

Regular Meeting of the

Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, March 8, 2022, 6:00 PM – 7:00 PM
Santa Clara Family Health Plan
6201 San Ignacio Ave., San Jose, CA 95119

Via Teleconference Only

(669) 900-6833

Meeting ID: 889 4699 0913

Passcode: cac032022

<https://us06web.zoom.us/j/88946990913>

AGENDA

1. Roll Call / Establish Quorum	Ms. Porchia Usher	6:00	5 min
2. Public Comment 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
3. Meeting Minutes Review minutes of the December 14, 2021 Consumer Advisory Committee. Possible Action: Approve the minutes of the December 14, 2021 Consumer Advisory Committee.	Ms. Porchia-Usher	6:10	5 min
4. Health Plan Update Discussion on SCFHP membership and current topics.	Ms. Tomcala	6:15	5 min
5. Transportation Benefit Overview Overview of transportation processes and procedures.	Ms. Nguyen	6:20	10 min
6. 2022 Wellness Rewards Program Overview of Wellness Rewards Program.	Ms. Hernandez/Ms.Faphimai	6:30	10 min
7. Health Education and Cultural Linguistics Overview of health education and cultural linguistics programs.	Ms. Hernandez	6:40	5 min
8. Blanca Alvarado Community Resource Center Planning and operations implementation update.	Mr. Gonzalez	6:45	5 min
9. SCFHP Member Communications Review SCFHP Member Communications.	Ms. Byom	6:50	5 min

10. Future Agenda Items

Discuss topic ideas for June 7, 2022 meeting.

Ms. Porchia-Usher

6:55

5 min

11. Adjournment

Next meeting: Tuesday, June 7, 2022 at 6:00 p.m.

Ms. Porchia-Usher

7:00

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.



**Santa Clara Family
Health Plan™**

Public Comment



Santa Clara Family Health Plan™

Meeting Minutes

December 14, 2021

Regular Meeting of the

Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, December 14, 2021 6:00 PM – 7:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Draft

Members Present

Debra Porchia-Usher, Chair
Blanca Ezquerro
Rachel Hart
Ajit Raina
Ishendra Sinha
Tran Vu

Members Absent

Barifara (Bebe) Barife
Rebecca Everett
Vishnu Karnataki
Maria Cristela Trejo Ramirez

Staff Present

Christine Tomcala, Chief Executive Officer
Chris Turner, Chief Operating Officer
Laurie Nakahira, DO, Chief Medical Officer
Laura Watkins, Vice President, Marketing and Enrollment
Chelsea Byom, Vice President, Marketing, Communications and Outreach
Mike Gonzalez, Director, Community Engagement
Thien Ly, Director, Medicare Outreach
Amber Tran, Process Improvement Project Manager
Zara Hernandez, Health Educator
Amy O'Brien, Administrative Assistant

1. Roll Call

Debra Porchia-Usher, Chair, called the meeting to order at 6:05 p.m. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the September 14, 2021 Consumer Advisory Committee meeting were reviewed.

It was moved, seconded, and the minutes of the September 14, 2021 Consumer Advisory Committee meeting were unanimously approved.

Motion: Mr. Vu

Seconded: Mr. Sinha

Ayes: Ms. Ezquerro, Ms. Hart, Mr. Raina, Mr. Sinha, Ms. Porchia-Usher
Mr. Vu

Absent: Ms. Barife, Ms. Everett, Mr. Karnataki, Ms. Ramirez

4. Health Plan Update

Christine Tomcala, Chief Executive Officer, presented the enrollment update. The Plan's total enrollment as of December 1, 2021 is 291,097 members, an increase of approximately 7.4% since December 2020. As of December 2020, the Plan's total Medi-Cal (MC) membership is 280,666 members, an increase of approximately 7.4% since December 2020. The Plan's total Cal MediConnect (CMC) membership is 10,431

members, which is an increase of approximately 6.2% since December 2020. Our membership continues to grow as a result of the pause on redeterminations due to COVID-19.

Ms. Tomcala highlighted the 2022 Consumer Advisory Committee meeting dates. The June 7, 2022 and December 6, 2022 meetings were adjusted to the first Tuesday of the month, rather than the usual second Tuesday of the month, to avoid conflicts with other committees. SCFHP will launch Enhanced Care Management (ECM) and Community Supports on January 1, 2022, which are components of the state's Medi-Cal reform program, known as CalAIM. The MC Rx pharmacy carve-out will also launch on January 1, 2022.

5. Department of Employment & Benefit Services (DEBS)

Debra Porchia-Usher, Chair, presented an update on DEBS for the Committee. DEBS has seen significant growth in applicants since COVID-19. Assembly Bill AB 133 expands MC eligibility to individuals who are 50 years of age or older regardless of their immigration status. This change takes effect on May 1, 2022. No action on the part of MC recipients will be required, as the change will automatically take effect on May 1, 2022. Effective April 1, 2022, as part of the American Rescue Plan, Medi-Cal coverage has been extended for both the pregnancy and post-partum periods from 60 days to 12 months. A mental health diagnosis will no longer be required in order to take advantage of this benefit. Assembly Bill 133 also includes increases to the asset limits for non-MC programs. As of July 1, 2022, the state will raise the asset limit for non-MC programs to \$130,000.00 per person, with \$65,000.00 for each additional person, up to a maximum of 10 individuals.

The COVID-19 public health emergency order has been renewed for the period of October 18, 2021 through January 16, 2022. As a result, the current delay of negative actions that affect MC recipients remains in effect until further notice. The Centers for Medicare and Medicaid Services (CMS) will provide all states with 60-day notice prior to the resumption of normal redetermination activities. As of December 2021, the Department of Health Care Services (DHCS) began to mail out notices to all beneficiaries with instructions to contact the County with any changes to their status or demographics. Current contact information needs to be on file once the emergency order has been lifted. The committee members, in particular Ms. Hart, and Ms. Porchia-Usher agreed that the coverage extension of the pregnancy and post-partum periods from 60 days to 12 months is significant.

6. COVID Vaccination Incentive

Amber Tran, Process Improvement Project Manager, presented an overview of the Plan's efforts to help increase members' vaccination rates through a vaccine rewards program. She highlighted the reward program process and timeline. Ms. Tran clarified for Mr. Sinha that this program only applies to members who have received their 1st dose from September 1, 2021 through March 1, 2022. Ms. Hart asked if it is possible for members to receive their gift cards via email, rather than through the mail, to avoid gift cards being lost or stolen. A discussion ensued as to the various ways in which members can receive their gift cards. Members who have recently changed their address should contact Customer Service to ensure the Plan has their current address. Ms. Watkins advised that the Blanca Alvarado Community Resource Center (CRC) could also be used as a location for members to pick up their gift cards. Ms. Tran clarified for Ms. Hart that this program began prior to vaccine eligibility for those in the 5-11 year old age group, although eligibility may expand in the future. Ms. Porchia-Usher suggested a family package and Ms. Tran concurred this is a good idea.

Mr. Sinha asked if the Plan has information on the specific dosages for each group. Dr. Nakahira advised that she will provide this information in time for our next meeting on March 8, 2022. A discussion ensued amongst the committee members as to the various ways the vaccines and the boosters can be mixed and matched.

Dr. Nakahira left the meeting at 6:30 p.m.

7. Community Outreach Program

Mike Gonzalez, Director, Community Engagement, presented an overview of the Community Outreach Program to the committee. He highlighted the Plan's outreach events from 2019, 2020, and 2021 and our year-to-date accomplishments. Mr. Gonzalez also discussed the outreach planning initiatives and strategies that are in place for 2022, in alignment with the plan's organizational objectives. He also facilitated a discussion on questions that pertain to where committee members get their health information, in-person activities they participate in, how they hear about community events, and what motivates them to attend these events. Ms. Hart asked how the Plan engages the Black, Indigenous, and People of Color (BIPOC) community. Ms. Hart also remarked that, because she lives outside East San Jose, it is a challenge for her to receive information on events and opportunities in East San Jose. Mr. Gonzalez agreed that reaching the BIPOC community is important, and the Plan gives a lot of thought on ways to engage this community. Mr. Sinha concurred that the Plan should focus on reaching members outside the East San Jose area, and he advised that the County does a good job with outreach efforts. Mr. Gonzalez advised that the Plan is in regular discussion as to the ways in which we can engage our members who live within the Northern part of the County. Mr. Sinha suggested the Plan use ambassadors to disseminate information to the Northern San Jose community.

Ms. Hart mentioned that the homeless population also tends to fall through the cracks, and she asked if the Plan goes out to the homeless encampments. Mr. Gonzalez agreed that it is important to engage with the homeless encampments. The Plan relies on our community partners and organizations who are better equipped for engagement with the homeless community. Ms. Hart responded that this topic is important because many of the workers who currently do engage with the homeless population lack empathy, and this makes it difficult to establish trust. Ms. Porchia-Usher added that the Office of Supportive Housing has increased its outreach efforts, and they may prove to be a good partner for SCFHP. Ms. Porchia-Usher also suggested the Plan consider partnership with cities such as Cupertino, Mountain View, Los Gatos, and Gilroy as a means to further engagement. Mr. Gonzalez encouraged Mr. Sinha and Ms. Hart to continue to interact with their friends and neighbors to ensure health education information is available within their communities.

8. Cal MediConnect (CMC) Plan Overview

Thien Ly, Manager, Medicare Outreach, presented the committee with an overview of the benefits and services available through our CMC plan. Mr. Ly discussed the eligibility requirements and the options that are offered through this plan. There are no monthly premiums or copays, with the exception of the copays for prescription drugs. He also gave an overview of the vision, hearing and fitness benefits available through the CMC plan. Mr. Ly highlighted the transportation benefit offered to members, as well as the details on how to request transportation to and from appointments. Mr. Sinha asked for clarification on how much advance notice the Plan requires for transportation. Mr. Ly encouraged Mr. Sinha to contact Customer Service for any special situations where advance notice may not be possible, and they will always do their utmost to accommodate special circumstances. Ms. Turner added that Customer Service has specific criteria they can use to make exceptions to the advance notice policy. Ms. Porchia-Usher suggested we ask a representative from Customer Service to speak on this issue during the March 2022 meeting.

