

Regular Meeting of the

## Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, December 8, 2020, 6:00 PM – 7:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave., San Jose, CA 95119

### Via Teleconference

(669) 900-6833

Meeting ID: 936 8717 9221

Passcode: 657qtw4r

<https://zoom.us/j/93687179221>

## AGENDA

<b>1. Roll Call / Establish Quorum</b>	Ms. Porchia Usher	6:00	5 min
<b>2. Public Comment</b> Members of the public may speak to any item not on the agenda; two minutes per speaker. The committee reserves the right to limit the duration of public comment to 30 minutes.	Ms. Porchia-Usher	6:05	5 min
<b>3. Meeting Minutes</b> Review minutes of the September 8, 2020 Consumer Advisory Committee. <b>Possible Action:</b> Approve the minutes of the September 8, 2020 Consumer Advisory Committee.	Ms. Porchia-Usher	6:10	5 min
<b>4. Health Plan Update</b> Discussion on SCFHP membership and current topics.	Ms. Tomcala	6:15	5 min
<b>5. Department of Employment &amp; Benefit Services (DEBS)</b> Provide update on DEBS operations and current topics.	Ms. Porchia Usher	6:20	10 min
<b>6. Community Resource Center</b> Provide update on planning and implementation.	Ms. Byom	6:30	5 min
<b>7. Outreach Strategy Plan</b> Gather input on planned outreach strategies.	Ms. Ma	6:35	5 min
<b>8. Overview of Cal MediConnect</b> Review of SCFHP Cal MediConnect plan.	Mr. Ly	6:40	10 min
<b>9. SCFHP Member Communications</b> Review SCFHP member communications.	Ms. Zhang	6:50	5 min
<b>10. Future Agenda Items</b> Discuss topic ideas for March 2021 meeting.	Ms. Porchia-Usher	6:55	5 min

## 11. Adjournment

7:00

Next meeting: Tuesday, March 9, 2021 at 6:00 p.m.

### **Notice to the Public—Meeting Procedures**

- Persons wishing to address the Consumer Advisory Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Amy O'Brien 48 hours prior to the meeting at (408) 874-1997.
- To obtain a copy of any supporting document that is available, contact Amy O'Brien at (408) 874-1997. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com).



**Santa Clara Family  
Health Plan™**

**Public Comment**



**Santa Clara Family  
Health Plan™**

**September 8, 2020 Meeting  
Minutes**

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

Tuesday, September 8, 2020, 6:00-7:00 PM  
Santa Clara Family Health Plan - Teleconference  
6201 San Ignacio Ave, San José, CA 95119

Via Teleconference

(669) 900-6833

Meeting ID: 998 2386 3492

Password: cacmtg0908

## MINUTES - Draft

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**Committee Members Present**

Debra Porchia-Usher  
Barifara (Bebe) Barife  
Rachel Hart  
Vishnu Karnataki  
Tran Vu

**Staff present:**

Christine Tomcala, Chief Executive Officer  
Laura Watkins, Vice President, Marketing & Enrollment  
Chelsea Byom, Director, Marketing & Communications  
Dang Huynh, Pharm D, Director, Pharmacy  
Lucille Baxter, Manager, Quality Improvement  
Theresa Zhang, Manager, Communications  
Sherry Faphimai, Graphic Design Project Manager  
Cristina Hernandez, Marketing Project Manager  
Zara Hernandez, Health Educator  
Divya Shah, Health Educator

**1. Roll Call/Establish Quorum**

Ms. Tomcala introduced and welcomed Ms. Porchia-Usher as the new Committee Chair. Ms. Porchia-Usher called the meeting to order at 6:06 PM. Roll call was taken, and a quorum was established.

**2. Public Comment**

There were no public comments.

**3. Review and Approval of June 9, 2020 Meeting Minutes**

Ms. Hart moved and Ms. Porchia-Usher seconded the motion to approve the minutes from the meeting held on June 9, 2020. The motion passed unanimously.

#### **4. Health Plan Update**

Ms. Tomcala presented the enrollment update: As of September 1, 2020, Medi-Cal enrollment is 253,252 members (an 8% increase since September 2019), and Cal MediConnect enrollment is 9,428 members (a 15% increase since September 2019), for a total enrollment of 262,680 members. Due to COVID-19, approximately 97% of staff continue to work from home. Medi-Cal redeterminations are on pause, resulting in an increase in enrollment. The extended emergency declaration will remain in effect through October 2020. The revised FY21 state budget does not include any Medi-Cal benefit cuts. CalAIM has been delayed. The Plan is focusing on completion of missed preventive services such as screenings and immunizations, and also focusing on flu shots. The Plan is reaching out to those in need of services so that they won't run into health issues down the road.

