



Regular Meeting of the

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

Thursday, September 3, 2020, 11:30 AM – 1:00 PM
Santa Clara Family Health Plan
6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(669) 900-6833
Meeting ID: 912 9266 1949
<https://zoom.us/j/91292661949>

AGENDA

1. Introduction	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 Cal MediConnect Consumer Advisory Board (CAB) reserves the right to limit the duration of the public comment period to 30 minutes	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review meeting minutes of the June 4, 2020 Cal MediConnect Consumer Advisory Board (CAB) meeting	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics	Dr. Nakahira	11:45	5 min
5. Discussion Items			
a. COVID-19 update	Dr. Nakahira/ Ms. Zhang	11:50	10 min
b. Behavioral Health Options Taking Care of Health and Well-being During Times of Uncertainty	Ms. McKelvey	12:00	10 min
6. Standing Items			
a. Community Resource Center Provide update on planning and implementation	Ms. Watkins	12:10	5 min
b. Member Communications Review of SCFHP member communications	Ms. Zhang	12:15	10 min
c. Health Education and Cultural and Linguistics Review of Health Education programs available	Ms. Hernandez	12:25	5 min
d. Cal MediConnect Ombudsman Program Updates	Ms. Huyenh-Cho	12:30	10 min
e. Future Agenda Items Discuss topics for future meetings	Dr. Nakahira	12:40	10 min

7. Member Feedback and Experience	Dr. Nakahira	12:50	10 min
8. Adjournment	Dr. Nakahira	1:00	

Next meeting: Thursday, December 3, 2020 at 11:30 a.m.

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.

**Cal MediConnect Consumer
Advisory Board
Public Comment**

**Cal MediConnect Consumer
Advisory Board
Meeting Minutes
June 4, 2020**

Regular Meeting of the

Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board

Thursday, June 4, 2020, 11:30 PM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

MINUTES - DRAFT

Members Present

Laurie Nakahira, DO, Chief Medical Officer
Charles Hanks
Tiffany Huyenh-Cho, Ombudsman, Staff Attorney at Bay Area Legal
Narendra Pathak
Kumarapuram “Manni” Subramanian

Members Absent

Luis Gova Gonzalez
Raymond Sanitago
Verna Sarte
Dennis Schnieder

Staff Present

Laura Watkins, Vice President, Marketing & Enrollment
Johanna Liu, Director, Quality and Process Improvement
Charlene Luong, Manager, Customer Service
Theresa Zhang, Manager, Communications
Byron Lu, Process Improvement Project Manager
Lynette Topacio, Marketing Project Manager
Zara Hernandez, Health Educator
Divya Shah, Health Educator
Amy O’Brien, Administrative Assistant

1. Roll Call

Dr. Nakahira, DO, Chief Medical Officer and Chair, called the meeting to order at 11:36 am. Roll call was taken.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the March 5, 2020 Cal MediConnect Consumer Advisory Board Committee meeting were reviewed and approved.

4. Health Plan Update

Dr. Nakahira began with an update on how COVID-19 has affected Santa Clara Family Health Plan (SCFHP), our members and our providers. She noted that almost 97% of staff are working from home now, continuing to serve members and providers. There is no firm date as to when staff will return to the office, but SCFHP has been in discussion as to the many changes required to safely return staff to working from the office.

Dr. Nakahira reported we are in our CMS audit period for revalidation, and we are in our clean period for case management. We will have an onsite audit, probably at the end of August, and will be evaluated to ensure we

are 100% compliant with the regulatory requirements from May 1 through June 30, 2020. Grievance and Appeals has also completed their audit, and they are waiting on their final report. Dr. Nakahira referenced the state budget, noting there is a large deficit. She stated that SCFHP will keep an eye on exactly how proposed budget changes affect the Plan and member benefits. We will keep you informed as the information comes in.

5. Discussion Items

a. COVID-19 Update

Theresa Zhang, Manager, Communications, gave an update on COVID-19, noting what has been done to assist our members during and throughout this pandemic. The Plan has implemented telehealth via the nurse advice line that is available 24/7 for health advice. If needed, a virtual physician visit can be scheduled. The member will also have the ability to provide their PCP with a summary of their visit. Ms. Zhang reported that the "We are here for you" flyers were mailed to all members, and robo-calls sent to members more vulnerable to COVID-19. Similarly, the Plan has called members more vulnerable to COVID-19 to provide live assistance. Ms. Zhang stated that we have put information together in a resource guide. Ms. Zhang noted that at SCFHP, we work together to research community-based organizations and programs, offering special support and assistance during COVID-19. Also, Ms. Zhang stated that the Plan has temporarily suspended the requirement to provide Customer Service 3-5 business days advance notice to schedule transportation to and from medical appointments. During COVID-19, we are working to assist members with their transportation needs. We worked with our transportation vendors to establish more stringent guidelines to transport members safely, focusing on protecting the drivers and members' safety and well-being. We created a page on our website that consolidates COVID-19 information that we think may be useful to our members and linked to reputable resources like the CDC and the County. We're keeping an eye on the flow of information and working together internally to keep this page updated. The Communications team is posting and sharing the same information on Facebook and linking directly to where you can find local resources and support from our community partners.

