VHP Valley Health Plan

County of Santa Clara

Active & Retired Employees

Open Enrollment 2024-25

VHP Valley Health Plan

Welcome!

From VHP CEO,
Laura Rosas

VHP Vision, Mission, & Values

Vision:

VHP will have a positive and equitable impact on the health of our families, friends, and neighbors.

Mission:

To support the well-being of our members through a commitment to accessible, high-quality health services and community-focused, local care.

VHP Vision, Mission, & Values

Values:

We…

- **care** about the total well-being of our members.
- show **compassion** and understanding for where each person is on their health journey.
- enhance our **community** by advocating for the diversity of each individual.
- embrace a **commitment** to ensuring that our members are treated with dignity and respect, and the importance of insuring health equity in both treatment and outcomes.
- form a lasting **connection** with our providers, brokers, and other partners to promote local business.
- strive for **continuous** improvement in the services we offer and satisfaction with the VHP experience.

Unique Qualities

1

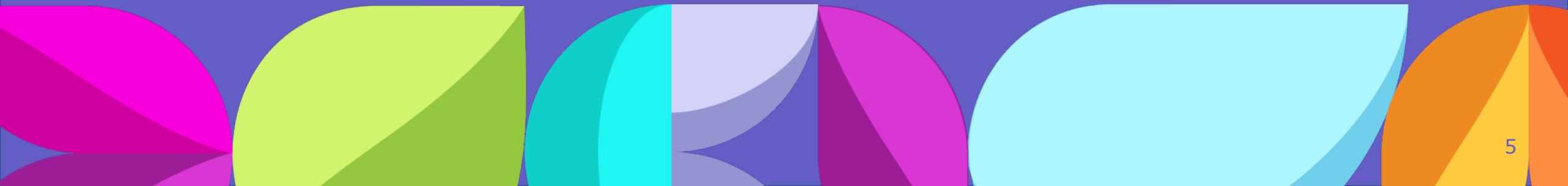
Members have access to VHP offices in San Jose and Salinas.

2

Members have in-person access to VHP Member Services Representatives.

3

VHP employees are County employees.



Local Offices

2480 N. First Street,
Suite 160
San Jose, CA 95131

917A N. Main Street,
Salinas, CA 93906

VHP Valley Health Plan

Testimonials from County Members

"As a county employee and the Director of Customer Relations and Patient Experience for Santa Clara Valley Health Care, I see VHP's commitment and efforts to ensure that VHP members receive the care that they need, when they need it. Our office works and connects with many health plans regarding their members and hands down, VHP is relentless as they advocate for their members"

- Taumaoe Gaoteote

"As a prior member of other health plans and now a VHP member I've found the VHP provider network to have outstanding providers and the clinics to be comfortable and pleasant."

- Daryl Ricasa

VHP Valley Health Plan

What Members Like About VHP

- Commitment to access & quality care.
- $0 copays!
- Quick to look for solutions!
- Wonderful wellness classes.
- Providers quick response to member's inquiries.
- Broad range of quality providers and clinics
- COVID vaccines & at home tests still available.

VHP Valley Health Plan

Serving Employees for 38 Years!