Mr. Ly continued with a breakdown of the prescription copays and our network of pharmacies. Mr. Ly clarified for Ms. Hart that our network includes the Costco pharmacy, and no Costco membership is required to use their pharmacy. Ms. Byom clarified for Ms. Ezquerro that COVID vaccinations administered by any California provider or pharmacy that reports their immunization data to the California immunization registry are eligible for our member vaccine rewards program.

Mr. Ly also discussed the Plan's extensive provider network. Mr. Sinha remarked that CMC is a good benefit plan; however, it can be difficult to find doctors who accept SCFHP, and Mr. Raina agreed. Mr. Ly replied that, prior to enrollment, the Plan confirms if the member's primary care doctor, or any specialists, are in-network. The Plan also offers continuity of care to allow a new CMC member to see a doctor who is out-of-

network for up to 12 months in specific situations. CMC members are also encouraged to call Customer Service who will reach out to the provider to resolve any miscommunication issues. Ms. Porchia-Usher added that it may also be an issue with our directory. Mr. Sinha stated that Physicians Medical Group does not accept SCFHP, and PAMF does not accept new patients. He also has trouble being seen by El Camino Hospital. He stated that there is a lot of confusion as to the in-network coverage for urgent care versus emergency care. Mr. Ly explained that PAMF is specific to existing patients only. Mr. Ly confirmed that any emergency care services, even with non-contracted providers, are covered. Mr. Ly will reach out to our Provider Network Operations team to share Mr. Sinha's feedback.

Mr. Ly concluded with information on enrollment and disenrollment from CMC. Members can enroll at any time, not just during the annual Medicare open enrollment period from October 15 through December 7. Ms. Porchia-Usher had two discussion requests for the March 2022 meeting. She requests the Plan provide clarification on coverage for in-network and out-of-network emergency and urgent care services. She also requests that the Plan provide clarification on whether or not we regularly check in with our providers to confirm if they are accepting new patients. She also added that there are continual communications with providers as to whether or not they are accepting new patients. Mr. Sinha also remarked that communication with providers' offices is often inefficient.

9. Blanca Alvarado Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented the Committee with an update on the recent activities at the Center. Mr. Gonzalez introduced the new Supervisor of the CRC, Trinh Nguyen. Mr. Nguyen began in October 2021, and his background includes extensive prior experience with supervising and developing programming for community centers, with a particular emphasis on senior programming. Mr. Gonzalez advised that there are currently Medicare Outreach team members working at the CRC, and the plan is to also staff the center with Customer Service Representatives and Case Management team members. Mr. Gonzalez highlighted the current and upcoming programming schedule, including monthly Open Houses. COVID-19 safety protocols remain in place.

Mr. Gonzalez discussed the impact the CRC has already had on the community. He shared the number of monthly visitors from July 2021 through October 2021. Though the CRC's doors continued to remain locked until November 8, 2021 due to COVID, no residents who knocked on the door were turned away. The CRC has also provided many services regarding Covered California and MC application assistance, along with resource navigation regarding food, housing, healthcare, and COVID-19. These numbers are expected to grow now that the CRC is fully open. Mr. Gonzalez also shared the monthly calendar of activities, including Dia de Los Muertos, for November 2021.

Mr. Gonzalez highlighted the elements and strategies of the community-led CRC Planning Process and the process roadmap. This planning process included a community survey targeted to residents within 6 specific zip codes in East San Jose. There was a great response to the survey, with 770 respondents, all with valuable feedback on their vision of the CRC's purpose. A special thanks goes to our CRC Resident Advisory group who play a major role in developing the CRC, with their grassroots approach to a community-led engagement process. The next Open House is on Saturday, December 18, 2021 from 10:00 a.m. to 2:00 p.m., and includes a staff meet-and-greet, a tour, an overview of programs and services, and a Health Fair.

Mr. Sinha asked for the address and location of the CRC. Mr. Gonzalez described the location and provided the address, 408 N. Capitol Avenue, San Jose. Mr. Gonzalez clarified the role of the CRC Resident Advisory Group for Ms. Hart. Ms. Porchia-Usher shared that Angela Shing, the Director of Employment and Benefits Services, is excited to partner with SCFHP.

10. SCFHP Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach gave an overview of the member communications completed since the September 2021 meeting. The Fall newsletter was mailed out at the end of October. In response to the upcoming 2022 MC Rx carve-out, the Plan is in the process of mailing out new ID

cards to our entire MC membership. The mailing also included a letter about Enhanced Care Management. Mr. Sinha asked when he can expect to receive his new ID card. Ms. Byom replied that the mailing began in late November and is ongoing until all ID cards are mailed out. Ms. Byom clarified the difference between the old ID card and the new ID card. Ms. Byom highlighted the fact that, as part of the vaccine rewards program, members are starting to receive their gift cards. Outbound calls to new MC members have begun to encourage them to attend the Member Orientations. Ms. Byom highlighted the SCFHP website which is updated with meeting materials, and member materials such as the Formulary, Provider directory, newsletters, and COVID-19 vaccine information. Updated provider directories and provider search tools are always available on the Plan's website. Ms. Byom concluded with a list of the events the Plan participated in as of December 2021.

11. Future Agenda Items

Ms. Porchia-Usher asked for feedback as to future agenda items. Suggested topics include Customer Service and the process to arrange for transportation to and from appointments; the Plan's provider network, and the process that surrounds encouraging Providers to accept new patients; an update on COVID-19 and the Omicron variant; COVID vaccinations and COVID testing locations; and the accuracy of the results from in-home COVID test kits.

12. Adjournment

The meeting adjourned at 7:22 p.m. The next Consumer Advisory Committee meeting is scheduled for Tuesday, March 8, 2022 at 6:00 p.m.

Debra Porchia-Usher, Chairperson
Consumer Advisory Committee



Santa Clara Family Health Plan™

Health Plan Update

March 8, 2022

SCFHP Updates

Enrollment

- Total enrollment as of February 1, 2022
 - 295,422 members
 - 7.4% increase since February 2021
- Medi-Cal – 285,171 (7.6% increase since March 2021)
- Cal MediConnect – 10,251 (3.6% increase since March 2021)

SCFHP Updates

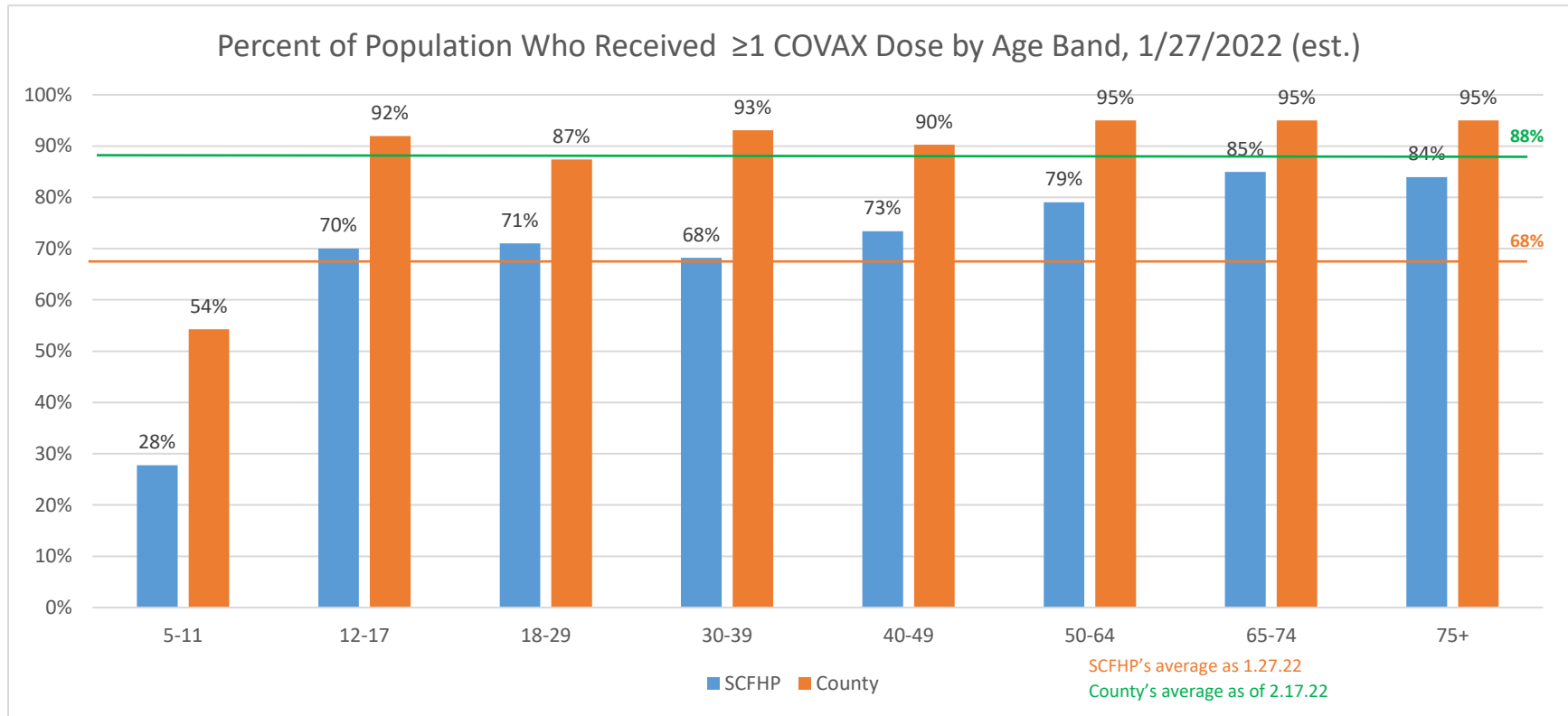
Plan Updates

- COVID-19 public health emergency extended until at least April 16
 - CAC meetings remain virtual
 - Medi-Cal redeterminations “pause” remains in effect
- Audit season upon us
 - Two Healthcare Effectiveness Data and Information Set (HEDIS) audits completed in February
 - National Committee on Quality Assurance (NCQA) Cal MediConnect renewal survey: 3/1-3/2
 - Department of Health Care Services Medi-Cal and Cal MediConnect audit: 3/7-3/18
- Kaiser in the news
- SCFHP Equity Steering Committee and 3 councils created to align, develop, coordinate, strengthen, and/or expand organization-wide efforts to raise health equity for our members and create an equitable and inclusive workplace