6. Standing Items

a. Community Resource Center (CRC)

Laura Watkins, VP, Marketing and Enrollment, gave an update on the Community Resource Center, noting construction was suspended due to COVID-19, and, as of early May, construction was resumed and the demolition has been completed. We have posted a job for the Manager of the CRC, and hope to hire someone within the next couple of months. We expect to have occupancy by mid-September. Ms. Watkins noted that due to the coronavirus there will be no Grand Opening until it is safe to do so.

b. Member Communications

Ms. Zhang briefed the committee on the various ways the Health Plan communicates with its members. She noted the Spring edition member newsletter was sent. SCFHP has also sent the "We are here for you" COVID-19 information/resource flyer to all members, and the "Stay Active at Home during the Coronavirus Crisis" Silver & Fit mailer to members already registered with Silver & Fit. SCFHP has made robo-calls as well as live calls, to check in with vulnerable, high-risk members. The website is regularly updated with materials from meetings, monthly updates to the full formulary, and the provider directory. SCFHP created a page on our website where we have coronavirus information. Ms. Zhang also reported that SCFHP has joined Aunt Bertha. She noted the platform assists staff with connecting members to community resources and social services in Santa Clara County. Ms. Zhang referenced the events SCFHP attended since the last CAB meeting: the Senior Winter Walk and Resource Fair, the Adult Transition and Adult Services Fair, the South County Health Fair, and the Senior Resource Center. She noted that there are no upcoming events scheduled.

c. Health Education and Cultural & Linguistics

Zara Hernandez, Health Educator, summarized the language assistance programs available to our members at no cost, noting that we provide 24-hour phone language assistance to members whose primary language is not

English. Our Customer Service staff speak threshold languages, English, Spanish, Vietnamese, Tagalog, and Chinese. In-person interpreter services are also available upon request. In-person interpreter services can be scheduled if a member needs assistance at a medical appointment or health education class and should be requested at least 5 business days in advance of the appointment. SCFHP will try to accommodate any requests that are not made 5 business days in advance to the best of our ability. Members can call SCFHP Customer Service to request these services. SCFHP translates all vital documents into the threshold languages and provides translation into non-threshold languages upon request. Vital documents are member-informing materials on how to access and use the health plan services. Non-vital documents, such as care plan, can be translated upon request. SCFHP also provides materials in alternate formats upon request: Braille, audio, and large print. Ms. Hernandez responded to a question regarding Health Education materials available for members who are diabetics, have high blood pressure, or stroke related problems.

d. Cal MediConnect Ombudsman Program Updates

Tiffany Huyenh-Cho, Ombudsman Staff Attorney with Bay Area Legal Aid, introduced herself and stated Bay Area Legal Aid is a non-profit law firm that provides free legal assistance and advice for individuals facing issues with health care access and insurance eligibility. They are the Cal MediConnect Ombudsman for Santa Clara County. Part of their work includes helping dual eligible individuals, those on Medicare and Medi-Cal.

Ms. Huyenh-Cho also highlighted the guidance put out by the Department of Health Care Services regarding Medi-Cal. Due to the pandemic, the state issued a state of emergency order. Under this state of emergency, the state put a “pause” on any negative actions taken on behalf of Medi-Cal redetermination cases. Counties cannot terminate someone from Medi-Cal, nor make any negative changes in their benefits during the state of emergency, which could be through August 2020. Counties are sending out renewal packets as planned. If anyone fails to return those renewal packets, they cannot be terminated until this emergency order is lifted. At that time, the counties can then start processing negative actions. Any member that receives an adverse action on their benefits during this time should contact Bay Area Legal. They are actively reaching out to the County and the Department of Health Care Services to highlight these individual cases.

With the pandemic and increased unemployment, some people are now looking for medical coverage. The state is allowing some exceptions to standard processes during this emergency. If someone is either applying for Medi-Cal or completing a renewal packet, they can attest to certain financial information, as well as complete a self-attestation verbally over the telephone. Also, members are reaching Bay Area Legal via Telehealth services regarding dental services. Since there is a pause in dental appointments, except for emergencies or urgent care, members are finding it hard to find providers who are taking emergency or urgent cases. Please refer these members to us because there's a lot of changes going on with Medi-Cal at this time. Bay Area Legal has been keeping updated on that and helping give guidance when possible.

e. Future Agenda Items

Narendra Pathak, Committee Member, suggested presenting more information on COVID-19, as well as an update on the plan's benefits packages and the changes made due to the budget.

7. Member Feedback and Experience

Mr. Pathak emphasized the importance of having more open communications with the members.

8. Adjournment

The meeting was adjourned at 12:38 pm. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, September 3, 2020 at 11:30 am.

