular Meeting of the

**Santa Clara County Health Authority
Cal MediConnect Consumer Advisory Board (CAB)**

Thursday, March 5, 2020 11:30 AM - 1:00 PM

Santa Clara Family Health Plan, Redwood

6201 San Ignacio Ave, San Jose, CA 95119

MINUTES - Draft

Members Present

Luis Gova Gonzalez
Tiffany Huyenh-Cho, Ombudsman, Staff Attorney,
Bay Area Legal Aid
Narendra Pathak
Dennis Schneider
Kumarapuram (Manni) Subramanian

Members Absent

Charles Hanks
Raymond Santiago
Verna Sarte

Staff Present

Darryl Breakbill, Director, Grievances and Appeals
Chelsea Byom, Director, Marketing and
Communications
Jamie Enke, Manager, Process Improvement
Zara Hernandez, Health Educator
Byron Lu, Process Improvement Project Manager
Laurie Nakahira, CMO, Chair
Tanya Nguyen, Director, Customer Service
Amy O'Brien, Administrative Assistant
Lynette Topacio, Marketing Project Manager
Laura Watkins, Vice-President, Marketing and
Enrollment

1. Introduction

Dr. Nakahira, CMO and Chair, called the meeting to order at 11:35 a.m. Roll call was taken, and a new member, Narendra Pathak, was introduced to the committee.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The Minutes of the December 5, 2019 Cal MediConnect Consumer Advisory Board meeting were reviewed. There were no comments.

4. Follow-Up / Old Business

a. Community Resource Center

Dr. Nakahira introduced Ms. Watkins to provide an update on the Community Resource Center (CRC). Ms. Watkins gave an overview of the progress made since the December 2019 meeting.

The lease has been signed, demolition is underway, and building plans are almost finalized. CRC will be open to the entire community, whether or not members of SCFHP. Services to include customer service, enrollment assistance, new member orientations, case management, application/enrollment assistance, health education and fitness classes. SCFHP is in discussion with the YMCA about partnering on classes, and with The Health Trust regarding application/enrollment assistance. The CRC will offer space for community-based organizations to provide services and classes, host meetings, and conduct trainings. Community Health Partnership, the advocacy organization for Santa Clara County Community Clinics, will share office space.

Mr. Gova Gonzalez inquired about the change in location from the Story and King location to the Capitol and McKee location. Ms. Watkins advised that the Santa Clara County Public Health Department has leased that space, so it is not available. She noted that the Capitol and McKee location is easily accessible via public transportation. Mr. Pathak inquired as to how the Plan will conduct community outreach to advertise the CRC. Ms. Watkins said Marketing is planning a community outreach campaign in multiple languages, and noted SCFHP issued a press release in January 2020 announcing the name of the center will be the Blanca Alvarado Community Resource Center.

Ms. Watkins discussed a visit to Southern California sister plans' community resource centers to learn about their operations and programming. SCFHP sent a survey to local community-based organizations (CBOs) regarding CRC programming and is now having follow-up discussions with CBOs. Ms. Watkins hopes that, by the time of the June CAB meeting, members will have received an invitation for the Grand Opening sometime in mid to late summer or early fall of 2020. Mr. Pathak asked if any state or local officials will be invited to the opening. Ms. Watkins confirmed that local elected officials know of the center's anticipated opening, and several have already confirmed their intent to attend.

5. Health Plan Update

Dr. Nakahira announced the retirement of Chief Financial Officer Dave Cameron. Our Controller, Neal Jarecki, will take his place as Chief Financial Officer. Our new Compliance officer is Jordan Yamashita, and she has taken over for Robin Larmer. Dr. Nakahira also discussed the concerns with the Coronavirus, and she encouraged our members to go the SCFHP website and follow the link to the Centers for Disease Control (CDC). Dr. Nakahira summarized the Plan's efforts in case of a state of emergency. Dr. Nakahira also discussed preventative measures members can implement right now to minimize their risk of exposure. If you are sick, stay home. Alcohol consumption tends to lower your immune response. It is also recommended that you stay at least 6 feet away from anyone who is sick, as the virus is spread through droplet transmission. A fever of 100.4 or more, combined with shortness of breath, is cause for an emergency room visit. A discussion ensued amongst Dr. Nakahira, Mr. Pathak, and Mr. Gova Gonzalez as to which groups are considered at a high risk for contraction, what other health plans may be doing to educate their members and employees, and whether or not it is advisable to travel overseas. Dr. Nakahira also stressed the importance of getting your annual flu shot. A lengthy discussion ensued in regards to the many ways in which infection transmission is spread and what the incubation period is thought to be at this time. Dr. Nakahira stressed the importance of eating healthy and getting plenty of rest as a means of keeping your immune system strong.

6. Discussion Items

a. Consumer Assessment of Healthcare Providers and Systems (CAHPS) 2019 Results

Ms. Enke provided an overview of the 2019 CAHPS results. Ms. Enke explained the purpose of conducting the annual CAHPS satisfaction survey, which is a survey required by the Centers for Medicare and Medicaid Services (CMS). The survey is administered by SPH Analytics. The results are delivered to SCFHP, and they are published by the CMS. Ms. Enke stressed the importance of the survey as it pertains to the quality of healthcare our members receive, as well as enables CMS to monitor the quality of care and overall performance of our contracted healthcare providers. She gave an overview of how the survey process works, and she emphasized the fact that the member sample size is selected at random, with the survey conducted

in multiple languages. Ms. Enke described which members are eligible to receive the survey. She also presented examples of typical survey questions and categories that members may be asked to rate. The Plan's 2019 CAHPS results were shared as they compare to all the California Medicare-Medicaid Plans (MMP's). At this time, Mr. Pathak voiced his concerns about the length of appointment times with his doctors. Dr. Nakahira explained the standard for setting appointment times. She made recommendations on effective ways members can schedule their appointments so they feel enough time has been spent addressing their issues. In addition, she clarified that SCFHP does not dictate the length of appointment times. Ms. Byom added that SCFHP does not pay providers based on the amount of time they spend with members. Mr. Schneider shared some tips that he has learned on how to ensure his doctor spends an adequate amount of time with him. Ms. Watkins offered to address this topic in the next newsletter. Mr. Breakbill took this opportunity to explain how the grievance and appeals department can help improve this process, as they reach out to physicians as part of the grievance process. A lengthy discussion ensued in regards to various communication issues the members have with some physicians. Dr. Nakahira reminded the members that SCFHP has a 24/7 nurse hotline, and the phone number is on the SCFHP website. Ms. Enke proceeded with her summary of CAHPS scores as they relate to SCFHP's customer service and prescription drug programs. Ms. Enke summarized the results of member satisfaction with their providers, such as specialists, personal doctors, the drug plan, and overall member satisfaction with health care quality. Ms. Enke highlighted the opportunities for improvement. SCFHP is not quite at the California average for the overall rating of health plan, drug plan, and personal doctor. There is opportunity for improvement with customer service inquiries, getting needed care, promptness of appointments, and care coordination with prescription drugs. Ms. Enke highlighted the steps SCFHP will take to address these issues with provider groups. Ms. Enke also highlighted the steps that will be taken on an internal basis to improve customer service and overall care.

7. Standing Items

a. Health Education and Cultural and Linguistics

Ms. Hernandez presented a health education overview, which included discussion of the classes available for members in 2020. Ms. Hernandez highlighted some of the available health education materials that members can reference. Classes do not require a PCP referral. Translation and transportation services are also available, with the exception of transportation to and from the gym as part of the Cal MediConnect Silver and Fit program. To register for available classes, members can either create an account at scfhp.com, or call the Member Services line.

b. Member Communications

Ms. Byom presented an overview of the mailings completed since the last CAB meeting. She reminded members of the types of items accessible on the SCFHP website, such as board and committee meeting agenda packets, the formulary and provider directory, as well as updates on the Coronavirus and the CRC, and these items are updated on a monthly basis. Mr. Pathak inquired as to the frequency of the newsletter. He feels it would be helpful to have it published monthly. Ms. Byom replied that Marketing must strike a balance between not enough mail and too much mail. Ms. Byom concluded with a brief overview of the 8 events that SCFHP attended since the last CAB meeting.

c. Cal MediConnect Ombudsman Program Updates

Ms. Huyenh-Cho introduced herself and gave an overview of the services she and Bay Area Legal Aid provide low income residents in Santa Clara County. Ms. Huyenh-Cho gave a detailed definition and explanation of Public Charge, with a description of the new rules that are now in effect. She explained that one of the new rules pertains to people who are trying to get their green card for the first time, or current green card holders who leave the U.S.A. for more than 6 months, and are now trying to return. Applications will be reviewed and, if it appears they may heavily rely on public benefits in order to live here, an application may be denied. Effective 2020, Medi-Cal is now included in the definition of public benefits. As a result, the need to rely on Medi-Cal is considered a negative factor that is used to evaluate whether or not to grant

green card status. In addition, as of 2020 the need for Section 8 housing is now considered a negative factor in an application for a green card. SSI is another new benefit that is now part of this test. The good news is that there are many people who will be unaffected by the new Public Charge rules, including people who are current green card holders. As such, this test does not apply to green card holders at naturalization. Refugees or asylees also remain unaffected. California Medi-Cal categories that are based solely in California, such as Health for All Children and Health for All Adults which are state-funded programs, not federally funded programs, are also not subject to the Public Charge. Applications for legal permanent residency status will now be screened for the applicant's potential to rely on Section 8 vouchers or Medi-Cal to determine whether or not to grant you permanent residency in the United States.