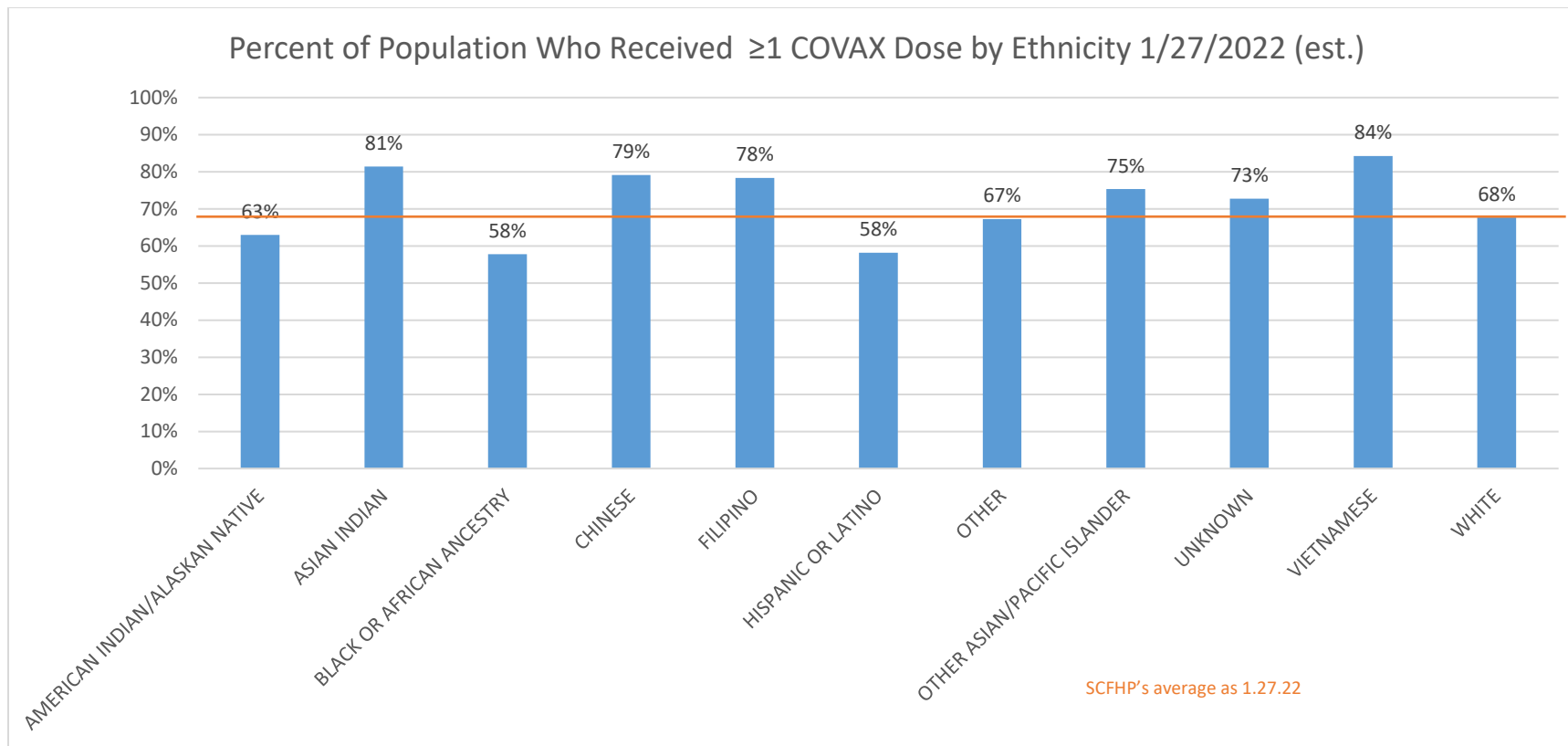


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COVID-19 Vaccination Data & Outreach



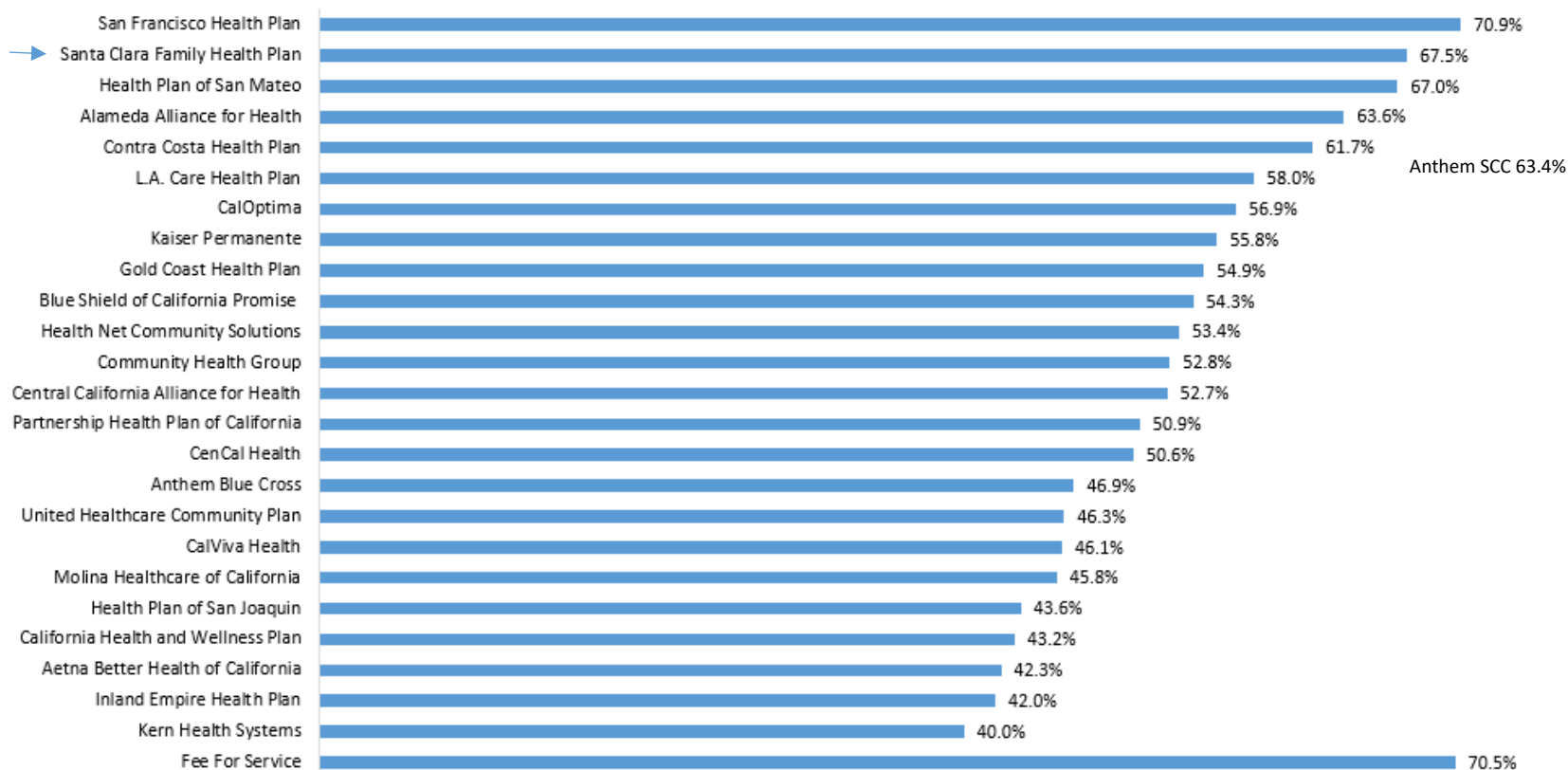
Age Band	5-11	12-17	18-29	30-39	40-49	50-64	65-74	75+	Total
Vaccinated	10,545	26,295	40,640	19,996	16,842	33,822	19,079	19,051	186,270
Unvaccinated	27,477	11,263	16,583	9,322	6,103	8,954	3,379	3,646	86,727
Boosted	14	1,347	10,094	6,325	6,435	16,750	11,622	12,068	64,655
Membership	38,022	37,558	57,223	29,318	22,945	42,776	22,458	22,697	272,997
% boosted	0%	4%	18%	22%	28%	39%	52%	53%	24%



Ethnicity/Age Band	% of membership				% vaccinated			
	5-11	12-17	18+	Overall % of SCFHP	5-11	12-17	18+	Overall
BLACK OR AFRICAN ANCESTRY	12%	13%	75%	3%	18%	57%	65%	58%
HISPANIC OR LATINO	23%	23%	54%	37%	23%	67%	69%	58%
Remaining Ethnicities	8%	8%	84%	59%	36%	78%	79%	75%

