

winning health

Fall 2017



Santa Clara
Family Health Plan
The Spirit of Care

Cal MediConnect Plan
(Medicare–Medicaid Plan)



» IF YOU'RE NEW TO CAL MEDICONNECT, WELCOME!

We created a short video to help you get started with Santa Clara Family Health Plan. Visit www.scfhp.com/getting-started to watch and learn more!

For year-round help, call Food Connection at **1-800-984-3663**.

Food Connection can tell you where you can get free food at locations near your home or work. You can also call to find out if you qualify for CalFresh (food stamps) and where you can apply.

Calling from a cell phone? The toll-free Food Connection number routes calls based on the area code of the phone you are using. If you have a cell phone with an area code that is not local, please call direct at either **1-408-266-8866, ext. 101**, or **1-650-610-0800, ext. 101**.

Free holiday meals in Santa Clara County

The holiday season can be a wonderful time, but it can also be difficult.

If you or someone you know needs extra help this season, please

visit the Second Harvest Food Bank's website at www.shfb.org. You can find out where to get free meals during the holidays and at other times of the year.

Call us

Customer Service

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

1-877-723-4795

TTY/TDD

1-800-735-2929 or 711

ME

Health and wellness or prevention information

Standard
U.S. Postage
PAID
Walla Walla, WA
Permit No. 44

Investing in our community for better health

Since Santa Clara Family Health Plan (SCFHP) started in 1997, we have partnered with community-based organizations to help Santa Clara County residents access the full scope of health care services and resources. In recognition of our 20th anniversary, we have selected three key community projects to support in the areas of nutrition, exercise, and dental care.



Veggielution Outdoor Classroom Space

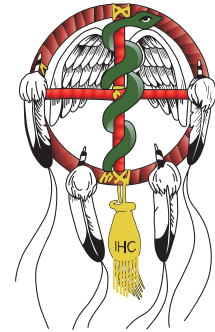
Making healthy food choices is much easier when you have information about nutrition and have access to affordable, local organic foods. Veggielution, a nonprofit urban community farm in East San José, provides local residents with education and access to local organic foods. To help Veggielution expand its program offerings, SCFHP is supporting Veggielution's creation of an outdoor classroom space to use as a hub for community engagement and learning.



GARDNER

Gardner Family Health Network Dental Clinic

Access to dental care is important for both children and adults. Dental problems affect not only health, but also the ability to learn and to work. SCFHP is helping fund the expansion of the dental clinic at Gardner Family Health Network's CompreCare Health Center in East San José to make quality dental care more available to our members. Adding two new dental chairs and hiring a full-time dentist will help CompreCare serve an additional 1,100 patients each year. Call CompreCare for an appointment at **1-408-272-6300**.



Indian Health Center Fitness Center

Physical activity is important to achieve and maintain better health. SCFHP is helping the Indian Health Center of Santa Clara Valley upgrade the fitness equipment in its gym to further encourage our members to get fit. Indian Health Center is a nonprofit health center that provides medical and wellness services to low-income American Indians, Alaska Natives, and the general community.

Don't wait to look and feel great! Have fun getting in shape at the Indian Health Center Fitness Center. They've got:

- Gym memberships, including individual fitness classes and youth group fitness classes for ages 13 to 18.
- Diabetes education and nutrition counseling services by health professionals.

For information and requirements, call **1-408-445-3400, ext. 2660**, or go to **www.indianhealthcenter.org**. Indian Health Center Fitness Center is located at 602 E. Santa Clara St. in downtown San Jose.

Using your ID card

Your ID card is your key to getting health care. Be sure to bring it with you every time you see your provider or get any other health services.

To protect your ID card, don't let anyone else use it. Call Customer Service if your card is lost or stolen.



Discrimination is Against the Law

Santa Clara Family Health Plan (SCFHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCFHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCFHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. Pacific Time (PT). TTY/TDD users call 1-800-735-2929 or 711.

If you believe that SCFHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Attn: Appeals and Grievances Department
Santa Clara Family Health Plan
210 East Hacienda Avenue
Campbell, CA 95008
Phone: 1-877-723-4795
TTY/TDD: 1-800-735-2929 or 711
Fax: 1-408-874-1962
Email: CalMediConnectGrievances@scfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
TDD: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Language Assistance Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. Pacific Time. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m., hora del Pacífico. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối theo Giờ Thái Bình Dương. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

中文 (Chinese): 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-877-723-4795 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00（太平洋时间）。TTY/TDD 用户请致电 1-800-735-2929 或 711。這是免費電話。

Tagalog – Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Pacific Time. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

한국어 (Korean): 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시(태평양 표준시 기준) 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

Հայերեն (Armenian): Ուշադրութեամբ խնդրում ենք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Ձանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը, Խաղաղովկյանության ժամային գոտի: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Ձանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00 по тихоокеанскому поясному времени. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

فارسی (Persian, Farsi):

اگر به زبان فارسی صحبت می کنید، سرویس های دستیاری زبان به صورت رایگان در دسترس است. از طریق شماره 1-877-723-4795 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر به وقت اقیانوس آرام با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 1-800-735-2929 یا 711 تماس بگیرند. این تماس رایگان است.

