



## **Coronavirus Disease 2019 (COVID-19) - Important information from SCFHP**

The world is facing an unprecedented medical crisis. Throughout this challenging time, your health and safety remain our top priority.

Given the Public Health Orders in Santa Clara County, we want you to know that Santa Clara Family Health Plan (SCFHP) will remain open to maintain operations for our members and providers. However, due to the Coronavirus (COVID-19) health emergency, most of our staff are now working from home and our lobby is closed to visitors until further notice.

### **To speak to SCFHP Member Services:**

- ❖ Medi-Cal members call: **1.800.260.2055**
- ❖ Cal MediConnect members call: **1.877.723.4795**

The 2019 novel coronavirus (COVID-19) is a new respiratory virus that can spread from person-to-person. Here are the best ways to protect yourself and your family.

1. Wear a face mask when outside your home (masks help reduce risk of spreading the virus).
2. Maintain social distancing – stay **at least 6 feet away** from all people who do not live in your home.
3. Wash your hands with soap and water frequently, for at least 20 seconds.
4. Limit trips to only essential travel; consider getting essentials delivered to your home.

### **SCFHP Nurse Advice Line**

- ❖ Medi-Cal members, call: **1.877.509.0294**
- ❖ Cal-MediConnect members, call: **1.844.803.6962**

SCFHP Nurse Advice Line is here to help 24 hours a day, 7 days a week. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor. The telehealth doctor can:

- Go through your symptoms
- Recommend a treatment
- Send a prescription to your nearest pharmacy

## Frequently Asked Questions

### ➤ I need help paying my bills/rent/mortgage.

- If you need financial assistance, you can reach out to the following agencies:
  - ❖ West Valley Community Services at **408.366.6092** for financial assistance, food, and necessities for those impacted by COVID-19.
  - ❖ Sunnyvale Community Services at **408.738.4321** for financial assistance (rental assistance, security deposit, utility bills, medical cost assistance).
  - ❖ The Salvation Army- Family services are provided as well as rent and deposit assistance, VTA monthly clipper card, grocery assistance and clothing vouchers. **\*Please note: Due to high call volumes, they are asking that you call on or after August 3<sup>rd</sup>. 408-282-1165 x3210**
  - ❖ Sacred Heart Community Service at **408-278-2160** or <https://sacredheartcs.org/>, for information on housing, utilities, or essential services. For help paying utilities please call the Santa Clara County Home Energy Assistance Program **1-877-278-6455** or visit

### ➤ I have lost my housing; where do I go?

- Santa Clara County has an Emergency Shelter Hotline that can help with temporary housing during the COVID crisis. Call **408.278.6420** to connect to this hotline.

### ➤ I need help taking care of my elderly relatives.

- Please contact Sourcewise at **408.350.3200** and press option 1 or visit their website at <http://www.mysourcewise.com/caregiver>. Sourcewise offers a variety of Caregiver Support Services for people taking care of an elderly family member.

### ➤ I need educational resources while my child is out of school.

1. You can reach out to your child's schoolteachers and district leaders.
2. You can use the County of Santa Clara's Learning Resource Portal (hyperlink to <https://www.sccoe.org/covid-19/Pages/default.aspx>). The Learning Resource Portal features distance learning options available for students, parents, teachers, and school administration and staff in Santa Clara County.

### ➤ I need food but cannot afford it, what options do I have?

- If you are without reliable access to enough affordable, nutritious food, please call **1.800.984.3663 (toll-free)** to see if you qualify for the food assistance program from

Second Harvest of Silicon Valley (hyperlink to <https://www.shfb.org/>). Please note, only homebound, qualified people can get assistance with **meal deliveries** and the delivery of a week's worth of groceries.

- If you are a low-income family, you may qualify for CalFresh. To apply, please call **1.877.847.3663** or visit CalFresh (hyperlike to <https://www.shfb.org/get-food/calfresh/#apply>).
- You can also call 2-1-1 United Way Bay Area to find food resources or other local resources in Santa Clara County.

