

Regular Meeting of the

## Santa Clara County Health Authority

### Cal MediConnect (CMC) Consumer Advisory Board (CAB)

Thursday, December 1, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

#### Via Teleconference Only

(669) 444-9171

Meeting ID: 826 8879 6122

Passcode: cab122022

<https://us06web.zoom.us/j/82688796122>

## AGENDA

<b>1. Roll Call</b>	Dr. Nakahira	11:30	5 min
<b>2. Public Comment</b> 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
<b>3. Meeting Minutes</b> Review minutes of the September 1, 2022 CMC CAB meeting. <b>Possible Action:</b> Approve the minutes of the September 1, 2022 CAB meeting.	Dr. Nakahira	11:40	5 min
<b>4. Health Plan Update</b> Discuss status of current topics.	Dr. Nakahira	11:45	5 min
<b>5. CMC Program vs. the Dual Eligible Special Needs Plan (D-SNP)</b> Overview of the changes and benefits under the D-SNP. <b>a. Update on the January 1, 2023 rollout.</b> <b>b. CMC to DualConnect crosswalk.</b>	Mr. Ly	11:50	15 min
<b>6. 2023 Off-Season Simulation Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey – D-SNP</b> Review of the 2023 CAHPS Simulation Survey.	Ms. Chang	12:05	10 min

## 7. Standing Items

### a. CMC Ombudsperson Program Update

Mr. Le 12:15 5 min

### b. Community Resource Center

Mr. Gonzalez 12:20 10 min

Provide update on ongoing programming and events.

### c. Member Communications

Ms. Byom 12:30 5 min

Review of SCFHP member communications.

### d. Health Education

Ms. Montoya 12:35 10 min

Review of 2023 DualConnect Wellness Rewards Program

## 8. Community Outreach Overview

Mr. Gonzalez/Ms. Ma 12:45 15 min

Overview of Community Outreach Strategies.

## 9. Adjournment

Dr. Nakahira 1:00

Next meeting: Thursday, March 2, 2023 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](http://www.scfhp.com).



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Public Comment



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## Meeting Minutes

September 1, 2022

Regular Meeting of the

## **Santa Clara County Health Authority**

### **Cal MediConnect Consumer Advisory Board (CAB)**

Thursday, September 1, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

## **Minutes - Draft**

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### **Members Present**

Laurie Nakahira, DO, Chief Medical Officer, Chair

John B. Henley, Jr.

Andy Le, Ombudsperson, Supervising Staff Attorney, Bay Area Legal Aid

Narendra Pathak

### **Members Absent**

Charles Hanks

Dennis Schneider

### **Staff Present**

Chelsea Byom, Vice President, Marketing, Communications, and Outreach

Lori Andersen, Operations Director, Long-Term Services and Supports

Mai Chang, Director, Quality and Process Improvement

Mike Gonzalez, Director, Community Engagement

Thien Ly, Director, Medicare Outreach

Carole Ruvalcaba, Director, Marketing and Communications

Lucille Baxter, Manager, Quality and Health Education

Charla Bryant, Manager, Clinical Quality and Safety

Cristina Hernandez, Manager, Marketing and Public Relations

Jamie Enke, Behavioral Health Program Manager

Jorge Hidalgo, Supervisor, Case Management

Jessica Yip, Supervisor, Case Management

Lynette Topacio, Marketing Project Manager

Zara Hernandez, Health Educator

Jeanette Montoya, Health Educator

Amy O'Brien, Administrative Assistant

### **Others Present**

Rita Cruz Gallegos, Aurrera Health Group

### **1. Roll Call**

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:33 a.m., roll call was taken, and a quorum was established.

### **2. Public Comment**

There were no public comments.

### **3. Meeting Minutes**

The minutes of the June 2, 2022 Cal MediConnect (CMC) CAB Committee meeting were reviewed.

### **4. Health Plan Update**

Dr. Nakahira presented the Health Plan update. She began with an enrollment update. As of August 1, 2022, the Plan's total membership includes 315,281 members, a 10.4% increase since August 2021. The Plan's total CMC membership includes 10,414 members, which is a 1.6% increase since August 2021. The Plan's Medi-Cal (MC) membership includes 304,867 members, a 10.8% increase since August 2021.

Dr. Nakahira continued with a summary of various Plan updates. As of September 6, 2022, SCFHP headquarters will be open to the public. All members are encouraged to visit and speak with a Customer Service Representative or a member of our Case Management team. The COVID-19 public health emergency will likely extend through mid-January 2023. As a result, Board and committee meetings may continue to take place via Zoom until further notice. Dr. Nakahira discussed the MC redeterminations "pause" which remains in effect until at least January 2023. Adults ages 26-49 will remain on "pause" until after January 2024.

Dr. Nakahira discussed the expansion of MC eligibility to include adults ages 50 or over, regardless of their immigration status. As a result, 6,500 individuals transitioned to SCFHP from limited scope MC. The Plan also supported a coalition of community-based organizations who will conduct outreach to newly eligible MC beneficiaries. The Department of Health Care Services (DHCS) will renew its contract with Anthem Blue Cross Partnership Health Plan, as the commercial MC health insurance provider in Santa Clara County. The contract takes effect in 2024.

Dr. Nakahira provided an overview of the Plan's Fiscal Year 2022-2023 Plan Objectives. She also discussed the activities and events that will be held in celebration of SCFHP's 25<sup>th</sup> anniversary.

### **5. Centers for Disease Control (CDC)/COVID-19 Update**

Dr. Nakahira gave an overview of the CDC recommendations and guidelines in regards to COVID-19 and Monkey pox. Currently, Santa Clara County is in the orange (medium) COVID tier. To date, there have been numerous variants of SARS-CoV-2. She discussed the guidelines for the prevention of COVID.

Dr. Nakahira's overview included a breakdown of the recommended number of COVID-19 vaccine dosages by age group and dosage type. She discussed the recommended treatment guidelines to follow if you do contract COVID. She provided a snapshot of the treatments that are now available, per age group. She also discussed what to do if you come in confirmed close contact with someone who has contracted COVID.