Ms. Porchia-Usher asked if anything is being sent out regarding flu shots. Ms. Byom answered that the Plan will be reaching out to members in a number of ways, including website, social media, and direct mail. Ms. Zhang added that the quarterly mailed member newsletter and the Plan's Facebook page contain articles about the importance of getting a flu shot, and other preventive care services. Ms. Shah added that flu shot reminders are part of most inbound calls and all outbound calls made by the Plan's QI Coordinators.

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

Ms. Byom gave a presentation on the progress of the CRC. Occupancy is projected for mid to late October 2020. Ms. Porchia-Usher asked how the Plan has kept the Committee informed about the types of activities or resources that will be available at the CRC. Ms. Byom outlined all the ways the Plan has informed the Committee of the CRC's progress and solicited their input as far as programming. Ms. Watkins advised Ms. Porchia-Usher of the location. Ms. Tomcala advised Ms. Porchia-Usher that the CRC is named after Blanca Alvarado, and that Community Health Partnership will sublet space for use as their main administrative offices.

#### **6. Medi-Cal Rx Transition**

Dr. Huynh presented an overview of the Medi-Cal Rx update. Beginning January 1, 2021, the pharmacy benefit for Medi-Cal will be carved back in to the state. The claims processor is Magellan. The Plan will continue to manage the clinical aspects of pharmacy adherence, including providing disease and medication management. The benefit itself will not change. Members will need to take their new ID card and their Medi-Cal Benefits Identification Card (BIC) to the pharmacy. The Plan will assist members who receive mail order prescriptions outside of California with the transition to a pharmacy within the Medi-Cal Rx system. Members can locate pharmacies on the state's website. Ms. Hart asked if there is an expiration date or if renewal will be necessary? Dr. Huynh explained that, in terms of current prescriptions, if the state does not cover it, members have 180 days to transition their active refills. If the prescription is active and the drug requires prior authorization, and the Plan has honored it beyond 180 days, the state will grandfather the prior authorization. Ms. Porchia-Usher asked about communications going out to our members other than our website. Dr. Huynh explained that the state is sending out 90 and 60 day notices before the transition. The Plan is sending out a 30 day notification. The Plan is also updating the member portal, including information in our newsletter, and conducting targeted communications for affected members, along with provider communications.

#### **7. Population Needs Assessment**

Ms. Shah provided an overview of the purpose of the Medi-Cal Population Needs Assessment, an annual requirement. The goal of the assessment is to improve health outcomes and ensure the Plan meets the needs of our Medi-Cal members through the identification of member health needs and disparities,

evaluation of health education, cultural and linguistic (C&L), and quality improvement (QI) activities and available resources, with implementation of target strategies for health education, C&L, and QI programs and services. Ms. Shah included an overview of the data sources used to conduct the assessment. Ms. Shah reviewed the demographics of our Medi-Cal population.

The three key findings are: (1) seniors and disabled persons have the highest Emergency Room and in-patient utilization; (2) African Americans have the lowest rate for controlling High Blood Pressure; and (3) Caucasians have the lowest rate for Cervical Cancer screenings. Ms. Shah gave an overview of the action plans that were developed based on these key findings. Ms. Porchia-Usher asked if there is any correlation between ER utilization and a reduction in our members' overall physical and mental health. Ms. Shah replied that was not part of this report, but will be assessed going forward. Ms. Porchia-Usher asked if there is a known reason why the African-American population has the lowest rate of controlling high blood pressure. Ms. Shah replied more research is needed in this area. Ms. Baxter said it is due to the lack of doctor visits. Ms. Hart commented that since the Black/African American population in our county is small, it might affect the data. Ms. Porchia-Usher asked if the Plan has considered focus groups to gain insight from race/ethnicity groups on how to improve these measures. Ms. Shah replied that the Plan is just beginning to determine how we will tackle each individual objective and begin an action plan. Ms. Porchia-Usher remarked that the low rate of cervical cancer screenings for Caucasians is unusual, and wondered if it is a referral or screening issue. Ms. Shah replied that further research is needed. Ms. Shah offered to bring a work plan back to the Committee in the spring.

## **8. SCFHP Member Communications**

Ms. Zhang reviewed the member communications distributed since the last meeting. The summer newsletter included articles on how to connect to a Telehealth doctor through our 24/7 nurse advice line, the Plan's commitment to our members' health and safety, and how the Plan's website is updated with the most current Coronavirus information from the CDC and the Santa Clara County Public Health Department. Members were reminded to register to vote, and that every registered voter will receive a vote-by-mail ballot. Information on how to prepare for power outages was also included, and these tips also apply to the recent wildfires and evacuations. A letter was mailed to parents and guardians of children under 7 to emphasize the importance of routine health checks and exams, including vaccinations, even during COVID-19. Letters were mailed to members who may be due for certain health checks and exams, with rewards available upon completion of those health checks and exams. Calls to our vulnerable and high-risk members continue during COVID-19. Since the flu season is starting, flu shot reminders are included on our calls. The Plan is also publishing a webpage that is dedicated to flu shot information, with a new tool is being rolled out that connects members to Google Maps to help them find participating flu shot clinics and pharmacies near them.

