

Regular Meeting of the

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

Thursday, June 2, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference Only

(669) 900-6833

Meeting ID: 824 5518 9642

Passcode: cab062022

<https://us06web.zoom.us/j/82455189642>

AGENDA

1. Roll Call	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 committee reserves the right to limit the duration of public comment to 30 minutes.	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review minutes of the March 3, 2022 Cal MediConnect CAB meeting. Possible Action: Approve the minutes of the March 3, 2022 CAB meeting.	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics.	Dr. Nakahira	11:45	5 min
5. COVID-19 Update General update on the status of COVID-19.	Dr. Nakahira	11:50	5 min
6. Cal MediConnect Transition to Dual Eligible Special Needs Plan (D-SNP) Update on the transition from Cal MediConnect to D-SNP effective 01/01/2023.	Mr. Ly	11:55	15 min
7. Member Orientation 1-Year program highlights, achievements, and feedback.	Ms. Ma	12:10	5 min

8. Standing Items

<p>a. Community Resource Center Provide update on planning and implementation.</p>	Mr. Gonzalez	12:15	5 min
<p>b. Member Communications Review of SCFHP member communications.</p>	Ms. Byom	12:20	5 min
<p>c. Behavioral Health Mental Health Awareness Month.</p>	Ms. Chen	12:25	5 min
<p>d. Case Management Update Review of In-Home Supportive Services (IHSS).</p>	Ms. Cagle	12:30	5 min
<p>e. Health Education and Cultural and Linguistics Overview of the YMCA Diabetes Prevention Program.</p>	Ms. Haughey	12:35	10 min
<p>f. Cal MediConnect Ombudsperson Program Update</p>	Mr. Le	12:45	10 min
<p>g. Future Agenda Items Discuss topics for future meetings.</p>	Dr. Nakahira	12:55	5 min

9. Adjournment

Next meeting: Thursday, September 1, 2022 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.



**Santa Clara Family
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Public Comment



Santa Clara Family Health Plan™

Meeting Minutes

March 3, 2022

Regular Meeting of the

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

Thursday, March 3, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Draft

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:32 a.m., and roll call was taken. There was no quorum. Mr. Pathak noted that our thoughts are with the people of Ukraine. Dr. Nakahira introduced Rita Cruz Gallegos with Aurrera Health Group as a guest.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the December 2, 2021 Cal MediConnect (CMC) Consumer Advisory Board Committee meeting were reviewed.

4. Health Plan Update

Dr. Nakahira presented the Health Plan update. She began with an update on audit season. The National Committee for Quality Assurance (NCQA) re-accreditation audit for the Plan's CMC line of business occurred from March 1, 2022 through March 2, 2022. The audit went well and concluded after 1 day. The Plan is pending the written results. The Department of Health Care Services (DHCS) audit is scheduled to occur from March 7, 2022 through March 18, 2022. These are both routine audits.

As of January 1, 2022 the Plan implemented the Medi-Cal (MC) Enhanced Care Management (ECM) and Community Supports programs. As of December 31, 2021, the County's Whole Person Care and Health Homes programs were discontinued. SCFHP is preparing to transition its CMC program to the Dual Eligible Special Needs Plan (D-SNP), which will go into effect on January 1, 2023.

5. COVID-19 Update

Dr. Nakahira provided the committee with a COVID-19 update. Dr. Nakahira discussed the vaccination rates for SCFHP members, as compared to the residents of Santa Clara County. She also discussed the COVID-19 vaccine incentive program campaign goals. The Plan has partnered with Anthem Blue Cross to cobrand materials and increase vaccination rates. The Plan has held several vaccination clinics at both the Blanca Alvarado Community Resource Center and the Children's Discovery Museum.

6. Consumer Assessment of Healthcare Providers and Systems (CAHPS)/Health Outcome Survey (HOS)

Byron Lu, Process Improvement Project Manager, presented an overview of the CAHPS and HOS surveys. Mr. Lu began with an explanation of the purpose of the CAHPS survey, which is a requirement of the Centers for Medicare and Medicaid Services (CMS) and is conducted annually. The Plan achieved a 33.5% response

rate, which is the highest response rate since 2016. Mr. Lu summarized the results of the survey. He also discussed the CAHPS strategy and goals for 2022.

Next, Mr. Lu gave an overview of the HOS survey. The HOS survey is mandatory for all Medicare Advantage plans and Medicaid-Medicare contracts. He discussed the purpose of the HOS survey, and he summarized the 2021 results. Mr. Lu also discussed the interventions that the Plan offers our members for comprehensive care. The Plan has formed internal workgroups to include the participation of our Provider networks.

7. 2022 Wellness Rewards Program

Zara Ernst, Health Educator, provided an overview of the 2022 Wellness Rewards program. Ms. Ernst outlined the various types of medical visits and screenings that qualify for wellness rewards. She also discussed the eligibility requirements, and the specific rewards members will receive for completion of screenings and visits. All screenings must be completed by December 31, 2022. These services do not require a doctor's authorization. Upon completion of any eligible screening, SCFHP will receive a claim from the rendering Provider, and a gift card will be mailed to the member.

Ms. Ernst introduced Sherry Anne Faphimai, Graphic Design Project Manager. Ms. Faphimai discussed the various direct mailing photo concepts under consideration that emphasize the importance of preventive screenings. Mr. Pathak provided her with feedback on how these images make him feel, and whether or not certain images speak to him more than others.

8. Standing Items

a. Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Center. Mr. Gonzalez introduced Elizabeth Gonzales, the newest member of the Customer Service team. Mr. Gonzalez shared the monthly calendar of activities, which can be found on our website at www.crc.scfhp.com and through our social media account @CRC_SCFHP. He also shared the hours the Center is open. COVID-19 safety protocols remain in place. Mr. Gonzalez highlighted the services, programs, and events on offer at the Center.

Mr. Gonzalez discussed the impact of the CRC on the community. Members can receive in-person application assistance for enrollment into Covered California and Medi-Cal. The Center also provides members with resource navigation assistance. Mr. Gonzalez discussed the member orientation program. Members can sign up via our website, or by calling Customer Service. The CRC has hosted numerous COVID-19 vaccination clinics, in partnership with local school districts. He also highlighted the various cultural events hosted at the Center.

Mr. Gonzalez discussed the elements and strategies of the community-led CRC Planning Process and the process roadmap. He also spotlighted the members of the Resident Advisory Group. This planning process included a CRC Resident Survey targeted to residents within 6 specific zip codes in East San Jose. There were 770 respondents, and he summarized the key findings based on the respondents' feedback.

Mr. Gonzalez concluded his presentation with an outline of next steps and future plans for the CRC. He will finalize the CRC framework with the stakeholders, and he hopes to share this framework with the community in either late April or early May 2022.

b. Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach discussed the member communications completed since the December 2021 meeting. Member communications included the winter newsletter, the CAHPS survey awareness postcard, and the COVID-19 vaccine rewards program. Her presentation 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. Ms. Byom concluded with a list of the events the Plan participated in since our December 2021 meeting.

c. Behavioral Health

Natalie McKelvey, Manager, Behavioral Health, presented an overview of the Behavioral Health program. She discussed the California incentive and Grant programs. She also discussed the elements of the Student Behavioral Health Incentive Program and the Behavioral Health Continuum Infrastructure Program (BHCIP). The Governor has announced a multi-year plan to create infrastructure to support the homeless population and those with severe mental illness. Ms. McKelvey discussed the CalHOPE program. Ms. McKelvey concluded with an update on the new 988 hotline. The 988 hotline goes into effect on July 16, 2022, and is specifically for those experiencing a mental health crisis.

d. Case Management Update

Andrea Smith, Supervisor, Case Management, provided an overview of the Case Management and Care Coordination programs. She discussed the steps members can take in order to access care coordination. Ms. Smith also included contact information for members interested in case management and care coordination.

e. Health Education and Cultural Linguistics

Jeanette Montoya, Health Educator, presented an overview of the Health Education classes available at SCFHP. Available programs and classes include asthma education and an in-home assessment by Breathe California. Members can enroll in a wide range of classes, with topics such as chronic disease management, stress and anger management, nutrition and weight management, and smoking cessation programs. She also provided details on how to sign up for classes. Wellness and health education materials are available on our website at no cost to members. Ms. Montoya also discussed some of the new classes that SCFHP will roll out in 2022. Ms. Montoya's presentation also included a brief overview of how to access translation services.

f. Cal MediConnect Ombudsperson Program Update

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, gave an overview of the services available for our CMC members. Members with issues such as health plan enrollment, disenrollment, or healthcare access are encouraged to call Bay Area Legal Aid. There has been an increase in phone calls related to emergency health plan enrollment. The public health emergency is scheduled to end on April 16, 2022. As a result, the pause on MC redeterminations will be lifted, and more people may be terminated from MC for failure to renew their annual application. Members with concerns are encouraged to call Bay Area Legal Aid.