Dr. Laurie Nakahira, Chief Medical Officer



**Santa Clara Family
Health Plan™**

COVID-19 Update

Cal MediConnect Consumer Advisory Board, September 3, 2020

COVID-19 Update

What we've done

- Called members in Health Homes Program and Case Management to ask how they are doing and if they need any help
- Called members who have behavioral health or severe mental illness to ask how they are doing and if they need any help
- Developed a Community Resource Guide that documents and shares local resources to support members during COVID-19
- Suspended the requirement to provide Customer Service 3-5 business days advance notice to schedule transportation to COVID-related medical appointments
 - Reinstated this requirement in early July for non-COVID-related medical appointments
- Continued to make arrangements with transportation vendors to have special accommodation and cleaning guidelines when transporting members with suspected or confirmed COVID-19
- Kept the COVID-19 webpage updated for members: <https://www.scfhp.com/news-center/releases/coronavirus-important-information-from-scfhp/>
- Continued to share COVID-19 precautions on Facebook, as well as information from community partners about local resources and support
 - Shared information on the importance of catching up on preventive care

**Cal MediConnect Consumer
Advisory Board
Behavioral
Health Options**



Santa Clara Family Health Plan™

Taking Care of Health and Wellbeing During Times of
Uncertainty

Natalie McKelvey, LCSW

09/03/2020

Taking Care of Health & Wellbeing During Times of Uncertainty

Stress during an infectious disease outbreak can sometimes cause the following:

- Fear and worry about your own health and the health of your loved ones, your financial situation or job, or loss of support services you rely on
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of tobacco, and/or alcohol and other substances

Taking Care of Health & Wellbeing During Times of Uncertainty

Try to:

- *Separate what is in your control from what is not*
- *Do what helps you feel a sense of safety*
- *Get outside in nature--even if you are avoiding crowds*
- *Challenge yourself to stay in the present*
- *Stay connected and reach out if you need more support*

Taking Care of Health & Wellbeing During Times of Uncertainty

Some Ideas:

- Talk about your feelings
- Keep active
- Eat well
- Drink sensibly
- Keep in touch
- Ask for help
- Take a break
- Do something you're good at
- Accept who you are
- Care for others

Taking Care of Health & Wellbeing During Times of Uncertainty

The Holiday Season Is Near.....

- **Recognize that the people in your life are who they are**
- **Give yourself permission to let some things go**
- **Take time every day to enjoy something about the season**
- **Take care of yourself**
- **Everything in moderation**
- **Stick to your budget if giving gifts**
- **Reach out**
- **Do random acts of kindness**
- **Be grateful**

Taking Care of Health & Wellbeing During Times of Uncertainty

Some Reminders:

- Referrals for talk therapy do not require a prior authorization
- Your primary care physician can prescribe medications
- Appointments include office visits or via telehealth
- SCFHP has an internal Behavioral Health Team to help coordinate care and resources
- Santa Clara County Behavioral Health Call Center 800-704-0900
- Santa Clara County Gateway 800-488-9919

Taking Care of Health & Wellbeing During Times of Uncertainty

1

Getting Help

Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

2

Getting Connected

Call the Santa Clara County Behavioral Health Call Center for a screening and referral to services.

800-704-0900

3

Getting Coordination

Call Santa Clara Family Health Plan Case Management for help with coordination for behavioral health or substance use services.

877-723-4795

Taking Care of Health & Wellbeing During Times of Uncertainty

We Are In This Together!

Natalie McKelvey, LCSW
Manager, Behavioral Health

nmckelvey@scfhp.com

(408) 874-1425

Today, do one little thing to
take better care of yourself

...then repeat tomorrow



**Santa Clara Family
Health Plan™**

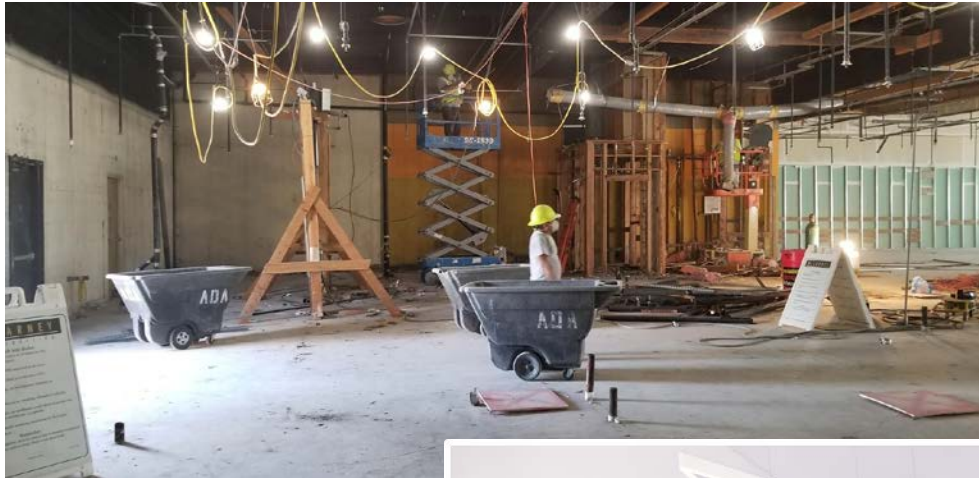
**Cal MediConnect Consumer
Advisory Board
CRC Update**

Community Resource Center

Update

- Finishes finalized and furnishings ordered
- CRC Manager hiring progressing
- Program planning in process internally and with Community Based Organizations
- Occupancy projected for mid-October

