

# winning health

Winter 2018



Cal MediConnect Plan  
(Medicare–Medicaid Plan)

## Initial health assessment

**A**re you a new member? Even if you are not sick now, call your primary care provider (PCP), nurse practitioner, or physician assistant right away. Schedule a routine health exam within the first 60 days. You can find your PCP's phone number on the back of your Santa Clara Family Health Plan (SCFHP) member ID card. Or, if you need to find a new PCP, you can call us at **1-877-723-4795**. SCFHP covers this visit so you don't have to pay anything!

**Has it been over a year since your last doctor's visit?** It's important to visit your PCP every year. These annual checkups give your PCP an update on your health. SCFHP covers these visits. Call your PCP today to schedule an appointment!

**What will happen during my doctor's visit?** You and your PCP will talk about your current health status and how you can stay healthy. This is your chance to ask questions—your PCP will answer them!

Your PCP will perform a physical exam. Your PCP may also ask you to fill out a survey about your current health and lifestyle and your family's medical history. This is called an initial health assessment. You will have the option to get a flu shot (depending on the time of year) and other

immunizations to protect you if you need them. Also, your PCP may refer you to get other tests like a mammogram, colonoscopy, or lab testing. All of this helps you and your doctor manage any serious, long-term, or preventive health needs.



### Call Us

#### Customer Service

8 a.m. to 8 p.m.,  
Monday through Friday.

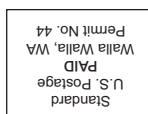
**1-877-723-4795**

**TTY/TDD**

**1-800-735-2929** or 711

ME

Health and wellness or prevention information





» **STAY IN TOUCH!** If your contact information has changed, update it now:  
• County Social Services  
Agency: 1-877-962-3633  
• [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

# Keeping your Cal MediConnect coverage

IT'S EASIER THAN EVER

**C**al MediConnect combines your Medi-Cal and Medicare coverage into one plan. To keep your Cal MediConnect health care benefits, you must renew your Medi-Cal each year.

## What you need to do.

First, Santa Clara County Social Services sends you a redetermination form. Complete the form and return it to County Social Services as soon as you can. County Social Services will review your completed form and send you a letter telling you if you are still eligible for Medi-Cal or if they need additional information. They will send you a notice

saying you have up to 90 days to provide the missing information to get your Medi-Cal coverage back. If you don't provide the information on time, you will lose your Medi-Cal coverage. If you lose your Medi-Cal coverage, you will no longer be eligible for Cal MediConnect.

## Has anything changed?

If your income, family size, or address changes during the year, you must tell County Social Services. They will review the changes and let you know if you are still eligible for Medi-Cal.

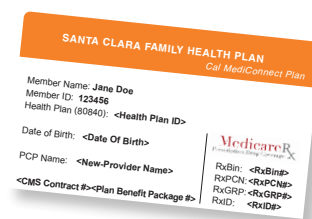
Good news! As long as you remain enrolled in Medi-Cal and entitled to Medicare, your Cal MediConnect membership will stay the same. You don't have to do anything else to stay in the Cal MediConnect plan!

Be sure to update your contact information if it changes. The County needs to be able to reach you when it's time to renew your Medi-Cal. Contact the County Social Services Agency at **1-877-962-3633** or visit the website at **[www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)**.

## 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.





Santa Clara  
Family Health Plan

## **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](mailto: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>.



Santa Clara  
Family Health Plan

## 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。这是免費電話。

**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 խոսու՛մ եք 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, Խաղաղովկիանույան 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.



# Have a heart-healthy Valentine's Day

**O**n Feb. 14, hearts are the star of the show. This hardworking muscle sets the beat for life every day, all year long.

To show your love for all the beating hearts you hold close, why not plan a heart-healthy Valentine's Day? These four ideas can help you get started:

**1** **Roses are red—and so are strawberries.** Dip them in dark chocolate for a delicious treat that provides flavonoids from the chocolate and fiber, phytochemicals, and potassium from the fruit—all of which promote heart health.

And for a meal that's true to the day's festivity, include dishes that feature red produce such as apples, beets, cherries, grapes, peppers, and pomegranate seeds.

**2** **Exercise is one key to a healthy heart.** Plan an active date with your loved one. Take a walk hand-in-hand. Try something new together. Dance the night away. And make a pact to exercise together regularly.

**3** **Valentine's Day gifts can be both from the heart and for the heart,** especially if they help reduce stress. Although stress hasn't been directly linked to heart disease, it can cause heart-related health issues—like higher blood pressure and damaged arteries.

**4** **Kids and grandkids are sweethearts too.** To set a healthy example for your little valentines, plan an active family outing every Feb. 14.

Valentine's Day comes just once a year. But it's a great

## HEARTFELT ADVICE

### KNOW YOUR NUMBERS

Talk with your doctor about your risk of heart disease. Here are four types of numbers to know—and to keep an eye on:



#### BLOOD PRESSURE

High blood pressure makes your heart and blood vessels work harder.



#### CHOLESTEROL

Unhealthy levels can raise your risk of a heart attack.



#### BODY MASS INDEX (BMI)

BMI is an estimate of your body fat based on your weight and height.



#### BLOOD SUGAR

When your blood sugar is high, it can lead to diabetes, which is a major risk factor for heart attack.

Sources: American Heart Association; National Heart, Lung, and Blood Institute

### » NEED A DOCTOR?

We've got you covered.

Search for a provider online at [www.scfhp.com](http://www.scfhp.com) or call 1-877-723-4795.

reminder to work toward a lifetime of healthy hearts.

Sources: American Heart Association; American Institute for Cancer Research; Produce for Better Health Foundation

# Staying well

## 5 WAYS TO PREVENT A RETURN TRIP TO THE HOSPITAL

**W**hen you're discharged, you don't want to return. Here is what you can do to avoid going back:

**1. Make sure you understand your condition.** Ask: What you should do to help yourself get better? What things to be careful

### Did you know?

You can get a 90-day supply of most prescription maintenance medications for the same copay as a 30-day supply. Talk to your doctor about getting a 90-day supply. You can pick it up at an in-network pharmacy or have it mailed to you through a mail-order pharmacy.

Copays for prescription drugs may vary based on the level of extra help you get. Please contact the plan for more details.



of? What problems to watch for? What to do if problems occur?

If you'll be handling certain medical tasks on your own, ask a member of the hospital staff to go over the procedure with you.

**2. Review your medications.** Ask if you should keep taking everything you were taking before you were admitted. And if you need to take some new medications, be sure you know when and how to take them, how much to take, and for how long.

**3. Keep your medical appointments.** Often follow-up

tests or doctor visits are scheduled before you leave the hospital. It's essential that you keep them.

**4. Speak up if you need help.** Can you bathe and dress yourself and cook your meals? If you have worries about handling tasks like these, say so. We can get help for you. If you're worried about things like paying for medications or getting transportation to doctor visits, mention that as well.

**5. Get a name and number.** Be sure you know who to call if you have questions.

### 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.