Mr. Le highlighted some of the changes to expect for 2022. As of May 2022, MC coverage expands to include undocumented older adults 50 years of age and over regardless of their immigration status. As of July 1, 2022, the state will raise the asset limit for MC recipients to \$130,000 for an individual, and \$65,000 for each additional family member, up to a maximum of 10 individuals. These asset limit increases also apply to participants in the Medicare Savings Program. This is part of the state's goal to eliminate the asset test requirement, which may be completely phased out in 2024.

Mr. Le advised the committee that an additional four COVID-19 tests are now available at www.covidtests.gov. Mr. Le also discussed the new Medi-Cal Rx program which took effect in 2022. Members who purchased COVID tests between March 11, 2021 and January 31, 2022 can request reimbursement by the state through the Medi-Cal Rx program.

g. Future Agenda Items

Dr. Nakahira asked for suggestions on topics of interest for our June 2, 2022 meeting. Mr. Pathak took the opportunity to express his gratitude for SCFHP, and the wonderful job the Plan has done with their COVID-19 vaccination outreach efforts.

9. Adjournment

The meeting adjourned at 1:05 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, June 2, 2022 at 11:30 a.m.

Laurie Nakahira, DO, Chairperson
Cal MediConnect Consumer Advisory Board Committee



Santa Clara Family Health Plan™

Health Plan Update

June 7, 2022

SCFHP Updates

Enrollment

- Total enrollment as of May 1, 2022
 - 301,262 members
 - 7.1% increase since May 2021
- Medi-Cal – 290,928 (7.3% increase since May 2021)
- Cal MediConnect – 10,334 (3.5% increase since May 2021)



Santa Clara Family
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**Now proudly serving over
300,000 members!**

SCFHP Updates

Plan Updates

- Anticipate COVID-19 public health emergency will be extended until at least October 15
 - Board and committee meetings remain virtual
 - If PHE extends, Medi-Cal redeterminations “pause” remains in effect until at least January
- Additional Cal MediConnect fitness provider effective 7/1: YMCA of Silicon Valley
 - Use your SCFHP member ID card to sign up at any YMCA of Silicon Valley location
- Governor’s Budget May revise
 - \$97B surplus
 - Expansion of Medi-Cal to 26-50 year olds regardless of immigration status 1/1/24
 - Medi-Cal doula benefit delayed until 1/1/23
 - Permanent extension of some COVID flexibilities
 - Investments in health care data systems and providers



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Questions?



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COVID-19 Vaccination Data & Clinics

COVID-19 One-Stop-Shop

SCFHP Blanca Alvarado Community Resource Center

One-Stop-Shop offers:

- **Information:** vaccination, testing, sharing key messages to combat misinformation and promote health and safety
- **Resource Navigation:** Connecting residents to safety net services including food and housing assistance
- **COVID-19 Vaccination Clinics:**
 - Jan 2022 – May 2022
 - 2,051 shots administered
 - 8x more clinics scheduled for May, June, July, and August
- **\$50 incentive for people getting vaccinated at the CRC**
 - Available to anyone five years old or older receiving their first, second, or booster
- **COVID-19 Testing Clinic:** Walk-in and Drive-through testing
- **Partnerships:** Bay Area Community Health, County of Santa Clara Mobile Vaccine Unit, COVID-19 Black, Roots Community Health Center



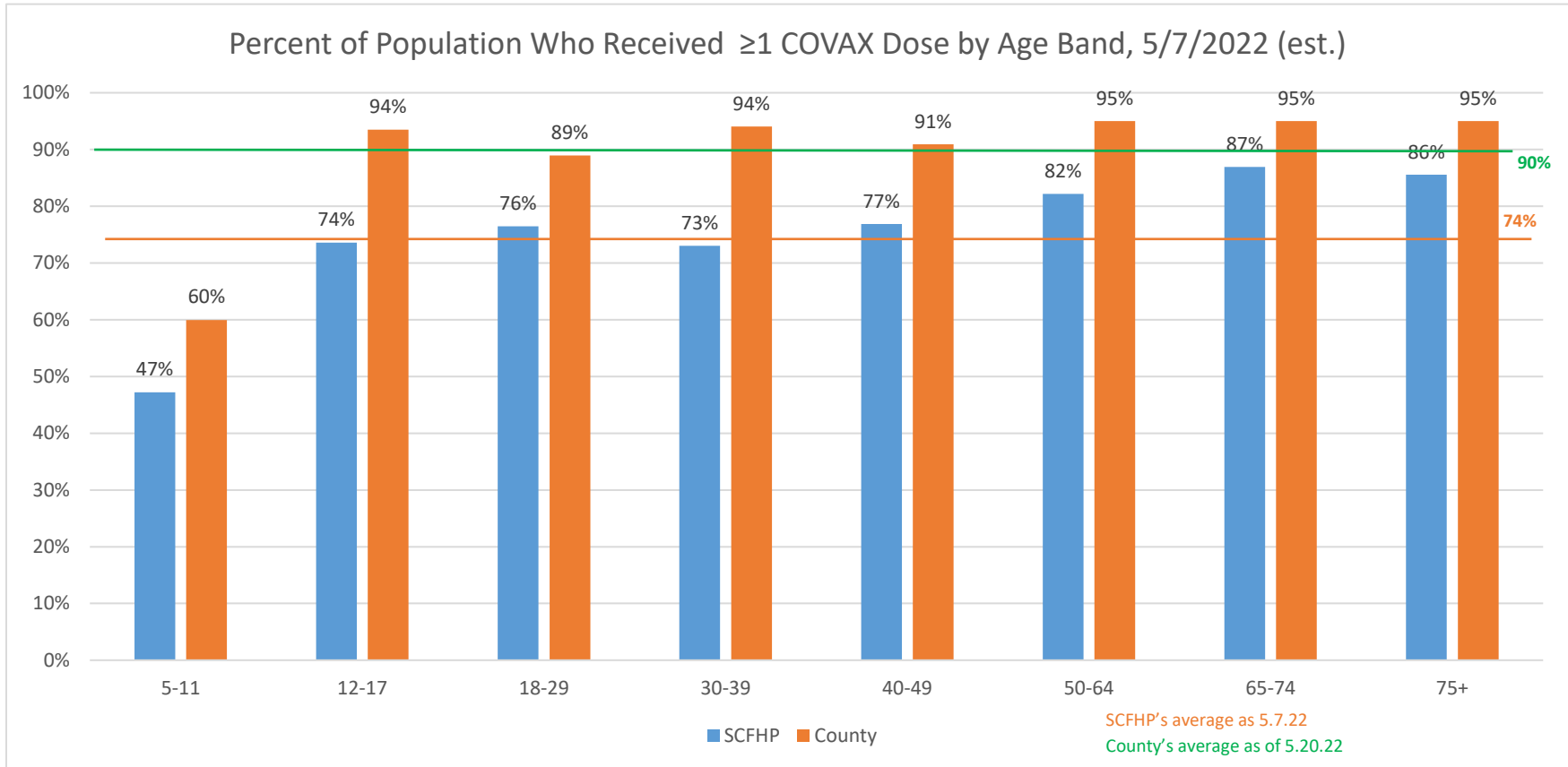
SCFHP launched a \$50 incentive for people getting vaccinated at the CRC

SCFHP Blanca Alvarado Community Resource Center (CRC)

