

winning health®

Spring 2016



Santa Clara
Family Health Plan
The Spirit of Care

Cal MediConnect Plan
(Medicare–Medicaid Plan)

We speak your language

Is English your second language?

You can get an interpreter through the health plan. That way you can talk to your doctor in your first language. A family member, child or friend won't have to interpret for you.

You can have this service for free when you:

- Get medical care or advice on the phone.
- Visit your doctor.
- Call the health plan.

How can you get an interpreter? Tell your doctor's office you'd like one. You can do this when you call to set up your next visit.

Or call Member Services. We can help you find a doctor who:

- Speaks your language.
- Has an interpreter in the office.

For help, call Member Services at **1-877-723-4795**.



Visit our website!

Our website has lots of information and resources to help you learn about your plan, get care and stay healthy. We created a video to help you learn about using our website.

Visit www.scfhp.com/getting-started to watch this video and others!



Call us

Member Services

8 a.m. to 8 p.m., 7 days a week,
including holidays

1-877-723-4795

Member Services TTY/TDD

1-800-735-2929

ME

Health and wellness or prevention information

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Do you have high blood pressure?

You didn't plan on having high blood pressure. But you can plan to control it. Here's how:

1. Move toward a heart-healthy diet. What you eat is really important. Your plate needs plenty of fruits and veggies, whole grains (like brown rice and wheat bread instead of white bread), and beans.

2. Try to eat some fish—like canned tuna or sardines at least two times a week.

3. Eat less salt and sugar, red meat, and saturated and trans fats, like: » Fatty beef. » Pork. » Poultry with skin. » Lard and cream. » Butter. » Cheese and other dairy products made from whole or reduced-fat (2 percent) milk.

For most adults, a healthy blood pressure level is less than 120/80.

4. Move your body more.

Choose activities you enjoy that your health care provider is OK with. Then do them for at least 30 minutes a day, 5 days a week. Walk 10 minutes a day to start. Even a small increase in your daily movement can make a



big difference. And you will feel better.

5. Reach a healthy weight.

Steps 1 through 4 can help! So can your provider. Next time you meet with your primary care doctor, ask for some ideas. He or she will be happy to help.

6. Manage your stress. Aim to enjoy all that you do. Find the humor in stressful moments.

And take time to relax. Reach out to family and friends, and talk to someone if you are feeling down. And please talk with your doctor if your stress is not going away or you are feeling more stressed or sad than usual.

7. Avoid tobacco smoke. If you smoke, quitting can be hard, but your provider can help. If you don't smoke but you are around someone who does, ask them to smoke outside or in another

room. Secondhand smoke is just as dangerous as firsthand smoke.

8. Limit alcohol. If that's hard for you, let your provider know.

9. Take your blood pressure medicine. For your health and safety, take it exactly as directed. If you are not sure if you are on a medicine for your blood pressure, ask your doctor.

Last but not least, have your blood pressure checked often. And ask your provider for more advice on how to bring it down. For most adults, a healthy level is less than 120/80.

Sources: American Heart Association; National Institutes of Health

»» READ HOW CAL MEDICCONNECT IS MAKING A DIFFERENCE. Visit www.scfhp.com/calmedicconnect/perspectives.

Time to see the doctor?

6 TIPS TO HELP YOU PREPARE

A visit to your doctor can feel overwhelming, especially when you are not feeling well. Here are six tips to help you be prepared for your appointment.

1. Make a list of concerns and questions you want to ask the doctor. If you have a hard time remembering questions or can't think of any—ask a friend, your caregiver or your family to help. Two minds are better than one!

2. Write it down. Take information with you. Put all your prescription drugs, over-the-counter medicines, vitamins, and herbal supplements in a bag, and bring them with you. If you have a current medication list or other documents about your health, bring those too.

3. It's OK to speak up! Let your doctor know what has happened in your life since your last visit. If you have been treated in the emergency room or by a specialist, tell the doctor right away. Mention any changes you have noticed in your appetite, weight, mood, sleep or energy level. Also tell the doctor about any recent changes in any medications you take or the effects they have had on you.