Percent of Medi-Cal Beneficiaries (age 5 and older) Administered at Least One Dose of a COVID-19 Vaccine as of January 2022 Month of Eligibility by Managed Care Parent Plan and FFS

■ Percent of Medi-Cal Beneficiaries Administered at Least One Dose



As of 1.31.22

SCC 88%

COVID-19 Vaccine Incentive Communications Plan

Campaign Goals:

- Increase COVID-19 vaccination rates among SCFHP members between now and March 2022
 - Address the gap in vaccination rate between Medi-Cal members and general population in Santa Clara County
- Inform members age 12+ of free \$50 gift card for receiving the first dose COVID-19 vaccine
 - Cobranded materials with Anthem Blue Cross promote \$50 gift for all Medi-Cal members in the County
- Continue campaign messaging that the COVID-19 vaccines are safe, effective and free



Children's Discovery Museum (CDM) Vaccine Clinic - 2/13

Promotion

- SCFHP promoted via boosted Facebook posts to **3,950** users
- CDM distributed **6,000** flyers through 4 Chavez Markets

Results

- **78** shots administered, mostly pediatric
- Third clinic to be scheduled after vaccine is available to under 5

Blanca Alvarado Community Resource Center Vaccine Clinics - 2/7, 2/18, 2/19

Promotion

- SCFHP mailed **4,611** flyers to unvaccinated households in nearby zip codes
- Included on www.sccfreevax.org drop-in schedule
- Flyer promotes \$50 gift card provided at point of care

Results

- 2/7: **105** shots administered
- 2/18 & 2/19: **261** shots administered



Robocall Campaign

Launching in mid-March

- Medi-Cal members 12-65 who haven't received a COVID-19 booster shot - **107,720 records**
- Medi-Cal members 5-65 who haven't received the first dose of the COVID-19 vaccine - **59,997 records**
- Records will be de-duplicated by phone number.

Live Call Outreach

11/17/2021-2/7/2022

- Seven staff have completed **36,556** outbound calls to age 12+ without first dose of COVID-19 vaccine
- Calls will continue through 3/6/2022

Outcome	%
Left vm	37.5%
Vaccinated	13.3%
Invalid/disconnected number	13.3%
Unable to leave vm	11.6%
Declined	9.3%
Wrong number	4.0%
Other	3.7%
Member will schedule appt	1.9%
Busy – call back later	1.4%
Scheduled appt	1.3%
Out of Town	0.7%
Do Not Call	0.5%
Deceased	0.5%
Already has upcoming appt	0.4%

Community Partnership

COVID-19 Black

- Monthly Pop-up testing and/or vaccination events
- Community navigators will develop materials and outreach for these events as well as build rapport with the community members to facilitate sharing of trustworthy, CDPH or CDC based information.
- Communication and Marketing materials, cobranding with SCFHP when appropriate
- Provide outreach to SCFHP identified target group (e.g., African American SCFHP members) to share COVID-19 information and services.
- Partner with SCFHP Community Engagement Team, when appropriate, to increase collective learning and best practices of utilizing Community Health Workers (CHWs) or lookalike.

COVID-19 Testing

Federal

- Four COVID-19 rapid antigen tests available per household at no cost.
- www.covidtests.gov

Medi-Cal Rx

- Eight over-the-counter COVID-19 rapid antigen tests per month at no cost through pharmacies enrolled as Medi-Cal providers.
- For at-home test kits purchased between March 11, 2021, and January 31, 2022, DHCS will reimburse the retail cost with a receipt.



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Questions?



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Transportation Benefit Overview

Transportation Benefit

- If you don't have a way to get to and from your health care services and appointments, we can help arrange transportation for you.
- Transportation help is available for services and appointments that are not related to emergency services and you may be able to get a free ride. This service, called medical transportation, is **not** for emergencies. If you are having an emergency, call 911.
- Unlimited round-trips at no cost for covered medical benefits

What is Non-Emergency Medical Transportation (NEMT)?

NEMT services are when a member's medical and/or physical condition requires transportation by an ambulance, litter van, wheelchair van, or air.

- **What do I need to do to arrange NEMT services?**
 - Your doctor must fill out a Physician Certification Statement (PCS) form to request the type of transportation you need. **SCFHP needs this form for preapproval (prior authorization) before NEMT services can be arranged.**
 - Call SCFHP Customer Service at 1-800-260-2055, Monday through Friday, 8:30 a.m. to 5:00 p.m. (except holidays). TTY/TDD users should call 1-800-735-2929 or 711. The call is free. **Please call at least five (5) business days before your scheduled appointment.**
- **Where can I get a PCS form?**
 - Online at www.scfhp.com.
 - By calling SCFHP Customer Service at 1-800-260-2055. TTY/TDD users should call 1-800-735-2929 or 711.
 - By faxing a request to 1-408-874-1957 or 1-408-376-3548.

What is Non-Medical Transportation (NMT)?

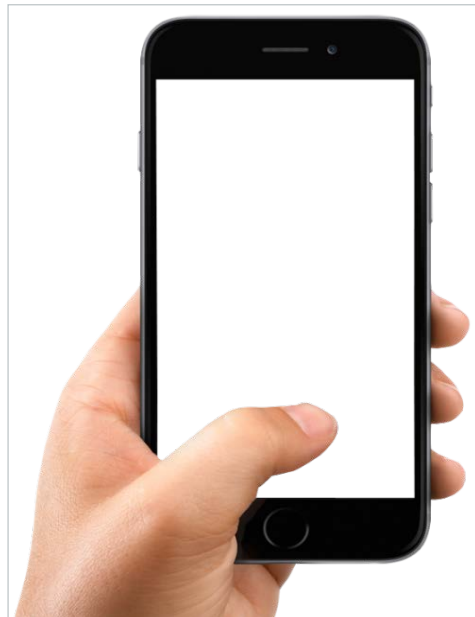
NMT services are when a member's medical and/or physical condition does **not** require transportation by an ambulance, littler van, wheelchair van, or air, and the member can travel by public transportation or private vehicle.

- **What do I need to do to arrange NMT services?**
 - You do not need your doctor to fill out a PCS form.
 - You need to call SCFHP Customer Service at 1-800-260-2055. **Please call at least three (3) business days before your scheduled appointment.** TTY/TDD users should call 1-800-735-2929 or 711.
 - You must verify to SCFHP that you do not have other transportation resources.

- **When you use non-medical transportation, you should plan for the following:**
 - Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment.
 - Curb-to-curb service:
 - Drivers cannot carry your items.
 - Companion or personal care attendant: If needed, one other person may accompany you.

Requesting a ride is easy!

Call SCFHP Customer Service
@ 1-800-260-2055 (TTY: 711)



Submit your NMT & NEMT
request on the member portal

www.member.scfhp.com

Login	Welcome to mySCFHP
Username <input type="text"/>	As a member of Santa Clara Family Health Plan, you can login to:
Password <input type="text"/>	<ul style="list-style-type: none">• View your health plan benefits and summaries• Request a new ID card• Print a temporary ID card• View or request to change your Primary Care Provider (PCP)• Request transportation to medical appointments
<input type="submit" value="Submit"/>	

QUESTIONS





**Santa Clara Family
Health Plan™**

2022 Medi-Cal Wellness Rewards Program

Zara Hernandez, Health Educator

2022 Medi-Cal Wellness Rewards Program

Get rewarded for healthy behaviors!

- All screenings must be completed by December 31st 2022*
- Must be enrolled with SCFHP at the time visit is completed
- Other eligibility and terms may apply
- Kaiser members are not eligible



**Well child 0-15 months and Well child 16-30 months must be completed by specific intervals based off the child's birthday*

2022 Medi-Cal Wellness Rewards Program

Paperless process – no forms needed

- No forms or signed attestations from your provider needed
- Servicing provider must submit an electronic claim to SCFHP with appropriate code(s).
- Gift cards awarded approximately 8-10 weeks after claim received

Medi-Cal Wellness Rewards

Child and Adolescent – Well Care Visit

Who is eligible	Children 0-15 months old
What needs to be completed and by when?	Member must complete six (6) well-care visits with Primary Care Physician (PCP) before turning 15 months old in 2022.
Why is it important?	Well-care visit is essential in the overall health of a child. The doctor can track growth and development as well as screen for issues before they become serious.
Reward	\$30 gift card

Medi-Cal Wellness Rewards

Child and Adolescent – Well Care Visit

Who is eligible	Children 16-30 months old
What needs to be completed and by when?	Member must complete two (2) well care visits before 30 months old <u>and</u> blood lead screening before turning 2 years old in 2022.
Why is it important?	Well-care visit is essential in the overall health of a child. The doctor can track growth and development as well as screen for issues before they become serious.
Reward	\$30 gift card

Medi-Cal Wellness Rewards

Child and Adolescent – Well Care Visit

Who is eligible	Adolescents 9-13 years old
What needs to be completed and by when?	Member must complete one (1) well visit with Primary Care Physician (PCP) between 1/1/22 -12/31/22
Why is it important?	Well-care visit is essential in the overall health of a child. The doctor can track growth and development as well as screen for issues before they become serious.
Reward	\$50 gift card

Medi-Cal Wellness Rewards

Child and Adolescent – Flu Shot

Who is eligible	Children 0-2 years old
What needs to be completed and by when?	Member must complete one (1) dose of the flu shot by their 2 nd birthday in 2022
Why is it important?	Flu can lead to more serious infections in young children. Getting the flu shot is an important step in protecting your child's health.
Reward	\$20 gift card

Medi-Cal Wellness Rewards

Well Woman – Chlamydia Screening

Who is eligible	Members assigned to SCFHP's <i>Independent Network</i> , 18-24 years old who are missing chlamydia screening.
What needs to be completed and by when?	Member completes chlamydia screening with Primary Care Physician (PCP) between 1/1/22-12/31/22.
Why is it important?	Screening can detect a chlamydia infection before it leads to serious complications.
Reward	\$50 gift card