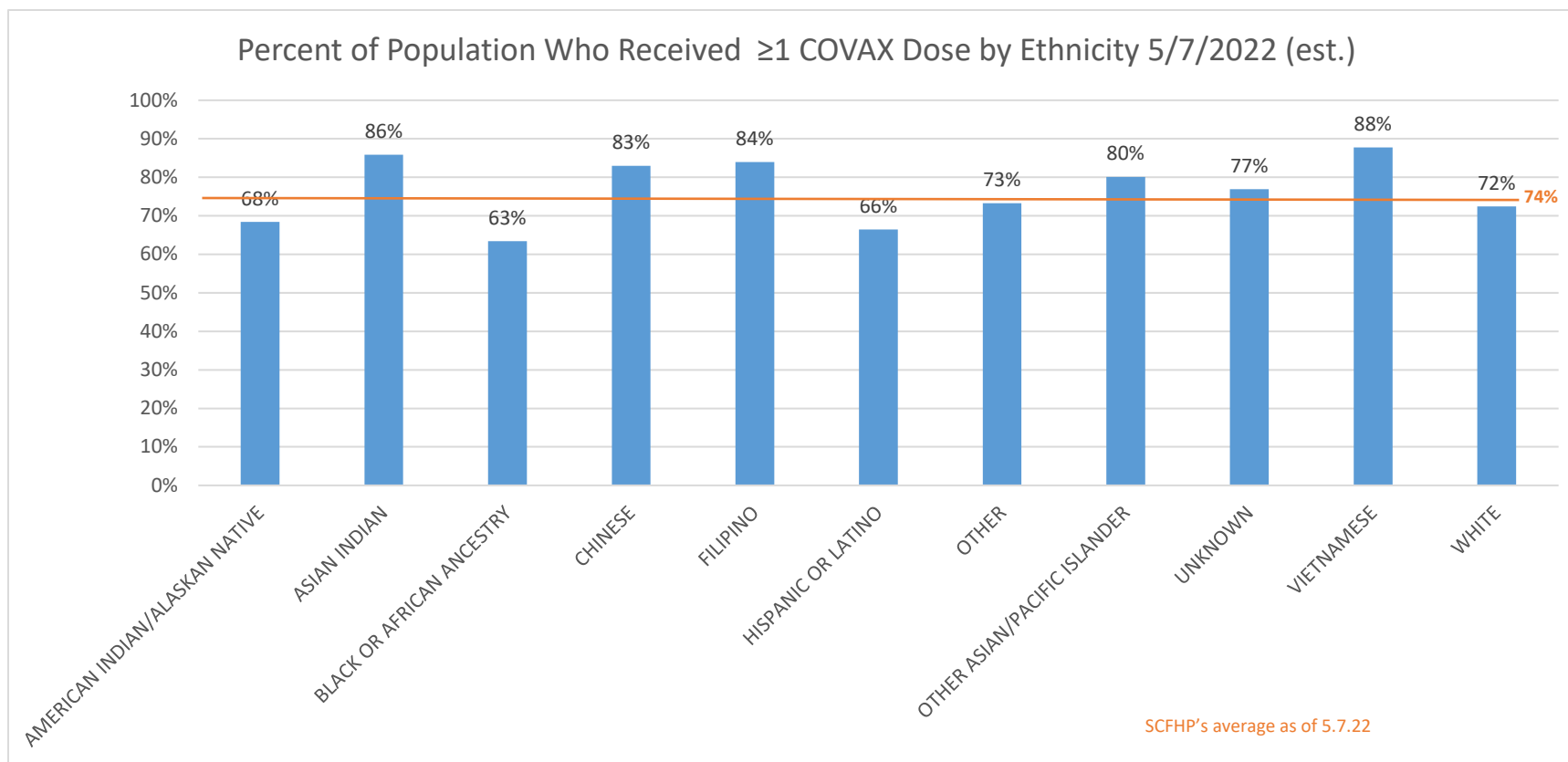
COVID-19 Vaccination Clinic

	Jan 22	Feb 7	Feb 18	Feb 19	March 19	March 28	April 8	April 9	April 15	May 3	May 13
Number of First Dose	90	19	24	26	28	4	8	12	4	5	6
Number of Second Dose	17	16	30	58	38	11	3	16	2	0	7
Number of Boosters	273	70	40	83	60	32	19	37	37	14	26
Number of 2 nd Boosters							6	86	200	212	442
Total shots administered	380	105	94	167	126	47	36	151	243	231	481

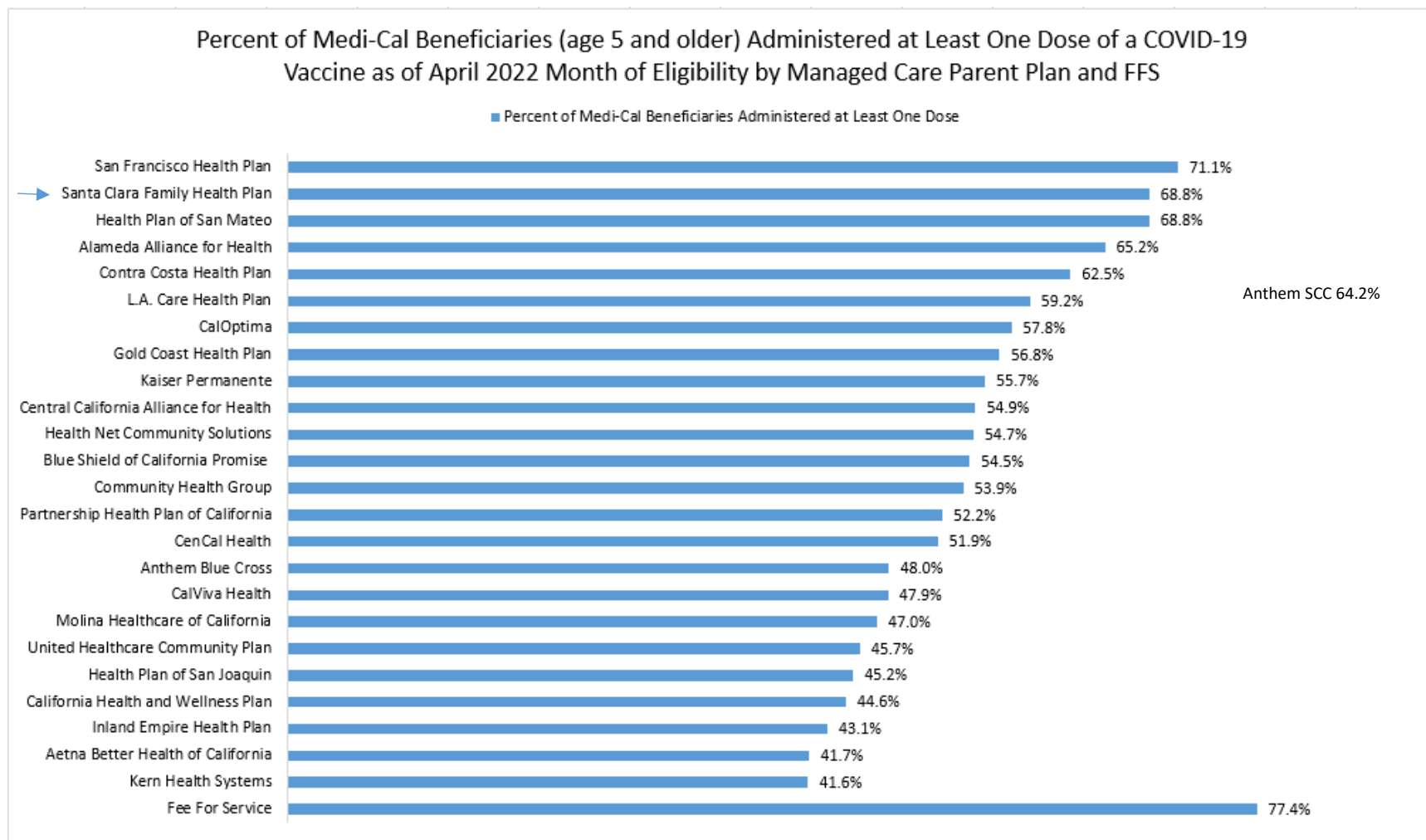
Health Plan Members & Number of Children & Teens Vaccinated											
<i>Members of SCFHP</i>	77	46	47	77	63	27	8	39	78	91	133
<i>Pediatric – First Dose</i>	60	8	13	9	20	3	5	6	2	3	4
<i>Pediatric – Second Dose</i>	13	11	13	42	25	6	3	15	2	0	4
<i>Pediatric – Booster</i>									6	4	6



Age Band	5-11	12-17	18-29	30-39	40-49	50-64	65-74	75+	Total
Vaccinated	18,057	27,886	45,186	22,177	18,105	35,638	19,809	19,694	206,552
Unvaccinated	20,182	10,004	13,913	8,183	5,453	7,737	2,982	3,329	71,783
Boosted	77	9,941	23,840	12,442	10,938	24,693	15,174	15,485	112,590
Membership	38,239	37,890	59,099	30,360	23,558	43,375	22,791	23,023	278,335
% boosted	0%	26%	40%	41%	46%	57%	67%	67%	40%



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%	35%	60%	69%	63%
HISPANIC OR LATINO	23%	23%	55%	37%	44%	71%	74%	66%
Remaining Ethnicities	8%	8%	84%	59%	54%	80%	82%	80%



As of 3.7.22 (website: 4.18.22 data not available)

SCC 85%



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Questions?



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Cal MediConnect (CMC) transition to Dual Special Need
Plan (D-SNP)

California Advancing and Innovating Medi-Cal initiative (CalAIM)

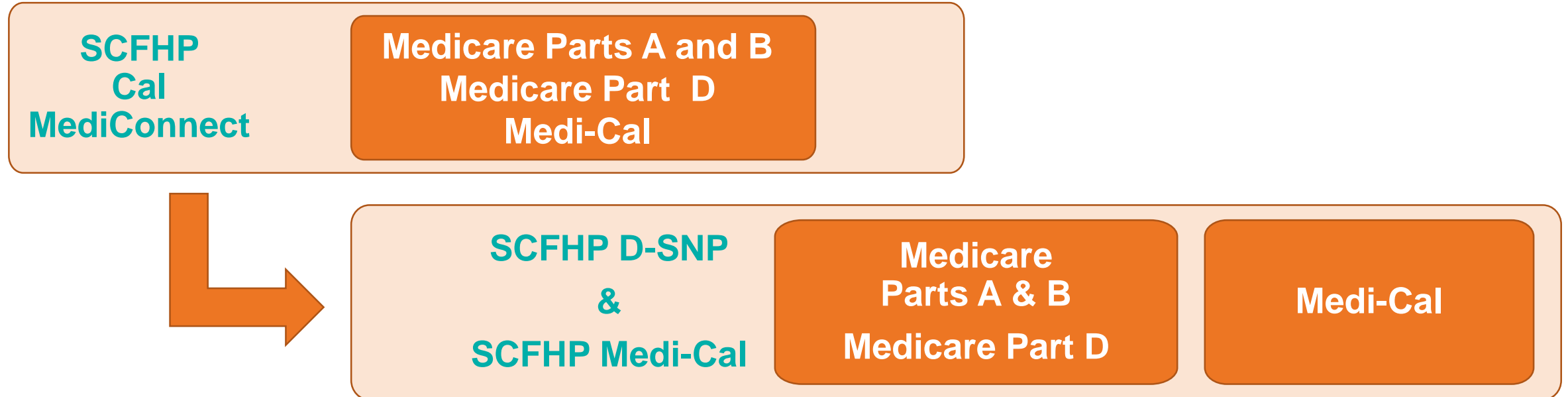
As part of the CalAIM initiative, effective January 1, 2023, in the seven counties where CMC was implemented: Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara. Cal MediConnect members will transition to aligned D-SNPs and managed care plans operated by the same organization as their Cal MediConnect product.