Ms. Zhang highlighted all the materials available and updated on our website, such as board and committee meeting materials, formulary, and provider directories. Ms. Zhang gave a demonstration of the Aunt Bertha platform and how members can access it directly through our website or URL address. The Aunt Bertha platform centralizes all the community services and supports available based on ZIP codes. Some programs are offered at little or no cost. It is highly recommend that members contact an organization before visiting or making an appointment. Ms. Zhang gave an overview of the virtual events SCFHP has attended since June, and upcoming virtual events.

## **9. Future Agenda Items**

Meetings will be held via Zoom until further notice. Meetings are held quarterly the second Tuesday of the month from 6:00 pm-7:00 pm. The next meeting is scheduled for December 8, 2020. Mr. Vu asked if we have any information for members who will turn 65 next year to help them apply for Medicare. Ms. Watkins

offered to connect Mr. Vu to the Medicare Outreach Team. Ms. Porchia-Usher asked about forums or informational sessions that the Plan offers for members turning 65. Ms. Watkins advised that she will invite the Medicare Outreach Team to our next meeting to present an overview of our Cal MediConnect program. Mr. Vu asked if the Plan has informational videos about plan benefits such as: What is SCFHP, why select SCFHP if you have Medicare, and what types of benefits we offer. Ms. Watkins advised this is a good suggestion for our Communications team. Ms. Porchia-Usher advised that, by the time of our next meeting, we should have the Federal Medi-Cal update in regards to the redeterminations that have been put on pause. Ms. Watkins invited her to share this information. Ms. Porchia-Usher will provide an update from the Department of Employment & Benefit Services (DEBS) team at the December meeting. The DEBS team is open to joining our meetings to provide quarterly updates. Mr. Vu would like them to present during our December meeting. Ms. Watkins advised we should also have an update on the Medi-Cal Rx transition, along with an update on the CRC progress and programming.

#### **10. Adjournment**

Ms. Porchia-Usher adjourned the meeting at 7:02 pm.

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Debra Porchia-Usher  
Chair, Consumer Advisory Committee





# Santa Clara Family Health Plan™

Consumer Advisory Committee

December 8, 2020

# Agenda

- SCFHP Updates
- Department of Employment & Benefit Services (DEBS)
- Community Resource Center
- Outreach Strategy Plan
- Overview of Cal MediConnect
- SCFHP Member Communications
- Future Agenda Items



# Santa Clara Family Health Plan™

**Health Plan Update**

# SCFHP Updates

## Enrollment

- Total enrollment as of December 1, 2020
  - 271,107 members
  - 11.8% increase since December 2019
- Medi-Cal – 261,287 (11.66% increase since December 2019)
- Cal MediConnect – 9,820 (16.52% increase since December 2019)

## Plan Updates

- COVID-19
  - SCFHP staff continue working remotely (97%); supporting members and providers via phone
  - Medi-Cal redeterminations “pause” extended in line with extension of emergency declaration
  - California Department of Public Health leading vaccine distribution plan
- Medi-Cal Rx transition delayed to April 1, 2021



# Santa Clara Family Health Plan™

**Department of Employment & Benefits Services  
(DEBS)**



# Santa Clara Family Health Plan™

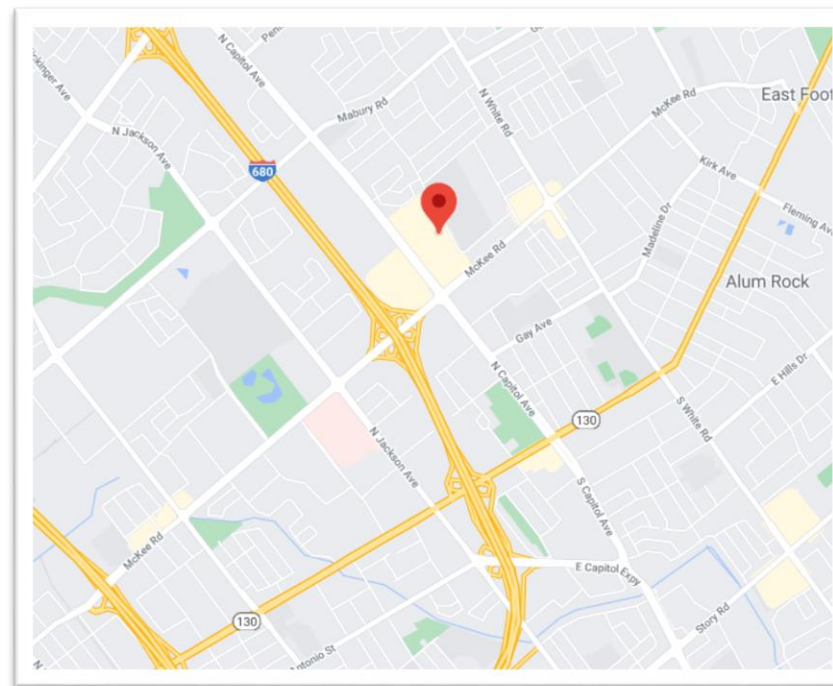
Santa Clara Family Health Plan  
Blanca Alvarado Community Resource Center

