

Regular Meeting of the

## Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, June 7, 2022, 6:00 PM – 7:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave., San Jose, CA 95119

### Via Teleconference Only

(669) 900-6833

Meeting ID: 893 2162 7257

Passcode: cac062022

<https://us06web.zoom.us/j/89321627257>

## AGENDA

<b>1. Roll Call / Establish Quorum</b>	Ms. Porchia Usher	6:00	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.	Ms. Porchia-Usher	6:05	5 min
<b>3. Meeting Minutes</b> Review minutes of the March 8, 2022 Consumer Advisory Committee. <b>Possible Action:</b> Approve the minutes of the March 8, 2022 Consumer Advisory Committee.	Ms. Porchia-Usher	6:10	5 min
<b>4. Health Plan Update</b> Discussion on SCFHP membership and current topics.	Ms. Tomcala	6:15	10 min
<b>5. Member Orientation Update</b> 1-Year program highlights, achievements, and feedback.	Ms. Ma	6:25	5 min
<b>6. Blanca Alvarado Community Resource Center</b> Programming and operations update.	Mr. Gonzalez	6:30	10 min
<b>7. Health Education and Cultural Linguistics</b> Overview of health education and cultural linguistics programs.	Ms. Hernandez	6:40	10 min
<b>8. SCFHP Member Communications</b> Review SCFHP Member Communications.	Ms. Byom	6:50	5 min
<b>9. Future Agenda Items</b> Discuss topic ideas for September 13, 2022 meeting.	Ms. Porchia-Usher	6:55	5 min

**10. Adjournment**

Ms. Porchia-Usher

7:00

Next meeting: Tuesday, September 13, 2022 at 6:00 p.m.

**Notice to the Public—Meeting Procedures**

- Persons wishing to address the Consumer Advisory Committee 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



# Santa Clara Family Health Plan™

Meeting Minutes

March 8, 2022

Regular Meeting of the  
**Santa Clara County Health Authority**  
**Consumer Advisory Committee**

Tuesday, March 8, 2022, 6:00 PM – 7:00 PM  
Santa Clara Family Health Plan – Teleconference  
6201 San Ignacio Ave, San Jose, CA 95119

## Minutes - Draft

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### Members Present

Debra Porchia-Usher, Chair  
Rebecca Everett  
Rachel Hart  
Ajit Raina  
Ishendra Sinha  
Tran Vu

### Members Absent

Barifara (Bebe) Barife  
Blanca Ezquerro  
Vishnu Karnataki  
Maria Cristela Trejo Ramirez

### Guest

Hoang Truong

### Staff Present

Christine Tomcala, Chief Executive Officer  
Chris Turner, Chief Operating Officer  
Chelsea Byom, Vice President, Marketing,  
Communications and Outreach  
Mike Gonzalez, Director, Community  
Engagement  
Tanya Nguyen, Director, Customer Service  
Cristina Hernandez, Manager, Marketing and  
Public Relations  
Liz Sullivan, Manager, Communications  
Jenny Arellano, Marketing Project Manager  
Sherry Anne Faphimai, Graphic Design  
Project Manager  
Zara Hernandez, Health Educator  
Amy O'Brien, Administrative Assistant

### 1. Roll Call

Debra Porchia-Usher, Chair, called the meeting to order at 6:05 p.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 December 14, 2021 Consumer Advisory Committee meeting were reviewed.

**It was moved, seconded,** and the minutes of the December 14, 2021 Consumer Advisory Committee meeting were **unanimously approved.**

**Motion:** Mr. Vu  
**Seconded:** Mr. Sinha  
**Ayes:** Ms. Everett, Ms. Hart, Ms. Porchia-Usher, Mr. Raina, Mr. Sinha, Mr. Vu  
**Absent:** Ms. Barife, Ms. Ezquerro, Mr. Karnataki, Ms. Ramirez

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

Christine Tomcala, Chief Executive Officer, presented the enrollment update. The Plan's total enrollment as of March 2022 is 295,422 members, an increase of approximately 7.4% since March 2021. The Plan's Medi-Cal membership is 285,171 members, an increase of approximately 7.6% since March 2021. The Plan's Cal MediConnect (CMC) membership is 10,251, an increase of approximately 3.6% since March 2021.

Ms. Tomcala stated that the COVID-19 public health emergency has been extended until at least April 16, 2022. Therefore, the "pause" on MC redeterminations remains in effect. In addition, the meetings of the Consumer Advisory Committee remain virtual until further notice.

Ms. Tomcala discussed routine audits the Plan has been undergoing. She also informed the Committee about an agreement Kaiser negotiated with the State for a direct Medi-Cal contract statewide. If this moves forward, Kaiser would no longer be a part of the SCFHP provider network as of January 2024, and members with a Kaiser primary care physician would transition to the Kaiser Medi-Cal plan.

Ms. Tomcala shared information on the new SCFHP Equity Steering Committee and three Councils, which were created to expand efforts to raise health equity for our members, and support an equitable and inclusive workplace. The Member Equity Council will seek input from members of the Consumer Advisory Committee.

An update on COVID-19 vaccination data and the Plan's outreach efforts was provided. Ms. Tomcala highlighted vaccine incentives, community partnerships, and vaccination clinic results, as well as outreach call and robocall campaigns.

Ms. Tomcala concluded her update with information on how Medi-Cal members can receive free COVID-19 rapid antigen tests.

#### **5. Transportation Benefit Overview**

Tanya Nguyen, Director, Customer Service, presented an overview of the Plan's transportation benefit. Ms. Nguyen highlighted the processes and procedures to arrange for no cost, unlimited transportation to and from medical appointments. Ms. Nguyen defined Non-Emergency Medical Transportation (NEMT), and she outlined physician certification and other requirements that are necessary in order to request NEMT.

Ms. Nguyen then defined Non-Medical Transportation (NMT), and she outlined the components specific to this service. Ms. Nguyen provided the committee with the Customer Service phone number to call to request either NEMT or NMT services. Members can also request NEMT or NMT services through our SCFHP member portal.

Mr. Sinha raised some concerns about the ease of use of our transportation benefit, and the complexity of the process. A discussion ensued, and it was agreed that Ms. Nguyen will contact Mr. Sinha outside of this meeting to resolve his concerns.

#### **6. 2022 Wellness Rewards Program**

Zara Hernandez, Health Educator, presented an overview of the 2022 Medi-Cal Wellness Rewards Program. Ms. Hernandez outlined the various types of medical visits and screenings that qualify for wellness rewards. She also discussed the eligibility requirements, and the specific rewards members will receive for completion of screenings and visits.

Ms. Hernandez introduced Sherry Anne Faphimai, Graphic Design Project Manager. Ms. Faphimai discussed the various mailings members will receive, and some of the photo concepts under consideration that will help illustrate the importance of preventive medical services and screenings. The members provided her with feedback on how these images make them feel, and whether or not certain images speak to them more than others.

At this time, Ms. Porchia-Usher noted the hour and proposed that agenda items #7, #8, and #9 be heard at the June 7, 2022 meeting.