Ms. Huyenh-Cho also discussed the fact that there appears to be a trend in Santa Clara County to move people who have social security disability (SSDI) benefits off of the free full scale Medi-Cal program and onto the shared cost Medi-Cal program. There is, however, a program called the 250% working disabled program wherein you keep full scale Medi-Cal, and your disability benefits are completely exempt. Minimal employment only is required. This includes employment that is not the typical 9-5 job and may not even require a W-2. As long as you can provide proof of employment to the County you can be put on the 250% program, which has a higher income limit, and any disability-based benefits are completely exempt. Mr. Pathak inquired as to the share of cost guidelines for 2020. Ms. Huyenh-Cho explained that share of cost itself does not exactly change, but the income limit for the free program does change. If you do not qualify for the free Medi-Cal program because your income is slightly above the limit, the County will place you into the share of cost program. Mr. Schneider asked about the limit for the Age and Disabled program. She advised that under the current Age and Disabled program, which includes everyone who is over 65 or who has MediCare, the limit changes as of April 1, 2020. It will increase to approximately \$1,294.00 per month. Limits are set by the federal government, and they do not take cost of living into account. A discussion ensued in regards to the fact that Social Security is a different government agency from Medi-Cal. The Medi-Cal income limit does not coincide with your Social Security cost of living increase. Hopefully, as a result of the April 1, 2020 Medi-Cal limit increase, the people who have a cost of living increase will also notice a small increase in payment. At that time, you could still qualify for free Medi-Cal again, even with a cost of living increase. Ms. Watkins asked Ms. Huyenh-Cho to address the change that will occur on August 1, 2020 to the Age and Disabled Medi-Cal program. As a result, the Age and Disabled Medi-Cal program will now match the 138% or below federal poverty level. As of August 1, 2020, the income limit should reflect a change that will cover many more people that were previously on a share of cost program. Once it takes effect it should increase every year to match the other Medi-Cal programs. Bay Area Legal Aid is working with the County to actively screen for the free Medi-Cal program, to avoid having residents who are actually eligible for this program being put on the share of cost program by default.

d. Future Agenda Items

Dr. Nakahira asked for suggestions from the members for future agenda topics. Mr. Schneider addressed the topic of the Medi-Cal reassessment process. Ms. Watkins advised that it is a requirement of Medi-Cal that members complete the redetermination packet on an annual basis or they may lose Medi-Cal benefits. SCFHP is unable to intervene on behalf of members. The Plan is working on a Memorandum of Understanding (MOU) with the County to enable the County to share data with SCFHP. The Plan can then send follow-up email reminders to members to complete and submit these packets, or contact the County if they have not received their packet. The Plan is currently pending approval from the State to communicate with members in regards to redetermination packets. Ms. Huyenh-Cho advised that, for members for whom it is physically difficult to complete their packet, it is possible to ask for reasonable accommodation to complete the packet over the phone.

8. Member Feedback and Experience

Dr. Nakahira opened the floor for members' feedback and experiences. Mr. Gova Gonzalez discussed the transportation issue he had with the last CAB meeting in December. Ms. Nguyen advised this issue has been addressed with her team, and a process is now in place to ensure this type of miscommunication will not

occur in the future. Mr. Gova Gonzalez also advised of an issue he had with the referrals process upon discharge from his last hospitalization. Mr. Breakbill agreed he will meet with Mr. Gova Gonzalez after today's meeting concludes to discuss filing a grievance.

9. Adjournment

The meeting was adjourned at 1:08 p.m.

The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, June 4, 2020 at 11:30 a.m.

Dr. Laurie Nakahira, Chief Medical Officer

**Cal MediConnect Consumer
Advisory Board
Health Plan Update**

Cal MediConnect Consumer Advisory Board

**Discussion Item:
COVID-19 Update**



**Santa Clara Family
Health Plan™**

COVID-19 Update

Cal MediConnect Consumer Advisory Board, June 4, 2020

COVID-19 Update

What we've done

- Added telehealth feature to the nurse advice line
- Sent a flyer to all members, “We are here for you.”
- Sent a robocall to members who may be more vulnerable to COVID-19
- Called members who are pregnant or postpartum and members age 65+ with multiple chronic conditions to ask how they are doing and if they need any help
- Developed a Community Resource Guide that documents and shares local resources to support members during COVID-19
- Suspended the requirement to provide Customer Service 3-5 business days advance notice to schedule transportation to medical appointments
- Made arrangements with transportation vendors to have special accommodation and cleaning guidelines when transporting members with suspected or confirmed COVID-19
- Developed COVID-19 page on the website to consolidate information for members
- Shared COVID-19 precautions on Facebook, as well as information from community partners about local resources and support

COVID-19 Community Resources

Due to the shelter in place order, many nonprofits are offering limited services or providing alternative options to in-person services. Refer to listings below for safety net services and other resources. The resources are organized by type of service.

COVID-19 screening and testing	
<p>Use this online screening tool to screen and test for COVID-19: https://www.projectbaseline.com/study/covid-19/. Based on the responses and testing appointment availability, you can find which testing site to go to in California. This tool is at no cost.</p>	
Homelessness	
Resource	Information
Homeless Prevention System (Sacred Heart Community Services)	<p>For members who are at risk of losing their housing or missing an upcoming rent payment, give them the Homelessness Prevention System's contact information to request temporary assistance:</p> <ul style="list-style-type: none"> • Call: 1-408-926-8885 • Email: housinginfo@sacredheartcs.org
Support for homeless or people with unstable housing	<p>If a member has tested positive for COVID-19 or is under investigation for COVID-19, needs to be quarantined and is unsheltered, email housing@eoc.sccgov.org.</p>
Loss of income	
Resource	Information
Financial assistance for low-income residents (Sacred Heart)	<p>For members who have experienced a loss of income due to impact of COVID-19 on health, employment, or school and child care closures:</p> <ul style="list-style-type: none"> • Visit Sacred Heart's website: https://sacredheartcs.org/covid19/ • Call: 1-408-780-9134 <p>Members can add their name to the interest list so they can be contacted when and if additional funding becomes available.</p> <p>Households will need to submit basic documentation to verify eligibility, including: ID, income verification, and documentation of the COVID-19 related loss of income.</p>
Rebuilding Together Silicon Valley	<p>For those impacted by COVID-19, Rebuilding Together Silicon Valley is providing emergency repairs to restore hot water or heat, on a case-by-case basis. The repairs will be made by vetted contractors.</p> <ul style="list-style-type: none"> • Call 1-408-578-9519 for more information.

<p>Employment Development Department (EDD)</p>	<p>For people who have lost their jobs or have had their hours reduced due to COVID-19, unemployment benefits are available through the Employment Development Department (EDD). The Governor’s Executive Order waives the week-long waiting period, so people could collect benefits the first week they are out of work. Self-employed people are also eligible for benefits.</p> <ul style="list-style-type: none"> • Visit EDD’s online system at: https://www.edd.ca.gov/Unemployment/UI_Online.htm. <ul style="list-style-type: none"> ○ Currently, EDD is recommending using the online system as phone lines are overwhelmed. • Call: 1-800-300-5616
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The Emergency Assistance Network (EAN)

This network provides a variety of services to prevent homelessness and act as a safety net for residents facing eviction, utility disconnection, and hunger. The services can be found based on residents living within certain ZIP codes. During shelter in place, EAN services may only be available by telephone and for grocery pickup:

- Food assistance
- Rent
- Utility assistance
- Medical and transportation aid
- Direct financial aid for special issues, like funeral expenses

Households will need to submit basic documentation to verify eligibility, including:

- Valid ID for all adults
- Birth certificate for children 18 and under
- Income verification (for all adults and other supplemental income for 1 month)
- Official mail or bill addressed to current home address
- Lease or mortgage agreement as proof of residency
- Proof of emergency (i.e. loss of employment, medical emergency)

Resource	Information
<p>Community Services Agency of Mountain View & Los Altos</p>	<ul style="list-style-type: none"> • Phone: 1-650-968-0836 • Address: 204 Sterlin Rd. Mountain View, CA 94043 • Serves these ZIP codes: 94022 Los Altos, 94024 Los Altos, 94040 Mountain View, 94041 Mountain View, 94043 Mountain View
<p>LifeMoves Commercial St. Inn</p>	<ul style="list-style-type: none"> • Phone: 1-408-271-1630 • Address: 260 Commercial Street San Jose, CA 95112 • Serves these ZIP codes: 95035 Milpitas, 95131 San Jose, 95133 San Jose, 95134 San Jose
<p>LifeMoves Opportunity Center</p>	<ul style="list-style-type: none"> • Phone: 1-650-853-8672 • Address: 33 Encina Avenue Palo Alto, CA 94301

	<ul style="list-style-type: none"> Serves these ZIP codes: 94301 Palo Alto, 94303 Palo Alto, 94304 Palo Alto, 94305 Stanford, 94306 Palo Alto
Sunnyvale Community Services	<ul style="list-style-type: none"> Phone: 1-408-738-4321 Address: 725 Kifer Rd. Sunnyvale, CA 94086 Serves these ZIP codes: 94085 Sunnyvale, 94086 Sunnyvale, 94087 Sunnyvale, 94089 Sunnyvale, 95002 Alviso
Sacred Heart Community Services	<ul style="list-style-type: none"> Phone: 1-408-278-2160 Address: 1381 S. First St. San Jose, CA 95110 Serves these ZIP codes: 95008 Campbell, 95110 San Jose, 95111 San Jose, 95112 San Jose (S. of Santa Clara St.), 95113 San Jose, 95116 San Jose, 95117 San Jose, 95118 San Jose, 95120 San Jose, 95123 San Jose, 95124 San Jose, 95125 San Jose, 95126 San Jose, 95128 San Jose, 95136 San Jose
Salvation Army San Jose	<ul style="list-style-type: none"> Phone: 1-408-282-1165 Address: 359 North 4th Street San Jose, CA 95109 Serves these ZIP codes: 95037 Morgan Hill, 95112 San Jose (N. of Santa Clara St.), 95119 San Jose, 95121 San Jose, 95122 San Jose, 95127 San Jose, 95132 San Jose, 95135 San Jose, 95138 San Jose, 95139 San Jose, 95148 San Jose
Salvation Army Santa Clara	<ul style="list-style-type: none"> Phone: 1-408-247-4588 Address: 3090 Homestead Road Santa Clara, CA 95051 Serves these ZIP codes: 95050 Santa Clara, 95051 Santa Clara, 95054 Santa Clara
St. Joseph's Family Center	<ul style="list-style-type: none"> Phone: 1-408-842-6662 Address: 7950 A-Church St. Gilroy, CA 95020 Serves these ZIP codes: 95020 Gilroy, 95046 San Martin
West Valley Community Services	<ul style="list-style-type: none"> Phone: 1-408-255-8033 Address: 10104 Vista Drive Cupertino, CA 95014 Serves these ZIP codes: 95014 Cupertino, 95030 Los Gatos, 95032 Los Gatos, 95033 Los Gatos, 95070 Saratoga, 95129 San Jose, 95130 San Jose

Emergency funds assistance

Santa Clara County Society of Saint Vincent de Paul

There are a number of churches and parishes in the county that offer emergency funds for paying bills or housing costs, such as rent. Others only offer basic needs, like free clothes, bus passes for work, and more. For more information on food, clothing, or financial aid, call the main referral line for the Santa Clara County area at **1-866-896-3587**.