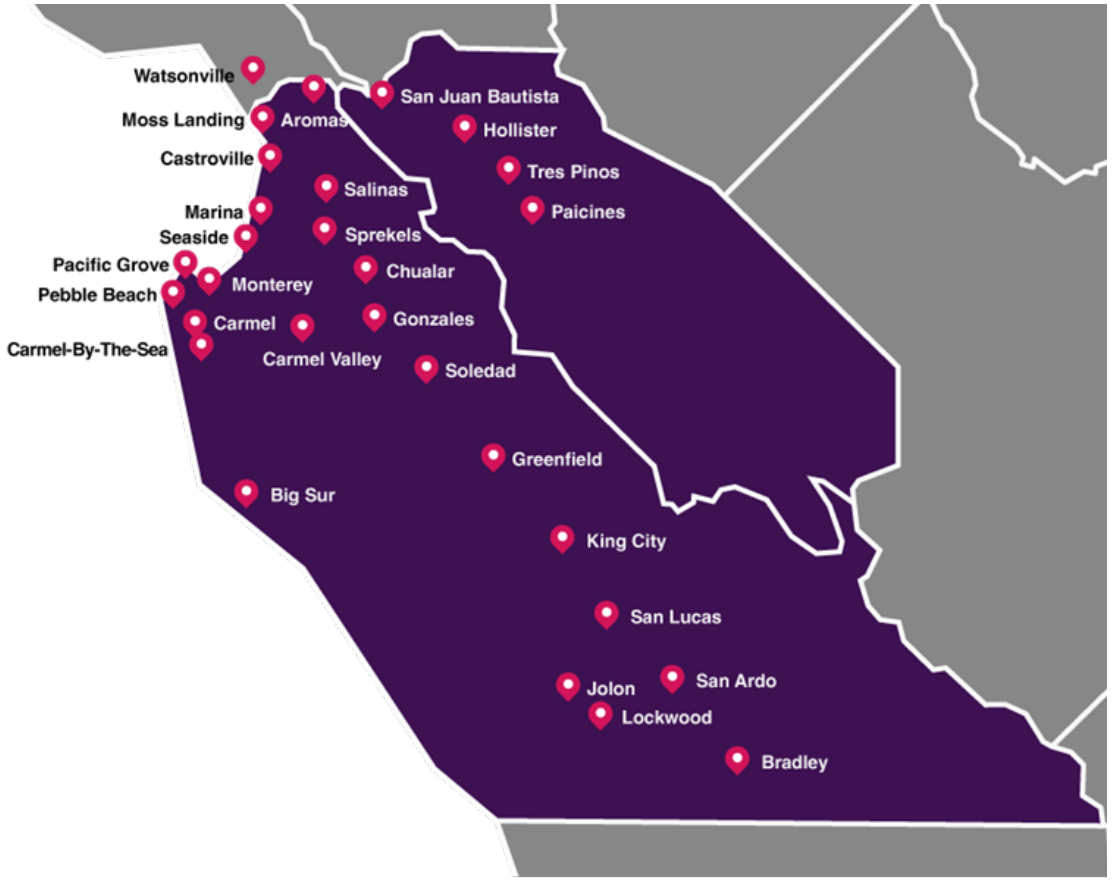
County of Santa Clara Employer Group Plans

CLASSIC PLAN	PREFERRED PLAN
Active	Retired
Retired	Dependent Contractors
	Extra-Help