What is CalAIM?

- **California Advancing and Innovating Medi-Cal (CalAIM)** is a multi-year initiative, by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of individuals on Medi-Cal.
- The CalAIM initiative utilizes the Medi-Cal program to help address the many challenges facing California's most vulnerable residents such as individuals experiencing homelessness, behavioral health care access, children with complex care needs, the growing number of justice-involved populations who have significant clinical needs and the growing aging population.
- <https://www.dhcs.ca.gov/calaim>

What is a D-SNP

Dual Special Needs Plan (D-SNP) is a Medicare Advantage (MA) plan that provide specialized care to beneficiaries dually eligible for Medicare and Medi-Cal, and offer care coordination and wrap-around services.



How will the transition effect our CMC members?

SCFHP serves approximately 10,300 CMC members today

- SCFHP members will continue to receive benefits and services through SCFHP's CMC plan until December 31, 2022.
- Beginning January 1, 2023, members will automatically start getting services through SCFHP's D-SNP and SCFHP's Medi-Cal plans (matching plans).
- CMC members will automatically be enrolled into the SCFHP D-SNP and SCFHP Medi-Cal plan.
- Members will begin receiving letters about this change in October 2022.
- SCFHP will do outbound calls to CMC members about the transition in October & November 2022.
- CMC members DO NOT need take any action.



2023 D-SNP Messaging

Option 1 – New name

Healthcare Simplified.
New Name. Same Great Benefits.

We're changing our plan name.
But not your benefits.

You'll still get all the same health care benefits, services and advantages of SCFHP Cal MediConnect. But, effective January 1, 2023, the plan will be called the Santa Clara Family Health Plan DualConnect (HMO D-SNP)*.

DualConnect continues to combine both Medicare and Medi-Cal services under one umbrella, making health care easy for you. In addition to the same [Cal MediConnect] benefits, you'll get:

- \$0 copay for prescription drugs
- Up to \$75 for over-the-counter (OTC) items every three months
- a no cost fitness benefit

*Effective January 1, 2023, the state of California is discontinuing Cal MediConnect plans. SCFHP DualConnect (HMO D-SNP) will replace your SCFHP Cal MediConnect plan.

Option 2 – Still health care made easy

Healthcare Simplified.

Introducing SCFHP DualConnect (HMO D-SNP).*

DualConnect is still health care made easy.

Effective January 1, 2023, it will replace your SCFHP Cal MediConnect health plan.

Still no hassles. No worries. No problem.

- Still all about you
- Still local
- Still one of the largest provider networks in the area.

So ... you can *still* count on us to put your health care needs first!

DualConnect continues to combine both Medicare and Medi-Cal services under one umbrella, making health care easy for you. In addition to the same [Cal MediConnect] benefits, you'll get:

- \$0 copay for prescription drugs
- up to \$75 for over-the-counter (OTC) items every three months
- a no cost membership to the YMCA of Silicon Valley

**Effective January 1, 2023, the state of California is discontinuing Cal MediConnect plans. SCFHP DualConnect (HMO D-SNP) will replace your SCFHP Cal MediConnect plan.*

Option 3 - Do Nothing

Healthcare Simplified.

Change can be confusing. So we'll make it easy for you.

Your SCFHP Cal MediConnect plan will change to SCFHP DualConnect (HMO D-SNP) on January 1, 2023. But, no worries.

What do you need to do?

ABSOLUTELY NOTHING!

Nothing else will change.

Your same great benefits, services and advantages will continue – with no gap in your coverage.

Just relax ... and continue to enjoy:

- All your same Medicare and Medi-Cal benefits in one plan.
- One membership card and one phone number to call to get help.
- Your care manager and care team.
- Behavioral health, durable medical equipment, vision care, transportation and fitness benefits.
- Long-term services and supports (LTSS), including Community-Based Adult Services (CBAS) and Nursing Facilities (NF).
- A personal care plan made just for you.



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Member Orientation Update - CAB

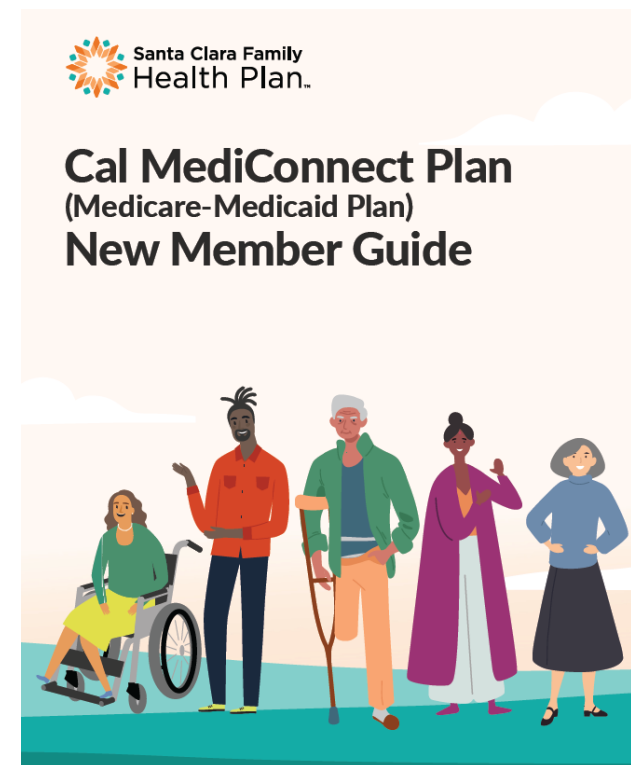
Jocelyn Ma, Manager, Community Outreach

Member Orientation Pilot

Santa Clara Family Health Plan (SCFHP) began the Member Orientation Pilot Program in June 2021 to educate members about their benefits, services, providers, and resources with the Health Plan.

Member orientations include:

- Virtual or in-person presentation provided by SCFHP staff
- Member-friendly Cal MediConnect (CMC) New Member Guide (provided in English, Spanish, Vietnamese, Chinese and Tagalog)
- Feedback survey



Accomplishments

Member Orientation accomplishments to date





- Mailed orientation flyers to members new to the plan in early implementation
- Provided orientation flyers in different languages at outreach events
- Updated new member kits to include member orientation information
- Launched in-person sessions at the Blanca Alvarado Community Resource Center (CRC)
- Created a training curriculum to certify seven SCFHP staff to conduct orientation sessions
- Conducted over 250 outreach calls inviting members to orientations, while mentioning orientation information to members during CMC enrollment
- Generated 3,381 visits on member orientation webpage www.scfhp.com/welcome
- Collected 114 surveys (Medi-Cal and CMC) from attendees to determine most useful information and/or missing information for members

SANTA CLARA FAMILY HEALTH PLAN Member Orientation

Learn more about your plan and benefits

Are you a new Santa Clara Family Health Plan (SCFHP) Medi-Cal or Cal MediConnect (Medicare-Medicaid Plan) member? [Join us for an online or in-person orientation!](#) Sessions are offered in English, Spanish, and Vietnamese.

Learn about:

-  Your benefits and services and how to use them
-  Your member materials
-  Where and how you can get care
-  Who you should contact if you have questions or need help

Register for a session today at www.scfhp.com/welcome

Or call us toll free at:

Medi-Cal Customer Service:
1-800-250-2055 (TTY: 711),
Monday through Friday, 8:30 a.m. to 5 p.m.

Cal MediConnect Customer Service:
1-877-723-4795 (TTY: 711),
Monday through Friday, 8 a.m. to 8 p.m.