Mr. Raina and Mr. Sinha expressed some additional concerns and it was agreed that Ms. Nguyen would contact them outside of the meeting to discuss their concerns.

Ms. Porchia-Usher received consensus from the committee members on deferring the proposed agenda items to the next meeting.

## **11. Adjournment**

The meeting was adjourned at 7:23 p.m.

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Debra Porchia-Usher, Chair  
Consumer Advisory Committee



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## Health Plan Update

June 7, 2022



# SCFHP Updates

## Enrollment

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



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**Now proudly serving over  
300,000 members!**

# SCFHP Updates

## Plan Updates

- Thank you to Debra Porchia-Usher!
  - Concluding two years at Chair
- Update to September meeting date: Tuesday, September 6
- COVID-19 public health emergency will be likely extended until October 15
  - Board and committee meetings may remain virtual
  - Location for CAC meetings - Virtual, Headquarters, or CRC?
  - If PHE extends, Medi-Cal redeterminations “pause” remains in effect until at least January

# SCFHP Updates

## Plan Updates

- Governor's Budget May revise
  - Expands Medi-Cal to 26-50 year olds regardless of immigration status as of 1/1/24
  - Medi-Cal doula benefit delayed until 1/1/23
  - Makes some of the COVID-19-related Medi-Cal eligibility and reimbursement changes permanent
  - Invests in health care data systems and providers
- Medi-Cal eligibility expanded 5/1 to adults age 50+ regardless of immigration status
  - ~12,000 individuals in Santa Clara County will transition from limited scope Medi-Cal by 7/1
- New Medi-Cal benefit effective 7/1
  - Annual Cognitive Health Assessment for members 65+ not eligible for Medicare annual wellness visit



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# COVID-19 Vaccination Data & Clinics

# COVID-19 One-Stop-Shop

## SCFHP Blanca Alvarado Community Resource Center

### One-Stop-Shop offers:

- **Information:** vaccination, testing, sharing key messages to combat misinformation and promote health and safety
- **Resource Navigation:** Connecting residents to safety net services including food and housing assistance
- **COVID-19 Vaccination Clinics:**
  - Jan 2022 – May 2022
    - 2,061 shots administered
  - 8x more clinics scheduled for May, June, July, and August
- **\$50 incentive for people getting vaccinated at the CRC**
  - Available to anyone five years old or older receiving their first, second, or booster
- **COVID-19 Testing Clinic:** Walk-in and Drive-through testing
- **Partnerships:** Bay Area Community Health, County of Santa Clara Mobile Vaccine Unit, COVID-19 Black, Roots Community Health Center



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

# SCFHP Blanca Alvarado Community Resource Center (CRC)



## COVID-19 Vaccination Clinic

	Jan 22	Feb 7	Feb 18	Feb 19	March 19	March 28	April 8	April 9	April 15	May 3	May 13	May 24	May 27
Number of First Dose	90	19	24	26	28	4	8	12	4	5	6	*	*
Number of Second Dose	17	16	30	58	38	11	3	16	2	0	7	*	*
Number of Boosters	273	70	40	83	60	32	19	37	37	14	26	*	*
Number of 2 <sup>nd</sup> Boosters							6	86	200	212	442	*	*
<b>Total shots administered</b>	<b>380</b>	<b>105</b>	<b>94</b>	<b>167</b>	<b>126</b>	<b>47</b>	<b>36</b>	<b>151</b>	<b>243</b>	<b>231</b>	<b>481</b>	<b>*281</b>	<b>*150</b>

Number of Incentives per clinic	301	103	94	158	126	47	36	141	243	231	481	85	85
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Health Plan Members & Number of Children & Teens Vaccinated													
Members of SCFHP	77	46	47	77	63	27	8	39	78	91	133	TBD	TBD
Pediatric – First Dose	60	8	13	9	20	3	5	6	2	3	4	*	*
Pediatric – Second Dose	13	11	13	42	25	6	3	15	2	0	4	*	*
Pediatric – Booster									6	4	6	*	*

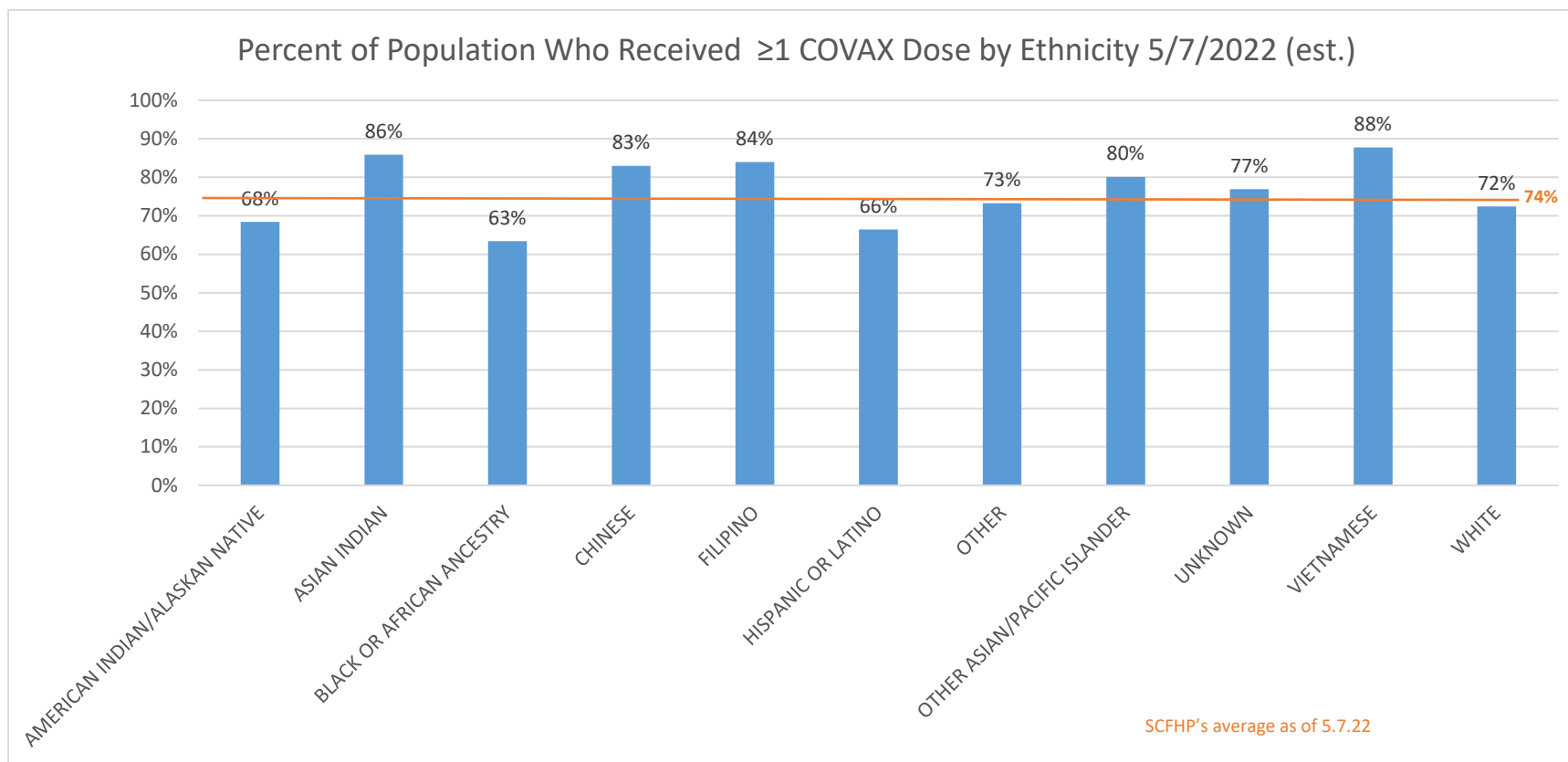
\*Pending final numbers from clinic partner (BACH or Roots)