VHP Valley Health Plan

Provider Network

Santa Clara County

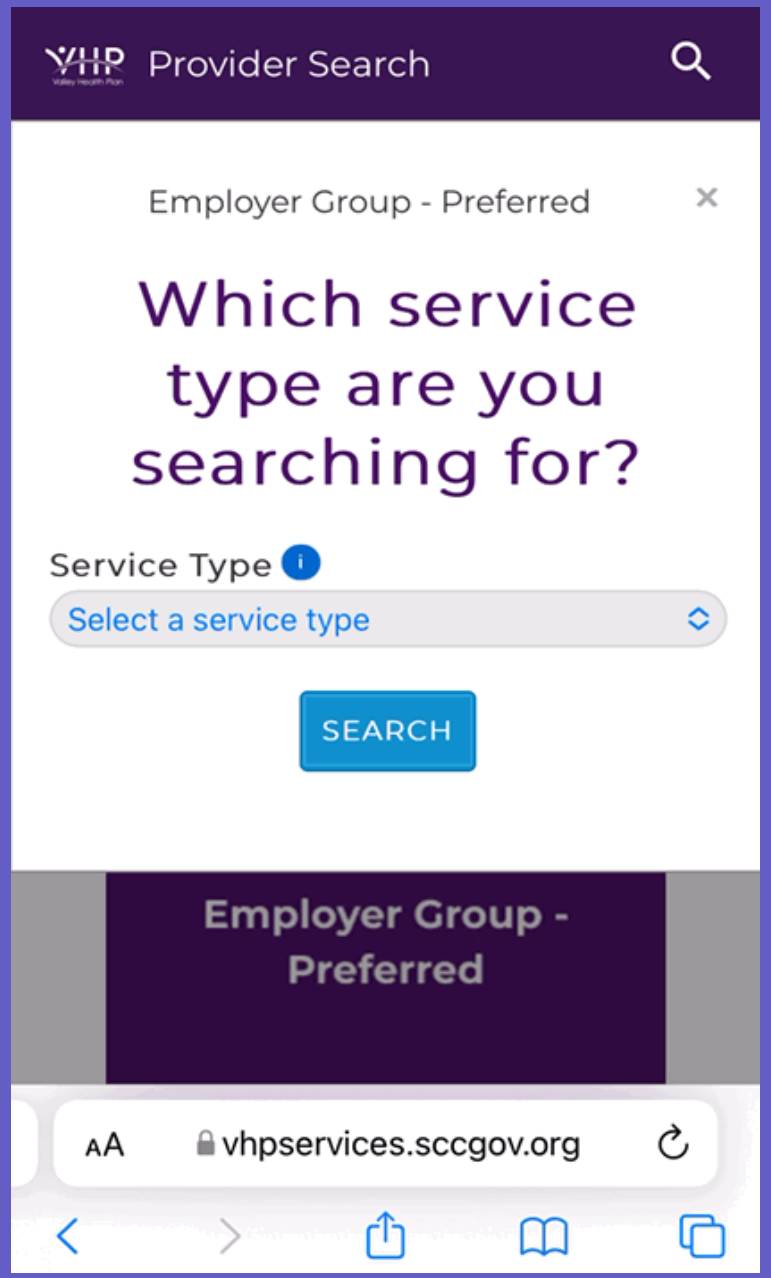


San Benito & Monterey County

VHP Valley Health Plan

Provider Search

https://vhpservices.sccgov.org



VHP Valley Health Plan

VHP Benefits at $0 Copays

VHP Benefits		
• Preventive Care	• Specialty Services*	• DME*
• Screenings	• In-patient Services*	• Skilled Nursing Facilities1
• Immunizations	• Ambulatory Surgery	• Rehabilitation Services*
• Primary Care	• Facilities*	• Habilitation Services*
• Childbirth and Delivery	• Urgent Care	• Home Health Care*
• Pharmacy on formulary	• Emergency Room	• Hospice*
• Diagnostic Testing	• Imaging* CT/PET/MRI	• Emergency Med. Transport
• Acupuncture & Chiropractic $10 copay up to 24 visits/year. • No prior authorization needed for the first 12 visits with a contracted provider.		
1. Skilled Nursing Facilities have limitation on the number of days per calendar year.		
* Prior Authorization required.		

VHP Valley Health Plan

Pharmacy

$0 Copays for on-formulary, in-network medications.

For more pharmacy network information:

www.valleyhealthplan.org/providersearch

Nationwide Pharmacies

Costco – membership not required. Mail order available

Raley's

Safeway

Walgreens

Other select local pharmacies

MDLive doctors can also send your prescription to a VHP plan pharmacy.

Laboratory

$0 Copays.

For more network information:

www.valleyhealthplan.org/providersearch

Statewide and local

- Quest Diagnostics Laboratories
- Laboratories within Network Clinics

VHP Valley Health Plan

Telehealth

Virtual & Live

Many in-network VHP providers use Telehealth options for you to access care.

Virtual Only | MDLIVE®

- ✓ No copays for VHP members.
- ✓ 24/7/365 Access.
- ✓ Doctors available for urgent care & BH services (Talk Therapy & Psychiatry).
- ✓ Doctors can offer a diagnosis and write prescriptions to your plan pharmacy.
- ✓ Great option for college students to access urgent care services while at school.
- ✓ App available on Android and IOS.

VHP Valley Health Plan

Behavioral Health Services

Expanded network includes MDLIVE for therapy and medication management.

No authorization is required for outpatient therapy or visits with psychiatrists.

Case management program to support the member.

VHP Valley Health Plan

Referrals & Prior Authorizations

- PCP generates a referrals and Prior Authorization requests.
- A written approval/denial will be sent to the member and the PCP.
- VHP processes a routine request in 5 days and an urgent request in 72 hours.

No referral or prior authorization is required for outpatient mental health and substance use services from an in-network, contracted, plan provider, including Psychiatrists.

No referral is necessary for primary, behavioral, prenatal or OB/GYN care; diabetes management; or Urgent care services.

Valley Health Plan

Coverage Away From Home

- Acute illness
- Major injuries such as broken bones
- Impairment to bodily functions
- Difficulty breathing or chest pains

VHP Valley Health Plan

Additional Information

Active

Benefits provided by the County while active:

- Dental*
- Vision*
- Life*
- Accidental Death & Dismemberment*
- Long-Term Disability*

Retired

* **Benefits NOT available through the County after retirement.**

- Retirees may choose between a VHP Classic or Preferred plan.