4. Bring a family member or friend with you. Let your family member or friend know

in advance what you want from your visit. Your companion can remind you what you planned to discuss with the doctor if you forget. She or he can take notes for you and can help you remember what the doctor said.

5. Be sure you can see and hear as well as possible. Remember to take your eyeglasses to the doctor's visit. If you have a hearing aid, make sure that it is working well and wear it. Let the doctor and staff know if you have a hard time seeing or hearing.

6. If you don't understand what the doctor is telling you,

Finding a doctor just got easier

Santa Clara Family Health Plan has updated its website to make it easier to find a doctor, hospital or other provider. Visit www.scfhp.com to find the right doctor for you.

ask them to tell you again or say it differently or in a way you can understand. If you bring a friend to your visit they can help too! If your doctor doesn't speak your language, contact Member Services at least five days before your appointment to request an interpreter.



You can help prevent fraud, waste and abuse!

Health care fraud is a serious issue. Fraud makes health care cost more for everyone. Here are five ways you can help prevent fraud, waste and abuse:

- 1.** Never lend your member ID card to another person.
- 2.** Notify us immediately if your member ID card is lost or stolen.
- 3.** Be aware of who has access to your information.
- 4.** Ask your doctors exactly what tests or procedures they want you to have and why.
- 5.** Track all doctor visits and appointments you attend, miss or cancel.

Here's what to do if you suspect fraud or a privacy violation:

Call the Santa Clara Family Health Plan Fraud Hotline at **1-408-874-1450**, 24 hours a day, 7 days a week. TTY: **1-800-735-2929**. Or email: **ReportFraud@scfhp.com**.

You may also contact the state and federal agencies below:

■ California Department of Health Care Services (DHCS)
Phone: **1-800-822-6222**
Email: **stopmedicalfraud@dhs.ca.gov**

■ U.S. Department of Health and Human Services
Office of Inspector General
Phone: **1-800-447-8477**

TTY: **1-800-377-4950**

■ Centers for Medicare & Medicaid Services
Phone: **1-800-633-4227**
TTY: **1-877-486-2048**
Web: **www.stopmedicarefraud.gov**



Notices

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. Enrollment in Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) depends on contract renewal. Limitations and restrictions may apply. For more information, call SCFHP Member Services or read the SCFHP Cal MediConnect Member Handbook. Benefits may change on Jan. 1 of each year.

You can get this information for free in other languages. Call **1-877-723-4795**

7 days a week, 8 a.m. to 8 p.m., including holidays. TTY/TDD users should call **1-800-735-2929**. The call is free.

Puede obtener esta información gratuita en otros idiomas. Llame al **1-877-723-4795** los 7 días de la semana, de 8 a.m. a 8 p.m., incluyendo feriados. Los usuarios de TTY/TDD deben llamar al **1-800-735-2929**. La llamada es gratuita.

Quý vị có thể nhận thông tin này miễn phí theo các ngôn ngữ khác. Gọi số **1-877-723-4795**, 7 ngày một tuần, 8 giờ sáng đến 8 giờ tối kể cả các ngày nghỉ lễ. Những người sử dụng TTY/TDD nên gọi số **1-800-735-2929**. Cuộc gọi được miễn phí.

您可免费获得此信息的其他语言版本。请致电 **1-877-723-4795**，一周 7 天，工作时间为上午 8:00 至下午 8:00 (包含节假日)。TTY/TDD 使用者应拨打 **1-800-735-2929**。这是免付费电话。

Makukuha mo nang libre ang impormasyong ito sa iba pang mga wika. Tumawag sa **1-877-723-4795**, 7 araw sa isang linggo, 8 a.m. hanggang 8 p.m., kabilang ang mga pista opisyal. Ang mga gumagamit ng TTY/TDD ay dapat tumawag sa **1-800-735-2929**. Libre ang tawag.

You can also ask for this information in other formats, such as large print, braille or audio.

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Information in WINNING HEALTH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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