Community Resource Center





**Santa Clara Family
Health Plan™**

Member Communications

Cal MediConnect Consumer Advisory Board, September 3, 2020

Member Communications

<p>MAILINGS</p>	<ul style="list-style-type: none"> • Summer Newsletter • Virtual health and well-being assessment outreach letter <ul style="list-style-type: none"> ○ Sent by Signify Health; service is at no cost to member
<p>CALLS</p>	<ul style="list-style-type: none"> • Live calls to vulnerable, high-risk members to check in during COVID-19 • Live calls by Signify Health to schedule an appointment for a virtual check-in
<p>WEBSITE</p>	<ul style="list-style-type: none"> • Board & Committee Meetings <ul style="list-style-type: none"> ○ Agendas, agenda packets, meeting minutes • Formulary and Provider Directory • Coronavirus Update




HEALTHY LIVING
Cal MediConnect Plan (Medicare-Medicaid Plan)

SUMMER 2020

NEW!
Connect to a telehealth doctor via the nurse advice line
Call our 24/7 nurse advice line when you are not sure what kind of care you need. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor. The telehealth doctor can:

COVID-19
We're committed to your health and safety
News about the coronavirus pandemic is changing fast. We want information you and your loved ones can use to stay healthy.





signifyhealth
4055 Valley View Lane Suite 400
Dallas, TX 75244

<Date>

<Member Name>
<Address>
<City, State Zip Code>

Dear <Member Name>,

In partnership with Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) (SCFHP Cal MediConnect), Signify Health is offering a special virtual health and well-being assessment and possible follow-up in home assessment later in the year if needed. Neither will cost you a thing and they are great resources. That's how we look after SCFHP Cal MediConnect members like you.

As COVID-19 continues to unfold across the United States, we want to take a moment to assure you that during the unprecedented time we remain dedicated to the health and well-being of members like you. As such, Signify Health is temporarily offering you

Member Communications

Educational Events

- **SCFHP attended a few virtual events since June 4, 2020:**
 - AACI's Better Together Gala
 - VMC Foundation's Drive-thru Tribute to Heroes Celebration
 - Veggielution's San Jose VeggieFest
- **Upcoming virtual events scheduled:**
 - Healthier Kids Foundation's A Benefit Celebrating Kids – 9/15
 - City of Campbell's Caregivers Count Conference – 9/26
 - Momentum for Mental Health's Shining Stars Gala – 10/2
 - Next Door Solutions' Light up the Night – 10/15

NEW!

Connect to a telehealth doctor via the nurse advice line

Call our 24/7 nurse advice line when you are not sure what kind of care you need. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor. The telehealth doctor can:

- ▶ Go through your symptoms
- ▶ Recommend a treatment
- ▶ Send a prescription to your nearest pharmacy

This service is offered at no cost for Santa Clara Family Health Plan members.

CALL the nurse advice line toll-free 24 hours a day, 7 days a week, at **1-844-803-6962**.

COVID-19

We're committed to your health and safety



News about the coronavirus pandemic is changing fast. We want to assure you that your health and safety are our priorities. We are here for you. As we all adapt to life during the pandemic, it's important that we do not let our guard down.

We're keeping our website at www.scfhp.com updated with important information and resources about COVID-19. Our Health Library has wellness

information you and your loved ones can use to stay healthy. Remember: We are all in this together. Stay informed and:

- Avoid close contact
- Clean your hands often
- Cover your mouth and nose with a cloth face cover when around others
- Cover coughs and sneezes
- Clean and disinfect frequently touched surfaces



THE CENTERS FOR DISEASE CONTROL AND PREVENTION provides updated and reliable information at www.cdc.gov/coronavirus. You can also find more information about COVID-19 from the Santa Clara County Public Health Department at www.sccgov.org/covid19.

Call Us

Customer Service

8 a.m. to 8 p.m.,
Monday through Friday

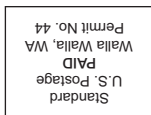
1-877-723-4795

TTY: 711



ME

Health and wellness or prevention information





**Are you
registered
to vote?**

Election Day is on Nov. 3 this year, and it's coming up fast. This is the day that the nation votes for president, vice president, a third of the Senate, and all of the House of Representatives.

Every vote counts! When you and your family vote, you can impact outcomes and make your voice heard. If you're not registered, you can't vote! The deadline to register to vote is 15 days before Election Day on Oct. 19. **Every registered voter will receive a vote-by-mail ballot starting 29 days before Election Day.**

Santa Clara County Registrar of Voters provides voting materials in English,

Chinese, Spanish, Tagalog, and Vietnamese. They have bilingual staff who can help you with voting questions. Call toll-free for assistance in English, Chinese, Spanish, Tagalog, or Vietnamese at **1-866-430-8683**.

You can do all of the following on the Santa Clara County Registrar of Voters website:

- Register to vote in California and in Santa Clara County
 - Change your address and update your voter registration
 - Check if you are registered to vote
 - See what's on the ballot
 - Find a Vote Center or a ballot drop-off location near you
- Register to vote today!



VISIT www.sccvote.org for more information.



Need help in your language?

If you are more comfortable speaking a language other than English, Santa Clara Family Health Plan (SCFHP) can help you. Whether you are contacting SCFHP or visiting a doctor, we have interpreters available.

KNOW YOUR RIGHTS

- › You can get an in-person or telephone interpreter at no cost to you. This includes sign language.
- › When you go to the doctor, interpreters are available 24 hours a day.
- › You can ask for SCFHP plan materials in English, Spanish, simplified Chinese, Tagalog, and Vietnamese.
- › You can also get written materials in large print, braille, or other formats depending on your needs.