Chelsea Byom, Director, Marketing & Communications

# Santa Clara Family Health Plan Blanca Alvarado Community Resource Center

## 408 N. Capitol Avenue

- Construction complete! All furniture, SCFHP network, AV, and security systems installed.
- Temporary banner is up. Awaiting final designs for external signage.
- CRC Manager, Mike Gonzalez, started on November 9.





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# Welcome – Mike Gonzalez

Manager, Community Resource Center



# Santa Clara Family Health Plan Blanca Alvarado Community Resource Center



# Programming Input to Date

- LA Care & Inland Empire Health Plan site visit completed in February 2020
- Programming & Space Needs Input Gathering from Community-Based Organizations (CBOs)
  - Completed survey in February & March 2020
    - Received responses from 21 CBOs
  - Held exploratory conversations with Veggielution & YMCA Silicon Valley
- Internal Discussions
  - Held in early 2020 with QI/Health Ed, LTSS, Customer Service, Medicare Outreach, Behavioral Health
- Consumer Brand Awareness Survey
  - Completed in September & October 2020
  - Also provided feedback on perceived availability of safety net programming

# Community Resource Center

## Next Steps

- Determine timeline & key milestones for phased opening
- Operationalize the CRC for CHP and SCFHP
- Engage internal and external stakeholders in CRC strategic planning process



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# Outreach Plan

Jocelyn Ma – Community Outreach Program Manager

# Outreach Plan

Focuses on creating and making partnerships stronger with Community Based Organizations (CBOs), government agencies, and providers. Aims to improve awareness of SCFHP by engaging with members and potential members.

## 2021

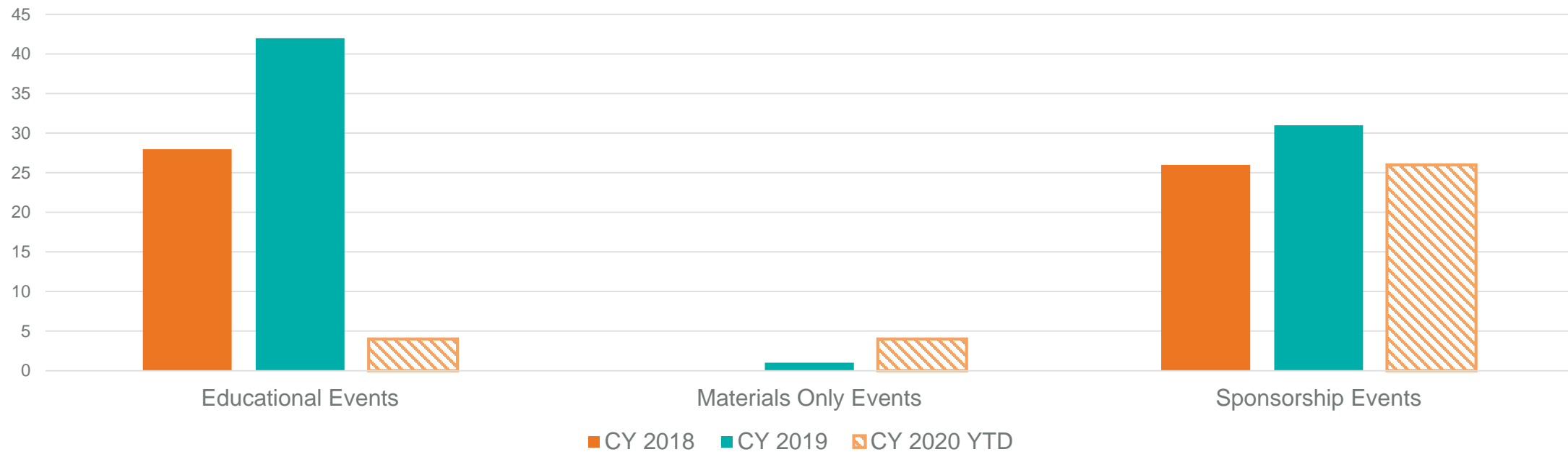
- Partner with CBOs and government agencies to create and distribute Medi-Cal education/enrollment flyer
- Host new member orientations
- Open and promote the SCFHP Blanca Alvarado Community Resource Center