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Orientation Sessions

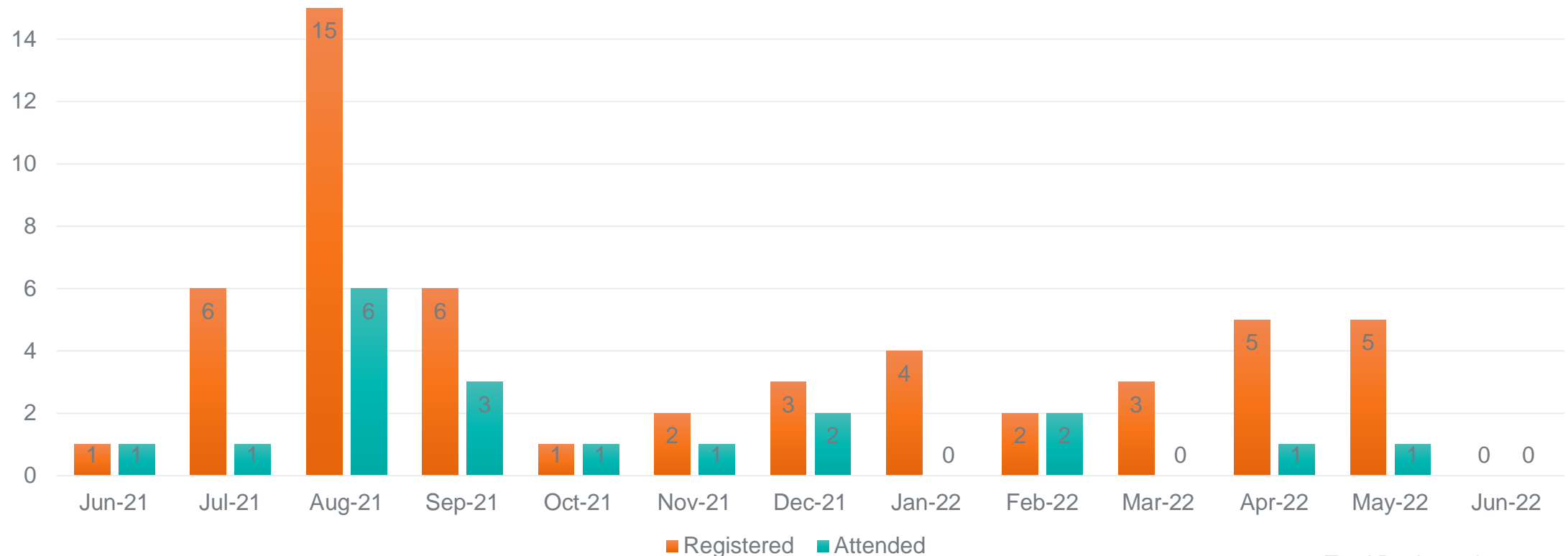
SCFHP has conducted 76 orientations to date.

- Orientation sessions take place virtually via Zoom or in-person at the Blanca Alvarado CRC.
 - Number of sessions
 - Virtual – 35
 - In-Person – 41
- Sessions are conducted by SCFHP's Community Health Workers and Medicare Outreach Agents and are offered in several languages.
 - Number of sessions
 - English – 25
 - Spanish – 24
 - Vietnamese – 24
 - Chinese – 3



Registrants and Attendees

Cal MediConnect Orientations



Total Registered: 53
Total Attended: 29

Feedback Survey Results

- On a scale of 1 to 5, how **helpful** was the information provided? (1 not very helpful, 5 very helpful)
 - Average score: 4
- What information did you find **useful**? (Select all that apply)
Top 3:
 1. My benefits with SCFHP
 2. Who I can contact at SCFHP if I need help
 3. Information about my member materials
- Is there anything else you would like to **suggest** regarding SCFHP's Member Orientations?
 - "Keep up the great work and outreach efforts. We as local citizens feel valued and informed about your community services and care."
 - "I would have liked to have heard a little more information about the caseworker and what they do instead of a vague general statement."
 - "Presently a good exercise for the common members. Continue."

Challenges and Suggestions

In the last year SCFHP has experienced a number of challenges in the implementation of member orientations.

Challenges:

- Bandwidth to conduct outreach calls inviting members to orientation
 - No member incentive offered for CMC members
 - Technology challenge for some CMC members
 - COVID-19 pandemic and risks for in-person attendance
 - Digital follow-up to collect feedback survey for virtual sessions
- ❖ **Are there suggestions from our CAB members on how SCFHP can increase attendance for orientations?**



Consumer Advisory Board: SCFHP Blanca Alvarado Community Resource Center

June 2022

Welcome!

New Staff Member

Welcome!
Daisy Montoya

Community Resource Center
Coordinator

Daisy will support front desk
operation, visitor engagement &
retention, and programs &
events coordination



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 MAY - 2022							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
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1 Closed	2 Closed	3 2pm - 6pm: COVID-19 Vaccination Clinic	4 10am: Zumba	5 CINCO DE MAYO Open 10am - 5pm	6 10am: Zumba 2pm: Medi-Cal Orientation (En)	7 12pm: Stroke Awareness Presentation 1pm: Nutrition Workshop 2pm: Medi-Cal Orientation (Vi)	
8 Closed	9 Closed	10 10am - 3pm: COVID Testing 10am: CMC Orientation (Vi) 11am: CMC Seminar (Vi)	11 10am: Zumba 11am: CMC Seminar (En) 2pm: Medi-Cal Orientation (Es)	12 10am: CMC Orientation (Es)	13 10am: Zumba 2pm - 6pm: COVID-19 Vaccination Clinic 2pm: CMC Orientation (En)	14 10am - 2pm: Older Adult Resource Fair • Workshops • Healthy Cooking • 50+ Zumba	
15 Closed	16 Open 10am - 5pm	17 2pm: CMC Orientation (Vi)	18 10am: Zumba 10am: CMC Orientation (En)	19 11am: CMC Seminar (Es) 2pm: CMC Orientation (Es) 6pm: Zumba (Indoors)	20 10am: Zumba 10am: CMC Orientation (Zh) 10am - 3pm: COVID Testing	21 Closed	
22 Closed	23 Open 10am - 5pm	24 2pm - 6pm: COVID-19 Vaccination Clinic	25 10am: Zumba 10am: Medi-Cal Orientation (En)	26 10am: Medi-Cal Orientation (Es) 6pm: Zumba (Indoors)	27 10am: Zumba 10am: CMC Seminar (Zh) 10am-2pm: COVID-19 Vaccination Clinic 2pm: Medi-Cal Orientation (Vi)	28 Closed	
29 Closed	30 Open 10am - 5pm	31 Open 10am - 5pm	We Speak English		Hablamos Español		Older Adult Month & Mental Health Month

SCFHP Older Adult Resource Fair & Conference (May 14th)

Celebrating Older Adults Month

- Held at SCFHP Blanca Alvarado Community Resource Center (East San José)
- Free Community Event – brought local resources and services to one location
- Included – Resource Fair, Interactive Workshop Sessions, Physical Activity, Healthy Cooking Demonstration
- **150 older adults attended the event**
 - 43 were SCFHP health plan members
- Event put together by SCFHP – Community Engagement, Case Management, Medicare Outreach, Marketing & Communication Teams



Number of Visitors & Services Provided

2021/2022	Number of Visitors & *Members Seeking Support	Number of Residents Participating in Programs & Events	Number of Residents supported w/ Application Assistance <i>Medi-Cal & Covered Ca</i>	Number of Residents supported w/ Resource <i>Navigation – Health, Housing, Food</i>	Number of Members Attending MC & CMC Member Orientation
July 2021	113		85	15	0
August 2021	111		87	3	13
September 2021	116		57	19	10
October 2021	171	400	85	57	3
November 2021	237	78	113	61	4
December 2021	262	200	117	68	3
January 2022	384	454	164	122	38
February 2022	354 (*229)	736	68	98	38
March 2022	477 (*209)	329	260	98	67
April 2022	513 (*229)	484	65	61	72
Subtotal	2,738 (*667)	2,681	1,101	602	248
Total	5,419 – CRC Visits				

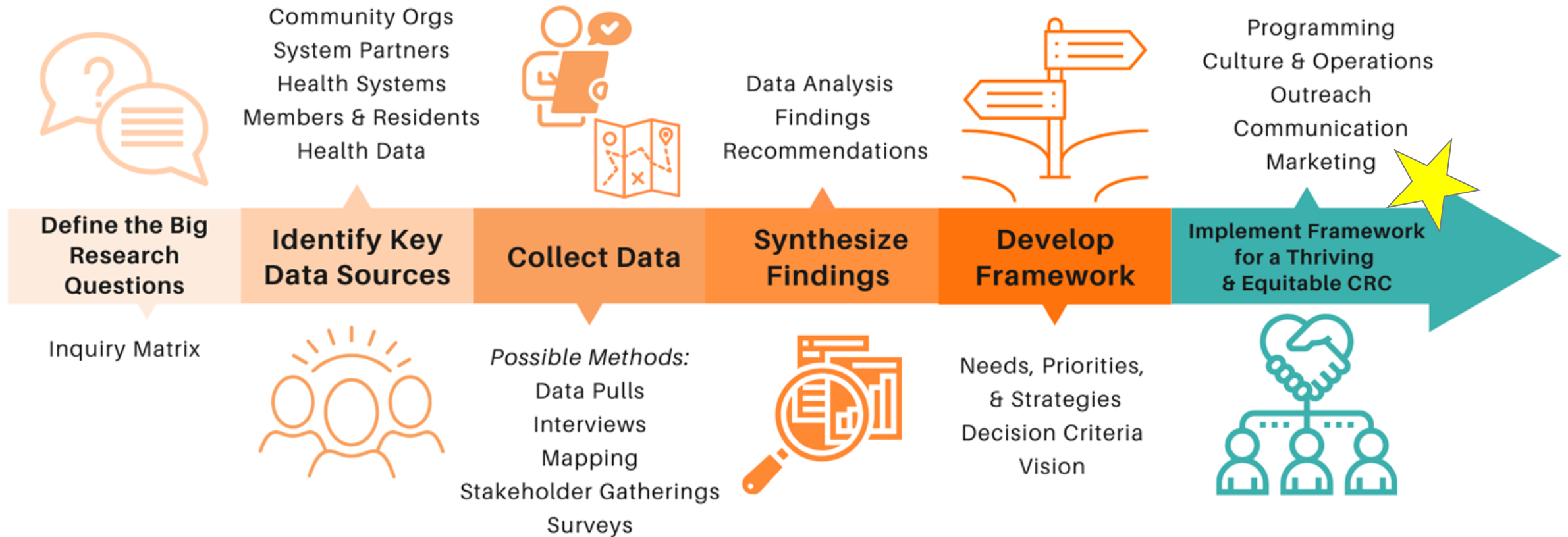
*Number of SCFHP Members -CMC/MC – visiting the CRC