Medi-Cal Wellness Rewards

Well Woman – Breast Cancer Screening

Who is eligible	<i>Disparity Focus</i> – Asian Indian and Caucasian adults, 50-74 years old who are missing a screening mammogram.
What needs to be completed and by when?	Member completes mammogram between 6/1/22-12/31/22.
Why is it important?	Mammogram is a screening used to detect breast cancer early. Early detection can improve health outcomes.
Reward	\$25 gift card

Medi-Cal Wellness Rewards

Well Woman – Cervical Cancer Screening

Who is eligible	<i>Disparity Focus</i> – Asian Indian and Caucasian adults, 21-64 years old who are missing cervical cancer screening.
What needs to be completed and by when?	Member completes cervical cancer screening with pap smear and HPV (human papilloma virus) co-testing between 6/1/22-12/31/22.
Why is it important?	Cervical cancer screening can detect precancerous or abnormal changes in the cervix early.
Reward	\$25 gift card

Medi-Cal Wellness Rewards

Chronic Disease Management – A1c Diabetes Care

Who is eligible	Adults 18-75 years old with diabetes who are missing an A1c (blood sugar level) test and office visit.
What needs to be completed and by when?	A1c test from your doctor or lab needs to be completed from 10/1/22 – 12/31/22
Why is it important?	Proper diabetes management is essential to control blood glucose, reduce risks for complications and prolong life
Reward	\$20 gift card



Santa Clara Family Health Plan™

Questions? Thank you!

CHILD AND ADOLESCENT Well Child Visits 0-30 months

0-15 months



16-30 months



CHILD AND ADOLESCENT Childhood Immunization Status

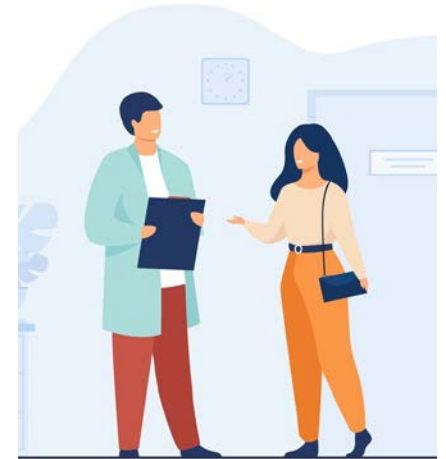


CHILD AND ADOLESCENT Adolescent Well Care Visits

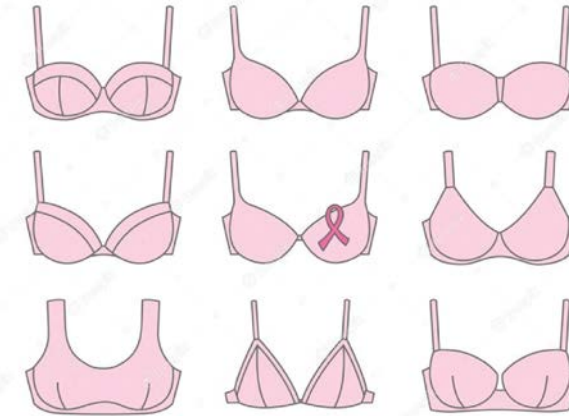
9-13 year olds



18-21 year olds



WELL WOMAN Breast Cancer Screening



WELL WOMAN Cervical Cancer Screening



WELL WOMAN

Chlamydia Screening in Women



CHRONIC CONDITIONS

Controlling High Blood Pressure





Santa Clara Family Health Plan™

Health Education and Cultural Linguistics Overview

Zara Hernandez, CHES – Health Educator

Health Education Overview

Stay healthy by enrolling in a health education class

- Transportation provided
 - Call Customer Service (800) 260-2055, Monday – Friday 8:30am – 5pm
- No PCP referral*
- Most classes take place virtually (Zoom) due to COVID-19

*transportation not offered for Indian Health Center/Open Gym. PCP clearance required.

Wellness & Health Promotion

Chronic Disease Management



Class Name	Asthma Education - In-Home Assessment
Organization	Breathe California
Description	A specialist will do a walk-through of your home and assess for opportunities where you can improve air quality. Point out possible hazards like mold, dust, and pet dander, and will give you recommendations on how to improve air circulation.
Eligibility	All ages
Language	English and Spanish
How to Sign Up	Call Breathe 408-998-5865

Wellness & Health Promotion

Chronic Disease Management



Class Name	High Blood Pressure
Organization	Santa Clara Family Health Plan (SCFHP)
Description	Small, interactive class to learn about what high blood pressure is, how to use an at-home blood pressure monitor and tips on managing the condition.
Eligibility	Hypertensive members 18-75 years
Language	English
How to Sign Up	Register online https://bit.ly/HighBloodPressureClass

Wellness & Health Promotion

Counseling & Support Services



Class Name	Anger Management Stress Management
Organization	ACT for Mental Health
Description	Group class offering skills on mindfulness and slowing down
Eligibility	All ages
Language	English and Spanish
How to Sign Up	Call ACT (408) 287-2640

Wellness & Health Promotion

Parent Education



Class Name & Organization	Positive Discipline – Edifying Lives Parenting/Co-Parenting – ACT
Description	Education for parents and caregivers offering topics in parenting styles, communication, positive correction, and more
Eligibility	All Ages
Languages	English, Spanish
How to Sign Up	Call Edifying Lives (408) 899-6145 Call ACT (408) 287-2640

Wellness & Health Promotion

Nutrition and Weight Management



Class Name	Weight Management, Healthy Eating
Organization	Wellness Works (Weight Watchers)
Description	Workshops and digital tools for weight management and wellness goals.
Eligibility	8+ years
Language	English
How to Sign Up	Call SCFHP Customer Service (800) 260-2055, or request information online through your member portal at SCFHP.com

Wellness & Health Promotion

Nutrition and Weight Management



Class Name	10 Steps to a Healthier You!
Organization	Healthier Kids Foundation
Description	Small group classes for parents and caregiver focused on establishing healthy eating habits as a family.
Eligibility	Parent or caregiver of child enrolled with SCFHP.
Language	English and Spanish
How to Sign Up	Call Healthier Kids Foundation (855) 344-6347

Wellness & Health Promotion

Exercise & Fitness



Class Name	Open Gym
Organization	Indian Health Center
Description	Assortment of strength and cardio machines. Group fitness classes and 1:1 sessions available. Primary care provider (PCP) approval required.
Eligibility	18+
Language	N/A
How to Sign Up	Call SCFHP for medical clearance form to be mailed to you, (800) 260-2055. Contact Indian Health Center after form has been signed by your PCP.

Wellness & Health Promotion

Prenatal Education



Class Name	Virtual Baby Shower
Organization	Santa Clara Family Health Plan (SCFHP)
Description	Learn about prenatal and post natal care, SCFHP benefits and health education, newborn safety, and community resources.
Eligibility	Pregnant members, 16+
Language	English
How to Sign Up	Register Online https://bit.ly/SCFHP-BabyShower

Wellness & Health Promotion

Prenatal Education



Class Name	Childbirth Prep, Breastfeeding, Infant Care, Infant Safety/CPR & First Aid
Organization	Local hospitals
Description	Variety of classes offered to expecting mothers and their partners. Check SCFHP.com for more details
Eligibility	Pregnant members
Language	English, Spanish
How to Sign Up	Call SCFHP Customer Service (800) 260-2055, or request information online through your member portal at SCFHP.com

Wellness & Health Promotion

Smoking Cessation



Class Name	Ash Kickers – Adults and Seniors
Organization	Breathe California
Description	Group workshops, 1:1 sessions, or telephone consultations for adults wanting to quit smoking
Eligibility	18 years and up
Language	English, Spanish, and Vietnamese
How to Sign Up	Call Breathe (408) 998-5865