HOW CAN YOU GET AN INTERPRETER?

Tell your doctor's office you'd like one. You can do this when you call to set up your next visit. You can also ask us for an in-person interpreter or an interpreter by phone.



CALL CUSTOMER SERVICE toll-free at 1-877-723-4795. TTY users should call 711.

Be prepared for a power shutoff

During hot, dry summers, your power company may need to shut off your electricity to help prevent wildfires. These safety shutoffs can last for days. So it's important for every family to be prepared.

Here are eight steps to prepare for a power shutoff:

- 1. Sign up for alerts.** Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.
- 2. Create a supply kit.** Stock it with enough water and nonperishable food to last for a week. Plan on one gallon of water per person per day. Be sure to refresh your kit at least once a year.
- 3. Keep cash at home or with you.** ATMs may not work during a shutoff.
- 4. Gas up.** If you have a car, make sure the tank is full before the power goes off.



- 5. Stock up on batteries.** You'll need these for things like flashlights and radios. It's a good idea to always have two extra sets in various sizes.
- 6. Keep flashlights around.** Steer clear of candles. They can be a fire hazard.
- 7. Prep your phones.** Find out if your landline will work without power. If you have a cell phone, keep it charged.
- 8. Talk with your doctor, if needed.** Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare for special situations like these.

Sources: Pacific Gas and Electric Company; Ready.gov



SIGN UP for AlertSCC
at www.alertscc.com.

AlertSCC: Your information lifeline in an emergency

AlertSCC is a free and easy way to get emergency alerts sent directly to your mobile phone, landline, or email.

Alerts can include:

- ▶ Information and instructions during emergency situations, including fire, earthquake, and severe weather
- ▶ Crime incidents that affect your neighborhood
- ▶ Post-disaster information about shelters, transportation, or supplies

Controlling high blood pressure (hypertension)

Blood pressure normally rises and falls throughout the day, but it can cause health problems if it stays high for a long time.

Several, possibly serious, health conditions are linked to high blood pressure. These include:

- Heart disease
- Kidney disease
- Stroke
- Eye disease
- Atherosclerosis (a disease of the arteries caused by a buildup of plaque, or fatty material)

Keeping high blood pressure under control is very important. Here are three things you can do to manage your high blood pressure.

1. Manage stress. Take a break, practice meditation, take deep breaths, take a walk.

2. Maintain a healthy weight. Talk to your doctor to find out if you need to lose weight, how much, and how best to do it.

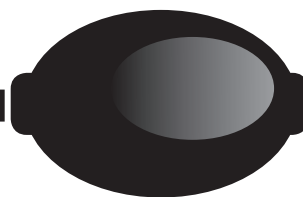
3. Take your medications properly. Follow your doctor's instructions carefully. Always ask your doctor or pharmacist if you don't understand something. Never stop taking your medication without talking to your doctor or pharmacist.

Together, you and your health care team can prevent and treat the causes of high blood pressure.

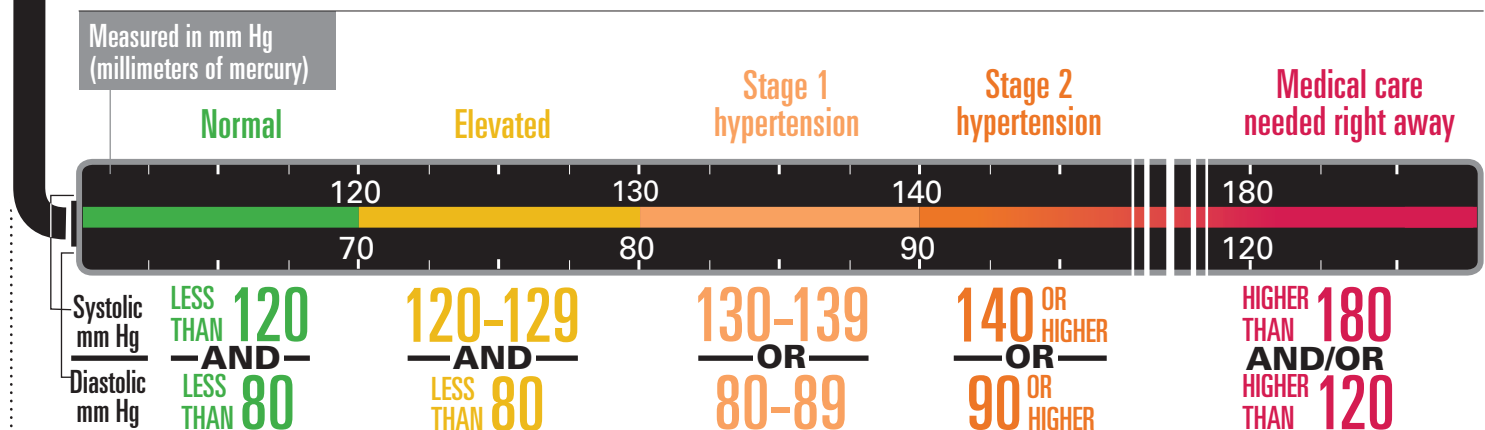


SANTA CLARA FAMILY HEALTH PLAN (SCFHP) covers blood pressure monitors to use at home, at no cost. Visit your doctor's office for a blood pressure reading and get a prescription for a blood pressure monitor. Questions? Call SCFHP Customer Service.