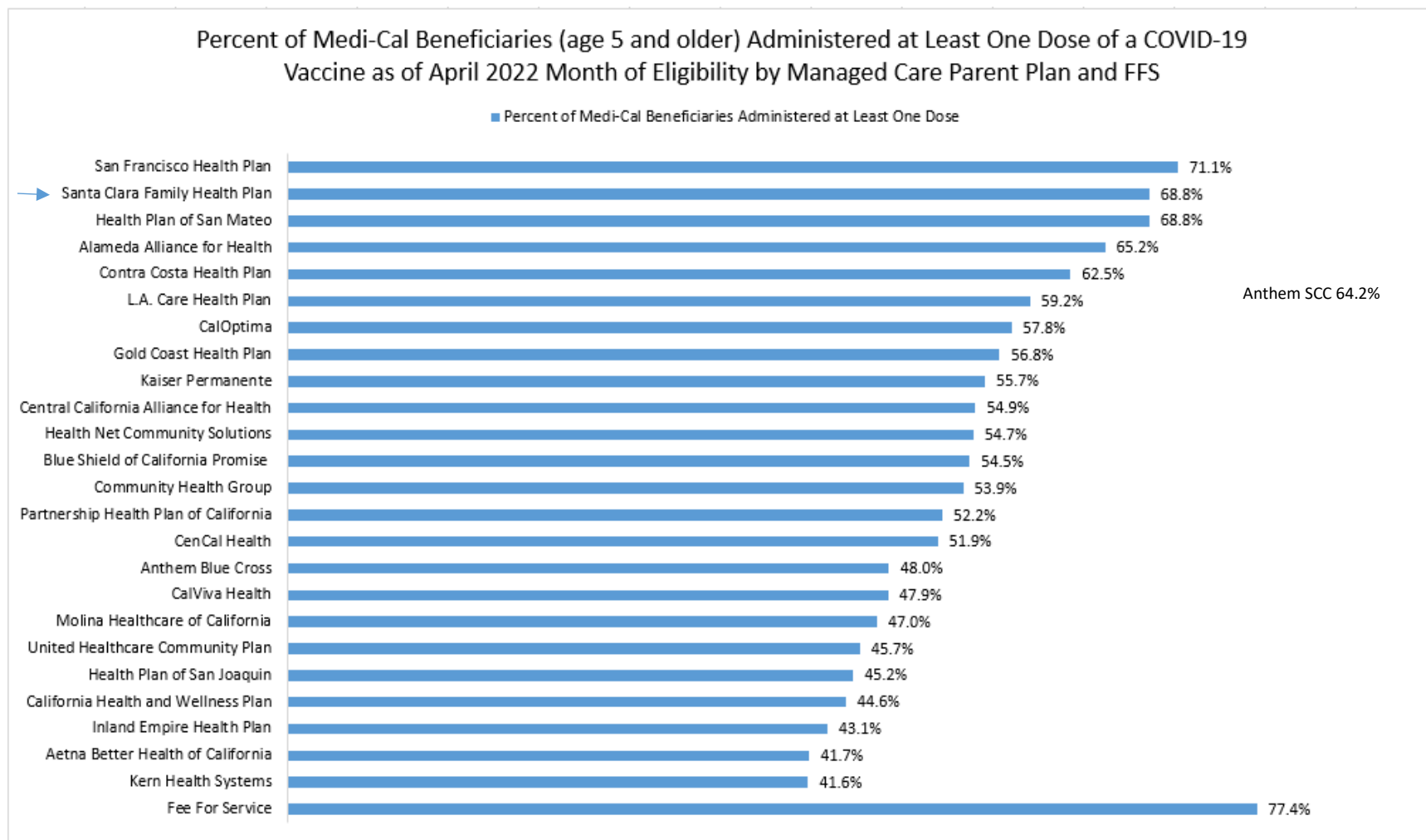
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Questions?





Ethnicity/Age Band	% of membership				% vaccinated			
	5-11	12-17	18+	Overall % of SCFHP	5-11	12-17	18+	Overall
BLACK OR AFRICAN ANCESTRY	12%	13%	75%	3%	35%	60%	69%	63%
HISPANIC OR LATINO	23%	23%	55%	37%	44%	71%	74%	66%
Remaining Ethnicities	8%	8%	84%	59%	54%	80%	82%	80%



As of 3.7.22 (website: 4.18.22 data not available)

SCC 85%



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Questions?



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## Member Orientation Update - CAC

Jocelyn Ma, Manager, Community Outreach

# Member Orientation Pilot

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

Member orientations include:

- Virtual or in-person presentation provided by SCFHP staff
- Member-friendly Medi-Cal New Member Guide (provided in English, Spanish, Vietnamese, Chinese and Tagalog)
- Feedback survey
- \$25 member incentive for eligible SCFHP members



# Accomplishments

## Member Orientation accomplishments to date





- Mailed orientation flyers to members new to the plan in early implementation
- Provided orientation flyers in different languages at all outreach events
- Updated new member kits to include member orientation information
- Launched in-person orientations at the Blanca Alvarado Community Resource Center (CRC)
- Created a training curriculum to certify seven SCFHP staff to conduct orientation sessions
- Conducted over 7,200 outreach calls inviting members to orientations
- Generated 3,381 visits on member orientation landing page [www.scfhp.com/welcome](http://www.scfhp.com/welcome)
- Collected 114 surveys (Medi-Cal and Cal MediConnect) from attendees to determine most useful information and/or missing information for members
- Provided \$8,200 in member incentives

## SANTA CLARA FAMILY HEALTH PLAN Member Orientation

Learn more about your plan and benefits

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

### Learn about:

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

Register for a session today at  
[www.scfhp.com/welcome](http://www.scfhp.com/welcome)

Or call us toll free at:

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

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



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# Orientation Sessions

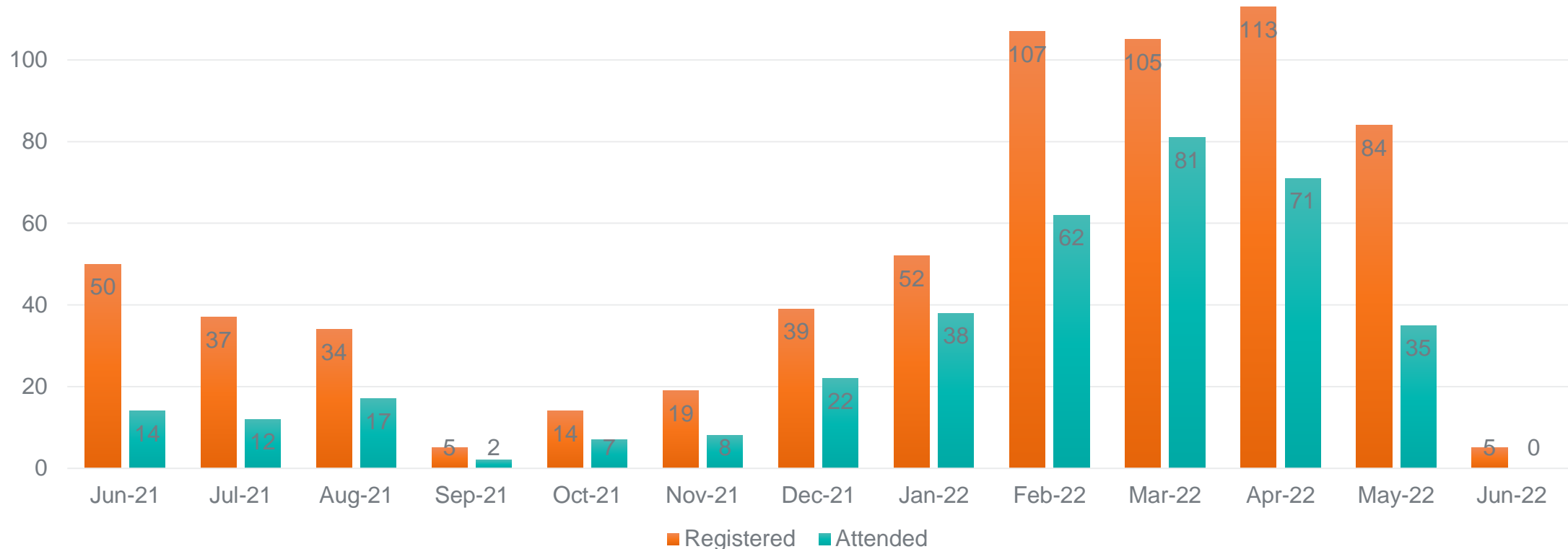
SCFHP has conducted 81 orientations to date.

- Orientation sessions take place virtually via Zoom or in-person at the Blanca Alvarado CRC.
  - Number of sessions
    - Virtual – 48
    - In-Person – 33
- Sessions are conducted by SCFHP's Community Health Workers and Medicare Outreach Agents and are offered in different languages.
  - Number of sessions
    - English – 39
    - Spanish – 20
    - Vietnamese – 22



# Registrants and Attendees

## Medi-Cal Orientations



Total Registered: 664  
Total Attended: 369



# Feedback Survey Results

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

# Challenges and Suggestions

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

## Challenges:

- Technology challenge for some members
- COVID-19 pandemic and risks for in-person attendance
- Over half of the members who register for orientation sessions do not attend
- Digital follow-up to collect feedback surveys for virtual sessions

❖ **CAC members - Do you have any suggestions on how SCFHP can increase orientation attendance?**



# Consumer Advisory Committee: SCFHP Blanca Alvarado Community Resource Center

June 2022

# Welcome!

## New Staff Member

Welcome!  
**Daisy Montoya**

Community Resource Center  
Coordinator

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



# Community Resource Center

## Monthly Calendar

### Calendar available

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

### Features

- Programs, Services, Resources, and Events

### CRC Hours

- Monday-Friday
- 10am-5pm
  - (closed for lunch 12pm-1pm)
- Saturday's – once per month

 Santa Clara Family Health Plan   Blanca Alvarado Community Resource Center <b>MAY - 2022</b>							Covered CA & Medi-Cal Application Assistance Call 408-874-1750 for appointments Community Resource Assistance Call 408-874-1750 for appointments COVID-19 Vaccine Assistance Call 408-874-1750
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1 Closed	2 Closed	3 2pm - 6pm: COVID-19 Vaccination Clinic	4 10am: Zumba	5 CINCO DE MAYO Open 10am - 5pm	6 10am: Zumba 2pm: <a href="#">Medi-Cal Orientation (En)</a>	7 12pm: Stroke Awareness Presentation 1pm: Nutrition Workshop 2pm: <a href="#">Medi-Cal Orientation (Vi)</a>	
8 Closed	9 Closed	10 10am - 3pm: COVID Testing 10am: <a href="#">CMC Orientation (Vi)</a> 11am: <a href="#">CMC Seminar (Vi)</a>	11 10am: Zumba 11am: <a href="#">CMC Seminar (En)</a> 2pm: <a href="#">Medi-Cal Orientation (Es)</a>	12 10am: <a href="#">CMC Orientation (Es)</a>	13 10am: Zumba 2pm - 6pm: COVID-19 Vaccination Clinic 2pm: <a href="#">CMC Orientation (En)</a>	14 10am - 2pm: <b>Older Adult Resource Fair</b> • Workshops • Healthy Cooking • 50+ Zumba	
15 Closed	16 Open 10am - 5pm	17 2pm: <a href="#">CMC Orientation (Vi)</a>	18 10am: Zumba 10am: <a href="#">CMC Orientation (En)</a>	19 11am: <a href="#">CMC Seminar (Es)</a> 2pm: <a href="#">CMC Orientation (Es)</a> 6pm: Zumba (Indoors)	20 10am: Zumba 10am: <a href="#">CMC Orientation (Zh)</a> 10am - 3pm: COVID Testing	21 Closed	
22 Closed	23 Open 10am - 5pm	24 2pm - 6pm: COVID-19 Vaccination Clinic	25 10am: Zumba 10am: <a href="#">Medi-Cal Orientation (En)</a>	26 10am: <a href="#">Medi-Cal Orientation (Es)</a> 6pm: Zumba (Indoors)	27 10am: Zumba 10am: <a href="#">CMC Seminar (Zh)</a> 10am-2pm: COVID-19 Vaccination Clinic 2pm: <a href="#">Medi-Cal Orientation (Vi)</a>	28 Closed	
29 Closed	30 Open 10am - 5pm	31 Open 10am - 5pm	We Speak English   Hablamos Español   Chúng tôi nói Tiếng Việt			Older Adult Month & Mental Health Month	