Wellness & Health Promotion

Summer Programs

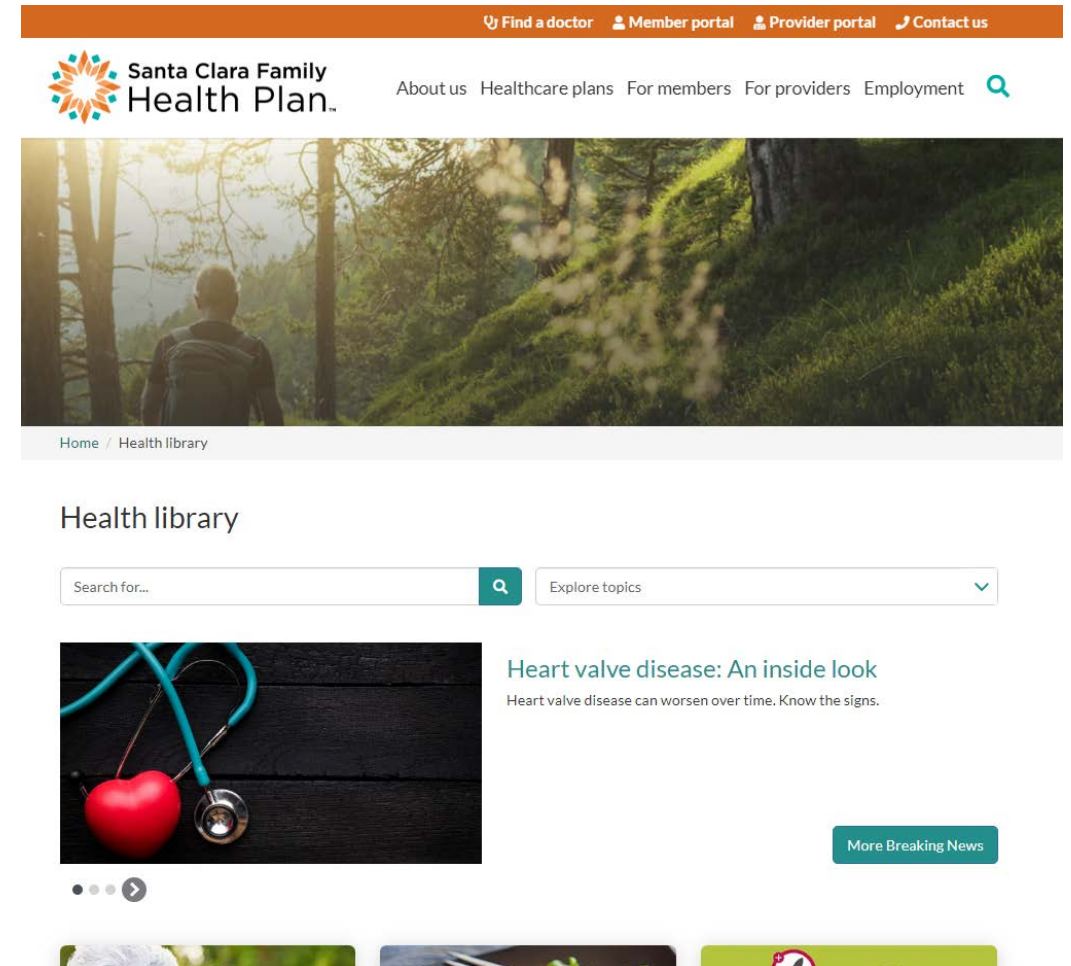


Class Name & Organization	Summer Swim Program – City of SJ Asthma Education Camp – Breathe CA Healthy Living Day Camp – YMCA
Description & Eligibility	Summer programs usually open mid May - early June. Check SCFHP.com for more details and age eligibility.
Language	English
How to Sign Up	Call SCFHP Customer Service (800) 260-2055, or request information online through your member portal at SCFHP.com

Wellness & Health Promotion

For other information on general health topics and resources, visit our health library at <https://www.scfhp.com/health-library/>

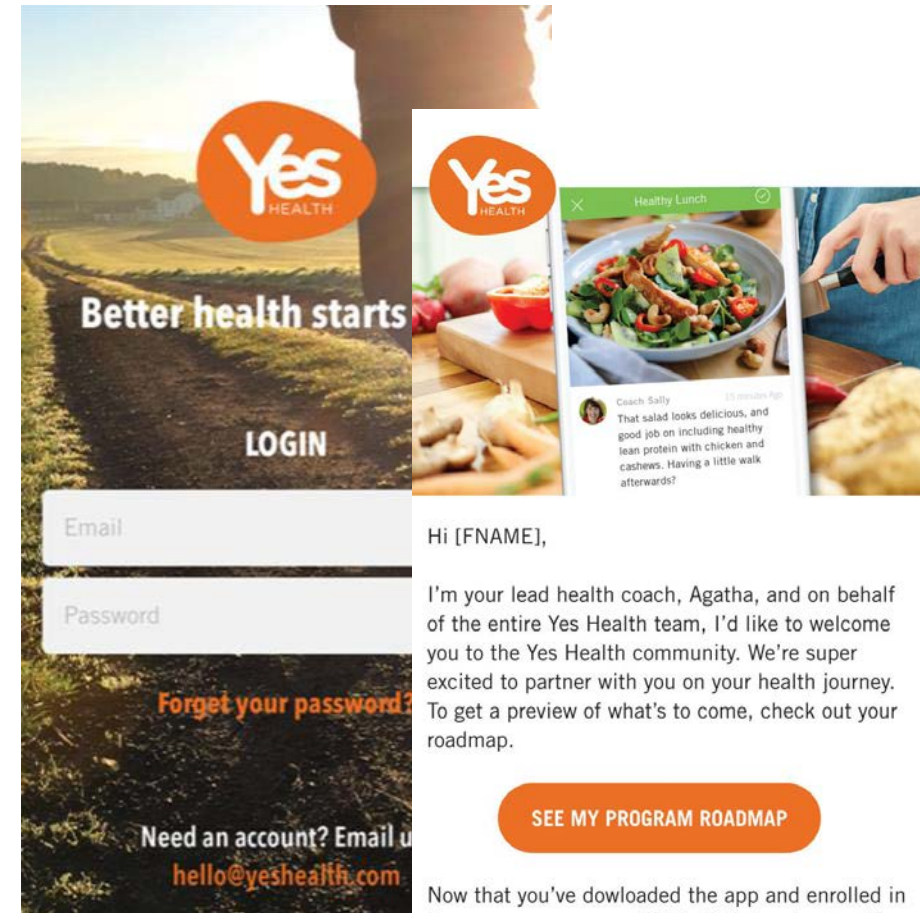
No cost to you as a member!



The screenshot shows the website's navigation bar with links for 'Find a doctor', 'Member portal', 'Provider portal', and 'Contact us'. Below the navigation is the Santa Clara Family Health Plan logo and a search bar. The main content area features a large image of a person hiking in a forest. Below the image is a breadcrumb trail: 'Home / Health library'. The 'Health library' section includes a search bar and a dropdown menu for 'Explore topics'. A featured article titled 'Heart valve disease: An inside look' is displayed with a sub-headline: 'Heart valve disease can worsen over time. Know the signs.' and a 'More Breaking News' button. At the bottom, there are three small image thumbnails.

Expansion Plans

We're discussing...



The image shows a composite of two screenshots from the Yes Health app. The left screenshot is the login page, featuring the 'Yes HEALTH' logo, the text 'Better health starts', a 'LOGIN' button, and input fields for 'Email' and 'Password'. Below the password field are links for 'Forgot your password?' and 'Need an account? Email us at hello@yeshhealth.com'. The right screenshot shows a social media-style post titled 'Healthy Lunch' with a photo of a salad and a text message from 'Coach Sally' that reads: 'That salad looks delicious, and good job on including healthy lean protein with chicken and cashews. Having a little walk afterwards?' Below the post is an orange button that says 'SEE MY PROGRAM ROADMAP'.

Hi [FNAME],

I'm your lead health coach, Agatha, and on behalf of the entire Yes Health team, I'd like to welcome you to the Yes Health community. We're super excited to partner with you on your health journey. To get a preview of what's to come, check out your roadmap.

[SEE MY PROGRAM ROADMAP](#)

Now that you've downloaded the app and enrolled in the program, your new Fitbit digital scale should arrive in the next 5-10 business days. Simply

Cultural Linguistics

Translation Services – No cost to members

Documents



- Documents available in English, Spanish, Tagalog, Vietnamese and Chinese
- Other languages provided by request
- Alternate formats such as braille, audio and large print are available

Interpretation



- 24 hour phone language assistance
- In-person interpreter services
- Video Remote Interpreting (VRI)



Santa Clara Family Health Plan™

Feedback, comments, or ideas? Thank you!



Santa Clara Family Health Plan™

Consumer Advisory Committee:
SCFHP Blanca Alvarado Community Resource Center

March 2022

Welcome!

New Staff Member

Welcome!
Elizabeth Gonzales

Customer Service
Representative

18+ years experience supporting
patient services in community
clinics and healthcare systems



Community Resource Center

Monthly Calendar

Calendar available


- CRC Website: www.crc.scfhp.com
- Social Media: @CRC_SCFHP

Features

- Programs, Services, Resources, and Events

CRC Hours

- Monday-Friday
- 10am-5pm (closed for lunch 12pm-1pm)
- Saturday's – once per month

 Santa Clara Family Health Plan Blanca Alvarado Community Resource Center February - 2022 408 N. Capitol Ave. San Jose (Capitol & McKee) Phone: 408-874-1750 Email: crc@scfhp.com						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Open 10am - 5pm	2 Open 10am - 5pm	3 10am-11am: Cal MediConnect Orientation (Spanish)	4 10am-11am: Zumba	5 Closed
6 Closed	7 12pm - 7pm: COVID-19 Clinic	8 Open 10am - 5pm	9 10am-11am: Medi-Cal Orientation (Vietnamese)	10 Open 10am - 5pm	11 10am-11am: Zumba	12 10am - 2pm: Lunar New Year Celebration & Open House
13 Closed	14 Closed	15 10am-11am: Cal MediConnect Orientation (Vietnamese)	16 Open 10am - 5pm	17 12pm: Black History Month Celebration Open 10am - 5pm	18 10am-11am: Zumba 2pm - 6pm: COVID-19 Clinic	19 10am - 2pm: COVID-19 Clinic
20 Closed	21 Closed President's Day	22 10am-11am: Medi-Cal Orientation (Spanish)	23 10am-11am: Cal MediConnect Orientation (English)	24 10am-11am: Medi-Cal Orientation (English)	25 10am-11am: Zumba 10am-11am: Cal MediConnect Orientation (Chinese)	26 Closed
27 Closed	28 10am-11am: Zumba			We speak / Hablamos / Chúng tôi nói: English, Español, Tiếng Việt		

Covered CA & Medi-Cal Application Assistance
 Call 408-874-1750 for appointments
 Community Resource Assistance
 Call 408-874-1750 for appointments
 COVID-19 Vaccine Assistance
 Call 408-874-1750

COVID-19 Safety

For everyone's health and safety:

- **Face coverings continue to be required**
 - Applies to everyone, including those who are fully vaccinated
 - The CDC, the State Health Department, and our local infectious disease experts recommends that masking is a best practice in community centers
- **Self-screen for symptoms prior to entering**
 - This means that every visitor and employee must pass the self-screening process prior to entry including temperature check and questioner
- **Good hygiene practices**
 - Hand sanitizer will be conveniently available at the entrance and throughout the CRC