Dr. Nakahira continued with an overview of the Monkey pox virus, which is a rare virus that shares some of the same symptoms as Small pox. Monkey pox is rarely fatal. Out of the 18,417 reported cases in the U.S., there have been no fatalities. Dr. Nakahira discussed the symptoms of Monkey pox and how the virus is spread. She concluded her update with an overview of Monkey pox prevention and treatment options.

### **6. Standing Items**

#### **a. Cal MediConnect Ombudsperson Program Update**

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, gave an overview of the services Bay Area Legal Aid provides our CMC members. Members who experience any issues with access to healthcare are encouraged to call the legal advice line. Mr. Le typed this number into the Chat.

Bay Area Legal Aid continues to assist individuals who experience difficulties with enrollment into the CMC plan. It is not uncommon for individuals to experience errors with their Medicare or DHCS records. Mr. Le explained that many of their clients also need assistance with improper balance billing errors from Providers and hospitals. Errors have been made not only by small, local Providers, who may not be well-versed in balancing billing, but also some of the larger community hospitals.

Mr. Le continued with an update on the MC Rx program. Some individuals have faced challenges with the enrollment process, as well as issues with medication approval and the COVID-19 reimbursement process. Bay Area Legal Aid provides assistance on how to navigate this reimbursement process, either via the Conlan webpage or the DHCS.

Dr. Nakahira asked if Bay Area Legal can provide SCFHP with the details on which entities continue to balance bill “Medi-Medi” members. Mr. Le replied that they are working directly with these entities to inform them that it is against the law to balance bill “Medi-Medi” members. He will follow-up with his staff to ask them to share some basic information with SCFHP. Dr. Nakahira explained that it is in the Plan’s best interest to provide education and instruction on balance billing to internal staff members and our provider networks.

#### **b. Community Resource Center**

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Blanca Alvarado Community Resource Center. Mr. Gonzalez introduced the 2 newest Customer Service Representatives at the CRC, Elizabeth Gonzales-Alvarez and Teresa Nguyen. Mr. Gonzalez shared the hours of operation, and the monthly calendar of activities, which can be found on our website at [www.crc.scfhp.com](http://www.crc.scfhp.com) and through our social media account @CRC\_SCFHP. Mr. Gonzalez highlighted the services, programs, and events available at the Center. He summarized the topics discussed during the July 2022 meeting of the community-based Santa Clara County Health Equity Agenda. He also shared the number of visitors to the Center from April through July 2022, and an overview of support services rendered by CRC staff.

Mr. Gonzalez discussed the impact of the CRC on the community. He also shared the results of the July 2022 Visitor Satisfaction Survey. Mr. Gonzalez discussed the details of SCFHP’s 25<sup>th</sup> anniversary celebration event, and he shared the date, time, and address of the event. He encouraged the committee members to mark their calendars and plan to attend. Mr. Gonzalez concluded with a request for committee members to provide feedback on how to strengthen members’ experiences at the Center.

Mr. Pathak suggested programs and services on diabetes and high blood pressure. Dr. Nakahira responded that high blood pressure monitoring classes and focus groups on Diabetes are currently being offered via Zoom, and may also be offered at the CRC in the future. She also explained that informational classes on stroke prevention and treatment may also be offered at the CRC in the future.

#### **c. Member Communications**

Chelsea Byom, Vice President, Marketing, Communications, and Outreach, highlighted the member communications completed since the June 2022 meeting. Ms. Byom also asked for the committee’s feedback on how the Plan can improve our members’ understanding of plan materials and processes, such as appointing an authorized representative or choosing a primary care provider (PCP). She explained that these processes should be easily accessible and comprehensive for our members. Based on members’ feedback, the Plan is happy to implement ideas that will streamline these processes. She also explained how members can access and request forms, either by calling the Plan directly or going online through the web portal.

Mr. Henley responded that it has been a while since he had to access authorized representative forms or choose a PCP. In any case, he is happy with the results. Mr. Henley also suggested that a survey of these 2 questions be done when new members visit the CRC. Ms. Byom agreed this is a good suggestion.

Ms. Byom concluded with a list of the events the Plan participated in since our June 2022 meeting. Staff members at the Plan also participated in the annual Pride parade and festival.

#### **d. Behavioral Health Update**

Jamie Enke, Behavioral Health Program Manager, discussed the 988 Crisis and Suicide Prevention Lifeline and the current services that are available through the lifeline. Ms. Enke also discussed how individuals can access the non-crisis 800 number, and she summarized the support available for individuals who are not necessarily in crisis, but do require support.

Ms. Enke next gave an overview of the 2022 Member Behavioral Health Experience Survey results. She explained the purpose and goals of the survey and the survey process. Ms. Enke outlined the demographics of the survey participants, and she summarized the 2020 through 2022 survey results. She compared the results from prior years, and highlighted the areas of improvement. Ms. Enke explained that a workgroup was formed to review the results, make observations, and identify opportunities for improvement. Ms. Enke concluded with an overview of the goals that were not yet met, and the interventions that Behavioral Health will implement to ensure responses to all the survey questions rank at 85% or better.

#### **e. Case Management Update**

Jorge Hidalgo, Supervisor, Case Management and Jessica Yip, Supervisor, Case Management, shared 2 complex case management member success stories with the committee. Members who would like to access and read these stories can refer to the complete Consumer Advisory Board agenda packet.

#### **f. Health Education – Overview of ‘On Lok Aging Mastery Program’**

Zara Hernandez, Health Educator, presented an overview of the Plan’s new ‘On Lok Aging Mastery Program’. Ms. Hernandez explained this is a pilot program with a curriculum that was developed by the National Council on Aging. This program is no cost to eligible members. The program provides an opportunity for members to engage with other enrolled members in an informal setting. Currently, the program is only offered via Zoom; however, if it is successful it may be offered in person.

Ms. Hernandez discussed the core curriculum, and the 10 topics that will each be taught by experts in the field. Ms. Hernandez gave an overview of the benefits of the aging mastery program. She discussed the dates and times of the weekly workshops. Members who attend at least 7 of the 10 workshops will be invited to an in-person graduation event at the CRC. Ms. Hernandez concluded her presentation with instructions on how to sign up for the program and what to do if you miss one of the workshops. Members are encouraged to tell other SCFHP members they know about the program.