PROCESS ROADMAP



Santa Clara Family
Health Plan™

Blanca Alvarado
Community Resource Center



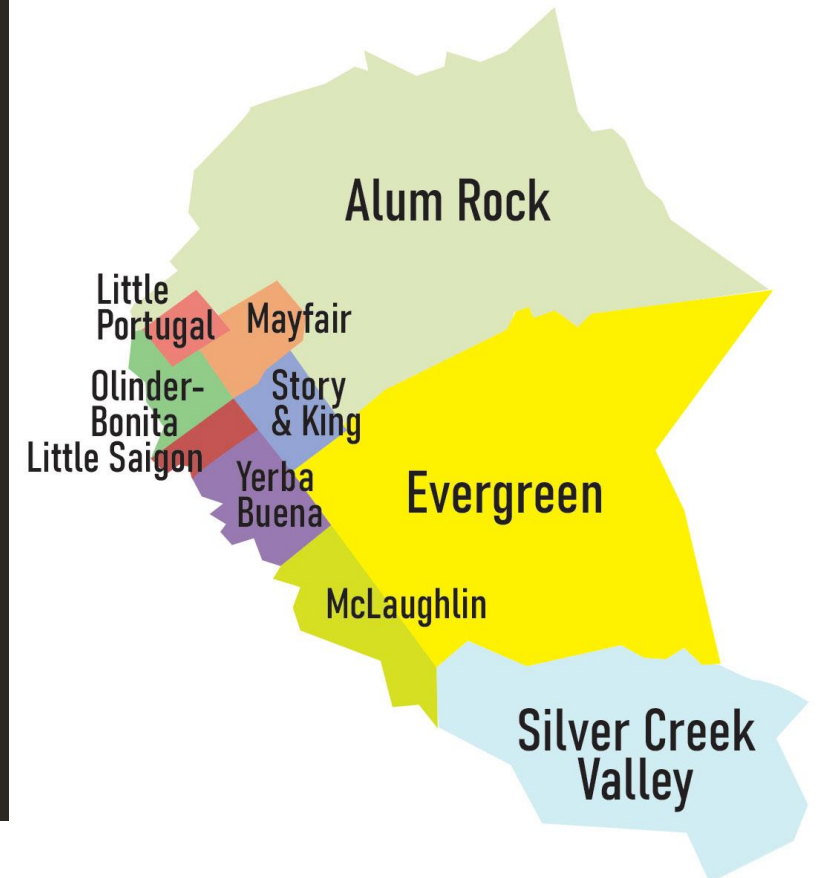
Resident Advisory Group

Our process is grounded in **East San José resident** perspectives, needs, experiences, and cultures



CRC Resident Advisory Group

East San José



Center Vision

All members of our community, from all backgrounds, identities, and abilities, feel valued, safe and empowered with the knowledge, services, and resources to live their lives to the fullest.

Center Purpose

A community resource center dedicated to improving health and well being by offering programs, services, resources and space to foster empowerment together with the communities of East San José

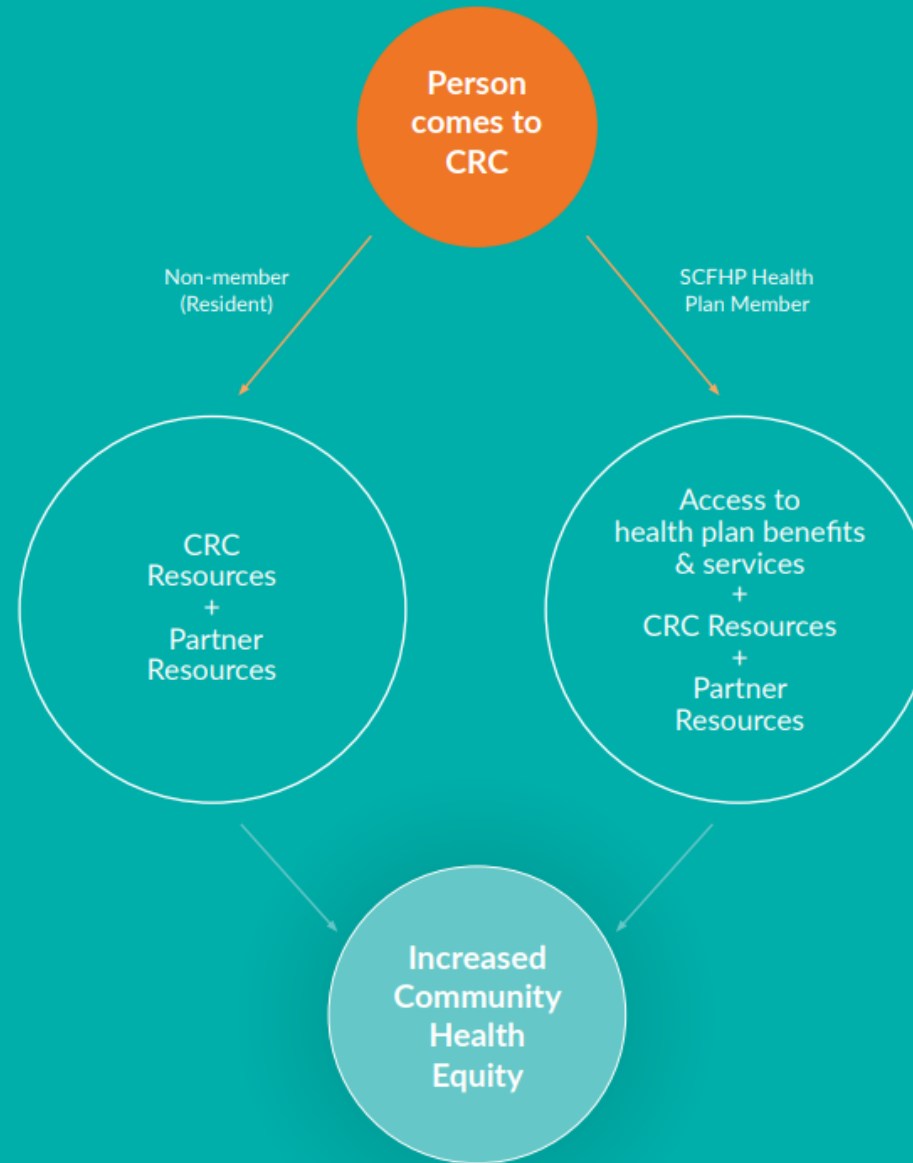


Welcoming All Dando la Bienvenida a Todos Chào đón tất cả mọi người!

We prioritize physical and emotional accessibility in order to create an inclusive Center in which everyone feels safe, heard, valued, and welcomed.

Priorizamos la accesibilidad física y emocional para crear un Centro inclusivo en el que todos se sientan seguros, escuchados, valorados y bienvenidos.

Chúng tôi ưu tiên khả năng tiếp cận các sự trợ giúp về mặt thể chất và tinh thần nhằm tạo ra một trung tâm hòa nhập, trong đó mọi người đều cảm thấy an toàn, được lắng nghe, trân trọng, và chào đón.



Concluding the CRC Planning Process & Launch of a Community Health Framework

Community Celebration Event

- Come and learn about the planning process and the Center Framework to advance health equity in East San José
- The interactive event will honor the multiyear, community-led planning process by inviting residents and stakeholders who contributed to the process to gather in celebration
- The Community Framework describes the Center's vision, goals, purpose, and strategies to improve health in East San José
- Meet Community Resource Center staff and CRC Resident Advisory Group

Date: Saturday, June 25, 2022

Location: SCFHP Blanca Alvarado
CRC - 408 N. Capitol Ave. San
Jose, Ca 95133

Time: 10am-2pm



Santa Clara Family Health Plan™

Thank You!

Mgonzalez@scfhp.com



**Santa Clara Family
Health Plan™**

Member Communications

Cal MediConnect Consumer Advisory Board, June 2 2022

Member Communications

MAILINGS	<ul style="list-style-type: none"> • Spring newsletter • Silver & Fit flyer added to Welcome Kits
WEBSITE	<p>www.scfhp.com</p> <ul style="list-style-type: none"> • Board & Committee Meetings <ul style="list-style-type: none"> ◦ Agendas, agenda packets, meeting minutes • Formulary and Provider & Pharmacy Directory • Newsletters • PHE Homepage banner with link to county websites



SCFHP BLANCA ALVARADO COMMUNITY RESOURCE CENTER

Join us for our community open house!