SCFHP Blanca Alvarado Community Resource Center

Services

- **Healthcare Application Assistance** – Help with **Covered CA & Medi-Cal** applications
- **Resource Navigation** – Linking residents with community resources and services related to food, housing and healthcare services
- **COVID-19 Vaccination Assistance & Information** - *One-Stop-Shop* for those looking for COVID-19 resources
- **SCFHP Customer Service** – In-person help for SCFHP members
- **Member Orientation** – An hour session where SCFHP members learn about their benefits and services

Programs

- **Fitness Program – Zumba**

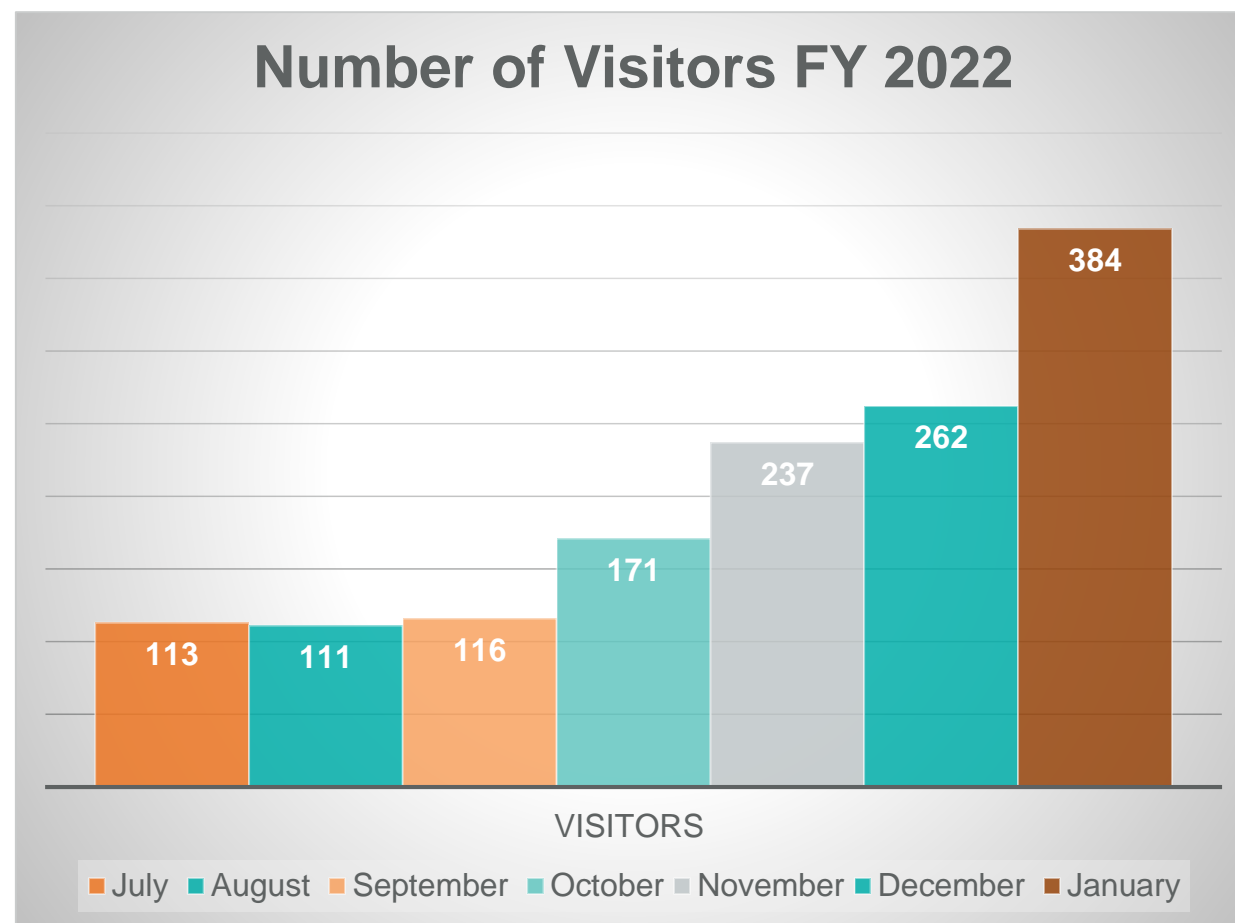
Events

- **Health & Wellness Workshops** – Nutrition Education
- **Community & Cultural Celebrations** –2022 Lunar New Year
- **COVID-19 Vaccinations & Testing clinics** – In partnership with County of Santa Clara & Bay Area Community Health
- **Community Open House** – Monthly event inviting the community to learn about the new CRC

CRC Impact Report

Number of Monthly Visitors

- Starting July 2021 - CRC began to offer services by appointment only
- CRC functioned with limited staff capacity until November 2021
- CRC officially opened to the public on November 8, 2022
- Monthly increase of residents & members
- As of as of January 31, 2022, there has been a total of **1,394 visitors** at the CRC



CRC Impact Report - Services

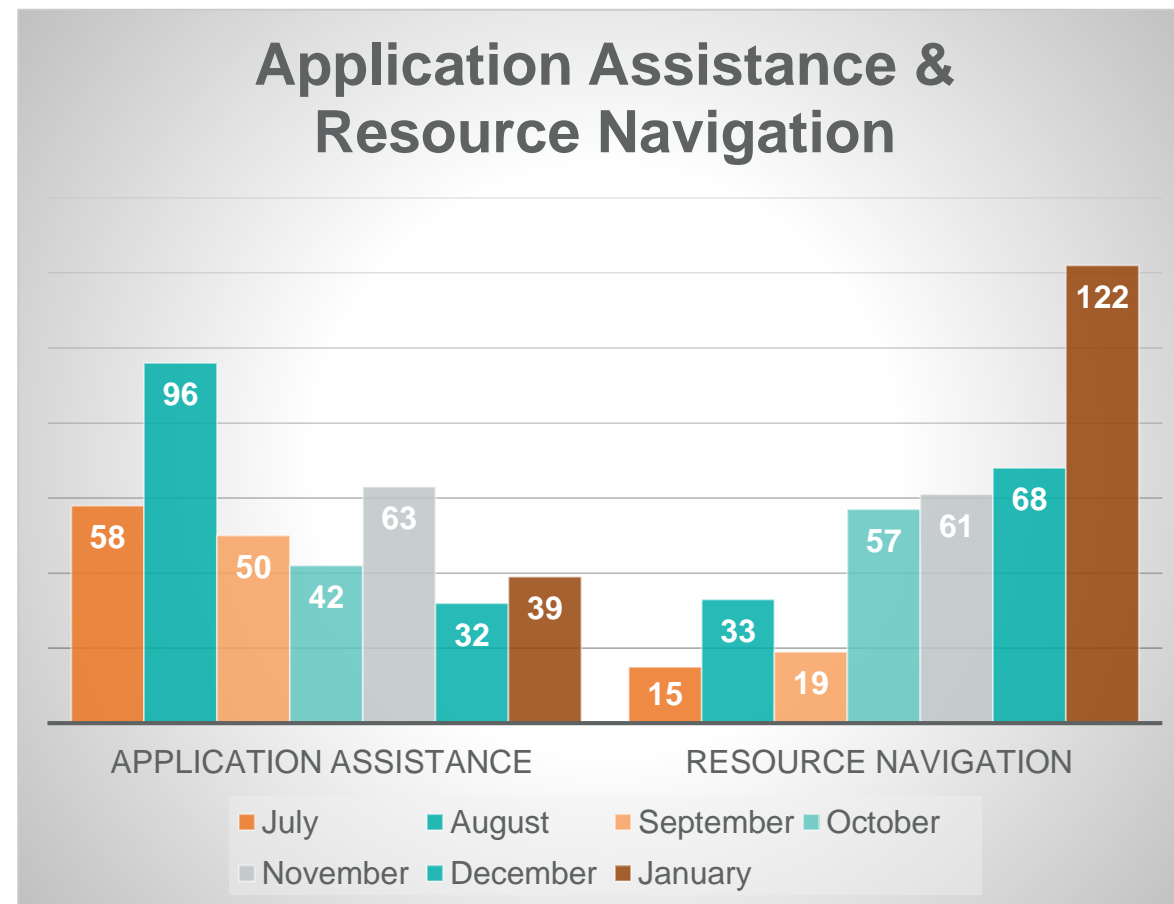
Services Delivered

Increase access to affordable healthcare (Application Assistance)

- Covered California
- Medi-Cal

Increase access to resources & services (Resource Navigation)

- COVID-19 Resources/Relief
- Healthcare Access
- Food Resources
- Mental Health Services