### **7. Dual Eligible Special Needs Plan (D-SNP)**

Thien Ly, Director, Medicare Outreach, gave an overview of the upcoming CMC transition to DualConnect (HMO D-SNP). Mr. Ly discussed the expansion of the eligibility requirements, which now include members with End-Stage Renal Disease (ESRD). Santa Clara County residents who are enrolled in Medicare Parts A and B, together with full scale MC, are eligible to enroll in the D-SNP.

Mr. Ly gave an overview of the enrollment periods and the enrollment process. D-SNP enrollment periods will follow the Medicare enrollment period. Members can choose to enroll either over the phone, via the Plan’s online web portal, via Medicare.gov, or in-person. Mr. Ly reminded the committee members that current SCFHP CMC members will automatically be enrolled into the D-SNP on January 1, 2023. No further action is necessary, and there will be no interruption of benefits.

Dr. Nakahira also added that a more detailed overview of the new Case Management and Community Supports (CS) benefits included in the D-SNP will be discussed during the committee’s December 1, 2022 meeting.

At this time, and in response to Mr. Pathak’s questions, Dr. Nakahira advised that a discussion on the advance notice requirements for transportation to and from medical appointments, and the length of time given for doctor’s appointments, will be added to the December 1, 2022 meeting agenda.

### **8. Adjournment**

The meeting adjourned at 1:06 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, December 1, 2022 at 11:30 a.m.

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





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## Health Plan Update

December 2022

# SCFHP Updates

## Enrollment

- Total enrollment as of November 1, 2022
  - 320,686 members
  - 10.9% increase since November 2021
- Medi-Cal – 310,191 (11.2% increase since November 2021)
- Cal MediConnect – 10,495 (0.8% increase since November 2021)

# SCFHP Updates

## Plan Updates

- Federal COVID-19 public health emergency will likely be extended until mid-April
  - Board and committee meetings may remain virtual
  - Medi-Cal redeterminations “pause” remains in effect
- Audit update
  - Department of Managed Health Care audit completed in October
  - Initial results from March Department of Health Care Services audit received in November
- Thank you and happy holidays!
  - Watch your mail for a card from SCFHP with credit to our company store



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Questions?



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## CMC Program vs. the Dual Eligible Special Needs Plan (D-SNP)

- a. Update on the January 1, 2023 rollout.
- b. CMC to DualConnect crosswalk.



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# DualConnect

(HMO D-SNP) A Medicare Medi-Cal Plan

Thien Ly

# What is SCFHP DualConnect?

- A dual eligible special needs plan (D-SNP) for people with both Medicare and Medi-Cal
- SCFHP DualConnect members automatically receive their Medi-Cal benefits from SCFHP
- 1 membership card, 1 phone number to call for help, and 1 plan that is health care made easy



# Who can join SCFHP DualConnect?

Someone who:

- Are currently eligible full scope Medi-Cal
- Have both Medicare Parts A & B
- Live in Santa Clara County
- Are age 21 and older at the time of enrollment



# What does SCFHP DualConnect cover?

All the benefits and services of Medi-Cal, Medicare, Medicare Part D Prescription Drugs and more. You get:

- \$0 medical and hospital care
- Up to \$200 for glasses or contacts every two years
- Up to \$1,510 for hearing aids per year (July 1 – June 30)
- Unlimited transportation
- long-term services and supports
- behavioral health
- Care coordination and case management
- No-cost fitness membership at YMCA of Silicon Valley
- \$0 copay for prescription drugs
- Up to \$135 for over-the-counter (OTC) items every three months

 **NEW**

# Pharmacy Benefit

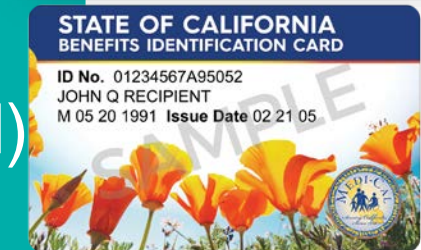
CMC

Tier 1 Generic \$0  
Tier 2 Brand \$0-\$9.85  
Tier 3 Medi-Cal Drugs  
Tier 4 Medi-Cal OTC



D-SNP

1 Tier  
Brand & Generic \$0  
Medi-Cal RX  
(FFS DHCS/MAGELLAN)



# Over-the-Counter (OTC)

**Up to \$135 allowance every three months**

- Ordering OTC products is easy
  - Online
  - Telephonically
  - Mail order
- Allow 2 days for delivery



# How to enroll

- **In-person**  
SCFHP Blanca Alvarado CRC  
1-408-874-1750 (TTY: 711)  
10 a.m. to 12 p.m. and 1 p.m. to 5 p.m., Monday through Friday
- **By phone**  
Santa Clara Family Health Plan  
1-888-202-3353 (TTY: 711)  
8 a.m. to 5 p.m., Monday through Friday
- **Online enrollment**  
[www.scfhp.com/enroll](http://www.scfhp.com/enroll) (January 2023)  
[www.Medicare.gov](http://www.Medicare.gov)
- **Independent broker network**  
Over 50 licensed and certified insurance brokers



**Note:** If you have a member/friend that expresses interest in enrolling in DC or want to learn about DC, please share with them our phone number 1-888-202-3353 and/or email [Medicareoutreach@scfhp.com](mailto:Medicareoutreach@scfhp.com).

# When to enroll

Dual Eligible Special Election Period (SEP) -This SEP allows a dual eligible beneficiary to enroll in, or disenroll from, a Medicare plan once per calendar quarter during the first nine months of the year.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SEP 1 (Jan 1 – Mar 31)			SEP 2 (Apr 1 – Jun 30)			SEP 3 (Jul 1 – Sep 30)			AEP (Oct 15 – Dec 7)		
Effective the first day of the following month									Effective January 1 of the following year		



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2023 D-SNP (DualConnect) CAHPS Survey

December 2022

# Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

## Overview & Timeline

- CAHPS is required by Medicare Annually
  - Administered by vendor SPH Analytics
- 3- year Timeline

LOB	Vendor	2023	2024	2025
Medicare	SPH	Not Required*	Required	Required

# 2023 D-SNP (DualConnect) CAHPS

## Overall Objectives

Focus on the following area:

- Evaluate overall member experience with the health plan and provider networks
- Target and improve lowest performing measures on CAHPS 2022 result
- Collect direct feedback from the members during D-SNP (DualConnect) transition
- Align with Plan Objective #5 “Foster membership retention”
  - Improve 2023 CAHPS survey results related to Customer Service for D-SNP (DualConnect)
- Support NCQA Health Plan Rating (HPR)