VHP Valley Health Plan

Additional Information – Medicare

- If active members are Medicare eligible, they and their Medicare-eligible dependents, must enroll in Medicare Part A when the member turns age 65.
- When retired Medicare members must enroll in Medicare Part B as well.
- **Visit the County of Santa Clara Retiree Guide online**

  https://employeeservices.sccgov.org/retiree-benefits

Resources

- VHP website: **www.valleyhealthplan.org/scc**
- Provider Directory: **https://vhpservices.sccgov.org**
- Member Services: Call **1.888.421.8444** (toll-free) **MemberServices@vhp.sccgov.org**
- Member Portal: **www.VHPconnect.org.**
- Health Education: Call **669.220.5235** or email **HealthEducation@vhp.sccgov.org**.
- Retiree Information: **https://employeeservices.sccgov.org/retiree-benefits**

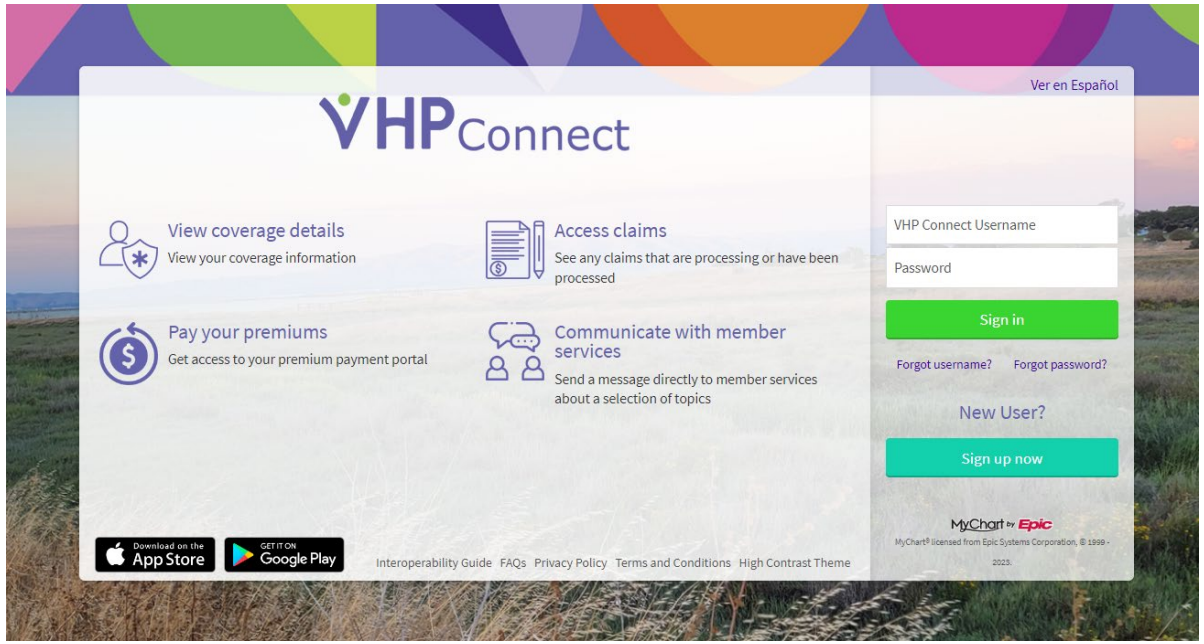
VHP Valley Health Plan

Member Portal

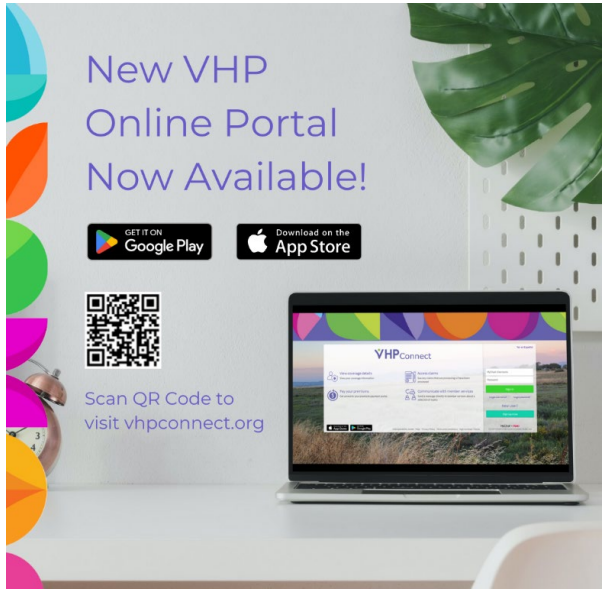
VHP Connect, the new Valley Health Plan member portal, was made available to consumers on March 1, 2023. The portal can be accessed through a laptop, phone or tablet.

What services does VHP Connect offer?