# SCFHP Older Adult Resource Fair & Conference (May 14<sup>th</sup>)

## Celebrating Older Adults Month

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



# Number of Visitors & Services Provided

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

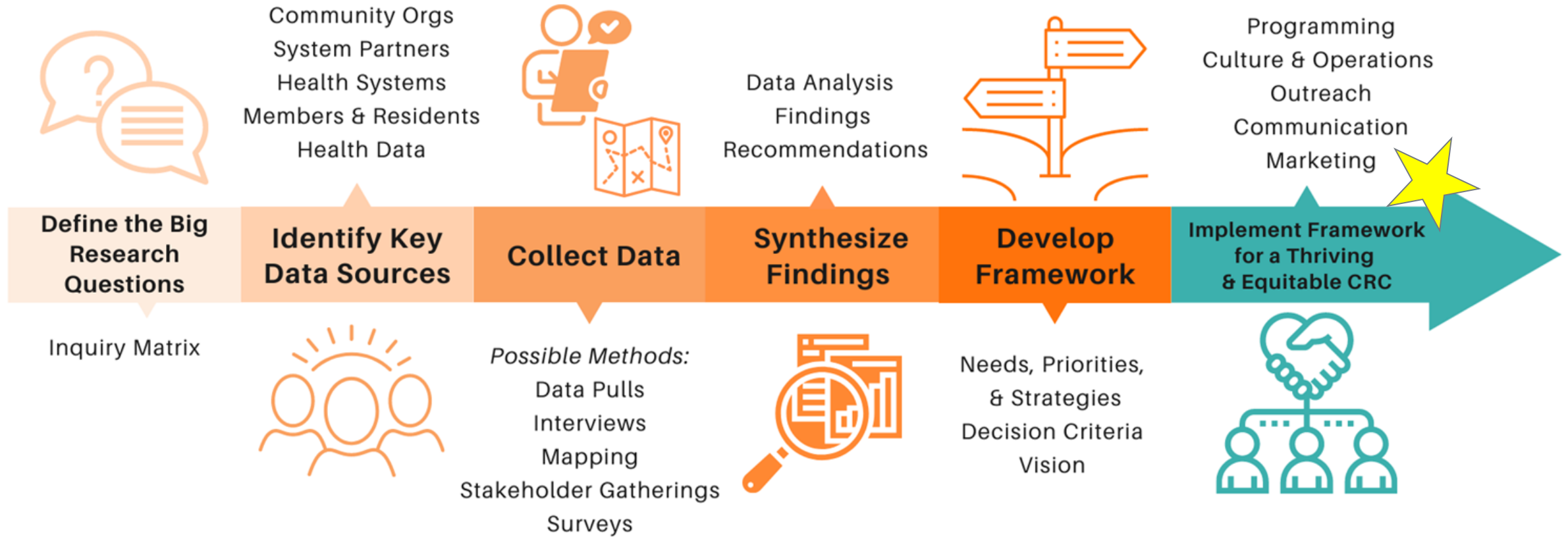
\*Number of SCFHP Members -CMC/MC – visiting the CRC

# PROCESS ROADMAP



Santa Clara Family  
Health Plan™

Blanca Alvarado  
Community Resource Center





# Resident Advisory Group

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



CRC Resident Advisory Group

## East San José



# Center Vision

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

# Center Purpose

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

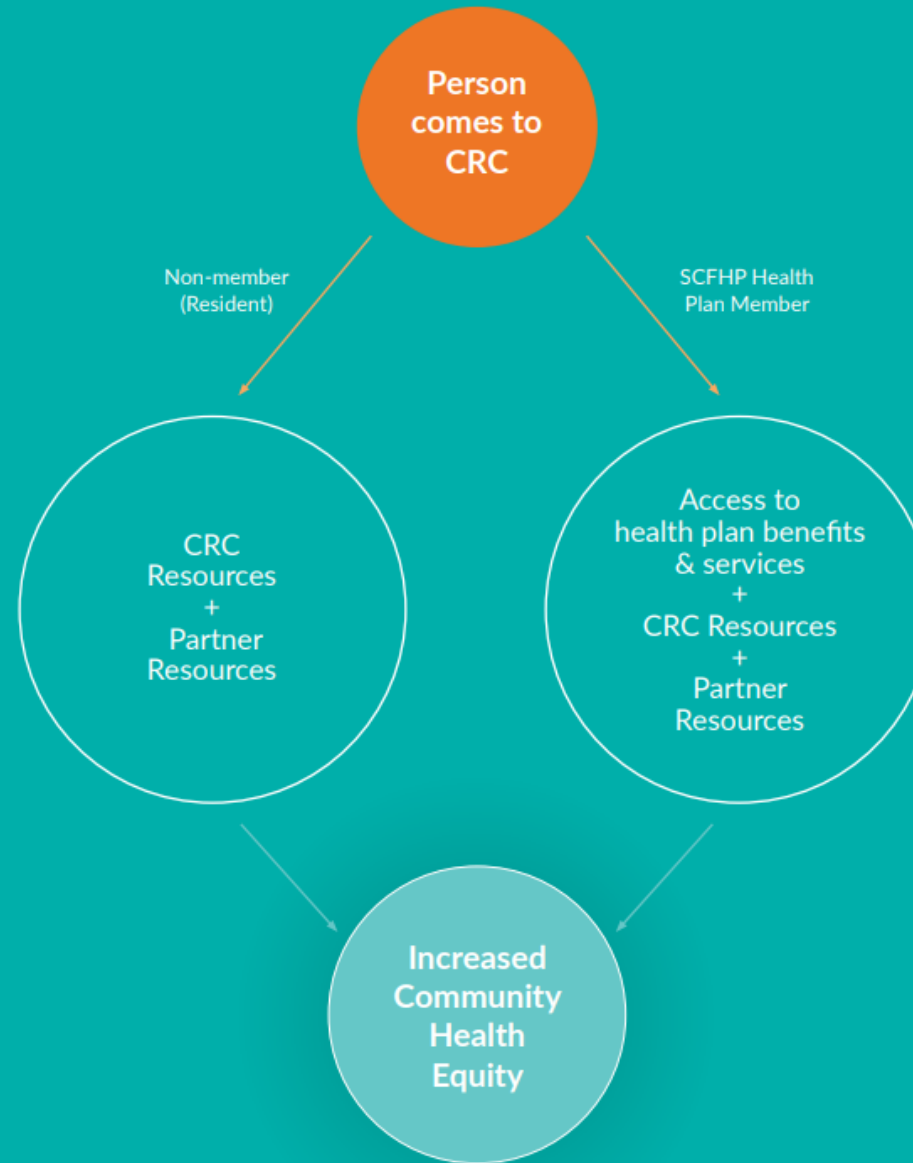


# Welcoming All Dando la Bienvenida a Todos Chào đón tất cả mọi người!

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

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

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



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

## Community Celebration Event

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

**Date:** Saturday, June 25, 2022

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

**Time:** 10am-2pm



# Santa Clara Family Health Plan™

Thank You!

[Mgonzalez@scfhp.com](mailto:Mgonzalez@scfhp.com)



**Santa Clara Family  
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## **Health Education and Cultural Linguistics Overview**

Zara Hernandez, CHES – Health Educator

# Health Education Overview

## Stay healthy by enrolling in a health education class

- Transportation provided
  - Call Customer Service (800) 260-2055, Monday – Friday 8:30am – 5pm
- No PCP referral\*
- Most classes take place virtually (Zoom) due to COVID-19

\*transportation not offered for Indian Health Center/Open Gym. PCP clearance required.