# 2023 D-SNP (DualConnect) CAHPS Simulation

## Final Proposed Questions

- Targeted population – D-SNP (DualConnect) members
- Short survey
  - 27 Questions (3 Focus Areas):
    - Customer Service
    - Culturally & Linguistically Appropriate Care (CLAS)
    - Diversity, Equity and Inclusion (DEI)
- Use normal fielding timeline and sample sizes (1600 members)
- Field survey in English, Spanish, Mandarin, and Vietnamese
- Use combination of existing questions and custom questions

# Customized Questions for CAHPS

Question	Response
In the last 6 months, did you get the help you needed from your SCFHP Case Manager to manage your care?	#Yes, definitely
	#Yes, somewhat
	#No, did not need help
	#No, not aware of case management
If customer service was unable to give you the information or help you needed what was the reason?	#Unable to assist with timely appointment
	#Unable to assist with transportations
	#Unable to assist with authorization
	#Unable to help with general health plan benefit questions
	#Other
How likely are you to fill out the health plan forms online?	#Extremely likely
	#Somewhat likely
	#Somewhat unlikely
	#Very unlikely

# Summary

## 2023 Off-season simulation CAHPS

- LOB: D-SNP (DualConnect)
- Final Questions will be submitted to our vendor SPH analytics by November 30<sup>th</sup>
- In December, SPH will submit the customized questions to CMS for approval for future use (the review time for CMS is about 1 month)
- QI will work with SPH analytics to develop 2023 DSNP off-season simulation CAHPS SOW and proceed with the selected questions
- The off-season simulation survey will be conducted on a normal timeline



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Thank you



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CMC Ombudsperson Program Update



## Consumer Advisory Board: SCFHP Blanca Alvarado Community Resource Center

December 2022



# SCFHP 25<sup>th</sup> Anniversary Event

Held on Saturday, October 22, 2022 from 10am-3pm



Cultural Performances



Health Pavilion & Resource Fair



Welcome Ceremony & Scholarship Program



Free Health Screenings



Free Zumbathon



# SCFHP 25<sup>th</sup> Anniversary Event



## Impact Numbers

- **Number of Visitors: 1000+**
- **Number of Health Screenings Provided: 353**
  - COVID-19 & Flu Vaccinations
  - Dental Screenings
  - Blood Pressure Screenings
  - Healthy Skin Screenings
  - STI & HIV Testing
- **Number of organizations participating in the Resource Fair: 34 organizations**
- **SCFHP Departments engaging health plan members & community residents: 7**
  - Behavioral Health
  - Case Management
  - Community Engagement
  - Customer Service
  - Grievance & Appeals
  - Health Education & Quality Improvement
  - Medicare Outreach



**Left to Right:** Chris Turner, Chelsea Byom, Michele Lew, Daniel Cao, Dr. Harsha Ramchandani, Dr. Ria Paul, Christine Tomcala, Sarita Kohli, Mike González, Rhonda McClinton-Brown



# Community Resource Center

## Monthly Calendar

### Calendar available


- CRC Website:  
[www.crc.scfhp.com](http://www.crc.scfhp.com)
- Social Media: @CRC\_SCFHP

### Features

- Programs, Services, Resources, and Events

### CRC Hours

- Monday-Friday
- 10am-5pm
- Saturday's – once per month

<div> <div>DECEMBER</div> <div>  <div>           Santa Clara Family Health Plan         </div> </div> <div>           Blanca Alvarado Community Resource Center         </div> </div> <div> <div>We Speak English</div> <div>Hablamos Español</div> <div>Chúng tôi nói Tiếng Việt</div> </div>						
The CRC is open weekdays from 10am - 5pm						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Happy Holiday Season from our CRC family to you and yours				1 World AIDS Day	2	3
4 Closed	5 10am: Zumba	6 10am: DC Orientation (Es) 11am: DC Seminar (Es)	7 10am - 4pm Mobile Vision 10am: Zumba 10am: Medi-Cal Orientation (En) 2pm: DC Orientation (En)	8 10am: DC Orientation (Vi) 11am: DC Seminar (Vi) 6pm: Zumba (Indoors)	9 10am: Zumba 10am: Medi-Cal Orientation (Vi) Closed 11am - 2pm 2pm: Medi-Cal Orientation (Vi)	10 Closed
11 Closed	12 Closed	13 10am: DC Orientation (Es) 2pm: Medi-Cal Orientation (Es)	14 10am - 4pm Mobile Vision 10am: Zumba 10am: DC Orientation (En) 11am: DC Seminar (En)	15 10am: Medi-Cal Orientation (Es) 2pm: DC Orientation (Vi) 6pm: Zumba (Indoors)	16 10am: Zumba 10am: DC Orientation (Zh) 11am: DC Seminar (Zh)	17 2pm - 5pm: OPEN HOUSE
18 Happy Holidays	19 10am: Zumba	20 Open 3pm - 5pm	21 10am - 4pm Mobile Vision 10am: Zumba Closed 11am - 2pm	22 2pm - 6pm: COVID-19 Vaccination Clinic	23 Closed	24 Closed
25 Merry Christmas	26	27	28	29	30	31 Happy New Year!
CLOSED December 26 <sup>th</sup> - 30 <sup>th</sup>						
Joyous Kwanzaa!						