## 2020

- Revised event strategy due to COVID-19 to support virtual events and distributed over 18,000 bags, hand sanitizers, toothbrushes, etc. directly to CBO partners
- Maintain Salesforce to track contacts, outreach activities, events and sponsorships
- Partnered with SSA Dept. of Employment and Benefits Services to certify SCFHP staff to help members apply for CalWORKs, CalFresh, Medi-Cal, & General Assistance

# Outreach Activities

## CY 2018, CY 2019, and CY 2020 YTD Accomplishments

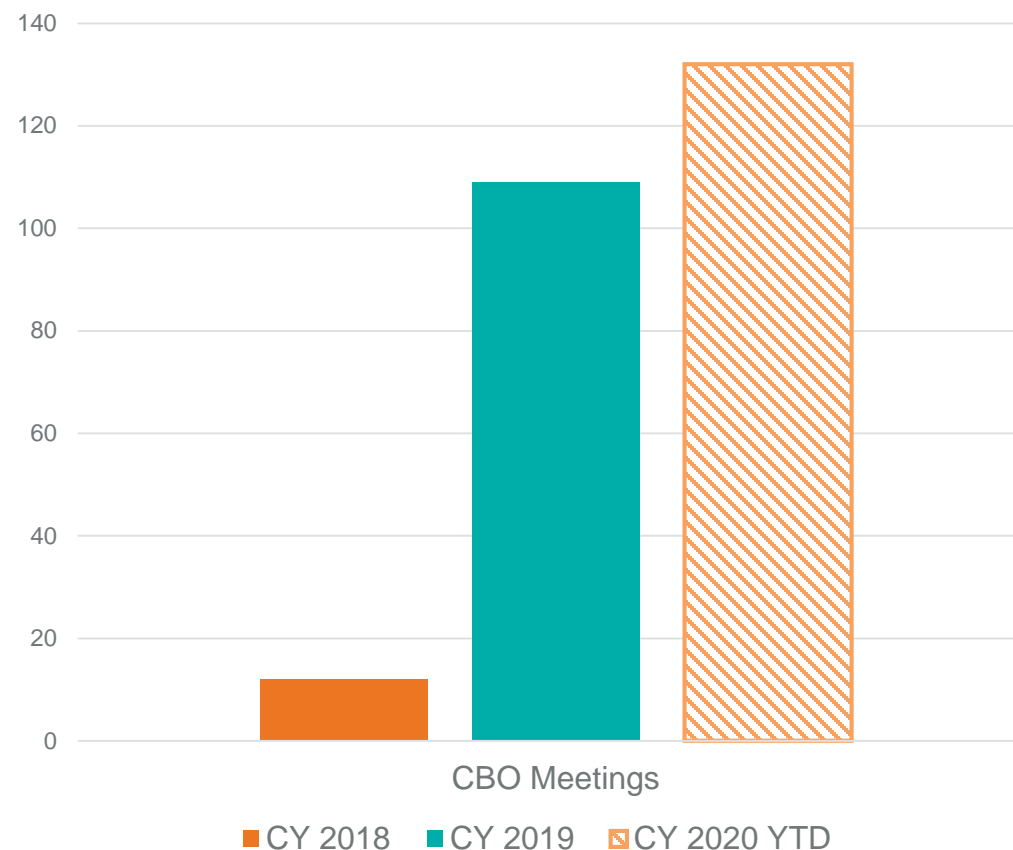


# Outreach Activities

## CY 2018, CY 2019, and CY 2020 YTD Accomplishments

SCFHP facilitates and/or participates in a number of meetings, including:

- Stakeholder/Collaborative meetings
- Introduction meetings
- Strategy meetings
- Networking at community events



# Questions or Suggestions?





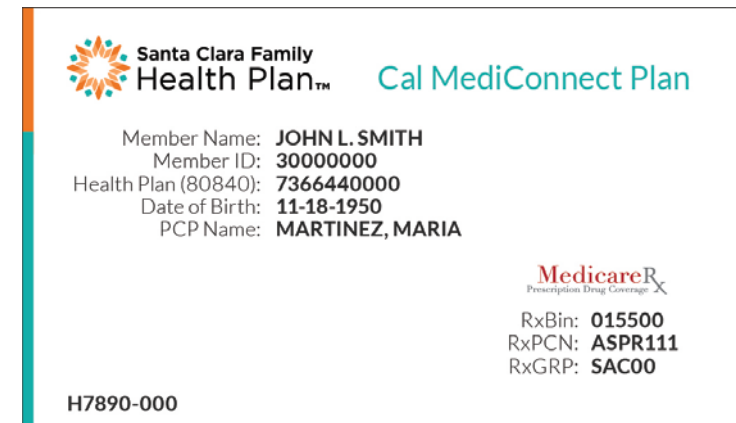


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**Overview of Cal MediConnect (CMC)**

# SCFHP Cal MediConnect

- A plan designed to make health care simpler.
  - Combines Medicare and Medi-Cal benefits into a single plan
  - Covers medical care, prescription drugs, vision, hearing aids, long-term services and supports, and behavioral health
  - Easier to get the services you need
  - Helps you live independently