The Santa Clara Family Health Plan (SCFHP) Blanca Alvarado Community Resource Center is a convenient, welcoming, and safe space committed to advancing the health of SCFHP members and East San Jose residents. When you join our monthly community open house, you can:

- Learn about our FREE programs, events, and health education workshops
- Meet our bicultural and bilingual staff who can help you get the services you need
- Connect with local organizations that offer community services
- Sign up for member orientation provided by SCFHP
- Sign up for FREE fitness classes

All are welcome! Open house in Spanish, and Vietnamese. No reservation. Information, call us at 1-408-833-8888 through Friday, 10 a.m. to 5 p.m.



MEDI-CAL BENEFICIARIES

Have you moved?

Don't miss out on receiving important information. Let your



MEDI-CAL BENEFICIARIES

Has your contact information changed in the past 2 years?

- Phone
- Address
- Email

CONTACT YOUR MEDI-CAL COUNTY ELIGIBILITY WORKER TODAY!

SCFHP PHE Communication Strategy

- Use DHCS global outreach language throughout communication channels, including at the SCFHP Blanca Alvarado Community Resource Center (CRC) and outreach events
- Educate community partners and providers on the PHE ending
 - Ask our community partners and providers to become [DHCS Coverage Ambassadors](#)
- Continue to send notices to members whose eligibility is on hold
- Partner with the County to send SCFHP members a reminder to complete their redetermination packages once they have been sent by the County
- Direct people who need assistance with Medi-Cal and Covered California applications and renewals to our Community Health Workers (CHW) at the SCFHP CRC and other county resources
- Support collection and sharing of updated member contact information with SCFHP delegates, providers, and vendors
- Build capacity for new communication channels, including text messaging and email

Follow us 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 March 2021:

Who	What	When	Where
Opening Doors	Columbus Park Resource Fair	03/08/2022	San Jose
Gilroy Downtown Business Association	South County Health Fair	04/30/2022	Gilroy
Santa Clara Senior Center	“Be Strong, Live Long” Health & Wellness Fair 2022	05/20/2022	Santa Clara
City of Mountain View Senior Center	Annual Senior Resource Fair 2022	05/24/2022	Mountain View

Upcoming Events

West Valley Community Services	Unhoused Resource Fair	06/13/2022	Cupertino
Happy Hollow	Senior Safari	07/28/2022	San Jose



**Santa Clara Family
Health Plan™**

Behavioral Health Update

Mental Health Awareness Month

May is Mental Health Matters Month

Purpose

- Started 68 years ago by Mental Health America
- Raise awareness of mental health conditions and the importance of good mental health for everyone

May is Mental Health Matters Month

Overview

- Mental health is essential to overall health and well-being
- Mental illnesses are common and treatable
- 1 in 5 Americans will be affected by a mental health condition in their lifetime
- Even though most people can be successfully treated, less than half of adults in the US who need services and treatment get the help they need
- Negative stigma can create huge challenges to reaching out and getting needed support

May is Mental Health Matters Month

Take Action

- Take actions to fight stigma and raise awareness
- Stay connected to friends and family to let them know how you're doing and see how they're doing
- If you notice your mental health has not improved since the pandemic or are experiencing prolonged symptoms like hopelessness, isolation, sleeplessness, or lack of motivation, it may be time to take further action and reach out for more support
- Talk to your doctor about how you are feeling



Santa Clara Family Health Plan™

CM Care Coordination & IHSS

CAB Meeting June ,2022

Case Management & Care Coordination

Do you need help to live safely in you home?

If you answered YES then your SCFHP Case Manager can help you apply for In Home Supportive services (IHSS)

What is In Home Supportive Services?

In-Home Supportive Services (IHSS)

IHSS is a State program administered by Santa Clara County Aging & Adult Services that provides in-home care to seniors and persons with disabilities allowing them to remain safely in their homes.

Services May Include:

- **Domestic services** such as housecleaning or chores, meal preparation and clean-up ,laundry, grocery shopping, etc.
- **Personal Care** services such as bathing and grooming, dressing, feeding, etc.
- **Paramedical** services such as administration of medication, puncturing skin, range of motion exercises, etc.
- **Other services** such as protective supervision, transportation.

Beneficiaries self-direct their care by hiring, supervising, and terminating their caregiver if necessary.

70% of IHSS providers are family or friends but an independent IHSS provider register is available for those who need it.

Eligibility:

- ✓ Live in your own home
- ✓ Receive or be eligible for SSI or Medi-Cal benefits
- ✓ Be 65 years or age or older, legally blind, or disabled by Social Security standards.
- ✓ Submit a **healthcare certification form** from a licensed health care professional (Doctor or MFT, NP,LCSW) indicating they need assistance to live at home.

It sounds like I may qualify because...

I currently have a friend or family member helping me in those ways

Or

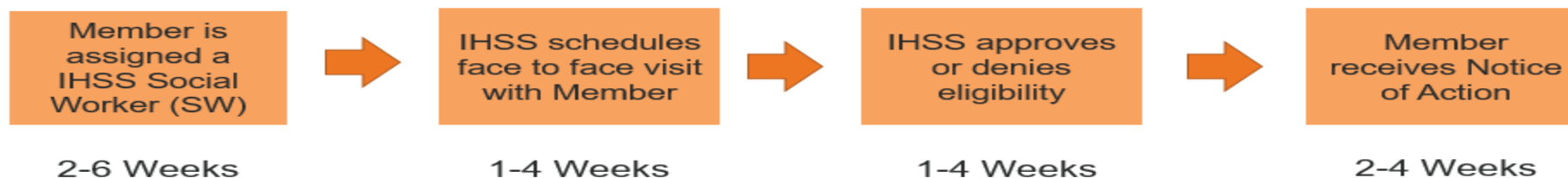
I could really use the help or I may be injured or end up in facility

Question-How do I learn more or get help with the application?

Answer- Get a hold of your assigned Care Coordinator so they can answer any questions you have and help you with the application process.

Question- How long does it take?

IHSS Timeline



Expedited applications for members with critical care needs (see criteria) will be processed within calendar month. IHSS can conduct assessment in hospital or SNF for “provisional eligibility” and communicate with SCFHP about delays or difficulties with securing an IHSS Provider

Expedited IHSS Applications

Members with *critical care needs* that cannot be met fully without additional assistance from IHSS, or when no-one is available to provide in-home care and member is unsafe in his/her own home and at risk of hospitalization without services in place qualifies for Expedited IHSS Referral. **Other Indicators Include:**

- Has been diagnosed with a terminal illness
- Is experiencing a rapid decline in health
- Is transitioning out of a hospital
- Member has elected hospice
- RNs and LVNs are no longer eligible to sign the SOC 873 form, (*Eligible LHCP to sign: MD, Nurse Practitioner , MFTs, and LCSWs*)
- If necessary, IHSS SW will conduct a needs assessment *in the hospital* to establish provisional eligibility prior to discharge. Once home, the SW will complete an in-home assessment.

Reassessment of IHSS hours

IHSS requires all recipients to be reassessed annually to ensure they are assigned appropriate hours. If a recipient has a change in condition or functional status they may be eligible for an early reassessment as long as they meet the following criteria:

- Has been diagnosed with a terminal illness
- Is experiencing a rapid decline in health (worsening dementia or Alzheimer's)
- Member has elected hospice
- Has had multiple ED, SNF, or Hospital admissions which significantly changed mobility and now requires assistance from another person to perform daily activities.

Public Authority Referrals

1. **Registry List**: Provides IHSS recipients a list of providers from the registry list that may be available.

Registry List Referral Process:

- Complete Public Authority Registry Referral form (handout)
- Fax: **408-296-8340** or email: **paregistry@pascc.org**
- Questions on regarding the registry list: 408-350-3251

2. **Care Coaching**: To assist IHSS recipient in recruiting, interviewing, and hiring of Independent Provider (s) (IP).

Care Coaching Referral Process:

- Complete Public Authority Registry Referral form (handout) check the “Needs Care Coaching” box, provide description of needs in comment and fax or email directly to Public Authority

Great! How do I get a hold of my assigned Care Coordinator?

To get in contact with your Care Coordinator you can call the Case Management Help Desk at 1-877-590-8999, Monday through Friday, 8:30 a.m. to 5:00 p.m. TTY/TDD users should call 1-800-735-2929 or 711.

You will be connected with your assigned Care Coordinator who will give you information on how to contact him/her directly.