<p>Locations serving: North Santa Clara County</p>	<ul style="list-style-type: none"> • Our Lady of Peace in Santa Clara serves ZIP codes of 95054, 95117, and 95002. • Resurrection in Sunnyvale serves ZIP code of 94087. • St. Athanasius in Mountain View serves ZIP codes of 94039, 94043, and 94040. • St. Cyprian in Sunnyvale serves ZIP code 94086. • St. Joseph in Mountain View serves ZIP code 94041. • St. Lawrence in Santa Clara serves ZIP codes 95051 and 95050. • St. Martin in Sunnyvale serves ZIP codes 94086, 94087, and 94089. • St. Simon in Los Altos serves ZIP codes 94024 and 94040. • St. Thomas Aquinas in Palo Alto serves ZIP codes 94301 and 94306. • Holy Korean Martyrs in Sunnyvale serves ZIP code 94089.
<p>Locations serving: Central Santa Clara County</p>	<ul style="list-style-type: none"> • Queen of Apostles in San Jose serves ZIP codes 95117 and 95129. • Sacred Heart in Saratoga serves ZIP code 95070. • St. Clare in Santa Clara serves ZIP code 95050. • St. Frances Cabrini in San Jose serves ZIP code 95124. • St. Leo in San Jose serves ZIP codes 95126 and 95128. • St. Lucy in Campbell serves ZIP code 95008. • St. Martin of Tours in San Jose serves ZIP codes 95128 and 95126. • St. Mary in Los Gatos serves ZIP codes 95030 and 95032.
<p>Locations serving: Santa Clara South/East County</p>	<ul style="list-style-type: none"> • Christ the King in San Jose serves ZIP codes 95111 and 95138. • Holy Family in San Jose serves ZIP code 95136. • St. Catherine in Morgan Hill serves ZIP code 95037. • St. Elizabeth in Milpitas serves ZIP code 95035. • St. John Vianney in San Jose serves ZIP codes 95127 and 95148. • St. Victor in San Jose serves ZIP codes 95132 and 95131.
<p>Food - pickup</p>	
<p>Resource</p>	<p>Information</p>
<p>School meal pick-up</p>	<p>For students who need to find a school meal pick-up location near you. Call the pickup site to confirm times and availability: https://bit.ly/3azB5vt</p>
<p>Second Harvest of Silicon Valley</p>	<p>For low-income households in need of groceries, call Second Harvest of Silicon Valley at 1-800-984-3663 or text GETFOOD to 1-408-455-5181 to request assistance.</p> <ul style="list-style-type: none"> • Hours of operation: Monday-Friday, 8 a.m. to 5 p.m.

<p>Silicon Valley Independent Living Center</p>	<p>To pick up bagged food pantry items, make an appointment with Silicon Valley Independent Living Center.</p> <ul style="list-style-type: none"> • Contact Silicon Valley Independent Living Center: <ul style="list-style-type: none"> ○ Call: 1-408-894-9041 ○ Email: info@svilc.org ○ Visit SVILC's website: https://www.svilc.org/ • Hours of operation to pick up bagged food pantry items: Wednesday and Friday from 11 a.m. to 12 p.m. in San Jose; Tuesday and Thursday from 10:30 a.m. to 12 p.m. in Gilroy.
<p>Catholic Charities of Santa Clara County</p>	<p>Catholic Charities of Santa Clara County is offering weekly drive-thru food distributions at local church locations. Registration is not required prior and will be done on site.</p> <ul style="list-style-type: none"> • Churches include: <ul style="list-style-type: none"> ○ Our Lady of Peace Address: 2800 Mission College Blvd, Santa Clara, CA 95054 Hours of operation: Every Monday (beginning 04/13/20) Time TBD ○ Our Lady of Refuge Address: 2165 Lucretia Ave, San Jose, CA 95122 Hours of operation: Every Tuesday (beginning 03/31/20) 5 p.m. to 7p.m. ○ Most Holy Trinity Address: 2040 Nassau Dr, San Jose, CA 95122 Hours of operation: Every Tuesday (beginning 04/14/20) Time TBD ○ St. Martin of Tours Address: 200 O'Connor Dr, San Jose, CA 95128 Hours of operation: Every Wednesday (beginning 04/01/20) Time TBD ○ St. John Vianney Address: 4600 Hyland Ave, San Jose, CA 95127 Hours of operation: Every Thursday (beginning 04/02/20) 1 p.m. to 4 p.m. ○ St. Lucy's Campbell Address: 2350 S Winchester Blvd, Campbell, CA 95008 Every Friday (beginning 04/10/20) 10 a.m. to 12 p.m. ○ Santa Teresa Parish Address: 794 Calero Ave, San Jose, CA 95123 Hours of operation: Every Saturday (beginning 04/4/20) 12 p.m. to 2 p.m. • More information can be found at: https://www.catholiccharitiesscc.org/new-events/food-distribution-weekly-drive-thru-at-church-locations

Loaves and Fishes	<p>Loaves and Fishes are offering “to-go” meals at no cost to Santa Clara county residents.</p> <ul style="list-style-type: none"> • Sites include: <ul style="list-style-type: none"> ○ Goodwill Industries Address: 1080 N 7th St, San Jose, CA 95112 Hours of operation: Monday-Friday 3:30 p.m. to 4:30 p.m. ○ SJ Vietnamese Seventh Day Adventist Church 1066 S 2nd St, San Jose, CA 95112 Address: 1080 N 7th St, San Jose, CA 95112 Hours of operation: Monday-Friday 4:30 p.m. to 5 p.m. • More information can be found at www.loavesfishes.org or by calling 1-408-922-9085.
Designated priority shopping locations for high-risk community members (seniors, disabled, pregnant or immune compromised)	
99 Ranch Market	<ul style="list-style-type: none"> • Special hours: Monday-Friday from 8 a.m. to 9 a.m.
Albertsons	<ul style="list-style-type: none"> • Special hours: Tuesdays and Thursdays from 7 a.m. to 9 a.m.
Lunardi’s Markets	<ul style="list-style-type: none"> • Special hours: Tuesdays and Thursdays from 7 a.m. to 8 a.m.
New Seasons Market	<ul style="list-style-type: none"> • Special hours: Monday-Friday from 8 a.m. to 9 a.m.
Nob Hill Foods (Raley’s)	<ul style="list-style-type: none"> • Essential Bags, prepackaged essential grocery bags, are available for purchase for high-risk community members either curbside or in-store. • Prescriptions may be scheduled for curbside pickups at their Pharmacy locations.
Safeway	<ul style="list-style-type: none"> • Special hours: Tuesdays and Thursdays from 7 a.m. to 9 a.m.
Target	<ul style="list-style-type: none"> • Special hours: Wednesday from 8 a.m. to 9 a.m.
Trader Joe’s	<ul style="list-style-type: none"> • Special hours: Monday-Sunday from 8 a.m. to 9 a.m.
Smart & Final	<ul style="list-style-type: none"> • Special hours: Monday-Sunday from 7:30 a.m. to 8 a.m.
Walgreens	<ul style="list-style-type: none"> • Special hours: *Only available to seniors* Tuesdays from 8 a.m. to 9 a.m.
Walmart	<ul style="list-style-type: none"> • Special hours: *Only available to seniors* Tuesdays from 6 a.m. to 7 a.m.
Whole Foods	<ul style="list-style-type: none"> • Special hours: *Only available to seniors* Monday-Sunday from 8 a.m. to 9 a.m.

Food - delivery

For older adults aged 60+ seeking prepared meals, find a take-out location near you. This is part of Santa Clara County's Senior Nutrition Program (<https://www.sccgov.org/sites/ssa/daas/snp/Pages/snp.aspx>). Be sure to call the take-out location to confirm times and availability: <https://bit.ly/2KwLYav>

For Santa Clara County residents, older adults, and persons with disabilities or health conditions who need additional food support, contact The Health Trust at **1-408-961-9870** (toll-free: **1-800-505-3367**). Website: <https://healthtrust.org/provider/food/>.

- You can also call Santa Clara County's Senior Nutrition Program at **1-408-755-7680** to get screened for Meals on Wheels.
- Or contact the Meals on Wheels program directly:
 - Call: **1-408-350-3246**
 - Email: MOW@healthtrust.org

Six Food Hug offers online grocery shopping with delivery to the cities of Santa Clara, Sunnyvale and Cupertino. Members of the community that are unable to shop for groceries can use their website to order products like eggs, dairy, produce, pastas, grains, baking essentials, toilet paper, and more. Online orders are ready in under 48 hours, Monday-Friday. No-contact deliveries are free if members are referred by Nextdoor, otherwise there is an \$8 fee. Items not listed on the website may still be specially requested on the Six Foot Hug's homepage.

- Visit <https://www.sixfoothug.com>

South Bay Pantry by Sikh and various community based organizations and volunteers

South Bay Pantry provides groceries for pick-up or delivery at no cost to individuals who are low-income, disabled, elderly, or otherwise unable to get groceries for themselves.