日本語 (Japanese): 注意事項：日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、太平洋時間午前 8 時～午後 8 時に対応のカスタマーサービス (1-877-723-4795) までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

Hmoob (Hmong): LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntwam 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj Lub Sijhawm Pacific. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਪੈਸੀਫਿਕ ਸਮੇਂ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

العربية (Arabic): ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م بتوقيت المحيط الهادي. مستخدم الهاتف النسي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجاناً.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। प्रशांत समय। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

ภาษาไทย (Thai): เรียบ: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. (เวลาแปซิฟิก) ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

ខ្មែរ (Mon-Khmer, Cambodian): ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបាន ពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច ម៉ោងនៅប៉ាស៊ីហ្វិក។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທຟຣີ.

Diabetes: 6 key tests

If you have diabetes, getting health checks is especially important. Here are six you should get regularly:

A1C. This test measures your average blood sugar level for the last two or three months. It gives you a bigger picture of how well your diabetes treatment plan is working beyond daily blood sugar checks. You should have an A1C test every three to six months.

Blood pressure. High blood pressure is hard on your heart. It can cause a heart attack or stroke. And it can damage your kidneys and eyes. You should have your blood pressure checked every time you see your doctor. The goal for many people with diabetes is a blood pressure below 140/90 mm Hg.

Cholesterol. Cholesterol is a fat-like substance in your blood. There are two types, LDL and HDL.

LDL is the bad kind of cholesterol that can build up in your arteries. High LDL levels are linked to heart attacks and strokes. You want a low LDL number.

HDL is the good kind of cholesterol. It helps move bad cholesterol out of your body. A higher HDL number is better. And a lower

number is a risk factor for heart disease. Exercise is the best way to increase your HDL.

You should have a cholesterol test at least every five years. Ask your doctor what your numbers are and how you might improve them.

Dilated eye exam. You should have this test at least once a year. An eye doctor will put drops in your eyes to make the pupils bigger—and make problems easier to spot.

Foot checks. Your doctor should look at your feet every time you visit. He or she will check for blisters, sores, and other problems. You should also have a more detailed foot exam with your doctor every year to check blood flow, numbness, and your foot muscles and bones.



Urine test. The best way to check the health of your kidneys is with a urine test. It looks for a protein called albumin in your urine. You should have this test every year.

Sources: American Diabetes Association; American Heart Association; National Diabetes Education Program



A trained, caring professional will help you 24 hours a day in 170+ languages and TTY. **211 is free and confidential.**

We can help you find:

- Food, shelter, homeless services
- Employment assistance
- Health care/mental health services
- Immigration services
- Legal services
- Child care
- Senior services...**and much more!**

Information is also available at www.211scc.org

PNEUMONIA

Who needs the shot?

The choice to get a vaccine is a good one. But not just to protect you. It's good for others, too. The pneumococcal vaccine helps prevent pneumonia.

A bad bug Pneumonia causes the air sacs in your lungs to fill

with pus and liquid. That makes it hard for oxygen to get into your blood. It makes it hard for your body's cells to work the way they should. In some cases, pneumonia can lead to death.

Older adults are at greatest risk of getting pneumonia. People with chronic health problems and weak immune systems are also at great risk.

Staying safe There are two pneumonia vaccines—one for adults 65 and older, and one



for people 2 through 64 years old who are at high risk. Most people need only one dose.

Both vaccines are considered very safe. Side effects may include pain or redness at the site of the shot and a fever.

Are you protected? Talk to your doctor to learn more.

Sources: American Lung Association; Centers for Disease Control and Prevention; Immunization Action Coalition

FLU SEASON ALERT

Influenza can be **MISERABLE & DEADLY**. Nearly **EVERYONE** 6 months or older should get a yearly flu vaccine.

- ✓ **Vaccinate!**
- ✓ **Don't wait.**
- ✓ **Don't hesitate.**

It takes **2 WEEKS** for the flu vaccine to be fully effective.

Get it **NOW** so you're protected when you need it.

Take your best shot at staying well

Call your doctor to schedule a flu shot or go to your pharmacy. For more information, call 1-877-723-4795 for our Customer Service Department.

Source: Centers for Disease Control and Prevention

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.

Santa Clara Family Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

winning
health

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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SANTA CLARA FAMILY HEALTH PLAN
210 E. Hacienda Ave.
Campbell, CA 95008
www.scfhp.com

H7890_12124E Accepted