408 N. Capitol Ave. San José (Capitol & McKee) | 408.874.1750 | [crc.scfhp.com](http://crc.scfhp.com) | [crc@scfhp.com](mailto:crc@scfhp.com)

# SCFHP Blanca Alvarado Community Resource Center

## Services

- **Cal Fresh Application Assistance** – Helps low-income families buy healthy food
- **Vision Screenings** – Weekly health screenings available (offered by Bay Area Community Health)
- **Healthcare Application Assistance** – Help with **Covered CA & Medi-Cal** applications/renewals
- **Resource Navigation** – Linkages to community resources and services related to food, housing and healthcare services
- **COVID-19 Vaccination Assistance & Information** - *One-Stop-Shop* for resources, vaccinations, testing, and more
- **SCFHP Customer Service** – In-person help for SCFHP members

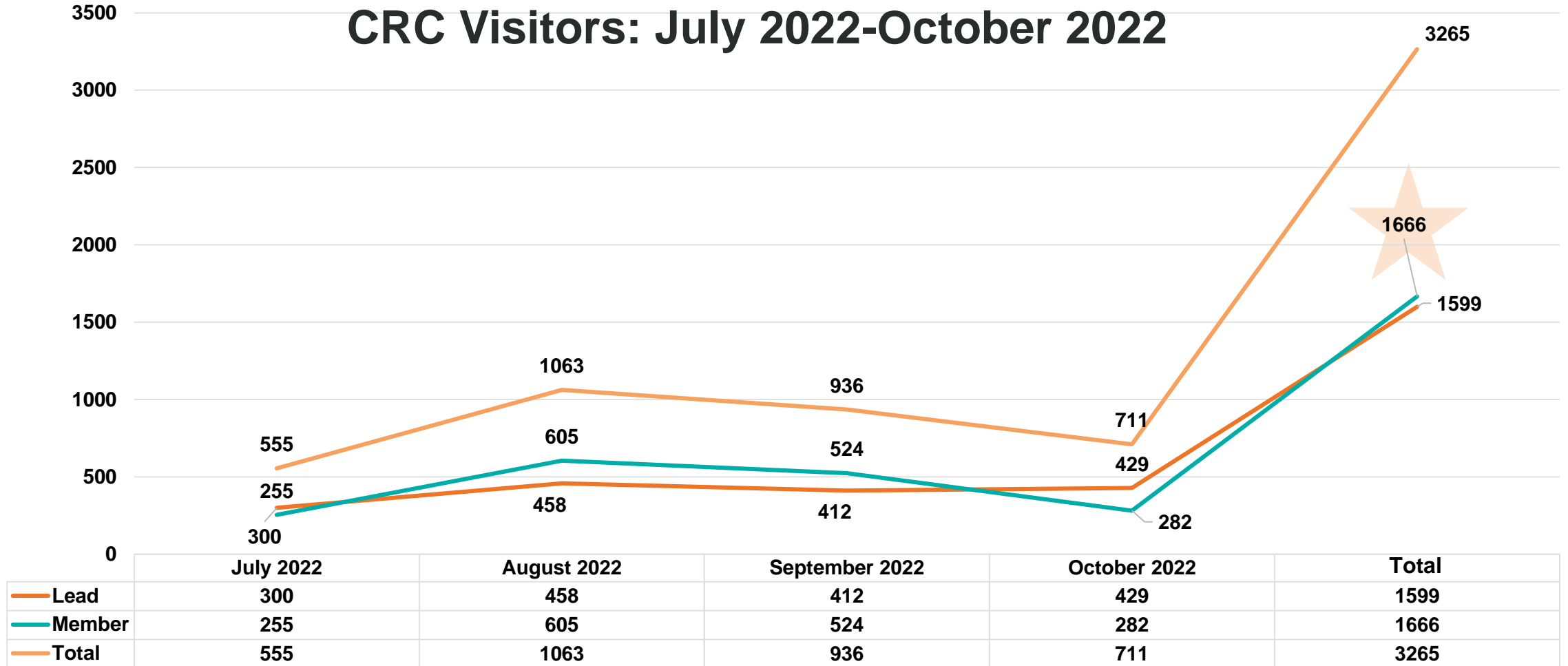
## Programs

- **Healthy Cooking Program** – Coming Soon!
- **Fitness Program** – Zumba

## Events

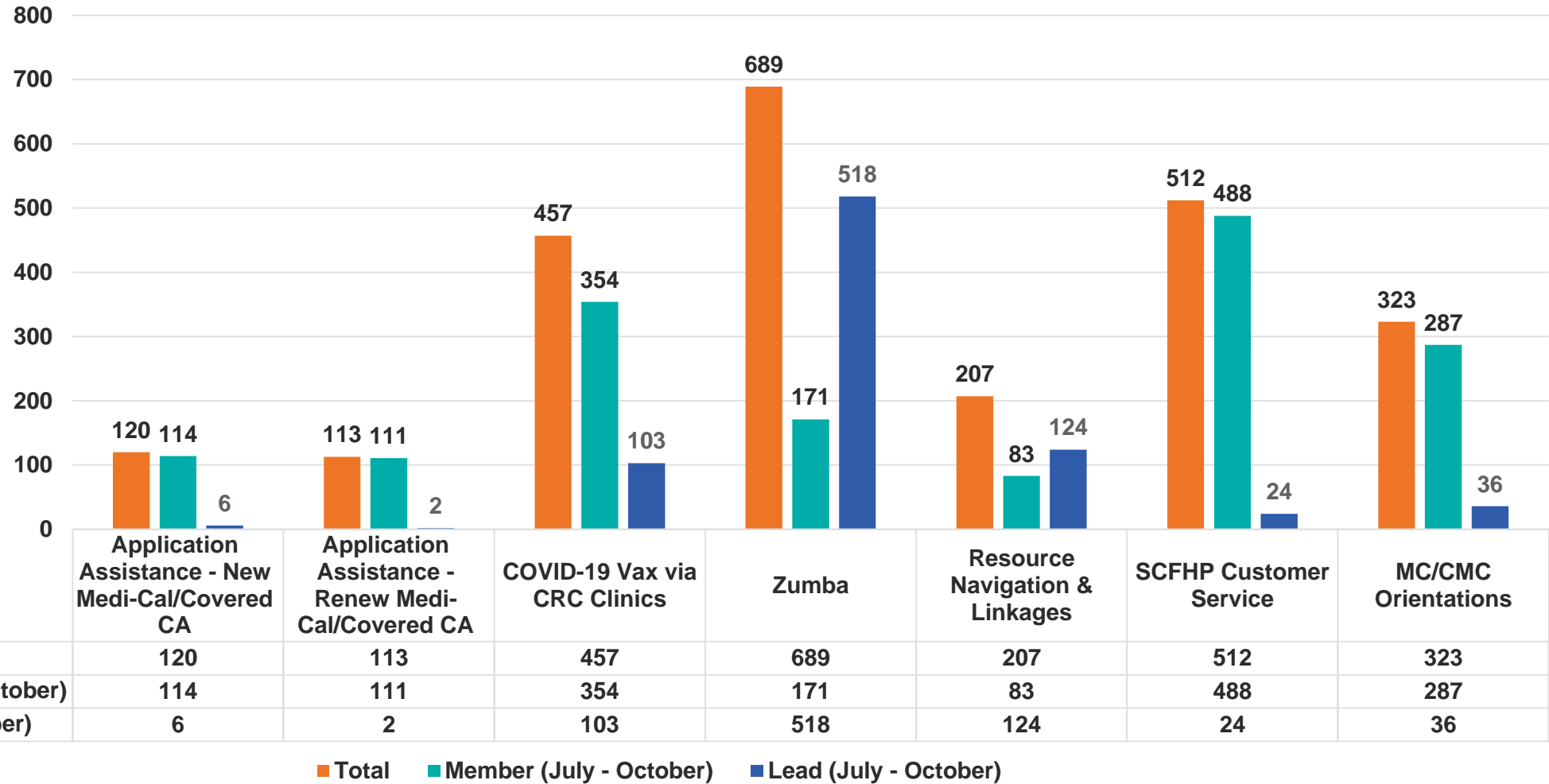
- **Health & Wellness Workshops** – Various health education workshops
- **Member Orientation** – Workshop to inform SCFHP members about their benefits and services
- **Community & Cultural Celebrations** – Monthly Events & Open House
- **Cal MediConnect Seminars** – Info session with Medicare Outreach Team about Cal MediConnect
- **COVID-19 Vaccinations & Testing clinics** – In partnership with the County of Santa Clara & Bay Area Community Health (BACH)