**Santa Clara Family Health Plan™** Cal MediConnect Plan


Member Name: **JOHN L. SMITH**  
 Member ID: **30000000**  
 Health Plan (80840): **7366440000**  
 Date of Birth: **11-18-1950**  
 PCP Name: **MARTINEZ, MARIA**

**MedicareRx**  
 Prescription Drug Coverage X

RxBin: **015500**  
 RxPCN: **ASPR111**  
 RxGRP: **SAC00**

H7890-000

# Options for Medicare & Medi-Cal Members

Original (Fee-For-Service) Medicare	Medicare FFS Parts A & B	Medicare Part D Stand-Alone	Medi-Cal
Medicare Advantage (MA) Plan	Medicare Parts A & B Medicare Part D		Medi-Cal
SCFHP Cal MediConnect Plan	Medicare Parts A and B Medicare Part D Medi-Cal Supplemental Benefits 		

# Are you eligible for Cal MediConnect?

You may be eligible if you:

- Are currently eligible for full Medi-Cal
- Have both Medicare Parts A & B
- Live in Santa Clara County
- Are 21 or older at the time of enrollment

*Note: No End-Stage Renal Disease at time of enrollment  
(some exceptions)*

# Vision, Dental & Hearing Benefits



- **Vision**

- One routine eye exam every year (a referral may be required); and
- Up to **\$200** for eyeglasses or up to **\$200** for contact lenses every two years
- Find a VSP provider at [www.scfhp.com](http://www.scfhp.com)

- **Dental**

- Available through Medi-Cal Dental Program (Denti-Cal)
- Services include cleanings, fillings, and complete dentures

- **Hearing**

- SCFHP pays up to \$1,510 per fiscal year (July 1-June 30) for hearing aids for both ears provided by an in-network specialist

# Fitness Benefit

- **Multi-Fitness Center Access**  
Or
- **Home Fitness Program**
  - 2 kits per year
  - Over 30 different kits



Silver&Fit and the Silver&Fit logo are federally registered trademarks of American Specialty Health Incorporated (ASH).

# Transportation Benefit

- Unlimited roundtrips for covered medical services
  - Doctor visits
  - Lab or x-rays
  - Pharmacy
- Must be scheduled in advance
  - 5 business days for non-emergency medical transportation (NEMT)
    - Requires a provider-completed Physician Certification Statement (PCS) form
  - 3 business days for non-medical transportation (NMT)
    - Requires member informal verification of no other transportation
- Call Customer Service at 1-877-723-4795



# Prescription Copays

Medication Type	Tiers	Covered	Copay
<b>Generic Drugs</b> (for a 30-day supply)	<b>Tier 1</b>	<b>Yes</b>	<b>\$0</b>
<b>Brand-Name Drugs</b> (for a 30-day supply)	<b>Tier 2</b>	<b>Yes</b>	<b>\$0, \$4.00, \$9.20*</b>
<b>Non-Medicare Rx Drugs</b>	<b>Tier 3</b>	<b>Yes</b>	<b>\$0</b>
<b>Over-the-Counter Drugs</b> (Non-Medicare prescription)	<b>Tier 4</b>	<b>Yes</b>	<b>\$0</b>

\*Copays may vary based on the level of Extra Help you receive. Please contact SCFHP for more details.