➤ **I cannot leave home and do not know how to get groceries delivered.**

- You can use one of the following ONLINE/MOBILE APPS to buy and/or get groceries delivered to your home:
  - ❖ Uber Eats - <https://www.ubereats.com/>
  - ❖ Door Dash - <https://www.doordash.com>
  - ❖ InstaCart - <https://www.instacart.com/>

➤ **How do I find food pantry locations near me?**

- Please contact one of the area food assistance agencies to find a food pantry location near you:
  - ❖ Second Harvest of Silicon Valley at **1.800.984.3663 (toll-free)** for information about weekly pre-packaged food distribution at drive-through church locations throughout the county.
  - ❖ You can also call 2-1-1 United Way Bay Area to find food resources or other local resources in Santa Clara County.

➤ **I am pregnant and need help, what are my options?**

- If you are pregnant, you can reach out to the following agencies for resources:
  - ❖ Women, Infants, and Children (WIC) Program at **408.792.5101**. WIC serves low income pregnant and breastfeeding women and parents raising infants or children under the age of 5 years. Foster parents, guardians and single fathers who have custody of their children can also get WIC.
  - ❖ Rebekah Children's Services: Adelante and Morgan Hill FRC at **408.846.2460** for food, diapers, baby wipes, activity kits, and connection to community resources.
  - ❖ First 5 Santa Clara County: Diaper and Formula Pick-Up, please call **1.877.464.0244**.

➤ **I am an active cancer patient, who can I turn to for assistance?**

- Please call Cancer CAREpoint at **408.402.6611**. Cancer CAREpoint is dedicated to transforming support for cancer patients, survivors, family members, and caregiver in Silicon Valley through personalized, one-on-one Counseling, Assistance, Resources, and Education.

➤ **I am experiencing distress or anxiety because of the Coronavirus (COVID-19); where can I turn for help?**

- If you are experiencing distress or anxiety, help is available at:
  - ❖ 24 Hours Crisis Hotline: **1-877-363-4118**
  - ❖ MDLive Telehealth:
    - ⊖ Medi-Cal recipients: **1.855.635.4835** or [www.mdlive.com/vhpnetwork](http://www.mdlive.com/vhpnetwork)
  - ❖ 24/7 Behavioral Health Services Department (BHSD) Call Center at **1.800.704.0900 (toll-free)**. Assistance in all languages are available.
  - ❖ The Crisis Text Line: Text **RENEW** to **741741**
  - ❖ Suicide and Crisis Hotline 24/7 at **1.855.278.4204 (toll-free)**
  - ❖ Mobile Crisis Response Teams (MCRT):
    - *Adults*-BHSD MCRT at **1.800.704.0900 (toll-free)**
    - *Children and Youth*-Uplift Family Services Mobile Crisis Response at **408.379.9085**

➤ **What is the MDLIVE telehealth benefit and how do I access it?**

- VHP Members can access primary care and behavioral health providers for a wide range of urgent and non-emergency conditions through MDLive telehealth benefit for the same cost as a regular doctor visit on an on demand or scheduled basis. Registration to activate your account is required before you can schedule an appointment (language assistance is available). Keep a look out for an MDLIVE membership package and ID card.

*To activate your account or schedule an appointment:*

For **Medi-Cal recipients**, visit [www.mdlive.com/vhpnetwork](http://www.mdlive.com/vhpnetwork) or call **1.855.635.4835**.

➤ **I recently lost a family member due to the Coronavirus (COVID-19); where can I get grief counseling?**

- Grief counseling is available at the Hospice of the Valley. Please call **408.559.5600** if you are struggling with the loss of a loved one. Counseling is available in all languages during regular business hours, M-F, 8 a.m. to 5 p.m. After business hours and weekend grief counseling is available as needed.

➤ **I need help managing my blood sugar, blood pressure, or other chronic medical condition.**

- Most Primary Care Providers (PCPs) are still seeing patients, in person and/or remotely - by TeleHealth visits. Contact your doctor's office to ask them about their virtual appointment options. You can also access primary care and behavioral health providers remotely for a wide range of urgent and non-emergency conditions through your MDLive benefit at [www.mdlive.com/vhpnetwork](http://www.mdlive.com/vhpnetwork) or call **1.855.635.4835**.