- To apply, fill out the Pantry form at www.tinyurl.com/sfp-santaclara or call Bhatia or Gurvinder Singh at **1-408-459-9945**.

Food take-out, curbside pick-up, or delivery

Find a list of restaurants in San Jose that are open for take-out, curbside pick-up, or delivery: <https://www.diningatadistance.com/san-jose>

Delivery of groceries, prescriptions, and take-out, and virtual check-ins

Sign up to be matched to a local volunteer who can help pick up essentials for you and check in with you virtually:

- Visit: <https://www.scchelpinghands.com/>
- Email: santaclaracountyhelpinghands@gmail.com

Transportation	
Resource	Information
Valley Transportation Authority (VTA) Paratransit	Free rides for those with disabilities who cannot use the bus/light rail. 1-408-321-2300 TRANSPORTATION SERVICES; Language Assistance Available: English, Spanish, Vietnamese Serving: Countywide
Utilities	
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none"> • Low-income households or those who have been recently laid off due to COVID-19 are eligible to enroll in the California Alternate Rates for Energy (CARE) program. • Customers may also be eligible for CARE if they are enrolled in public assistance programs such as Medi-Cal. • If qualified, customers can receive a 30 to 35 percent discount on their electric bill and a 20 percent discount on their natural gas bill. • For more information or to request an application, visit PG&E's website at https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/care/care.page or call 1-866-743-2273.
Resources for caregivers	
<p>Visit Family Caregiver Alliance's website for coronavirus (COVID-19) resources for family caregivers: https://www.caregiver.org/coronavirus-covid-19-resources-and-articles-family-caregivers. Or call toll-free at 1-800-445-8106 for help with caregiving.</p> <p>Example articles:</p> <ul style="list-style-type: none"> • Taking care of YOU: self-care for family caregivers: https://www.caregiver.org/Taking-care-you-self-care-family-caregivers • Relaxation for caregivers, a series of relaxation exercises to reduce stress: https://www.caregiver.org/relaxation-caregivers-series-english 	
Talking to kids about COVID-19	
<p>The following resources offer guidance on providing children with factual, age-appropriate information about COVID-19:</p> <ul style="list-style-type: none"> • Child Mind: Talking to Kids About the Coronavirus: https://childmind.org/article/talking-to-kids-about-the-coronavirus/ • Just for Kids, A Comic Exploring the new Coronavirus from National Public Radio: https://n.pr/2VywJAo • Answering Your Child's Questions During the Coronavirus, Ages 0-3 https://bit.ly/2S1n1EA https://bit.ly/2XYqp74 	

COVID-19 informational resources

AARP will host a live Coronavirus Information Tele-Town Hall every Thursday at 10:00 am PDT. Join AARP each week for the latest information on the coronavirus by calling toll-free: **1-855-274-9507**. Different topics will be covered each week.

Listen to Previous Tele-Town Halls:

- March 19 – Staying Safe: Protect Your Health, Wealth and Loved Ones: <https://bit.ly/3aBlrOU>
- March 10 – Symptoms of COVID-19, How to Protect Yourself, and What It Means for Older Adults and Caregivers: <https://bit.ly/2yDHGb8>

In-home supportive services (IHSS)

Resource	Information
Urgent Care Registry	<p>The Urgent Care Registry (UCR) is the safety net for qualified IHSS consumers whose independent provider (IP) is unable to provide needed care because of a personal emergency or illness, and if the consumer has no family member or other resource to call on. An IHSS consumer generally qualifies for UCR assistance if he/she has been authorized more than 50 hours per month by IHSS. Please keep in mind that the “50 hours” is used as a guideline and the UCR staff will evaluate each request based on needs and circumstances.</p> <p>UCR will not provide general domestic services or any transportation. IP vacations are not covered by UCR. UCR will help with the following types of tasks:</p> <ul style="list-style-type: none"> • Bathing • Personal hygiene • Meal preparation • Laundry <p>Call UCR at 1-408-590-0834, seven days a week, 8 a.m. to 8 p.m. Leave your name and phone number and someone will return your call.</p>
Santa Clara County Public Authority	<p>If an IHSS consumer prefers their friend or family member to be the caregiver, refer the consumer to Public Authority to complete registration:</p> <ul style="list-style-type: none"> • Call: 1-408-350-3252. Leave your name and phone number and someone will return your call. <p>Visit: www.ihss.pascc.org</p>

Alzheimer's Association

For people living with dementia, increased confusion is often the first symptom of any illness. If a person living with dementia shows rapidly increased confusion, here are some recommendations:

- Contact their health care provider for advice
- Provide extra and written reminders to help them remember important daily hygienic practices
- Place signs in the bathroom to remind them to wash their hands with soap for 20 seconds. You can also demonstrate thorough hand-washing.
 - If they're not able to hand-wash easily or get to the sink, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Ask the pharmacist or doctor about mail-ordering prescriptions
- Make alternative plans in case adult day care, respite, and other services or centers are modified or cancelled in response to COVID-19
- Make alternative plans for care management if the primary caregiver should become sick

Call the Association's 24/7 helpline at **1-800-272-3900** for help and more information or visit <https://alz.org/>.

Mental health support

Resource	Information
Santa Clara County Behavioral Health Services	<ul style="list-style-type: none"> • Counselors are available for phone interventions and emotional support to help individuals experiencing crisis, emotional or situational distress, a need for ongoing support or more information or referrals, or mental illness. Call the Suicide and Crisis Hotline 24/7 at 1-855-278-4204 or text RENEW to 741741 • For mental health services and referrals to available community services, call 24/7 at 1-800-704-0900 (TTY: 711) • Substance Use Services, call 1-800-488-9919 • Visit: https://www.sccgov.org/sites/bhd/Pages/home.aspx
NAMI Warmline/Help Desk	<ul style="list-style-type: none"> • Call: 1-408-453-0400 (option 1) • Hours of operation: Monday-Friday, 10 a.m. to 6 p.m. • Visit: https://namisantaclara.org/classes/warmline/
NAMI non-emergency emotional support	<ul style="list-style-type: none"> • 7 cups is an online website and a mobile app providing free support to people experiencing emotional distress by connecting them with non-professional listeners trained in active listening. They also offer online professional therapists. Visit: https://www.7cups.com/ • Text NAMI to 741741 to get free 24/7 emotional and crisis support from the NAMI National Help Desk for people dealing with a mental health issue. Text 741741 anywhere in the U.S. to talk to a trained NAMI national support person. • If you are family or friend of someone with a mental health issue who needs support after hours, call NAMI's After Hours Family Support line at

	<p>1-408-453-0400 (option 4) and leave a message. A NAMI family member will return the call as soon as possible.</p> <ul style="list-style-type: none"> ○ Hours of operation: Monday-Friday, 6 p.m. to 9 p.m.; Saturday-Sunday, 12 p.m. to 6 p.m. <ul style="list-style-type: none"> ● For more emotional support resources, call NAMI Helpline at 1-800-950-6264. ○ Hours of operation: Monday-Friday, 7 a.m. to 3 p.m.
National Domestic Violence Hotline 24/7	<ul style="list-style-type: none"> ● Call: 1-800-799-7233 (TTY: 1-800-787-3224) ● Text LOVEIS to 22522 ● Chat online at https://www.thehotline.org/help/
Substance Abuse and Mental Health Services Administration's National Helpline 24/7	<ul style="list-style-type: none"> ● Call: 1-800-662-4357 (TTY: 1-800-487-4889) ● Visit: https://www.samhsa.gov/find-help/national-helpline
Substance Abuse and Mental Health Services Administration's Disaster Distress Helpline 24/7	<ul style="list-style-type: none"> ● Call: 1-800-985-5990 (TTY: 1-800-846-8517) ● Text TalkWithUs to 66746 ● Visit: https://www.samhsa.gov/find-help/disaster-distress-helpline
Substance Use Services Call Center (formerly Gateway Call Center)	<ul style="list-style-type: none"> ● Callers will be referred to Detoxification and Residential Treatment services and to available community out-patient program. ● Call 1-800-488-9919 <ul style="list-style-type: none"> ○ Hours of operation: Monday-Friday, 8 a.m. to 5 p.m. ○ After-hours calls will be forwarded and handled through the Residential Provider.
Uplift Family Services' Mobile Crisis Team	<ul style="list-style-type: none"> ● Provides 24-hour intervention to children and teens in the community who are in acute psychological crisis ● Call: 1-408-379-9085 (toll-free 1-877-412-7474)
Mental Health Urgent Care	<ul style="list-style-type: none"> ● Walk-in outpatient clinic for Santa Clara County residents who are experiencing behavioral health crisis and need help ● Address: 871 Enborg Court, Unit 100, San Jose, CA ● Hours of operation: Daily, 8 a.m. to 10 p.m.
Mobile Crisis Response Teams (MCRTs)	<ul style="list-style-type: none"> ● Screens and assesses crisis situations over the phone, and delivers crisis intervention services at locations throughout Santa Clara County ● Call: 1-800-704-0900 (option 2) ● Hours of operation: Monday-Friday, 8 a.m. to 8 p.m.
Institute on Aging Friendship Line	<ul style="list-style-type: none"> ● Friendship Line is an accredited crisis line for people aged 60 years and older, and adults living with disabilities. ● Provides on-going outreach calls to lonely older adults

	<ul style="list-style-type: none"> • Call: 1-800-971-0016 • Hours of operation: 24-hour toll free line
Saratoga Area Senior Coordinating Council (SASCC)	<ul style="list-style-type: none"> • SASCC connects older adults to the support they need during the COVID-19 outbreak. • They provide a support line for people ages 65+, their families, and caregivers with a friendly voice to talk about how they're doing, and an opportunity to request support such as grocery and supply delivery, social services, respite, legal help, financial assistance, and anything else they need. • Call: 1-408-621-7526 • Hours of operation: Monday-Friday from 8 a.m. to 4 p.m.