# Wellness & Health Promotion

## Chronic Disease Management



<b>Class Name</b>	Asthma Education - In-Home Assessment
<b>Organization</b>	Breathe California
<b>Description</b>	A specialist will do a walk-through of your home and assess for opportunities where you can improve air quality. Point out possible hazards like mold, dust, and pet dander, and will give you recommendations on how to improve air circulation.
<b>Eligibility</b>	All ages
<b>Language</b>	English and Spanish
<b>How to Sign Up</b>	Call Breathe 408-998-5865



# Wellness & Health Promotion

## Chronic Disease Management



<b>Class Name</b>	High Blood Pressure
<b>Organization</b>	Santa Clara Family Health Plan (SCFHP)
<b>Description</b>	Small, interactive class to learn about what high blood pressure is, how to use an at-home blood pressure monitor and tips on managing the condition.
<b>Eligibility</b>	Hypertensive members 18-75 years
<b>Language</b>	English
<b>How to Sign Up</b>	Register online <a href="https://bit.ly/HighBloodPressureClass">https://bit.ly/HighBloodPressureClass</a>

# Wellness & Health Promotion

## Counseling & Support Services



<b>Class Name</b>	Anger Management Stress Management
<b>Organization</b>	ACT for Mental Health
<b>Description</b>	Group class offering skills on mindfulness and slowing down
<b>Eligibility</b>	All ages
<b>Language</b>	English and Spanish
<b>How to Sign Up</b>	Call ACT (408) 287-2640

# Wellness & Health Promotion

## Parent Education



<b>Class Name &amp; Organization</b>	Positive Discipline – Edifying Lives Parenting/Co-Parenting – ACT
<b>Description</b>	Education for parents and caregivers offering topics in parenting styles, communication, positive correction, and more
<b>Eligibility</b>	All Ages
<b>Languages</b>	English, Spanish
<b>How to Sign Up</b>	Call Edifying Lives (408) 899-6145 Call ACT (408) 287-2640

# Wellness & Health Promotion

## Nutrition and Weight Management



<b>Class Name</b>	Weight Management, Healthy Eating
<b>Organization</b>	Wellness Works (Weight Watchers)
<b>Description</b>	Workshops and digital tools for weight management and wellness goals.
<b>Eligibility</b>	8+ years
<b>Language</b>	English
<b>How to Sign Up</b>	Call SCFHP Customer Service (800) 260-2055, or request information online through your member portal at <a href="https://www.scfhp.com">SCFHP.com</a>

# Wellness & Health Promotion

## Nutrition and Weight Management



<b>Class Name</b>	10 Steps to a Healthier You!
<b>Organization</b>	Healthier Kids Foundation
<b>Description</b>	Small group classes for parents and caregiver focused on establishing healthy eating habits as a family.
<b>Eligibility</b>	Parent or caregiver of child enrolled with SCFHP.
<b>Language</b>	English and Spanish
<b>How to Sign Up</b>	Call Healthier Kids Foundation (855) 344-6347

# Wellness & Health Promotion

## Exercise & Fitness



<b>Class Name</b>	Open Gym
<b>Organization</b>	Indian Health Center
<b>Description</b>	Assortment of strength and cardio machines. Group fitness classes and 1:1 sessions available. Primary care provider (PCP) approval required.
<b>Eligibility</b>	18+
<b>Language</b>	N/A
<b>How to Sign Up</b>	Call SCFHP for medical clearance form to be mailed to you, (800) 260-2055. Contact Indian Health Center after form has been signed by your PCP.

# Wellness & Health Promotion

## Prenatal Education



<b>Class Name</b>	Virtual Baby Shower
<b>Organization</b>	Santa Clara Family Health Plan (SCFHP)
<b>Description</b>	Learn about prenatal and post natal care, SCFHP benefits and health education, newborn safety, and community resources.
<b>Eligibility</b>	Pregnant members, 16+
<b>Language</b>	English
<b>How to Sign Up</b>	Register Online <a href="https://bit.ly/SCFHP-BabyShower">https://bit.ly/SCFHP-BabyShower</a>

# Wellness & Health Promotion

## Prenatal Education



<b>Class Name</b>	Childbirth Prep, Breastfeeding, Infant Care, Infant Safety/CPR & First Aid
<b>Organization</b>	Local hospitals
<b>Description</b>	Variety of classes offered to expecting mothers and their partners. Check SCFHP.com for more details
<b>Eligibility</b>	Pregnant members
<b>Language</b>	English, Spanish
<b>How to Sign Up</b>	Call SCFHP Customer Service (800) 260-2055, or request information online through your member portal at <a href="https://www.scfhp.com">SCFHP.com</a>



# Wellness & Health Promotion

## Smoking Cessation



<b>Class Name</b>	Ash Kickers – Adults and Seniors
<b>Organization</b>	Breathe California
<b>Description</b>	Group workshops, 1:1 sessions, or telephone consultations for adults wanting to quit smoking
<b>Eligibility</b>	18 years and up
<b>Language</b>	English, Spanish, and Vietnamese
<b>How to Sign Up</b>	Call Breathe (408) 998-5865