➤ **I have been having shortness of breath and chest pain.**

- If you are having a medical emergency, call 9-1-1 or seek medical care at a hospital emergency department.

➤ **I have a medical problem and do not know what to do.**

1. Call your Primary Care Provider (PCP)
2. Call your SCFHP 24/7 Nurse Advice line:

\* Medi-Cal members, call: **1.877.509.0294**

\* Cal-MediConnect members, call: **1.844.803.6962**

➤ **How do I have medication delivered to my house?**

Contact your pharmacy to ask if they offer free delivery service.

➤ **I think I need to be tested for the Coronavirus (COVID19); what do I do?**

1. Please contact your Primary Care Physician or Primary Care Provider (PCP). Your PCP will decide if you need to be tested or not. If a test is needed your PCP will send an order to a lab to arrange a test.
2. You can also call Valley Connections at **1.888.334.1000 (toll-free)** to speak to an advice nurse and be screened for symptoms of the Coronavirus (COVID-19). The advice nurse will consult with a Santa Clara Valley Medical Center (SCVMC) doctor to decide if a test is needed. If it is decided that you need a test, the triage nurse will schedule a time for you to come to one of their drive-through testing sites.

➤ **Where can I get tested?**

- Many healthcare providers are now offering testing to patients who meet testing criteria. Anyone who believes they need testing can start by reaching out to their Primary Care Physician or Primary Care Provider (PCP). **More information about testing locations is**

available from **SCC Public Health** (hyperlink to <https://www.sccgov.org/sites/covid19/Pages/covid19-testing.aspx#testing>)

- **If you do not have a medical provider or if you do not have health insurance**, please contact the Santa Clara Valley Medical Center, Valley Connection Line at **1.888.334.1000 (toll-free)** and ask to speak to an advice nurse who can connect you to necessary testing and care. Testing is available in English, Spanish, Vietnamese, and other languages through the County of Santa Clara Health System.

For severe symptoms, please call **9-1-1** as Emergency Room patients will be screened and tested if they meet high-risk criteria.

➤ **Can anyone get tested or just people who are sick?**

- Anyone experiencing **symptoms consistent with COVID-19** (hyperlink to <https://www.sccgov.org/sites/covid19/Pages/coronavirus-facts.aspx#symptoms>) should immediately call their medical provider to discuss their conditions and seek testing. For individuals experiencing symptoms, we also encourage you to review our recommendations on what to do if you think you are sick.

**The County is expanding its testing capacity, including for individuals without symptoms: - for more information about testing locations is available from **SCC Public Health** (hyperlink to <https://www.sccgov.org/sites/covid19/Pages/covid19-testing.aspx#testing>)**

The Public Health Department is also recommending testing for many categories of people even if they do not have symptoms of COVID-19, including:

- ✓ All persons who were notified that they were exposed to someone who was confirmed to have COVID-19.
- ✓ All persons who work in high-risk, congregate settings such as skilled nursing facilities, other long-term care facilities, jails, or shelters.
- ✓ All hospital employees, including healthcare workers and essential service employees.

If testing capacity allows, County of Santa Clara Department of Public Health also recommends that additional categories of people without symptoms should be tested, including:

- ✓ Other healthcare workers, first responders, and essential service employees (e.g. grocery clerks, utility workers, food supply workers, or other employees with frequent contact with the public).
- ✓ All hospitalized persons and persons undergoing elective surgeries/procedures.
- ✓ All residents of congregate living facilities.
- ✓ All persons over 60 years of age.
- ✓ Anyone with a chronic medical condition that increases the risk of severe COVID-19 illness, such as chronic lung disease, moderate to severe asthma, serious heart conditions, severe obesity, diabetes, liver disease, kidney disease, or people who are immunocompromised (people receiving cancer treatment, smokers, bone marrow or organ transplant recipients, people with immune deficiencies, or people on immune weakening medications).