

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Providers  
**From:** Provider Network Operations  
**Date:** April 7, 2021  
**Subject:** How providers, provider staff, and members can get COVID vaccinations

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Dear providers,

You are receiving this communication to make you aware of what Santa Clara Family Health Plan (SCFHP) has been doing to support the COVID-19 vaccination effort.

We are also sharing web links for two defined populations to schedule vaccinations of their own. The first link is intended for you and your frontline staff to schedule your own COVID-19 vaccinations if you haven't already. The second is for the public at large to schedule theirs, so long as they fit the criteria at the time of scheduling. The third link is for providers and the public to schedule theirs based on eligibility standards in place at the time of scheduling. See table below:

Population category	Scheduling website
Providers and frontline staff	<a href="http://bit.ly/SCCCOVIDinfoforproviders">http://bit.ly/SCCCOVIDinfoforproviders</a>
Public; current phases and eligibility criteria as defined by the state, and limited by vaccine availability in Santa Clara County	<a href="http://www.sccfreevax.org">www.sccfreevax.org</a>
Public and providers; a searchable map-based website of all known vaccination centers and inventory (updated daily) by ZIP	<a href="http://www.vaccinefinder.org">www.vaccinefinder.org</a>

SCFHP recently began a campaign in which select SCFHP members would receive letters and a segment of that population outbound phone calls to coordinate and facilitate vaccine appointment setting. By combining information shared with our providers and members, along with the outbound phone calls both providers and SCFHP are or should be making to SCFHP members, we believe we can affect change and move the needle in a positive direction.

While Santa Clara County has a robust scheduling system in place to facilitate the scheduling of vaccinations within minutes, the actual vaccination process is one that will likely take over an hour to complete. It is inclusive of the time spent waiting for the vaccination, the time spent receiving the vaccination, and finally the minimum fifteen-minute observation period everyone must go through at the vaccination site after the vaccination is administered. The wait may be long, but the promise of a safer world is the reward.

We thank you in advance for your support. Questions or comments may be directed to [ProviderServices@scfhp.com](mailto:ProviderServices@scfhp.com).