Grief support resources in Santa Clara County

Resource	Information
Centre for Living with Dying	<ul style="list-style-type: none"> • The Centre for Living with Dying provides individual and small group emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. Fees are on a sliding scale. • Call: 1-408-243-0222
BWC Centre for Living with Dying	<ul style="list-style-type: none"> • Provides workshops, individual and group counseling for persons and their families facing terminal illness, death, grief, loss and changes. Fees vary according to service. No one is turned away due to lack of funds. • Call: 1-408-243-0222. Language assistance available in English, Greek and Spanish. • Address: 1671 The Alameda, Ste 201, San Jose, CA 95126
Hospice of the Valley	<ul style="list-style-type: none"> • The Hospice of the Valley Center for Grief and Loss offers a grief counseling program run by licensed therapists. Fees are on a sliding scale. • Call: 1-408-559-5600 • Email: info@hospicevalley.org
KARA	<ul style="list-style-type: none"> • Located in the North Bay/Palo Alto, KARA provide supports for adults, children and organizations anticipating or grieving a death. KARA's group and one-to-one peer support services are donation-based and KARA's therapy services are provided for a reasonable fee. • Call: 1-650-321-5272 • Fax: 1-650-473-1828 • Mail online form to: 457 Kingsley Ave, Palo Alto, CA 94301
Pathways Hospice	<ul style="list-style-type: none"> • Pathways opens its array of bereavement services to anyone in the community in need of this support, whether they had

	<p>hospice care or not. Although bereavement support is free, Pathways encourages donations.</p> <ul style="list-style-type: none"> • Call: 1-888-755-7855 • Email: bereavement@pathwayshealth.org
GriefShare	<ul style="list-style-type: none"> • GriefShare offers Christian Support for those who are grieving the loss of their loved ones. Support groups meet weekly and include three elements, video seminars from experts, group discussions and personal study for reflections. • Call: 1-800-395-5755 • Email: info@griefshare.org • Website: https://www.griefshare.org/countries/us/states/ca/cities/san_jose
The Compassionate Friends of Santa Clara County	<ul style="list-style-type: none"> • Families and friends that has suffered the death of a child, can obtain support from The Compassionate Friends. • Call: 1-408-249-9570 • Email: judy@lombardodrilling.com • Website: http://www.compassionatefriends.org
Discovery Counseling Center	<ul style="list-style-type: none"> • Call: 1-408-778-5120 • Address: 16275 Monterey Road Suite C, Morgan Hill, CA 95037
Helping After Neonatal Death (HAND)	<ul style="list-style-type: none"> • HAND support group meetings for Santa Clara County take place the first and third Thursdays of each month starting at 7:30 p.m., at Columbia Mission Oaks Hospital: 15891 Los Gatos-Almaden Road, Los Gatos, California 95032-3742. • Call: 1-888-908-HAND (4263) to leave a confidential voice mail. A HAND volunteer, who is also a bereaved parent, will try to call back within 24-72 hours.

Online grief support resources

Resource	Information
Helpguide.org – Coping with Grief and Loss	<ul style="list-style-type: none"> • A comprehensive article on understanding the grief process. It describes grief and its common symptoms, myths and facts, tips on coping with grief and when to seek help. • Visit: http://www.helpguide.org/articles/grief-loss/coping-with-grief-and-loss.htm
The Grief Toolbox	<ul style="list-style-type: none"> • A comprehensive resource for people experiencing grief. Articles, other resources, and an online art gallery help support individuals in the grieving process. The Grief Toolbox also provides a support group locator. • Visit: http://thegriefftoolbox.com/

<p>University of Texas Counseling and Mental Health Center – Life after Loss: Dealing with Grief</p>	<ul style="list-style-type: none"> • Guide to coping with grief and loss, including normal grief reactions to expect. • Visit: http://cmhc.utexas.edu/griefloss.html
<p>American Cancer Society – Major Depression and Complicated Grief</p>	<ul style="list-style-type: none"> • Lists the warning signs and symptoms that suggest grief has progressed to major depression or complicated grief. • Visit: https://www.cancer.org/treatment/end-of-life-care/grief-and-loss/depression-and-complicated-grief.html
<p>Recover From Grief</p>	<ul style="list-style-type: none"> • Provides valuable information about the grieving process as well as coping strategies. Site visitors can view a comprehensive “grief guidebook” and participate in a seven-part grief work e-course. • Recover From Grief also provides a space to create memorials for loved ones or tell personal stories, and offers a “grief relief” audio program. • Visit: http://www.recover-from-grief.com
<p>The Compassionate Friends (TCF)</p>	<ul style="list-style-type: none"> • A nationwide nonprofit organization, designed to support and give resources to families who are coping with the death of a child. • In addition to its wealth of information about healing grief, TCF holds national and regional conferences, facilitates online and in-person support groups for grieving families, and broadcasts a weekly web-radio series. • Visit: http://www.compassionatefriends.org/
<p>National Alliance for Grieving Children</p>	<ul style="list-style-type: none"> • A nationwide platform that connects professionals, consumers, and volunteers whose mission is to support children and teens through the grieving process. • NAGC offers online education, a searchable support group database, and hosts an annual symposium about child grief. • Visit: http://childrengrieve.org/
<p>Bereaved Parents of the USA</p>	<ul style="list-style-type: none"> • Group that connects grieving parents with other bereaved parents, grandparents, and siblings for one-on-one support. • The site offers a newsletter, articles and poems, and many resources and links for grieving families to guide them through the grieving process. • It also hosts an annual gathering where bereaved parents can share their stories with others and participate in grief workshops. • Visit: http://www.bereavedparentsusa.org/
<p>AARP: A Guide for the Newly Widowed</p>	<ul style="list-style-type: none"> • Contains a comprehensive series of articles on grief and loss offering practical, as well as psychological advice.

	<ul style="list-style-type: none"> • Visit: http://www.aarp.org/relationships/grief-loss/info-2005/newly_widowed.html
American Foundation for Suicide Prevention	<ul style="list-style-type: none"> • National group that funds research, offers educational programs, advocates for public policy, and supports those affected by suicide. • Visit: https://www.afsp.org/

Resources for postpartum support

Resource	Information
Postpartum Support International	<p>Postpartum Support International (PSI) is an organization that promotes awareness, prevention and treatment of mental health issues related to childbearing in every country, worldwide.</p> <ul style="list-style-type: none"> • PSI provides a non-emergency helpline, 7 days a week, to provide support, information, and referrals to postpartum mental health providers. • PSI's website offers online support group meetings and the ability to chat with an expert. • Call: 1-800-944-4773 • Text: 1-503-894-9453 (English) or 1-971-420-0294 (Spanish) Leave a confidential message at any time and a volunteer will return your call or text as soon as possible. • Visit: https://www.postpartum.net
The American College of Obstetricians and Gynecologists	<p>The American College of Obstetricians and Gynecologists have put together FAQs, for Pregnant and breast-feeding women during this COVID-19 pandemic.</p> <ul style="list-style-type: none"> • Visit: https://www.acog.org/patient-resources/faqs/pregnancy/coronavirus-pregnancy-and-breastfeeding#Resources

Women, infants, and children (WIC) COVID-19 information

Due to COVID-19, local WIC offices are closed for walk-ins. However, WIC is still offering services by phone and online.

- If your local WIC office is closed, WIC benefits can be added to your card remotely. WIC staff may call or text you to confirm information about your account.
- If you do NOT have a California WIC card, you can request to have your card mailed.
- If you lost your job due to COVID-19, WIC is currently accepting applications for families, which can also include fathers, grandparents, and foster parents caring for eligible children.
- To apply for WIC benefits, visit: <https://m.wic.ca.gov/Eligibility/EligibilityAssessment.aspx>
- The County of Santa Clara Public Health Department WIC Program only takes new applications via phone at this time.

- Call: **1-408 792 5101**
- Hours of operation: one line is available Monday-Friday from 8 a.m. to 4:30 p.m.
- California Department of Public Health WIC Division State Headquarters
 - Call: **1-800-852-5770**
 - Email: WIC@cdph.ca.gov

What if WIC foods are out of stock at my grocery store?

- Visit: <https://m.wic.ca.gov/Grocers/GrocerSearch.aspx> to find other WIC authorized grocers.
- Download the free California WIC app at the Google Play Store or Apple App Store.
 - Newly-authorized WIC foods are added daily. You may use the WIC app to scan barcodes at the store to see if the items are WIC authorized.

To obtain therapeutic formula, call your local WIC office or email formula@cdph.ca.gov and send a copy of your Pediatric Referral form.

Tips for finding WIC authorized formula

- Call before you shop to ask if the store has the formula you need.
- Call your local WIC office to ask for help locating a store with a supply.
- Call your doctor's office and ask if they have any samples from the formula company.
- Call **211** to get the names of food banks in your area.

Ask friends and family if they can order a small supply of formula online and have it sent directly to you. Although you cannot use WIC benefits online, a small amount could help until you find the formula in the store.

Affordable Internet access for students and teachers

- Dropbox is offering free Dropbox and HelloSign subscriptions for a three-month period to nonprofits and NGOs that are focused on fighting COVID-19 and to K-12 teachers who are facilitating distance learning. At the end of the three-month period, the user can determine to cancel or convert to a different type of account, which may lead to a cost. Register: <https://go.dropbox.com/en-us/covid19-donation-program>
- Xfinity Internet Essentials is a program for families and other low-income households who currently do not subscribe to Internet at home. You may qualify if you are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI, and others. For more information or to apply, visit: www.internetessentials.com.
 - Call Xfinity customer service for help applying for Internet Essentials: **1-855-846-8376**.
 - Hours of operation: 7 days a week, 5 a.m. to 9 p.m.

Resource for healthy children development

FIRST 5 Santa Clara County

First 5 Santa Clara County provides information and resources that support the healthy development of children and families, including updates and tips on how to cope with COVID-19 and other challenges.