## CRC Visitors: July 2022-October 2022



Member – SCFHP health plan member  
Lead – Future and/or nonmember of SCFHP

## 2,421 Core Services & Services Provided: July 2022 – October 2022 (YTD)



YTD – Year to Date

Member – SCFHP health plan member

Lead – Future and/or nonmember of SCFHP

# SCFHP Lunar New Year Celebration

## *Save the Date: February 4, 2023*

### Celebrating with members and residents of East San José

- SCFHP is committed to celebrating and honoring events important to our health plan members and communities living in East San José
- All are welcome to attend – Blanca Alvarado Community Resource Center (408 N. Capitol Ave. San Jose, Ca 95133)
- Come to enjoy the following:
  - Resource Fair with dozens of community resources and services
  - Free Health Screenings, including blood pressure, dental and vision screenings, healthy skin assessments, and more
  - Traditional performances, including a Lion Dance
  - Children activities
  - Red envelopes and more!



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

# Questions for consideration:

- Have you visited the Community Resource Center (CRC)? If so:
  - Do you have ideas for strengthening engagement with SCFHP members at the CRC?
  - How can we create a more welcoming experience for all visitors?
  - What additional services, resources, or programs should we consider supporting the health and well-being of members?
- If you haven't visited the CRC, we are excited to meet in the center soon!



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**Thank You!**

Mgonzalez@scfhp.com



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## Member Communications

Cal MediConnect Consumer Advisory Board, December 1, 2022



# Member Communications

<b>MAILINGS</b>	<ul style="list-style-type: none"> <li>• Fall newsletter</li> <li>• SCFHP 2023 Calendar</li> <li>• Cal MediConnect notices             <ul style="list-style-type: none"> <li>• ANOC</li> <li>• 90 and 45-day SCFHP DualConnect transition notices</li> </ul> </li> </ul>
<b>WEBSITE</b> <a href="http://www.scfhp.com">www.scfhp.com</a>	<ul style="list-style-type: none"> <li>• Board &amp; Committee Meetings             <ul style="list-style-type: none"> <li>◦ Agendas, agenda packets, meeting minutes</li> </ul> </li> <li>• Cal MediConnect monthly Formulary and Provider &amp; Pharmacy Directory</li> <li>• SCFHP DualConnect member materials – Member Handbook, Formulary, Provider &amp; Pharmacy Directory, and more</li> <li>• Newsletters</li> <li>• Added Transition to DualConnect webpage</li> <li>• Added Pop-up on Home page regarding Cal MediConnect Plan changing to DualConnect</li> </ul>



**HEALTHY LIVING**  
Cal MediConnect Plan (Medicare-Medicaid Plan)

**FALL 2022**

**25 YEARS**  
Health for All

**It's SCFHP's silver anniversary!**

Thank you for making this possible  
Santa Clara Family Health Plan is celebrating our 25th anniversary. We have grown to serve more than 300,000 people in Santa Clara County.

Find us at  
Instagram (@scfhp) and Facebook (www.facebook.com/scfhp). Check news and events to celebrate this milestone over coming months.



**Cal MediConnect Plan**

SCFHP Cal MediConnect Plan is changing to SCFHP DualConnect (MHO-D-SHP) on January 1, 2023. Cal MediConnect Plan members will be automatically enrolled in SCFHP DualConnect and do not need to do anything to keep these services.

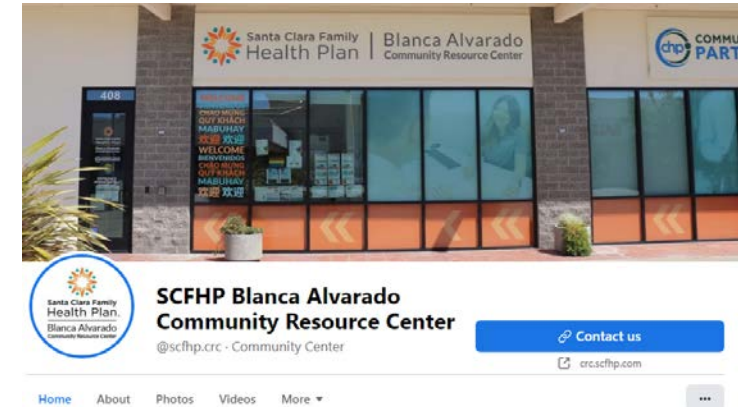
[Find out more](#)

