

## PROVIDER MEMO

**To:** SCFHP Enhanced Care Management Providers  
**From:** Lori Andersen, Director, Long Term Services and Supports  
**Date:** August 1, 2022  
**Subject:** Revised Enhanced Care Management Member Flyer for Provide Use

---

Dear Enhanced Care Management (ECM) Providers,

As a reminder, the Department of Health Care Services (DHCS) requires all written materials mailed to Santa Clara Family Health Plan's (SCFHP) members who are either eligible for or enrolled into ECM to be reviewed by the SCFHP Marketing Department and approved by DHCS before use. Compliance review and submission applies, but is not limited to program flyers, outreach letters, and unable to contact letters.

Given recent feedback from ECM providers related to some of the content included on the ECM member flyer for provider use, SCFHP revised the flyer and received recent approval on those revisions from DHCS. The templates have a dedicated space for ECM providers to add their contact information and logo. Visit [www.scfhp.com/ecm](http://www.scfhp.com/ecm) or [bit.ly/ECM\\_CommSupports](https://bit.ly/ECM_CommSupports) to view and download revised templates. Please discontinue distributing any previous versions of the ECM member flyer to any SCFHP members.

Please send questions to [ECM@scfhp.com](mailto:ECM@scfhp.com). We appreciate your cooperation and the care you provide our members.