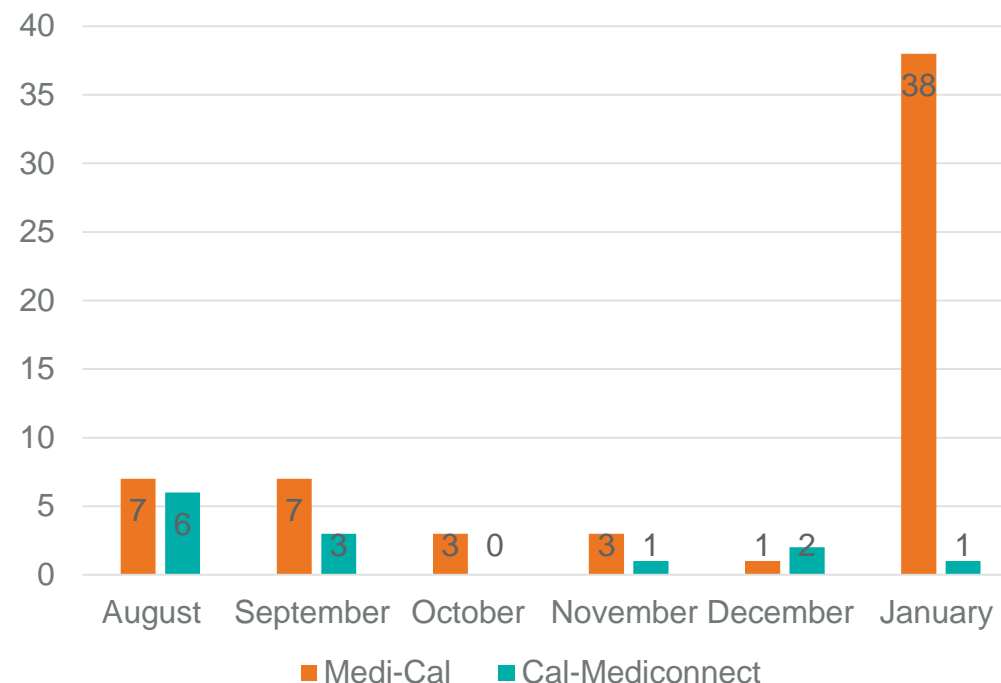


CRC Impact Report: Member Orientation

Improving the member journey

- Medi-Cal and Cal MediConnect members
- Member Orientations increase member knowledge and confidence in accessing SCFHP benefits and services
- Orientations offer information about covered services, how to use them, how to access member materials – including member handbooks, and more
- Offered virtually and in-person
- Available in English, Spanish, Vietnamese, and Chinese
- Visit www.scfhp.com/welcome or call SCFHP Customer Service to sign up
 - Medi-Cal: 1-800-260-2055 (TTY: 711)
 - Cal MediConnect: 1-877-723-4795 (TTY: 711)

Member Orientations



COVID-19 Vaccination Clinics

Increasing vaccine access & addressing vaccine hesitancy

- SCFHP launched a \$50 incentive for people getting vaccinated at the CRC
 - Available to anyone five years old or older receiving their first, second, or booster
- The incentive proved to be a significant motivator in getting people vaccinated
- Strong support and partnership from local schools in getting children and families vaccinated against COVID-19



Welcoming Center

Building community in East San José

- The CRC is committed to building strong connections and relationships with East San José communities and health plan members
- To build trust and celebrate the diversity of our communities, the CRC hosts cultural events that are inviting and engaging
- February 2022 – Lunar New Year
 - Resource Fair
 - Children activities
 - Red envelopes
 - Lion Dance



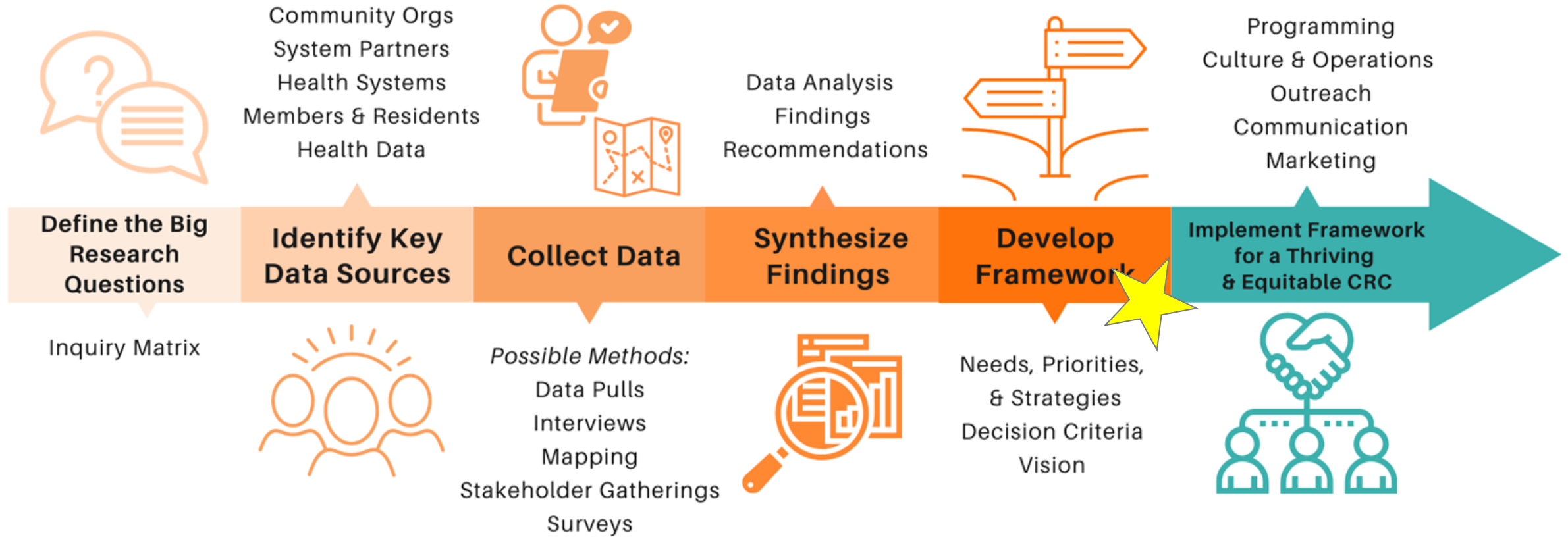
*February 12, 2022
Lunar New Year Celebration at the CRC*

PROCESS ROADMAP



Santa Clara Family
Health Plan™

Blanca Alvarado
Community Resource Center



Resident Advisory Group



THE BIG QUESTIONS

- 1) How can we **ensure the center is trusted** by our community?
- 2) How can we **best reach and engage** members and residents?
- 3) What **programs and supports** will be **most relevant** and useful for our community?

CRC Resident Survey

Centering the voice of members and residents to address their health and social needs

- The survey informed SCFHP of actual resident perspectives, health and social needs, experiences, and diverse identity
- Survey targeted residents living in East San Jose
- Goal - 500 households to complete the survey
- **Achieved – 770 households completed the survey**



Survey started September 10
and concluded October 18

Resident Survey Respondents

Results -770 Respondents

Refresher

- 21 Questions
- Provided electronically and on paper
- **Provided in 5 languages**

770 Respondents

- 75% were women
- 59% enrolled in Medi-Cal or Medicare
- **45% members of SCFHP (333 pp)**

Race & Ethnicity

- **Hispanic / Latino(x) — 59%**
- **Vietnamese — 26%**
- White — 4%
- Black / African Ancestry — 4%
- Chinese — 3%

Languages Represented

- Spanish (55%)
- English (42%)
- Vietnamese (25%)
- Mandarin / Cantonese (4%)

Top Zip Codes

- 95116 (19%)
- 95122 (16%)
- 95127 (16%)

Gaps in data

- Men respondents
- Older respondents
- Youth respondents
- Chinese and Tagalog speakers
- People living with disabilities

Resident Survey Respondents

Key Findings

Top Needs

- Access to healthcare and healthy food
- Housing and income supports
- Health education and healthy habit skill sets

Top Interests

- Increase access and navigational support to social services, community resources, and health care
- Behavioral health support
- Events: health and cultural events (trainings, fairs, & workshops)
- Classes: English, computer/tech, and cooking

CRC Planning Process – Next Steps

Guiding the operations and programming

- Develop and finalize the CRC Framework
 - Describe the purpose, priorities, strategies and measures
 - Welcoming and Inclusivity Plan
 - Community Outreach, Engagement, and Communication Plan
- Finalize the CRC Framework with stakeholders
- Sharing the CRC Framework to the community (Late April or Early May)



Santa Clara Family Health Plan™

Thank You!

Mgonzalez@scfhp.com



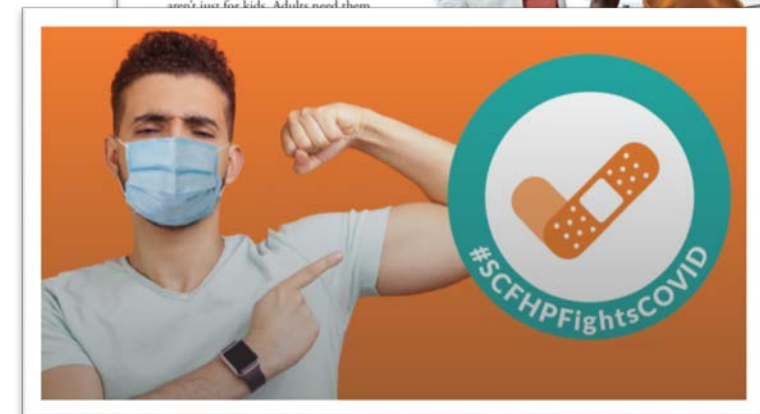
**Santa Clara Family
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Member Communications

Consumer Advisory Committee, March 8, 2022

Member Communications

MAILINGS	<ul style="list-style-type: none"> • Winter newsletter • COVID-19 vaccine rewards
CALLS	<ul style="list-style-type: none"> • Member orientation
WEBSITE	<ul style="list-style-type: none"> • www.scfhp.com • Board & Committee Meetings <ul style="list-style-type: none"> ○ Agendas, agenda packets, meeting minutes • Provider Directory • Newsletters



Follow us on social media!

Santa Clara Family Health Plan

- @scfhp



SCFHP Blanca Alvarado Community Resource Center

- @scfhp.crc



Member Communications

Event Highlights

Participated in the following events and more since December 2021:

Who	What	When	Where
Community Health Partnership	Gilroy Health Fair and Period Product Distribution	01/14/2022	Gilroy
Children's Discovery Museum	Children's Discovery Museum COVID Vaccination Event	01/23/2022	San Jose
Opening Doors	Columbus Park Resource Fair	01/25/2022	San Jose
Evergreen Valley College	Evergreen Valley College Lunar New Year Festival Resource Fair	02/22/2022	San Jose
Opening Doors	Columbus Park Resource Fair	03/08/2022	San Jose



**Santa Clara Family
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Questions or Suggestions?



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Future Agenda Items

Next Meeting: June 7, 2022



**Santa Clara Family
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Adjournment