



Cal MediConnect *in Action*

Creating Solutions for Complex Care Needs

Patients with both Medi-Cal and Medicare often need a creative approach to optimally manage their health. Typically, this requires physicians and their staff to stretch their time and resources to help patients piece together care and support

from multiple providers, social services, community resources, and payers. We can help. Santa Clara Family Health Plan (SCFHP) Cal MediConnect plan supports your efforts to help your dual-eligible patients achieve their goals of care. The following examples demonstrate this coordinated approach.

*Coordinating
medical and
behavioral
health care
with home-
and community-
based services
and supports*

A 55 year old member's plan to return home from a SNF was complex due to her ventilation tracheostomy for respiratory failure. Neither the SNF nor her physician were in a position to sort out all of the obstacles. SCFHP case management assisted the member in achieving her goal to return home by:

- Contacting the Housing Authority to update the electrical outlets at the member's home to safely power the ventilator
- Securing respiratory therapy orders from member's physician
- Coordinating the home evaluation and equipment delivery with the DME vendor
- Establishing the member with a pulmonologist for follow-up care
- Helping the member apply for IHSS to hire her son as her caregiver

The daughter of an 81 year old member was struggling to help her mother, who has dementia, and keep track of all her mother's medications, providers, and services.

Important doctor visits were falling through the cracks. SCFHP case management ensured that the member has the support she needs to remain safely in her own home by:

- Reconnecting the member with her PCP
- Helping organize important health care appointments
- Assisting the member with her application to increase IHSS hours and hiring a caregiver
- Establishing more regular attendance at adult daycare
- Working with her pharmacy to make adaptations to improve the member's medication compliance
- Referring the member's daughter to a community organization to help her understand how to care for people with dementia

*One plan,
one remittance
advice, one
phone number
to call for
authorizations
and assistance.*

A 47 year old member with a diagnosis of seizure disorder and dyslexia faced multiple challenges in acquiring health care. Due to her disability, distrust, and

limited financial resources, the member had not sought routine healthcare from her PCP in years. SCFHP case management helped put the pieces together by:

- Contacting the member's pharmacy to provide processing information and confirm the member's Part D coverage which improved the member's medication compliance
 - Spending time to explain HIPAA and medical release forms to allow communication with the member's new neurologist
 - Providing instruction on accessing urgent care centers near her home to avoid emergency visits
- Assisting the member with an application for a free mobile phone to enable communication with providers
 - Educating the member on calling SCFHP Member Services to arrange for transportation to medical appointments
 - Assisting with an application for a free medic alert bracelet, including writing letter of support and acquiring proof of hardship
 - Referring the member to community organizations to gain self-advocacy skills, e.g. computer skills and assistance with affordable housing

Your Partner in Care

Every SCFHP Cal MediConnect member has access to a case manager to help facilitate transitions in care, coordinate their health services and community resources, and make the most of their health plan benefits. This coordination can help relieve the administrative burden some practices feel when helping their patients access care and community-based services. Rather than juggling both Medi-Cal and Medicare, you have one plan, one remittance advice, and one phone number to call for authorizations and assistance.

If you have a patient who could benefit from this kind of support, Cal MediConnect may be a solution. Enrollment in Cal MediConnect plans is managed by Health Care Options - 1-844-580-7272. We look forward to partnering with you in the care of your patients.

For more information, visit www.scfhp.com, or call 1-877-723-4795.

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.

Members' identifying information has been changed for privacy.



Santa Clara
Family Health Plan
The Spirit of Care