# Wellness & Health Promotion

## Summer Programs

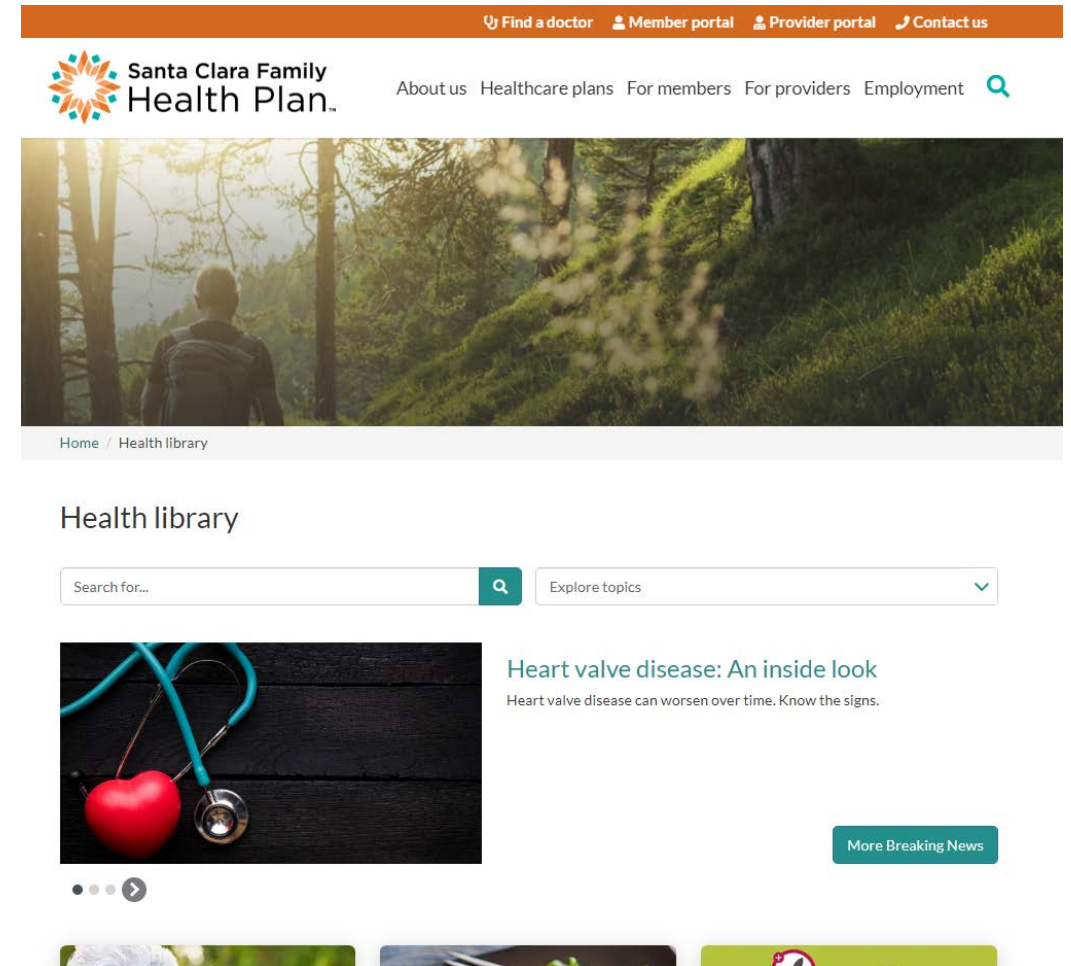


<b>Class Name &amp; Organization</b>	Summer Swim Program – City of SJ Asthma Education Camp – Breathe CA Healthy Living Day Camp – YMCA
<b>Description &amp; Eligibility</b>	Summer programs usually open mid May - early June. Check <a href="https://www.scfhp.com">SCFHP.com</a> for more details and age eligibility.
<b>Language</b>	English
<b>How to Sign Up</b>	Call SCFHP Customer Service (800) 260-2055, or request information online through your member portal at <a href="https://www.scfhp.com">SCFHP.com</a>

# Wellness & Health Promotion

For other information on general health topics and resources, visit our health library at <https://www.scfhp.com/health-library/>

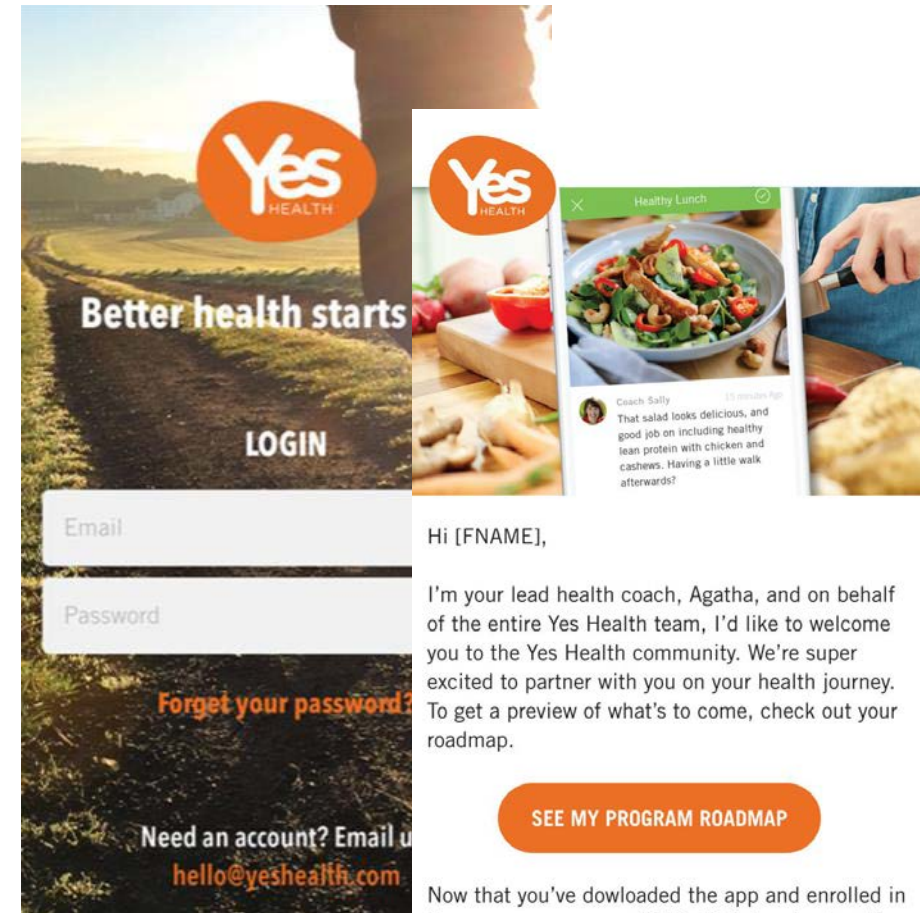
**No cost to you as a member!**



The screenshot shows the website's navigation bar with links for 'Find a doctor', 'Member portal', 'Provider portal', and 'Contact us'. Below the navigation is the Santa Clara Family Health Plan logo and a search bar. The main content area features a large image of a person hiking in a forest. Below the image is a breadcrumb trail: 'Home / Health library'. The 'Health library' section includes a search bar and a dropdown menu for 'Explore topics'. A featured article titled 'Heart valve disease: An inside look' is displayed with a sub-headline: 'Heart valve disease can worsen over time. Know the signs.' and a 'More Breaking News' button. At the bottom, there are three small image thumbnails.

# Expansion Plans

We're discussing...



The image shows a composite of two screenshots from the Yes Health app. The left screenshot is the login page, featuring the 'Yes HEALTH' logo, the text 'Better health starts', a 'LOGIN' button, and input fields for 'Email' and 'Password'. Below the password field are links for 'Forgot your password?' and 'Need an account? Email us at hello@yeshhealth.com'. The right screenshot shows a social media-style post titled 'Healthy Lunch' with a photo of a salad and a text message from 'Coach Sally' that reads: 'That salad looks delicious, and good job on including healthy lean protein with chicken and cashews. Having a little walk afterwards?'. Below the post is an orange button that says 'SEE MY PROGRAM ROADMAP'.

Hi [FNAME],

I'm your lead health coach, Agatha, and on behalf of the entire Yes Health team, I'd like to welcome you to the Yes Health community. We're super excited to partner with you on your health journey. To get a preview of what's to come, check out your roadmap.