- For more information call **1-408-260-3700**. Language assistance is available in English, Spanish, and Vietnamese.
- Below is a list of First 5 and partner Family Resource Centers that can provide food, diapers, baby wipes, activity kits, and connection to community resources.

Resource	Information
Rebekah Children's Services: Adelante and Morgan Hill FRC	<ul style="list-style-type: none"> • Visit: www.rcskids.org/services/frc • Call: 1-408-846-2460. Language assistance available: English and Spanish • Serves ZIP codes: 95020, 95037, and 95038
Catholic Charities FRCs: Cureton, Dahl, Educare, Evergreen, Hubbard, Josephine Guerrero, Luther Burbank, San Miguel, Seven Trees, Sherman Oaks	<ul style="list-style-type: none"> • Visit: www.educaresv.org/family-resource-center • Call: 1-800-337-9136. Language assistance available: English, Spanish, and Vietnamese • Serves ZIP codes: 95110, 95111, 95112, 95116, 95118, 95117, 95121, 95122, 95127, 95128, 95148, 95133, 95136, 95008, 95035, and 94085
ConXion to Community: Generations FRC	<ul style="list-style-type: none"> • Visit: www.facebook.com/ConXi%C3%B3n-To-Community-144677078925927/ • Call 1-408-213-0961. Language assistance available: English and Spanish • Serves ZIP codes: 95111, 95112, 95116, 95121, and 95122
Roots Community Health Center, South Bay: Roots FRC	<ul style="list-style-type: none"> • Visit: www.rootsclinic.org/family-1st-navigation • Call 1-408-490-4710. Language assistance available: English • Serves: Countywide
International Children Assistance Network: ICAN FRC	<ul style="list-style-type: none"> • Visit: www.ican2.org • Call: 1-408-509-1958. Language assistance available: English and Vietnamese • Serves ZIP codes: 95111, 95112, 95116, 95121, and 95122
African American Community Service Agency FRC	<ul style="list-style-type: none"> • Visit: www.sjaacsa.com • Call: 1-408-292-3167. Language assistance available: English • Serves ZIP codes: 95110, 95112, 95113, 95125, and 95126

SOMOS Mayfair: Cesar Chavez & Painter FRC	<ul style="list-style-type: none"> • Visit: www.SOMOSmayfair.org • Call: 1-408-251-8875. Language assistance available: English and Spanish • Serves ZIP codes: 95112, 95116, 95121, 95122, 95127, and 95133
Gardner Health Services: Gardner FRC	<ul style="list-style-type: none"> • Visit: www.gardnerhealthservices.org • Call: 1-408-893-1340. Language assistance available: English and Spanish • Serves ZIP codes: 95110, 95112, 95113, 95125, and 95126

Remote educational resources for children of all ages

Resource	Information
Codeacademy	<ul style="list-style-type: none"> • Offers free access to basic lessons in computer programming and related STEM topics, with the option to pay for more advanced courses.
Coursera	<ul style="list-style-type: none"> • Allows learners to build skills with courses from top universities like Yale, Michigan, Stanford, and leading companies like Google and IBM. Many courses are available for free.
Khan Academy	<ul style="list-style-type: none"> • Provides free classes in a variety of subjects for students of all ages. They also provide weekday live streams for students, parents & teachers navigating closures.
PBS Kids	<ul style="list-style-type: none"> • Online learning option for K-12 students who love interactive content, including sing-along videos, TV series, games, virtual lessons and more. PBS Kids Video app can be downloaded for live-TV streaming.
Prodigy Math	<ul style="list-style-type: none"> • A free online math program that uses a fun video game-style interface to engage learners. Users create their characters and conquer challenges while doing math along the way, tied to their skill level and aligned with core competencies.
MysteryScience	<ul style="list-style-type: none"> • Offers popular science lessons to kids for free to encourage remote learning. Content ranges from kindergarten to fifth grade with activities designed to use simple supplies a parent will likely already have at home.
National Geographic Kids	<ul style="list-style-type: none"> • Helps students of all ages enjoy science experiments, animal watch cameras, and activities to keep them engaged during down time.
Scholastic Learn at Home	<ul style="list-style-type: none"> • Offers day to day courses for children in Pre-K to Grades 6 or higher. Each section features a week's worth of content with 15

additional days coming soon. Each day's content includes a video, a book and an activity. All content on the website is free with website registration and the content can be accessed on any device.

Protective and legal services

Adult Protective Services (APS)

During the Coronavirus/COVID-19 Pandemic, APS is following State guidelines and are prioritizing responses for the safety of everyone. For those at highest risk and in imminent danger, APS may coordinate with law enforcement or first responders as needed.

APS' 24/7 hotline remains operational to accept reports of suspected or known abuse and neglect to elders and dependent adults.

- Call: **1-408-975-4900** or **1-800-414-2002**

Santa Clara County (SCC) COVID-19 Eviction Moratorium

Santa Clara County's COVID-19 Eviction Moratorium protects tenants and small businesses, who have lost income related to COVID-19, from eviction through May 31, 2020 with a possible extension. While the moratorium prevents landlords from evicting tenants, it does not waive any rent payments, or allow the tenants to refuse rent. If tenants cannot pay rent, they should immediately provide documentation to their landlord to show that their income has been affected.

- If landlord still provides notice or threatens to evict tenant, call Law Foundation at **1-408-280-2424**.
- Hours of operation: Monday-Friday, 9 a.m. to 5 p.m.

Beware of Coronavirus Scams

California Health Advocates warns consumers to be vigilant as scams related to coronavirus testing have begun to circulate. Never give out your Medicare number over the phone or to door-to-door solicitors offering tests.

Visit www.cahealthadvocates.org, download the informational flyer in nine languages, or call **1-855-613-7080** for more information.

211 resource database

Contact 211 for more current information on available resources like local health, food, housing, and transportation service programs:

- Call: **211**
- Email: 211BayArea@icfs.org
- Visit 211's website: www.211bayarea.org



Santa Clara Family Health Plan™

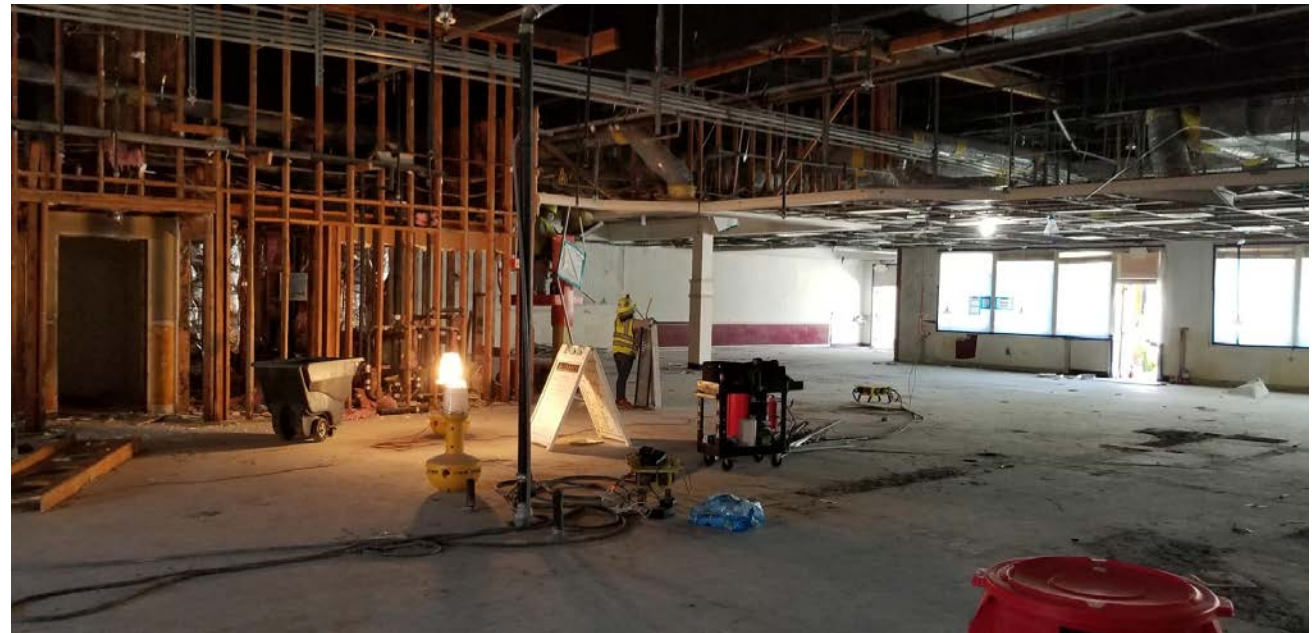
Community Resource Center

Cal MediConnect Consumer Advisory Board, March 5, 2020

Community Resource Center

Update

- Construction restarted in early May, with demolition now finalized
- Plans approved
- Finishes and furnishings being selected and finalized
- Program planning in process internally and with Community Based Organizations
- Occupancy projected for September



**Cal MediConnect Consumer
Advisory Board
Member Communications**



**Santa Clara Family
Health Plan™**

Member Communications

Cal MediConnect Consumer Advisory Board, June 4, 2020

Member Communications

<p>MAILINGS</p>	<ul style="list-style-type: none"> • Spring Newsletter • “We are here for you” flyer <ul style="list-style-type: none"> ○ Visit www.scfhp.com for information about resources and local support during COVID-19 • “Stay Active at Home during the Coronavirus Crisis” flyer <ul style="list-style-type: none"> ○ To Silver & Fit members
<p>CALLS</p>	<ul style="list-style-type: none"> • Robocall and live calls to vulnerable, high-risk members to check in during COVID-19
<p>WEBSITE</p>	<ul style="list-style-type: none"> • Board & Committee Meetings <ul style="list-style-type: none"> ○ Agendas, agenda packets, meeting minutes • Formulary and Provider Directory • Coronavirus Update • Aunt Bertha



The collage features three main items:

- HEALTHY LIVING** (Spring 2020): A newsletter for the Cal MediConnect Plan (Medicare-Medicaid Plan). It includes a warning that printed information may be outdated due to COVID-19, a photo of two men talking, and text about completing the census. A sub-section titled "Why you should complete the census" explains that the census is safe and confidential, and that information will not be shared with law enforcement or immigration agencies.
- SILVER&FIT AT-HOME PROGRAM**: A flyer for Silver & Fit members, featuring a photo of an elderly woman lifting a dumbbell. The text says "EXPERIENCE THE SILVER&FIT® AT-HOME PROGRAM".
- COVID-19 PROGRAM OPTIONS**: A flyer titled "We are here for you. Your health is our top priority." It lists several support services:
 - Access to medication (pill icon)
 - Mental health support (head with gear icon)
 - Care coordination & case management (hand holding heart icon)
 - Eligibility & coverage (ID card icon)
 - Meal delivery, housing, financial assistance & other community resources (house icon)
 - Telehealth, including telephone visits & calls with your doctor (phone icon)
 - Personal & home safety (hand holding shield icon)

Visit www.scfhp.com

Member Communications

Educational Events

- **SCFHP attended few events since March 5, 2020, including:**
 - Senior Winter Walk and Resource Fair
 - Adult Transition & Adult Services Fair
 - South County Health Fair
 - Senior Resource Fair

- **No upcoming events scheduled due to COVID-19**

PRINTED INFORMATION IN THIS ISSUE MAY BE OUTDATED DUE TO THE CORONAVIRUS (COVID-19).



size, dwelling type, and other basic information. Completing the census is safe, and your answers will be anonymous and confidential. The Census Bureau must keep your information private, even from law enforcement agencies. You will not be asked about immigration status.

Why you should complete the census

Completing the census is required by law. Census results will be used to determine how many federal dollars come to California and to your community to fund programs like Medi-Cal and CalFresh. The funding also supports better schools, affordable housing, parks, libraries, and other programs that

—Continued on page 3

Census 2020 starts on April 1

Everyone counts, including you!

Every 10 years, the United States counts all of its residents in what is called a census. The census will

ask you nine questions about the people who live with you, like age, gender, race, household

FOR MORE INFORMATION on
Census 2020, including important
dates, visit www.2020census.gov.

Call Us

Customer Service

8 a.m. to 8 p.m.,
Monday through Friday

1-877-723-4795

TTY: 711



ME

Health and wellness or prevention information

Standard
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Permit No. 44



Do's & don'ts

of the coronavirus disease (COVID-19)

Do:



Know the symptoms: coughing, fever, shortness of breath.



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones, and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.

Don't:



Touch your eyes, nose, and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels, or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention

5 STEPS TO CLEAN HANDS

STEP 1

Wet your hands with clean, running water. Apply soap.

STEP 2

Rub your hands together to make a lather. Scrub hands well all over—including the backs of your hands, between your fingers, and under your nails.

STEP 3

Continue scrubbing for at least 20 seconds.

STEP 4

Rinse your hands well under running water.

STEP 5

Dry hands using a clean towel, or air dry.

Source: Centers for Disease Control and Prevention



Census 2020 starts on April 1

—Continued from page 1

serve our families. Completing the census means that your communities receive a fair share of your tax dollars.

How to respond

By April 1, 2020, every home will receive an invitation to take the Census 2020 survey. You will receive either an invitation asking you to respond online or an invitation with a paper questionnaire. You can respond online, by mail, or by phone. Between May and July, census takers will begin visiting homes that haven't responded to the survey

to help make sure everyone is counted. This time line may change due to COVID-19.

Surveys answered online or over the phone will be available in 13 languages, including English, Spanish, Chinese, Vietnamese, and Tagalog. Paper census forms are only available in Spanish and English. To help you answer the survey, the Census Bureau provides translated webpages and guides in 59 non-English languages, including American Sign Language, as well as guides in braille and large print. Visit www.2020census.gov/languages for language support.

Keep your information up-to-date

Have you moved recently? Do you have a new phone number or mailing address? Do you need forms in your language? Update your information with SCFHP and these agencies so you don't miss important news about your health care coverage.

How to change your contact information with the Santa Clara County Social Services Agency:

- Call the Santa Clara County

Social Services Agency at **1-877-962-3633**, Monday through Friday, 8 a.m. to 5 p.m.

- Visit a Santa Clara County Social Services Agency field office:

- 1867 Senter Road
San Jose, CA 95112
- 1330 W. Middlefield Road
Mountain View, CA 94043
- 379 Tomkins Court
Gilroy, CA 95020

- Visit the Santa Clara County

Social Services Agency website **www.mybenefitscalwin.org**.

How to change your contact information with the Social Security Administration (SSA):

- Call SSA at **1-800-772-1213** Monday through Friday, 7 a.m. to 7 p.m. TTY: **1-800-325-0778**.
- Visit a local SSA field office at **www.ssa.gov/locator**.
- Visit the SSA website at **www.ssa.gov/myaccount**.

Using your ID card

Your SCFHP member ID card is your key to getting health care. Be sure to bring it with you every time you see your provider or get any other health services.

A WHAT'S ON YOUR ID CARD

Information includes your:

1. First and last name
2. Member ID number
3. Primary care provider's (PCP) name

If you have a PCP, the provider listed on your ID card is the doctor or clinic that will coordinate your care. Your PCP will provide most of your health care. ID cards issued after Jan. 1, 2020, also include your PCP's phone number.

B IMPORTANT PHONE NUMBERS ON YOUR ID CARD

- › **Customer Service:** Call SCFHP if you have questions about your benefits or coverage.
- › **Nurse Advice Line:** Call toll-free, 24/7, if you need help:

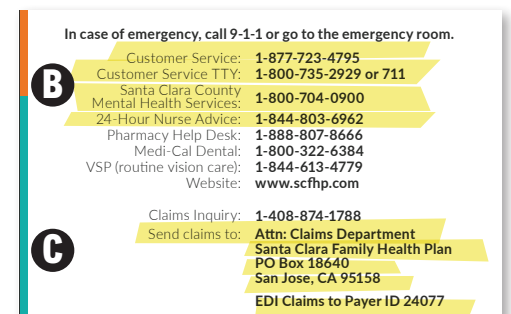
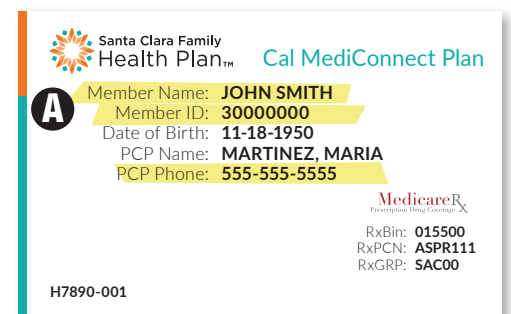
- Answering your medical questions
- Getting care for an injury or illness
- Deciding to go to the doctor, urgent care, or emergency room

› **Santa Clara County Mental Health Services:** Call if you need mental health services.

C OTHER IMPORTANT INFORMATION

Your ID card also includes important information for your providers about how to bill SCFHP for your care.

To protect your SCFHP member ID card, don't let anyone else use it. Call Customer Service if your card is lost or stolen.





How to file a complaint

Do you have a problem with the care you get from your provider? Have you ever had trouble with the service you've gotten from Santa Clara Family Health Plan? If the answer is yes, we want to know!

To tell us about your complaint, you can do one of the following:

- Call Customer Service at **1-877-723-4795** (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. Our representatives are trained to help you.
- Fill out and submit a Grievance and Appeal form online at **www.bit.ly/GA-form-en**.
- Print and mail the completed form to us. You can find Member Grievance forms on our website in Member Materials. Mail completed forms to:
Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158

Or fax the completed form to **1-408-874-1962**.

The formal name for making a complaint is “filing

a grievance.” You can learn more about the grievance process in Chapter 9 of your Member Handbook or on our website at **www.bit.ly/CMC_complaints**.

Can someone file a complaint for me?

Yes—a family member, friend, trusted person, or doctor or other provider can file the complaint for you. But first, you must give them legal permission to act for you. This is called appointing a representative.

To appoint a representative, call Customer Service and ask for the Appointment of Representative form. You can also get the form at **www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf** or on our website in Member Materials. The form gives the person permission to act for you. You must give us a copy of the signed form.

NOTE: The appointment of a representative (or AOR) is valid for one year from the date you and the representative sign the form. You can cancel the appointment of your representative at any time.

Know the risks of e-cigarettes

What are e-cigarettes?

Electronic cigarettes are also known as e-cigarettes or vapes. They are battery-powered devices that people use to inhale a mix of nicotine, flavorings, and other ingredients. The devices can also be used to deliver marijuana or other drugs. This is often called “vaping.”

What's in an e-cigarette?

The “water vapor” created by e-cigarettes may look harmless, but it can include harmful chemicals like:

- Nicotine
- Cancer-causing chemicals
- Volatile organic compounds
- Ultrafine particles
- Flavorings that have been linked to lung disease
- Heavy metals such as nickel, tin, and lead

Are e-cigarettes harmful?

Yes. Early data shows that vaping, no matter the substance, is harmful to your health. People with



lung damage from vaping may have symptoms that start a few days to a few weeks before they see a doctor. People have been hospitalized for breathing problems and other symptoms, like:

- Coughing
- Chest pain
- Shortness of breath
- Nausea or vomiting
- Abdominal pain
- Diarrhea
- Fatigue
- Fever
- Weight loss

What are the risks for youth?

Vaping or smoking

nicotine products can:

- Harm brain development, which continues until about age 25
- Impact learning, memory, and attention
- Increase risk for future addiction to other drugs

Young people who

vape may also be more likely to use regular cigarettes. This is why kid-friendly flavors, like bubble gum and sour candy, are concerning for parents.