**Contact us**  
Customer service  
Phone: 1-877-723-4795  
TTY: 711  
Hours: 8am to 8pm, Monday - Friday

# Follow us on Social Media!



**Santa Clara Family Health Plan**



**SCFHP Blanca Alvarado  
Community Resource Center**



**Santa Clara Family  
Health Plan™**

2023 Dual Connect Wellness Rewards Program

# Dual Connect Wellness Rewards Program

## 2023 Wellness Rewards Proposal

Measure	Screening	Incentive	Proposed Incentive Amount
Adults' Access to Preventive/Ambulatory Health Services	Complete annual well visit including Advanced Care Planning, medication review, functional status assessment, and pain assessment in 2023	Gift Card or Farmer's Market Voucher	\$100
Breast Cancer Screening (BCS)	Complete mammogram screening in 2023	Gift Card or Farmer's Market Voucher	\$40
Kidney Health Evaluation for Patients With Diabetes (KED)	Complete A1c blood test, kidney evaluation and retinal eye exam in 2023	Gift Card or Farmer's Market Voucher	\$30
Colorectal Cancer Screening (CCS)	Complete colorectal cancer screening in 2023	Gift Card or Farmer's Market Voucher	\$50



**Santa Clara Family  
Health Plan™**

## Community Engagement & Outreach Update

Consumer Advisory Board: December 2022

# Outreach Plan FY 22 (Jul-Jun)

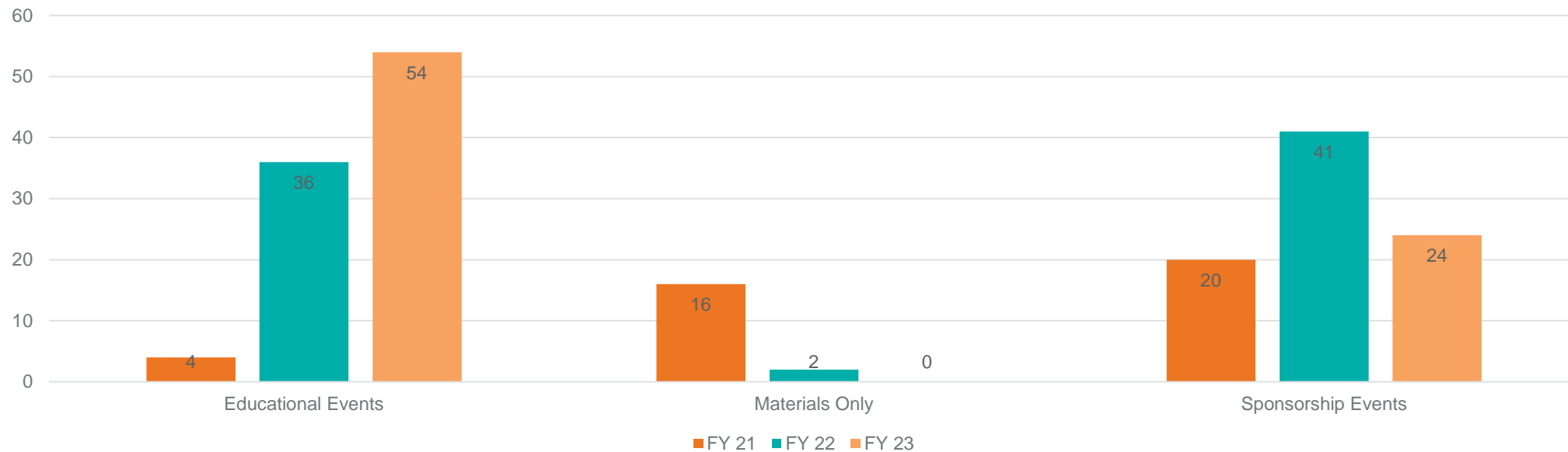
Santa Clara Family Health Plan's outreach plan in FY 22 focused primarily on creating and maintaining partnerships with Community Based Organizations (CBOs), government agencies, elected officials, and providers while increasing engagement with members and potential members at the SCFHP Blanca Alvarado CRC.

## **FY 22 Accomplishments**

- Partnered with Working Partnerships USA and several community partners to create materials educating the public regarding the Medi-Cal expansion to older adults over the age of 50
- Participated and/or led 13 collaborations or workgroups
- Conducted New Member Orientations virtually and in-person with 308 attendees
- Welcomed 7,949 visitors to the SCFHP Blanca Alvarado Community Resource Center for programs and services (held 281 programs and events)

# Outreach Events

## FY 21, FY 22, and FY 23 YTD Accomplishments



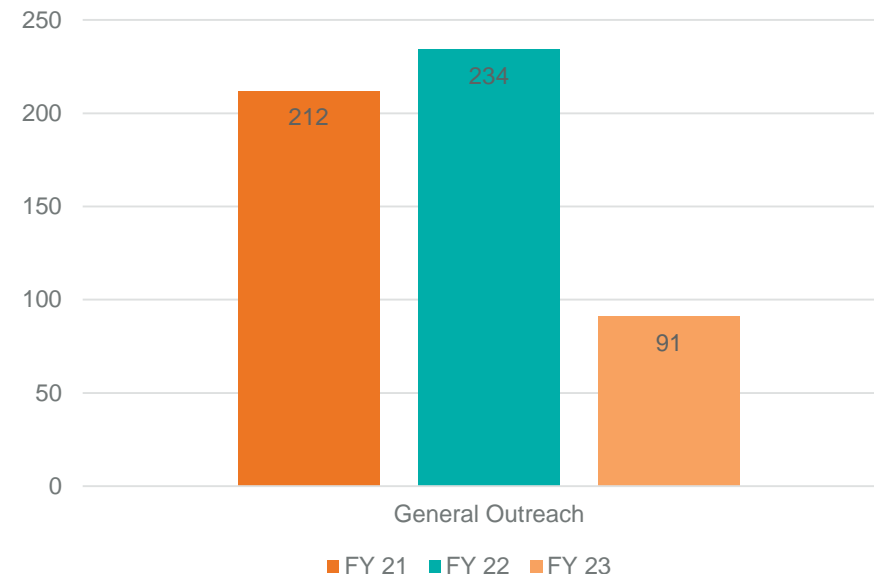
Fiscal Year (FY) – July 1 – June 30

# Outreach Activities

## FY 21, FY 22, and FY 23 YTD Accomplishments

SCFHP facilitates and/or participates in a number of meetings, including:

- Stakeholder/Collaborative meetings
- Introduction meetings
- Strategy meetings
- Networking at community events



Fiscal Year (FY) – July 1 – June 30



# Community Engagement Team

Illustrating SCFHP's commitment to engaging and reaching members where they live, work, and play, SCFHP created the Community Engagement (CE) team combining Community Outreach & Community Resource Center teams

## CE Leadership:

Director, Community Engagement – Mike Gonzalez

Manager, Community Outreach – Jocelyn Ma

Supervisor, Community Resource Center – Trinh Nguyen

## CE Team includes:

CRC Coordinator

Community Health Workers (3)

Community Outreach Specialist



# Outreach vs. Engagement

Outreach	Engagement
Short-Term	Long-Term (ongoing conversations)
Quick, one-way interaction	Relationship building
Promotes relevant resources to address immediate needs	Improved quality of resources and services needed to address health and well-being
Limited reach	Increased reach (word of mouth)
Transactional	Partnership and increased trust/rapport



Conducting **outreach** at a health fair educating a family on health plan offerings, including member orientations.