[SEE MY PROGRAM ROADMAP](#)

Now that you've downloaded the app and enrolled in the program, your new Fitbit digital scale should arrive in the next 5-10 business days. Simply

# Cultural Linguistics

## Translation Services – No cost to members

### Documents



- Documents available in English, Spanish, Tagalog, Vietnamese and Chinese
- Other languages provided by request
- Alternate formats such as braille, audio and large print are available

### Interpretation



- 24 hour phone language assistance
- In-person interpreter services
- Video Remote Interpreting (VRI)



# Santa Clara Family Health Plan™

Feedback, comments, or ideas? Thank you!



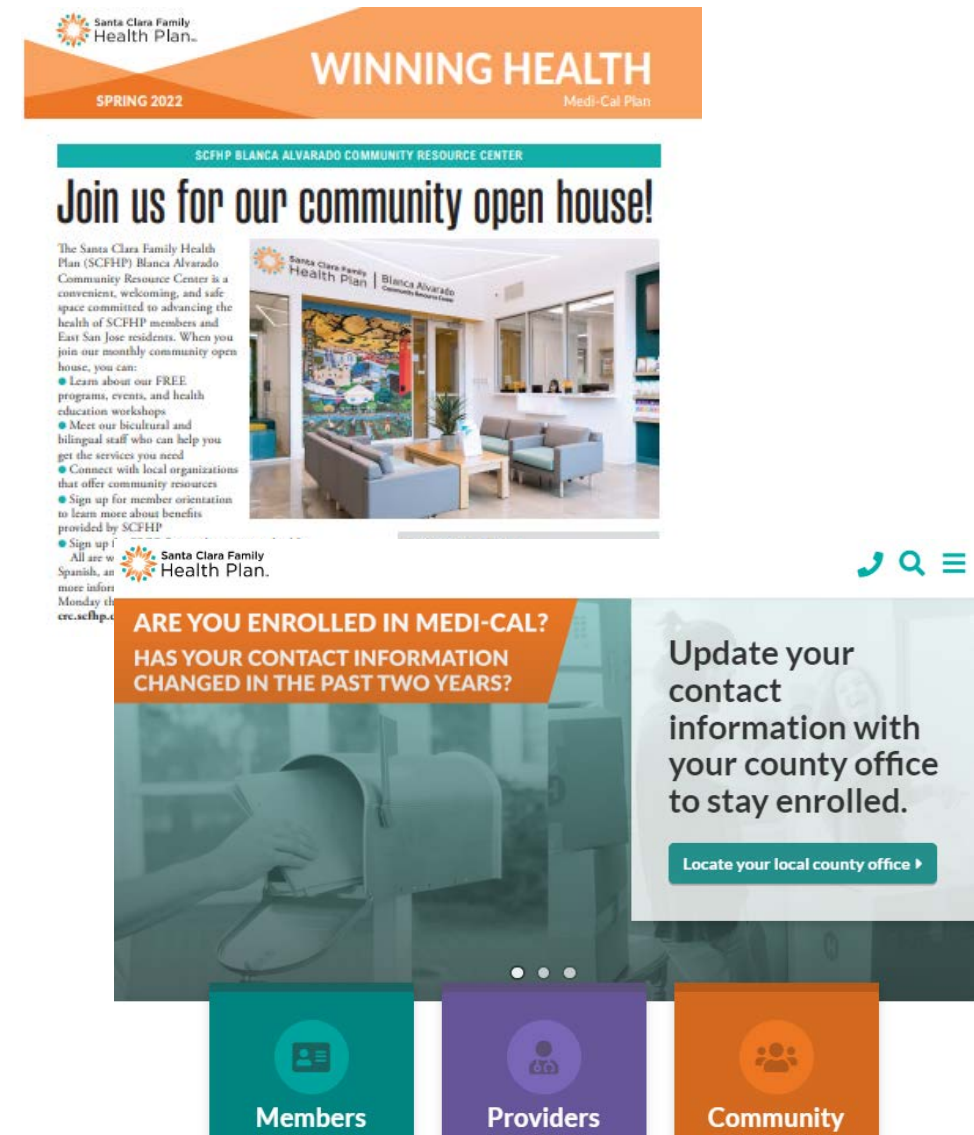
**Santa Clara Family  
Health Plan™**

## Member Communications

Consumer Advisory Committee, July 7, 2022

# Member Communications

<b>MAILINGS</b>	<ul style="list-style-type: none"> <li>• Spring newsletter             <ul style="list-style-type: none"> <li>• Member Handbook Errata</li> </ul> </li> </ul>
<b>CALLS</b>	<ul style="list-style-type: none"> <li>• Member orientation</li> </ul>
<b>WEBSITE</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.scfhp.com">www.scfhp.com</a></li> <li>• Board &amp; Committee Meetings             <ul style="list-style-type: none"> <li>○ Agendas, agenda packets, meeting minutes</li> </ul> </li> <li>• Provider Directory</li> <li>• Newsletters</li> <li>• Information on the updating contact information in advance of the Public Health Emergency (PHE) ending.</li> </ul>



The screenshot shows a website page for Santa Clara Family Health Plan. At the top, there is a navigation bar with the logo and the text "Santa Clara Family Health Plan." Below this is a banner for "WINNING HEALTH" for the "Medi-Cal Plan" in "SPRING 2022". The main content area features a headline "Join us for our community open house!" with a sub-headline "SCFHP BLANCA ALVARADO COMMUNITY RESOURCE CENTER". A photograph shows the interior of the center. Below the photo is a list of activities: "Learn about our FREE programs, events, and health education workshops", "Meet our bicultural and bilingual staff who can help you get the services you need", "Connect with local organizations that offer community resources", "Sign up for member orientation to learn more about benefits provided by SCFHP", and "Sign up for...". A sidebar on the right contains a search icon and a menu icon. Below the main content is a large call-to-action box with the text "ARE YOU ENROLLED IN MEDI-CAL? HAS YOUR CONTACT INFORMATION CHANGED IN THE PAST TWO YEARS?" and "Update your contact information with your county office to stay enrolled." with a button "Locate your local county office". At the bottom, there are three navigation buttons: "Members", "Providers", and "Community".



# SCFHP PHE Communication Strategy

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

# Follow us on social media!

## Santa Clara Family Health Plan

- @scfhp



## SCFHP Blanca Alvarado Community Resource Center

- @scfhp.crc



# Member Communications

## Event Highlights

**Participated in the following events and more since March 2021:**

Who	What	When	Where
Rocketship Spark Academy	Welcome Tour New Families Health Fair	04/19/2022	San Jose
Evergreen Valley College	Asian Heritage Month	05/04/2022	San Jose
Santa Clara County Behavioral Health Services	Mental Health Kick Off	05/06/2022	San Jose
March of Dimes	March for Babies	05/21/2022	San Jose
Rebekah Children's Services	Summer Sun and Fun	06/02/2022	Gilroy

### Upcoming events

West Valley Community Services	Unhoused Resource Fair	06/13/2022	Cupertino
African American Community Service Agency	41 <sup>st</sup> Annual Juneteenth in the Park Streets	06/18/2022	San Jose



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Questions or Suggestions?



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Future Agenda Items

Next Meeting: September 06, 2022



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Adjournment