Source: Centers for Disease Control and Prevention



GET HELP: The California Smokers' Helpline offers services like phone counseling, texting, web chat, and an app to help smokers quit. For more information and resources for youth, young adults, and parents, call **1-800-NO-BUTTS (800-662-8887)** or visit www.nobutts.org/vaping.

THE SILVER&FIT® HEALTHY AGING
AND EXERCISE PROGRAM

Get active with your fitness benefit, at home or the gym

The Silver&Fit program is offered to our members to encourage an active lifestyle and improve their quality of life. You can choose to enroll in one of two options at no cost* and you can change your selection at any time.

Fitness Center Membership

Join a fitness center that participates in the Silver&Fit program. Check with the gym to find out if accommodations can be provided if you need assistance. Visit www.silverandfit.com to search for a fitness club or exercise center near you.

*Services with added fees are not part of the Silver&Fit program.

OR

Home Fitness Program

If you cannot get to a fitness center—or want to be active in the comfort of your own home—you can choose to participate in the home fitness program. Select up to two (2) home fitness kits each benefit year. Home fitness kits include FitBit® Connected!, Cardio & Strength, Tai Chi, Stress Management, and many more. Visit www.silverandfit.com for more information.



Talk to your doctor before you start or change your exercise routine

The Silver&Fit program is open to all Santa Clara Family Health Plan Cal MediConnect members. For more information, call Silver&Fit Customer Service at **1-877-427-4788** (TTY: 711), Monday through Friday, 5 a.m. to 6 p.m.

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a federally registered trademark of American Specialty Health Incorporated (ASH) and used with permission herein. Other names or logos may be trademarks of their respective owners. Home kits are subject to change.

Save time and money on your prescription drugs



You can get a 90-day supply of most prescription maintenance medications for the same co-pay as a 30-day supply. Talk to your doctor about getting a 90-day supply. You can pick it up at an in-network pharmacy or have it mailed to you through MedImpact Direct. To find out more about our mail order services, visit www.medimpactdirect.com.

For other questions, contact SCFHP Customer Service.



Acupuncture is a covered benefit

Santa Clara Family Health Plan understands how important it is to safely manage chronic pain, which is why as a Cal MediConnect member, one of your benefits is **26 visits per year with an acupuncturist at no cost to you**—and possibly more if you need them.

The requirements are that the service must be:

- An outpatient service, not an emergency or inpatient service
- Used to treat a condition also covered by other fields of medicine
- Provided by a physician or acupuncturist

To schedule a visit, please contact any network acupuncturist using our “Find a Doctor” search tool at www.scfhp.com. Or you can call Customer Service for help. For more information on acupuncture, see your Member Handbook. A copy of the Member Handbook can be found on our website in Member Materials.

Unsure what is a medical emergency?

Call our Nurse Advice Line 24/7 at **1-844-803-6962** for help. We also have interpreter services for people who do not speak English. This service is offered at no cost to SCFHP members.



HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

SPRING 2020

Information in HEALTHY LIVING comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

SANTA CLARA FAMILY HEALTH PLAN

PO Box 18880, San Jose, CA 95158

1-877-723-4795 • www.scfhp.com

TTY: 711

We are here for you. Your health is our top priority.

For information about:



Access to
medication



Mental health
support



Care coordination &
case management



Eligibility &
coverage



Meal delivery,
housing, financial
assistance & other
community resources



Telehealth,
including telephone
visits & calls with
your doctor



Personal & home
safety

Visit www.scfhp.com

We want to make sure you stay informed about your healthcare and know how you can stay safe. The Centers for Disease Control and Prevention (CDC) recommends a few tips to help protect yourself and loved ones from COVID-19:

- ✓ Stay home if possible.
- ✓ Wash your hands often.
- ✓ Stay 6 feet (or two arm lengths) away from people who are sick or who don't live in your household.
- ✓ Clean and disinfect frequently touched surfaces.
- ✓ Avoid all cruise travel and non-essential air travel.

Visit the CDC COVID-19 website at www.cdc.gov/coronavirus/2019-ncov for more information.

For health questions, call your doctor or our 24/7 Nurse Advice Line:

- Medi-Cal members, call **1-877-509-0294**
- Cal MediConnect members, call **1-844-803-6962**

For benefits questions and for help with transportation to and from medical appointments, call Santa Clara Family Health Plan (SCFHP) Customer Service:

- Medi-Cal members, call **1-800-260-2055**
Monday through Friday, 8:30 a.m. to 5:00 p.m.
- Cal MediConnect members, call **1-877-723-4795**
Monday through Friday, 8:00 a.m. to 8:00 p.m.
- TTY users, call **711**

For questions about mental health or substance abuse services, call Substance Abuse and Mental Health Services Administration Disaster Distress Helpline:

- **1-800-985-5990** (TTY: **1-800-846-8517**) or text TalkWithUs to **66746**

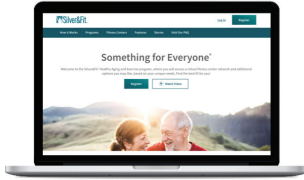
Sign up for mySCFHP member portal

You can see your plan information, request transportation to and from medical appointments, view and request to change your primary care physician, and more through the mySCFHP member portal.

Create an account today at member.scfhp.com.

Stay Active at Home During the Coronavirus Crisis

The Silver&Fit program knows how important fitness is to our members. During this unprecedented health crisis, we want to support you with additional resources to keep you on track. We've got Something for Everyone® available right on our website at www.SilverandFit.com.



NEW! Silver&Fit Signature Series Exercise Videos

Enjoy these popular exercise videos, designed for all fitness levels, right from the comfort of your own home computer. More exercise videos will be added soon, so check back often!



Fitbit
Inspire™



Garmin
vívofit® 4

At-Home Exercise Offerings*

As an enrolled member, we're offering you the choice of a fitness wearable tracker to get you set up for at-home workouts. Go to the Silver&Fit website to choose one, **at no cost to you.**

Select either of these Fitbit or Garmin devices to be shipped right to your home at no charge! Or, use the \$50 credit to purchase a different device at Fitbit.com or Garmin.com.

In addition, please remember these other helpful Silver&Fit resources:



Mobile App with Fitness On Demand Exercise Videos:

Download the Silver&Fit ASHConnect™ mobile app to view over 250 on-demand exercise classes, informational videos, and articles.



Home Fitness Kits: Explore our selection of 35 unique home fitness kits, which offer even more flexibility and choice. Choose up to 2 kits per benefit year. To switch to the Home Fitness program, please call Silver&Fit Customer Service at 1.877.427.4788, Monday through Friday, 5 a.m. to 6 p.m. PST.



Fitness Tracking: Visit the Silver&Fit website to sync your wearable tracker, mobile app, or exercise equipment to the Silver&Fit Connected!™ tool and keep yourself accountable.**



Healthy Aging Coaching: Sign up for one-on-one coaching sessions with a trained health coach and keep working toward your fitness and lifestyle goals. Sessions can be scheduled by calling Silver&Fit Customer Service at 1.877.427.4788, Monday through Friday, 5 a.m. to 6 p.m. PST.

Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

Santa Clara Family Health Plan Cal MediConnect Plan complies with applicable Federal civil rights laws, and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben

llamar al 1-800-735-2929 o al 711.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711.

注意: 如果您说中文, 将为您提供免费的语言服务。请致电 1-877-723-4795 联系客户服务部, 工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711.

SPECIAL
COVID-19
PROGRAM OPTIONS

EXPERIENCE THE SILVER&FIT® AT-HOME PROGRAM



Find member support at:
SilverandFit.com

Call Silver&Fit Customer Service at
1.877.427.4788, Monday through Friday,
5 a.m. to 6 p.m. PST.

A PRODUCT OF
 American Specialty Health.



PO Box 509040
ATTN: SAN-A5-514
San Diego, CA 92150-9040

Member Name
Address Line 1
Address Line 2
City, State, Zip Code

*At-home exercise offerings available through June 30, 2020 to encourage the use of safe, at-home exercise programs for Medicare members during the COVID-19 pandemic. Limited to one offering per member.

**With the exception of the Fitbit Inspire and Garmin vívoFit 4, purchase of a wearable tracker or app may be required and is not reimbursed by the Silver&Fit program.

Your use of the Silver&Fit Connected! tool and ASHConnect serve as your consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about your tracked activity. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. The people in this piece are not Silver&Fit members. Silver&Fit, Something for Everyone, ASHConnect, Silver&Fit Connected!, and the Silver&Fit logo are trademarks of ASH. Other names or logos may be trademarks of their respective owners.

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**Cal MediConnect Consumer
Advisory Board
Health Education and Cultural and
Linguistics**

Health Education & Cultural Linguistics

Language Assistance Available – no cost to members

- **24 hour phone language assistance**
 - SCFHP offers telephone language assistance to members whose primary language is not English
 - Customer Service staff speak threshold languages
 - Spanish, Vietnamese, Tagalog, Chinese
 - Interpreter services available
 - Members can call SCFHP Customer Service to be connected
- **In-person interpreter services**
 - SCFHP offers in-person interpreters. Interpreters can be scheduled to attend medical appointments and should be requested at least 5 business days in advance.
 - SCFHP will try to accommodate requests that not made within 5 business days advance.
 - Members can call SCFHP Customer Service to request this service.

Document Translation Services – no cost to members

- SCFHP translates all vital documents into the threshold languages. Documents can be translated into a non-threshold language upon request.
 - What is a vital document?
 - Vital documents are member-informing materials. These documents provide important information on how to access and use health plan services.
 - Ex: Authorized representative form, member handbook, etc.
 - Non-vital documents can be translated upon request
 - Ex: Care plan
- Members can request a document to be translated into their preferred language/format one time, or make it an on-going request.
- Alternate formats include: Braille, audio, and large print

**Cal MediConnect Consumer
Advisory Board**

Ombudsman

Program Updates

Cal MediConnect Consumer Advisory Board

Future Agenda Items

**Cal MediConnect Consumer
Advisory Board**

Member

Feedback and

Experience