BLOOD PRESSURE by the NUMBERS



Blood pressure is the force of blood against the walls of blood vessels. High blood pressure, or hypertension, can cause your heart to work too hard. This raises your risk for serious health problems, including heart attack and stroke.



KNOW YOUR NUMBERS

Talk with your doctor about your blood pressure. Ask how often you should have it checked.

Sources: American Heart Association; National Institutes of Health

NEED A DOCTOR? Search online at www.scfhp.com/for-members/find-a-doctor or call SCFHP Customer Service.

CASE MANAGEMENT

Understand your benefits

Have you ever:

- Been unclear about your benefits?
- Been unable to get health care or medical equipment because the paperwork or process is too complicated?
- Had trouble getting your prescriptions filled and taking your medications on time?
- Had trouble getting a ride or taking the bus to doctors' appointments?
- Had your health problems get bad enough that you frequently visit the emergency room?
- Been confused about what community resources are available and how to find them?

If you answered yes to any of the above, a Santa Clara Family Health Plan (SCFHP) case manager can help you. Members are assigned a case manager who is a:

- Registered nurse
- Social worker, or
- Personal care coordinator

Your case manager can help you:

- Coordinate your health services
- Coordinate your community resources
- Make the most of your health plan benefits



Catch up on preventive care

While the COVID-19 pandemic was at its peak, it was important to stay home. For you and your family, that may have meant avoiding some routine doctor's visits. But now that restrictions are easing up, it's time to catch up on any preventive health services you missed.

A GOOD WAY TO STAY HEALTHY

Preventive care includes screening tests, vaccines, and wellness checkups that help you stay healthy.

It includes things like:

- ▶ Mammograms and Pap tests for women
- ▶ Screenings for heart disease and cancer
- ▶ Flu and pneumonia shots
- ▶ Routine checkups where you can get advice about diet, exercise, and safety

Santa Clara Family Health Plan covers preventive health services like these from your doctor. So don't put them off. It's safe to visit your doctor again—and doing so helps keep you and your family healthy.

Sources: American Academy of Family Physicians; HealthCare.gov

TO ASK FOR MORE CASE MANAGEMENT SUPPORT, call SCFHP Case Management toll-free at **1-877-590-8999**, Monday through Friday, 8:30 a.m. to 5 p.m. Or complete a Case Management Referral Form at bit.ly/CM_ReferralForm. You will hear back from us within five business days.

DIABETES

All about the HbA1C test

If you have diabetes, your doctor may ask you to get an A1C blood test. An A1C test helps you and your doctor see how well your treatment is working.

Daily blood sugar checks give you a glimpse of your blood sugar level at that moment in time. That's important. But an A1C test shows your average blood sugar levels for the past two to three months. It gives you an even bigger picture of your health.



Ask your doctor what your A1C goal should be and when you need to be tested. A goal of less than 7% is usually recommended. Keeping your average levels on target can reduce the risk of diabetes complications.

Sources: American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases

Keep an eye out for diabetes-related vision problems

When you have diabetes, seeing an eye doctor at least once a year for a comprehensive dilated eye exam is important. Diabetes raises the risk for several eye diseases that can steal your sight. Most of them start with few, if any, symptoms. But an eye doctor can spot the diseases early, when they are often easier to treat.

Four to know

It's important to understand the eye diseases commonly associated with diabetes. Here are four:

- 1. Glaucoma.** This happens when fluid in the eye can't drain properly. As the fluid builds, it can damage the optic nerve, which connects the eye to the brain.
- 2. Diabetic retinopathy.** The retina is the inner lining at the back of each eye. High blood sugar can harm the blood vessels around the retina and cause them to form pouches that affect vision.
- 3. Diabetic macular edema.** Diabetes can cause swelling in the macula, which is part of the retina.



This can lead to partial or complete vision loss.

4. Cataracts. A cataract is a clouding of the lenses in the eye. It diminishes vision. And if you have diabetes, you have a higher risk of developing cataracts at an earlier age.

Prevent eye disease

Anyone with diabetes can get one of these eye diseases. But your risk is higher if your blood glucose, cholesterol levels, or blood pressure are not under control. Smoking makes you more at risk. Managing these risks and seeing your eye doctor regularly can help protect your eyes.

Sources: American Diabetes Association; National Institutes of Health



Need help managing your drugs?

Santa Clara Family Health Plan (SCFHP) has a program called Medication Therapy Management (MTM) that helps you and your doctor manage your drugs. SCFHP works with SinfoníaRx to review your drugs and health conditions to find ways to improve your health. SinfoníaRx has pharmacists ready to talk to you about your drugs. Members who qualify for the MTM program will receive a letter from SinfoníaRx with more information. To qualify, you must meet all of the following:

- ▶ Have at least three of the selected chronic diseases
- ▶ Take at least eight different maintenance drugs
- ▶ Be likely to spend at least \$4,255 on covered Part D drugs in 2020

TO LEARN MORE, visit www.scfhp.com/mtm.