**Note:** After yearly Total Out-of-Pocket (TrOOP) drug cost exceeds **\$6,550**, member pays \$0 copay for drug costs.



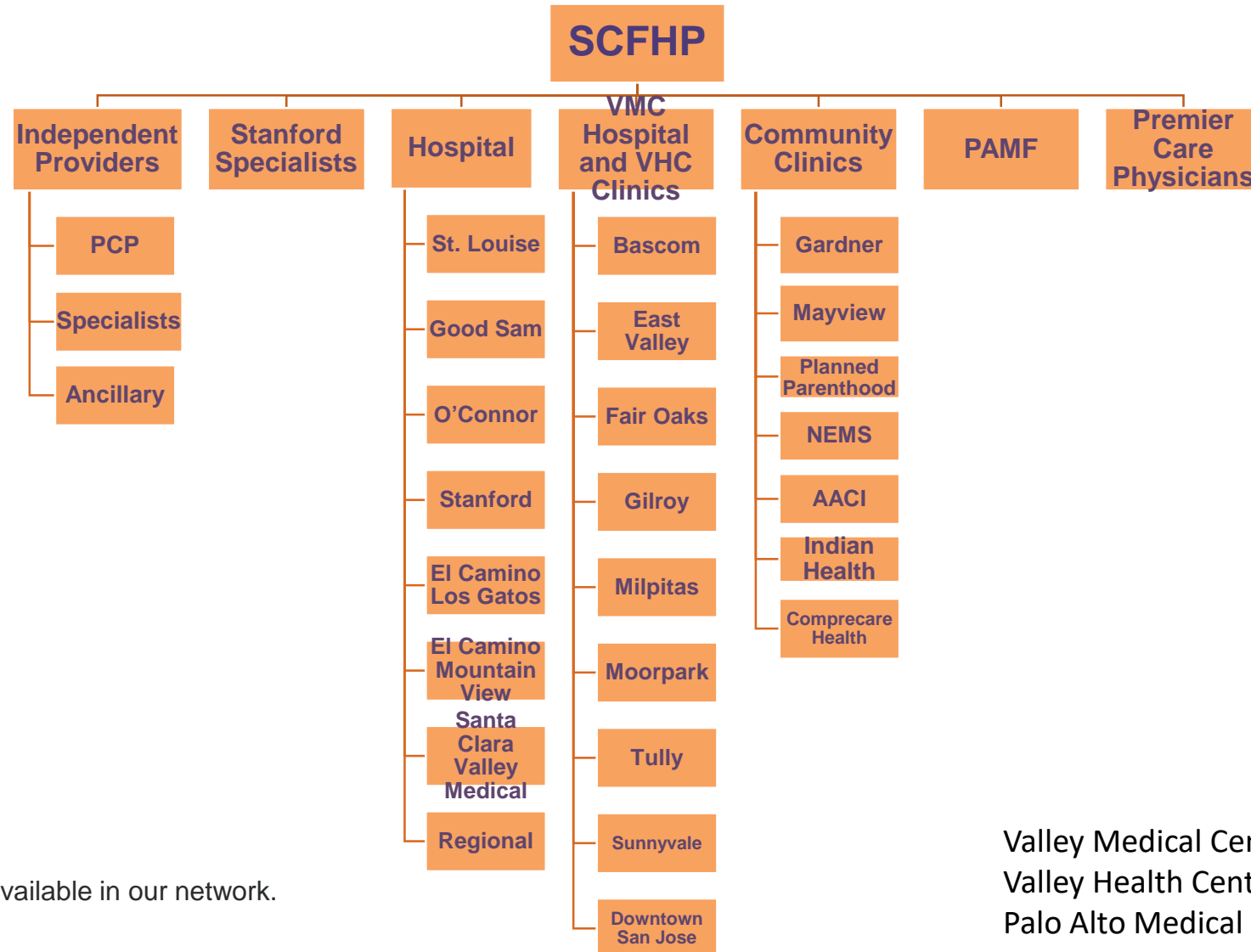
# Network Pharmacies

- SCFHP contracts with most chain pharmacies nationwide and most independent pharmacies in Santa Clara County.
- Network pharmacies include:
  - Retail and chain pharmacies
  - Specialty pharmacies
  - Mail-order pharmacies
  - Home infusion pharmacies
  - Long-term care pharmacies

Other pharmacies are available in our network.



# Extensive Provider Network



Valley Medical Center (VMC)  
 Valley Health Center (VHC)  
 Palo Alto Medical Foundation (PAMF)

Other providers are available in our network.

# Enrollment and Disenrollment

- You can enroll in SCFHP Cal MediConnect at any time
  - To enroll, call **Santa Clara Family Health Plan** or Health Care Options
  - You can disenroll from Cal MediConnect at any time
  - To disenroll, call Health Care Options or 1-800-Medicare
- Effective date of enrollment or disenrollment is the first day of the following month

# For Enrollment Assistance

- **Santa Clara Family Health Plan**
  - 1-888-202-3353
  - Hours: 8:00 a.m. to 5:00 p.m. Monday-Friday
- **Health Care Options**
  - 1-844-580-7272
  - Hours: 8:00 a.m. to 6:00 p.m. Monday-Friday



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## Member Communications

Consumer Advisory Committee, December 8, 2020

# Member Communications

<p><b>MAILINGS</b></p>	<ul style="list-style-type: none"> <li>• Fall Newsletter</li> <li>• Letter to members eligible for the Provisional Postpartum Care Extension Program</li> <li>• Letter to members who are due for health checks and exams, with rewards available upon completion             <ul style="list-style-type: none"> <li>• Visit <a href="http://www.scfhp.com/rewards">www.scfhp.com/rewards</a> for more information</li> </ul> </li> </ul>
<p><b>CALLS</b></p>	<ul style="list-style-type: none"> <li>• Live calls to members to get preventive care</li> <li>• Live calls to vulnerable, high-risk members to check in during COVID-19</li> </ul>



**WINNING HEALTH**  
FALL 2020  
Medi-Cal Plan

**Don't put your health on pause**

You may have put off some basic medical care for yourself or others in your family because of the COVID-19 pandemic. For children, that may mean missed vaccines and checkups. Or you may have missed appointments to monitor asthma, diabetes, or other

As our community slowly re-opens, you may have questions about when to safely visit your doctors and what to expect. You can always check with your doctor to see what's best for your health care needs.