- Consumers can update profile and demographic information
- Obtain a digital member ID Card
- Find network doctors and pharmacies
- Estimate cost of services
- Check status of authorization requests
- View claims and coverage information
- Check out-of-pocket expense balances
- View plan eligibility and benefits
- Secure communication with VHP Member Services

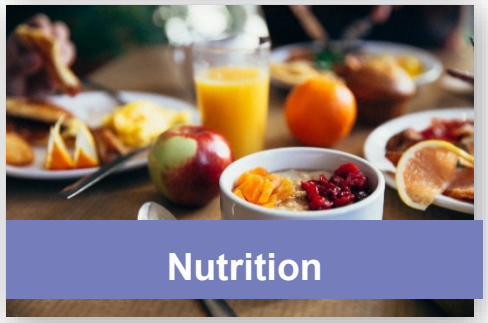

VHP Connect
Ver en Español
View coverage details
View your coverage information
Access claims
See any claims that are processing or have been processed
Pay your premiums
Get access to your premium payment portal
Communicate with member services
Send a message directly to member services about a selection of topics
VHP Connect Username
Password
Sign in
Forgot username?
Forgot password?
New User?
Sign up now
MyChart by Epic
Download on the App Store
GET IT ON Google Play
Interoperability Guide
FAQs
Privacy Policy
Terms and Conditions
High Contrast Theme

New VHP Connect App Now Available!
VHP Connect Valley Health Plan
GET IT ON Google Play
Download on the App Store
Scan QR Code to visit www.vhpconnect.org
VHP


New VHP Online Portal Now Available!
GET IT ON Google Play
Download on the App Store
Scan QR Code to visit vhpconnect.org

New VHP Online Portal Now Available!
VHP Connect Valley Health Plan
Username
Forgot Username?
Password
Forgot Password?
Remember Username
Log in
Need help?
Sign up
GET IT ON Google Play
Download on the App Store
Scan QR Code to visit vhpconnect.org
VHP

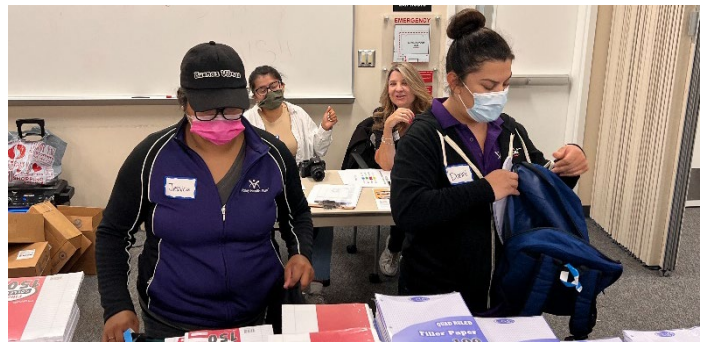
Additional Offerings



- In-person programs including **swimming, tobacco cessation, nutrition, and weight management.** Call **669.220.5235** or email **HealthEducation@vhp.sccgov.org** for more information.
- FREE for members who qualify based on medical need: **Case management, care coordination, and preventive health education programs.** Programs are available for high blood pressure, diabetes, heart failure, asthma, mental health, substance misuse, autism spectrum disorder, and pediatric care. Call **669.220.5235** or email **VHPCaseMgmt@vhp.sccgov.org**.
- **Free Language Assistance** Call **1.888.421.844 (CRS 711).**

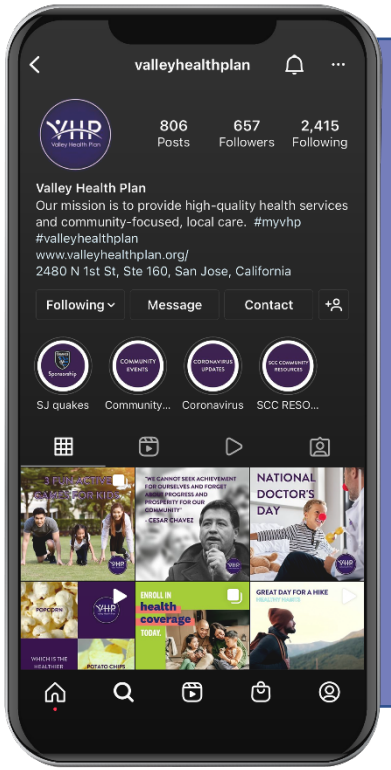
©2023 Valley Health Plan

Community Engagement



©2023 Valley Health Plan

Social Media



Follow Our Social Media!

Facebook:

https://www.facebook.com/valleyhealthplan

Instagram:

https://www.instagram.com/valleyhealthplan

VHP Valley Health Plan