The physical side of anxiety

It's normal to feel anxious when you're facing something stressful, like a new job or a first date. But if you're often on edge for no reason, or if you worry to the point that it's hard to function, you should talk to your doctor about anxiety.

Red flags to watch for

Anxiety is more than just a feeling. It can cause changes in your body. You might:

- Feel your heart beat fast
- Sweat too much
- Get headaches
- Have an upset stomach
- Feel dizzy
- Go to the bathroom too often or have diarrhea
- Feel short of breath
- Have tense muscles
- Shake or tremble
- Not sleep well

Because of these symptoms, it's easy to mistake anxiety for another

illness. Panic attacks, for instance, can cause chest pain. Some people think they are having a heart attack.

If feeling anxious or worried affects your daily life, tell your doctor about all your symptoms—in mind and body. These symptoms may lead to other conditions like depression and substance problems—which, if not addressed, can increase the risk of suicide.

For more help, call Santa Clara County Behavioral Health Services.

Call these toll-free numbers:

- For the 24/7 Suicide and Crisis Hotline, call **1-855-278-4204**.
- For mental health services, 24/7, call **1-800-704-0900**.
- For substance abuse services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.
- For emergency help, please call **911**.

Sources: HelpGuide.org; Mental Health America

Get the info you need from home

Here are some self-service health resources available to you on the Santa Clara Family Health Plan (SCFHP) website at www.scfhp.com.

mySCFHP member portal

You can see your plan information, request transportation to and from medical appointments, view and request to change your primary care physician, and more. Visit www.member.scfhp.com to get started.

You will need the information on your SCFHP member ID card to create an account.

Find-a-doctor tool

Start here to find a doctor, hospital, or pharmacy near you. You can even find a doctor who speaks your language. Our network of providers and hospitals can provide you and



your family with the quality health care you expect. Visit www.scfhp.com to use the tool. Call Customer Service toll-free at **1-877-723-4795** (TTY: 711) if you need any help.

Member materials

Easily access your Member Handbook, Provider Directory, Appointment of Representative Form, and more. These documents describe other parts of your coverage, such as procedures for complaints and an explanation

of your rights. To find your forms and documents, visit “Cal MediConnect Member Materials” at www.scfhp.com/healthcare-plans/cal-medicconnect/member-materials.

Health information

Use the online Health Library for more information about your health. You can find health tools, recipes, and articles to help you take better care of your health. Visit our Health Library at www.scfhp.com/health-library.

HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

SUMMER 2020

Information in HEALTHY LIVING comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

SANTA CLARA FAMILY HEALTH PLAN

PO Box 18880, San Jose, CA 95158

1-877-723-4795 • www.scfhp.com

TTY: 711

Discrimination is Against the Law

Santa Clara Family Health Plan (SCFHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCFHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCFHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users call 1-800-735-2929 or 711.

If you believe that SCFHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Attn: Appeals and Grievances Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119
Phone: 1-877-723-4795
TTY/TDD: 1-800-735-2929 or 711
Fax: 1-408-874-1962
Email: CalMediConnectGrievances@scfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
TDD: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Language Assistance Services

English: ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

中文 (Chinese): 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-877-723-4795 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

Tagalog – Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

한국어 (Korean): 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

Հայերեն (Armenian): Ուշադրութեամբ խոսելով հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարել Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Չանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس هستند. از طریق شماره 1-877-723-4795 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 1-800-735-2929 یا 711 تماس بگیرند. این تماس رایگان است.

日本語 (Japanese): 注意事項: 日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、午前 8 時～午後 8 時に対応のカスタマーサービス(1-877-723-4795)までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

Hmoob (Hmong): LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntawm 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م. مستخدم الهاتف النصي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجانًا.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

ภาษาไทย (Thai): เรียง: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

ខ្មែរ (Mon-Khmer, Cambodian): ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបាន ពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ເຊິນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທຟຣີ.



4055 Valley View Lane Suite 400
Dallas, TX 75244



<Date>

<Member Name>

<Address>

<City, State Zip Code>

Dear <Member Name>,

In partnership with Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) (SCFHP Cal MediConnect), Signify Health is offering a special virtual health and well-being assessment and possible follow-up in home assessment later in the year if needed. Neither will cost you a thing and they are great resources. That's how we look after SCFHP Cal MediConnect members like you.

As COVID-19 continues to unfold across the United States, we want to take a moment to assure you that during the unprecedented time we remain dedicated to the health and well-being of members like you. As such, Signify Health is temporarily offering you a virtual health and well-being assessment to comply with shelter in place orders. Later in the year, you may also be contacted to schedule a follow-up, in-home assessment if needed and if safety allows at that time. We have contracted with SCFHP Cal MediConnect to provide these services to their members. This gives you an opportunity to speak with a clinician about any questions or concerns you may have about your health and receive helpful coronavirus (COVID-19) education and best practices to stay safe.