Here are some things to think about

- Continue preventive care such as vaccines and cancer screenings. Delaying routine vaccines and exams puts you, families, and communities at risk. Without them, the spread of preventable deadly diseases is a real threat.
- Hospitals, clinics, and other health care settings have taken extra care to make sure patients are safe when visiting. You may experience some changes during your visit.

**A good way to stay healthy**  
Preventive care includes screenings, vaccines, and wellness checkups that help you remain your healthiest. It includes things like:

- Mammograms and Pap tests for women
- Screenings for heart disease, diabetes, and cancer
- Childhood vaccines and well-child visits
- Flu and pneumonia shots

## Medi-Cal benefits covered by Santa Clara Family Health Plan (SCFHP)

### The Provisional Postpartum Care Extension Program

The Provisional Postpartum Care Extension (PPCE) Program provides extended coverage for Medi-Cal members who have a maternal mental health condition during pregnancy or the time period after pregnancy.

SCFHP covers maternal mental health care for women during pregnancy and for up to two months after the end of pregnancy. The PPCE program extends that coverage for up to 12 months after the diagnosis or from the end of the pregnancy, whichever is later.

To qualify for the PPCE program, your doctor must confirm your diagnosis of a maternal mental health condition within 150 days after the end of pregnancy. Ask your doctor about these services if you think you need them. If your doctor thinks you should have the services from PPCE, your doctor completes and submits the forms for you.

# Member Communications

## WEBSITE

- Board & Committee Meetings
  - Agendas, agenda packets, meeting minutes
- Formulary and Provider Directory
- Newsletters
- Coronavirus Update
- Get your flu shot now. Find out how!
  - <https://www.scfhp.com/for-members/health-education/get-your-flu-shot-now-find-out-how/>
- Pop-up community flu clinics
  - <https://www.scfhp.com/fluclinic/>
- Medi-Cal Rx FAQ
  - <https://www.scfhp.com/for-members/prescriptions/>

Get your flu shot now.  
Find out how!

The flu (influenza) is a serious disease and can be dangerous, especially for young children and older adults. Flu shots are covered benefit at no cost to you. Flu shots are the best way to prevent the flu and its dangers. The Centers for Disease Control and Prevention recommends that everyone 6 months and older get the flu shot every year.

Peak flu season in the U.S. is from November to March. An updated flu shot becomes available each fall. Be sure to get your shot early to help prevent the flu for the whole season. Even a late flu shot is better than no flu shot.

If you got your flu shot – good for you! If you haven't had your shot yet, call your doctor to schedule one or go to your pharmacy.

You can get your flu shot at your doctor's office, even if you are visiting for another reason. You can also get a flu shot at any of these pharmacies in Santa Clara County:

Contact us  
Customer service  
Medi-Cal: 1-800-260-2055  
Cal MediConnect: 1-877-723-4795  
TTY: 711

Resources  
Use this tool to find where to get a flu shot near you.  
Pop-up community flu shot clinic sites  
Valley Medical Center Flu Clinic Schedule  
Which is it: COVID-19, allergies, cold or flu?

## Attention Medi-Cal members, Medi-Cal Rx is coming April 2021

On April 1, 2021, the Department of Health Care Services (DHCS) will change the pharmacy benefit for SCFHP Medi-Cal Members. Your prescription medications will be covered by "Medi-Cal Rx." This does not change your Medi-Cal eligibility or benefits.

If you are eligible for both Medicare and Medi-Cal, Medi-Cal Rx may cover prescriptions Medicare does not, so you should talk to your doctor or pharmacy if you have any questions.

*Note: Cal MediConnect members will continue to get their pharmacy benefits through SCFHP not Medi-Cal Rx.*

## Medi-Cal Rx frequently asked questions

Open all

What is changing on April 1, 2021?



What do I need to do?



Will I need to change my medication?



# Member Communications

## Event highlights

- SCFHP sent outreach materials to these events since September 8, 2020:
  - LGBTQ hALLoWELLness (Project MORE Foundation)
  - Santa Clara County District 4 In The Neighborhood Events (Local schools)
  - Virtual Health Fair 2020 (Barbara Lee Senior Center)
  - Mountain View Resource Fair 2020 (Mountain View Senior Center)
  - Drive-Up Mobile Resource Fair (Barbara Lee Senior Center)
- Hosted 10 pop-up flu clinics in partnership with Anthem



# 2021 CAC Meetings

Meetings will be held via Zoom until it is appropriate to resume in-person meetings at SCFHP

## Schedule

- **Second Tuesday of the month from 6:00 PM – 7:00 PM**
- **Dates:**
  - March 9, 2021
  - June 8, 2021
  - September 14, 2021
  - December 14, 2021

Topics suggestions for next meeting?



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Questions?



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**Adjournment**