**Engaging** with Resident Group members to collaborate and plan for CRC programs and services.

# Engagement & Outreach Plan FY 23

SCFHP aims to implement an effective community engagement strategy to increase health plan visibility, accessibility and engagement with members and future members

*The CE Team is working to create conditions for an Empowered Community – where members and future members have the knowledge and power needed to make decisions to support the health and well-being of themselves, their families, and their community.*

## Places for Community Engagement:

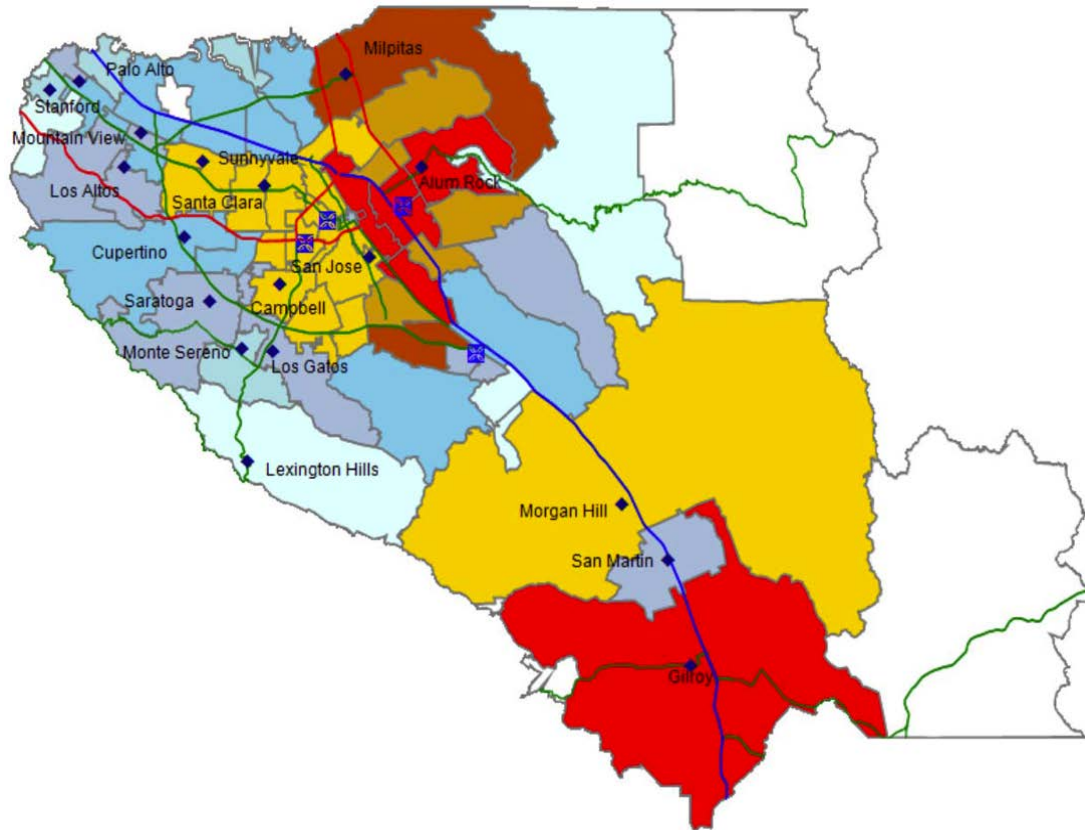
- SCFHP Blanca Alvarado Community Resource Center - East San José
- Reaching members where they live, work, and play by targeting specific zip codes with high member populations

## FY 23 Community Engagement Priorities:

- Member Orientations – Learn how to use SCFHP services and benefits
- Redetermination – Unwinding of the Public Health Emergency (PHE)
- Addressing health and social needs to increase community health equity
  - Resources & Services for Health, Food, Housing, and Income
- Community Relevance – Engage members and residents about their health and social needs
  - Complete a Community-Guided Assessment process in South Santa Clara County
  - CRC Resident Leadership Group – East San José
- Foster and Maintain strong relationships with 80 community and system partners



# Engagement & Outreach Plan FY 23 - Targeting zip codes with high member populations



140,000 members live in the top ten zip codes

	Member Zip Codes	Top 3 Languages Spoken
1.	95112 (Downtown San Jose)	Spanish, Vietnamese, Mandarin
2.	95111 (South San Jose)	Vietnamese, Spanish, Tagalog
3.	95122 (East San Jose)	Spanish, Vietnamese, Tagalog
4.	95116 (East San Jose)*	Spanish, Vietnamese, Mandarin
5.	95127 (East San Jose)*	Spanish, Vietnamese, Tagalog
6.	95020 (Gilroy)	Spanish, Vietnamese, Cantonese
7.	95035 (Milpitas)	Vietnamese, Spanish, Mandarin
8.	95123 (South San Jose)	Spanish, Vietnamese, other non-English
9.	95121 (East San Jose)	Vietnamese, Spanish, Tagalog
10.	95148 (East San Jose)	Vietnamese, Spanish, other non-English

# Please share your feedback

1. What do you think about the SCFHP Community Engagement Plan for FY 23?
2. Are there additional health or social concerns that we should help address this upcoming year?
3. Can you share any additional feedback on engaging with members of your community or neighborhood?



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**Adjournment**

Next Meeting: Thursday, March 2, 2023 at 11:30 a.m.