If you prefer to email you can email us at casemanagmenthelpdesk@scfhp.com

thank
you

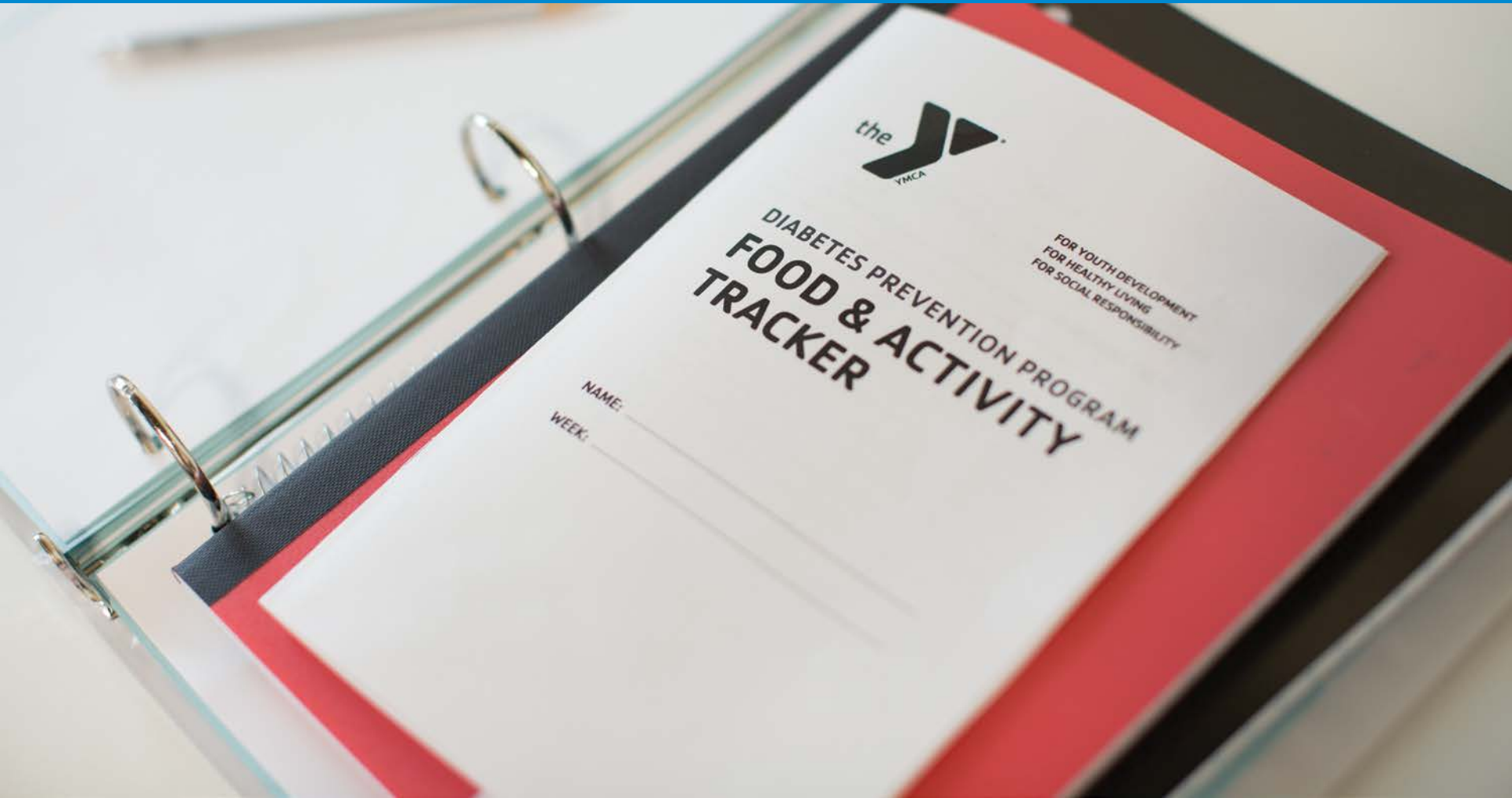


**Santa Clara Family
Health Plan™**

Health Education and Cultural and Linguistics

Overview of YMCA Diabetes Prevention Program (DPP)

YMCA'S DIABETES PREVENTION PROGRAM



PROGRAM OVERVIEW



PROGRAM DETAILS:

- Led by a trained Lifestyle Coach
- Year-long program: 25 sessions
- Open to all community members
- Centers for Disease Control and Prevention (CDC)-approved curriculum
- Includes a four-month YMCA membership with rollover incentive
- Virtual Platform

PROGRAM GOALS:

- Reduce body weight by 5-7%
- Increase physical activity to 150 minutes/week

PROGRAM REACH AND IMPACT

- Offering Y DPP since 2016
- Achieved CDC Full Recognition - September 2018
 - Meet or exceed Diabetes Prevention Recognition Program standards
- Achieved Medicare Supplier Status in 2019
- From 2016-2022
 - 431 people registered
 - 86% attended 4+ classes
 - 73% attended 9+ classes
 - Core Sessions (1-16) completers:
 - Avg 278 min/week of physical activity
 - Avg 3.4% weight loss
 - 32% lost 5% or more
 - 21% lost 7% or more



ELIGIBILITY

- Results from one of three blood tests:
 - Hemoglobin A1c with a value of 5.7-6.4%
 - Fasting plasma glucose test with a value of 110-125 mg/dl
 - Oral glucose tolerance test with a value of 140-199
- BMI of at least 25, 23 if self-identified as Asian
- No history of T1 or T2 Diabetes
- No End Stage Renal Disease (ESRD)
- Not received MDPP services previously

YMCA OF SILICON VALLEY DIABETES PREVENTION PAGE

The screenshot shows the top portion of a website. At the top left is the text 'YMCA OF SILICON VALLEY'. To its right are buttons for 'JOIN', 'GIVE', and links for 'JOBS', 'MY ACCOUNT', 'MY VIRTUAL YMCA360', and 'SELECT LANGUAGE'. A search icon is on the far right. Below this is a blue navigation bar with the 'the Y' logo on the left and links for 'HEALTH', 'PROGRAMS', 'LOCATIONS', 'SCHEDULES', 'MEMBERSHIP', 'FAQS', and 'ABOUT'. The main content area has a dark background with the title 'DIABETES PREVENTION PROGRAM' in white. Below the title is a breadcrumb trail: 'Home' > 'Health & Wellness' > 'Disease Prevention & Management' > 'Diabetes Prevention Program'. The main text reads: 'NOW AVAILABLE VIRTUALLY, the Y's Diabetes Prevention Program gives you the skills you need and the support you deserve to make lasting healthy lifestyle changes.' This is followed by a 'DID YOU KNOW?' section with three bullet points. To the right is a white box with a blue border containing a 'KNOW YOUR RISK' section with a 'TAKE THE QUIZ' button. Below that is a 'GET STARTED TODAY' section with a 'GET STARTED' button. At the bottom of the page, there is a footer with the text '5 | YMCA'S DIABETES PREVENTION PROGRAM | ©2016 YMCA of the USA'.

YMCA OF SILICON VALLEY

JOIN GIVE JOBS MY ACCOUNT MY VIRTUAL YMCA360 SELECT LANGUAGE

the Y

HEALTH PROGRAMS LOCATIONS SCHEDULES MEMBERSHIP FAQS ABOUT

DIABETES PREVENTION PROGRAM

Home Health & Wellness Disease Prevention & Management Diabetes Prevention Program

NOW AVAILABLE VIRTUALLY, the Y's Diabetes Prevention Program gives you the skills you need and the support you deserve to make lasting healthy lifestyle changes.

DID YOU KNOW?

- 88 million adults in the United States have prediabetes, but less than 20% know they have it.
- People with prediabetes are likely to develop type 2 diabetes within 10 years, unless they take steps to prevent or delay the disease.
- Diabetes is a leading cause of heart disease, stroke, blindness, kidney disease and nerve disease.

The good news is, lifestyle changes such as eating healthier, increasing physical activity and losing a modest amount of weight can prevent or delay development of type 2 diabetes in those at high risk for the disease. The YMCA's Diabetes Prevention Program can help you adopt and maintain these healthy habits to reduce your risk and ensure that you can live life to its fullest.

Email ymcadpp@ymcasv.org with questions or [submit your interest here](#) to get started.

KNOW YOUR RISK

Take this short survey to learn your diabetes risk.

TAKE THE QUIZ

GET STARTED TODAY

If you are at risk for diabetes, take action by completing this intake and qualification form.

GET STARTED

5 | YMCA'S DIABETES PREVENTION PROGRAM | ©2016 YMCA of the USA



REGISTRATION PROCESS

ymcasv.org/dpp

Self- Referral

1. Select GET STARTED button.
2. Complete the confidential form: YMCA of Silicon Valley Diabetes Prevention Program Intake and Qualification Form
3. Our YMCA Diabetes Prevention Registrar will contact you regarding next steps.
4. If eligible, wait times for cohort placement are variable.

Office/Plan Referral

1. Send a secure email with participant contact information to ymcadpp@ymcasv.org
2. Our registrar will follow up with potential participant to discuss the program, answer questions and to conduct an intake.



THANK YOU

YMCA's Diabetes Prevention Program

www.ymcasv.org/dpp

ymcadpp@ymcasv.org

408.351.6440

Mary Hoshiko Haughey, Chief Operating Officer



**Santa Clara Family
Health Plan™**

Cal MediConnect Ombudsperson Program Update



**Santa Clara Family
Health Plan™**

Future Agenda Items

Next Meeting: September 1, 2022



**Santa Clara Family
Health Plan™**

Adjournment