

## PROVIDER MEMO

**To:** SCFHP Enhanced Care Management and Community Supports Providers  
**From:** Lori Andersen, Director, Long Term Services and Supports  
**Date:** August 1, 2022  
**Subject:** New Community Supports Available to Members

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Dear Enhanced Care Management (ECM) and Community Supports Providers,

Santa Clara Family Health Plan (SCFHP) has recently launched three **new** Community Supports for eligible members. They are:

- **Housing Tenancy and Sustaining Services:** For members with circumstances that may contribute to loss of housing to help maintain safe and stable tenancy once housing is secured. This does not include provision of room and board, and is time-bound to no more than 24 months.
- **Recuperative Care (Medical Respite):** Short-term residential care for members who no longer require hospitalization but need a stable living environment to heal from an injury or illness.
- **Sobering Center:** A safe and supportive alternative to jail or emergency departments for members identified as under the influence of alcohol or drugs in public, and are either homeless or living in an unstable environment.

Providers can also refer members for the following Community Supports offered by SCFHP:

- **Housing Transition Navigation Services:** For members with circumstances that may contribute to loss of housing, this service helps to complete a housing assessment and plan, search for housing, access resources, and assist with move-in and housing retention.
- **Housing Deposits:** Helps members access move-in requirements, obtain the first and last month's rent, and address health and safety concerns.
- **Nursing Facility Transition/Diversion to Assisted Living Facilities, such as Residential Care Facilities for Elderly and Adult Residential Facilities:** Help members avoid institutionalization with the goal of facilitating nursing facility transition back into a home-like, community setting.
- **Community Transition Services/Nursing Facility Transition to a Home:** Helps members with non-recurring set-up expenses for the living transition from a licensed facility to a private residence where the member is responsible for their own living expenses.
- **Medically-Supportive Food/Meals/Medically-Tailored Meals:** Provides members with meals to help them achieve their nutrition goals at critical times so maintain their health.

## **How to Make a Referral**

- Online: complete and submit a form through the Provider Portal at [providerportal.scfhp.com](https://providerportal.scfhp.com)
- Email: send us a secure email at [CS@scfhp.com](mailto:CS@scfhp.com)
- Fax: 408-874-1985
- Phone: 408-874-1929

Members may also contact SCFHP Customer Service at 1-800-260-2055 (TTY: 711) to see if they are eligible and to enroll.

## **More Information**

To access more details on the Community Supports offered and those that will be launching in the next year, visit [www.scfhp.com/communitysupports](https://www.scfhp.com/communitysupports).

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