You're eligible to take part at no cost. It's easy to participate and here's what you can expect:

- Signify Health will call you to schedule an appointment
 - For the time being, SCFHP Cal MediConnect is offering a virtual visit instead of the traditional face-to-face in-home assessment due to the COVID-19 pandemic. This virtual visit will use video communication depending on what type of video connection services that you have available on your cell phone or home computer. At some point we may return to offering the in-home service if safety permits. Our scheduling agents will inform you of the services currently available when you are called to schedule your assessment.
 - For helpful information about how video communication is used for the virtual health and well-being assessment, please visit the following link:
<http://www.signifycare.com/>
- The doctor or nurse practitioner will conduct the assessment at the scheduled time
- You get to talk with the healthcare professional and ask any questions or voice any concerns about your health or ways to improve your home environment

- Develop a personalized list of topics for you to discuss with your providers at your next visit
- Discuss other SCFHP Cal MediConnect programs that may be helpful to you
- Have your medications on hand for the clinician to review
- You will receive helpful coronavirus (COVID-19) education and best practices to stay safe for as long as these measures are in place
- After your virtual visit is complete, you and your physicians will receive a summary of your visit with important action items to follow up on.
 - The results of this visit are communicated directly and securely to your primary care physician and used by your plan to assist in care coordination and care planning. If you are not already connected to a primary care physician, Santa Clara Family Health Plan strongly encourages you to connect with a provider who can work with you to manage your health. For help finding a primary care physician that meets your needs, please call SCFHP Cal MediConnect Customer Service at **1-877-723-4795** (TTY: **711**), Monday through Friday, 8 a.m. to 8 p.m.

Survey responses indicate a 95% member satisfaction rating. Last year, Signify Health performed over 1 million health risk assessments for health plan members across the country. Health plan members report clinicians were extremely knowledgeable, helpful and that they appreciated getting to spend unhurried time with a medical professional. Many even asked if they could have the same clinician again next time. And speaking of next time, a follow-up, in-home health assessment will only take place when federal, state, and local guidance is provided that face-to-face activities are safe to resume. The in-home health assessment will provide you the opportunity to spend additional time with a Signify Health provider to discuss any health related changes since your virtual assessment and evaluate progress as we continue to support the care you now receive from your existing health care providers.

We hope you'll say YES—you'll be glad you did!

In the next few days and weeks, you'll be getting a call from one of our representatives at Signify Health to schedule your very own virtual health and well-being assessment. If you are ready to schedule one now or if you have any other questions about the program, you can contact Signify Health at **1-844-857-3942 (TTY/TDD 711), between 5:00 a.m.–5:00 p.m. Monday through Friday.**

Then you can find out for yourself why so many of the health plan members rave about their experience—and want to do it again. Perhaps you'll become one of them.

Warmest wishes,



Joseph J. Jasser, M.D.
Chief Medical Officer
Signify Health

Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

Other Providers are available in our network.

This survey is optional and you may opt out at any time.



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SCFHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
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 - Information written in other languages

If you need these services, contact Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users call 1-800-735-2929 or 711.

If you believe that SCFHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119
Phone: 1-877-723-4795
TTY/TDD: 1-800-735-2929 or 711
Fax: 1-408-874-1962
Email: CalMediConnectGrievances@scfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
TDD: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Language Assistance Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

中文 (Chinese): 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-877-723-4795 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

Tagalog – Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

한국어 (Korean): 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

Հայերեն (Armenian): Ուշադրութեամբ խոսելով հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Չանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس هستند. از طریق شماره 4795-723-877-1 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 1-800-735-2929 یا 711 تماس بگیرند. این تماس رایگان است.

日本語 (Japanese): 注意事項: 日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、午前 8 時～午後 8 時に対応のカスタマーサービス(1-877-723-4795)までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

Hmoob (Hmong): LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntawm 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

العربية (Arabic): ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م. مستخدمى الهاتف النصي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجانًا.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ नि:शुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल नि:शुल्क है।

ภาษาไทย (Thai): เรียบ: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

ខ្មែរ (Mon-Khmer, Cambodian): ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបាន ពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ເຊັນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທພຣີ.

**Cal MediConnect Consumer
Advisory Board
Health Education and Cultural and
Linguistics**



Health Education - Vendor Spotlight

ACT for Mental Health

- Community-based organization that offers counseling, support, and education through small group classes
- Offer stress and anger management classes at no-cost by licensed counselors

During COVID-19, classes are offered virtually through Zoom



ACT for Mental Health

a therapeutic community center

Get Help: (408) 287-2640



Health Education - Vendor Spotlight

Stress Management

- 8 week drop-in style program
- English/Spanish
- Techniques on mindfulness, slowing down, creating lists, diet and exercise, managing everyday stress.

Anger Management

- 8 week program, more structured
- English
- Non-violent techniques on dealing with frustration and stress – coping skills, triggers, communication skills and responding to anger



Health Education - Vendor Spotlight

How to Sign Up

- No doctor's referral needed
- Members can call ACT directly and let them know they are a SCFHP member.

Transportation Services

- No-cost transportation services
- Requests should be made at least 5 business days in advance

In-person interpreter services

- No-cost in-person interpreters
- Requests should be made at least 5 business days in advance

Transportation/Interpreter: Call SCFHP Customer Service 877-723-4795



**Cal MediConnect Consumer
Advisory Board**

Ombudsman

Program Updates

Cal MediConnect Consumer Advisory Board

Future Agenda Items

**Cal MediConnect Consumer
Advisory Board**

Member

Feedback and

Experience

Adjournment