



PROVIDER MEMO

To: Santa Clara Family Health Plan Primary Care Providers, Specialists, and their Office Staff in the SCFHP Direct, PCNC, PMG, and VHP Networks

From: Provider Network Operations

Date: July 28, 2022

Subject: Invitation to participate in a provider satisfaction focus group or one-to-one virtual interview.

Dear Primary Care Providers, Specialists, and related Office Staff,

Whether or not you've had the opportunity to complete SCFHP's five-minute Provider Satisfaction Survey (<https://www.surveymonkey.com/r/HQRQ3RV>), we're inviting you to participate in one of SCFHP's Provider Satisfaction Focus Groups or Individual Interview. We're eager to meet with you and learn more about what's working well or what could be better regarding SCFHP's processes, personnel, and our members at large. Please email ProviderServices@scfhp.com to schedule your session today. Some details to note:

What? An opportunity to provide feedback about what's working well or what could be better regarding SCFHP's processes, personnel, and our members. Participants will have the option of taking part in a focus group with multiple people or a one-to-one interview between participant and an SCFHP designee.

Date and time? This can happen as soon as can be accommodated. SCFHP will work with you to find a day and time that works best for all.

How long? Focus group sessions run from 60-90 minutes depending on the number of topics addressed. We can schedule for 60 minutes but would suggest erring on the side of caution for 90. An individual interview can run 30 to 60 minutes.

Where? Potential locations include:

**SCFHP Blanca Alvarado
Community Resource Center**
408 North Capitol Ave
San Jose, CA 95133
<https://crc.scfhp.com/>.

SCFHP Main Office
6201 San Ignacio Ave
San Jose, CA 95119
www.scfhp.com

What do I get? Focus group participants will be provided breakfast or lunch by SCFHP depending on time of day the meeting is held. Individual interviews would not be in person thus breakfast or lunch will not be made available.

If you would like to participate in a focus group or one-to-one interview or have questions, please email ProviderServices@scfhp.com. Thank you all for continuing to provide our members with the care you do.