

winning health

Spring 2018



Santa Clara
Family Health Plan
The Spirit of Care

Cal MediConnect Plan
(Medicare–Medicaid Plan)

Clear your head of allergy symptoms

Do you sneeze and sniffle whether or not you're sick? That could mean you're one of the 50 million Americans with allergies.

Allergies can affect your eyes, nose, mouth, throat, and skin. They're a sign that your immune system is overreacting to an allergen. Plant pollen is one of the most common allergens. Others include:

- Mold
- Dust mites
- Pet dander

Allergies might come and go with the seasons. Or they may be severe and yearlong. They can cause ear and sinus infections or asthma flare-ups.

Your provider can help.

You may find relief with over-the-



counter remedies. Saline nasal sprays, for instance, can help moisten your nasal passages.

Other options include decongestants and antihistamines.

But talk with your health care provider first. Some of these medications have side effects, such as drowsiness, or should be used only for a limited time. And some shouldn't be used at all by people with high blood pressure or heart disease.

What you can do. You can take steps on your own to feel better too.

First, try to avoid allergens. Yard work can send pollen and mold into the air and up your nose. Ask someone else to mow the grass or rake up leaves.

Keep an eye on pollen and mold levels. Stay indoors and keep windows closed when counts are high. Go to www.morehealth.org/allergies for daily pollen and mold counts.

Sources: American Academy of Allergy, Asthma & Immunology; American College of Allergy, Asthma & Immunology; U.S. Food and Drug Administration

Call Us

Customer Service

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

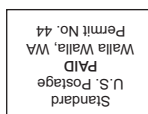
1-877-723-4795

TTY/TDD

1-800-735-2929 or 711

ME

Health and wellness or prevention information



New Medicare cards are coming

Medicare will mail new Medicare cards between April 2018 and April 2019. Your new card will have a new Medicare Number that's unique to you instead of your Social Security number.

This will help protect your identity.

Things to know about your new Medicare card:

- You don't need to take any action to get your new Medicare card.

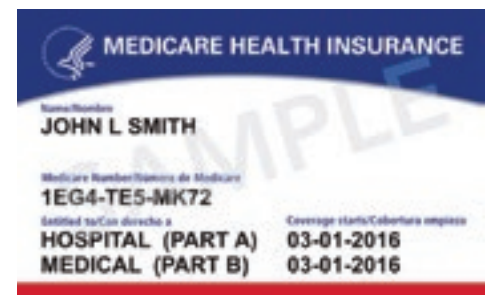
- The new card won't change your Medicare coverage or benefits.

- Medicare will never ask you for personal or private information to get your new Medicare number and card.

- There's no charge for your new card.

- Your new Medicare card does not replace your Santa Clara Family Health Plan (SCFHP) Cal MediConnect member ID card. You should continue to take your SCFHP ID card with you to the doctor and pharmacy.

- You should destroy your old Medicare card once you receive the new one.



New Medicare card

Sign up for mySCFHP!

NEW MEMBER PORTAL

You now have access to your health plan information online. Sign up at member.scfhp.com and log in to:

- View or request an ID card.
- View or change your primary care provider (PCP).

- Find a network health care provider.
- Request transportation to medical appointments.
- Sign up for health education classes.

You will need your Santa Clara Family Health Plan member ID card to sign up. Create your account today!

How do we rate?

You may get a phone call from DSS Research inviting you to participate in a survey about Santa Clara Family Health Plan. We want to be the best plan possible. Your input is important and will help us find areas where we can improve. Thank you for your help!



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 խնդրուք 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 شما هستند. 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.

Controlling high blood pressure (hypertension)

Blood pressure is the force of blood against your artery walls. It can cause health problems if it stays high for a long time.

These include:

- Heart disease
- Kidney disease
- Stroke
- Eye disease
- Atherosclerosis (a disease of the arteries caused by a buildup of plaque, or fatty material)

Here are three things you can do to manage your high blood pressure:

- 1. Manage stress.** Take a break, practice meditation, take deep breaths, or take a walk.
- 2. Maintain a healthy weight.** Talk to your doctor to find out if you need to lose weight, how much, and how best to do it.
- 3. Take your medications properly.** Follow your doctor's instructions carefully. Always ask your doctor or pharmacist if you don't understand something. Never stop taking your medication without talking to your doctor or pharmacist.

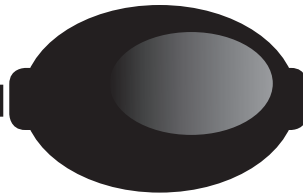
Work with your health care team



to come up with a treatment plan and discuss it regularly. Together, you can prevent and treat the causes of high blood pressure.

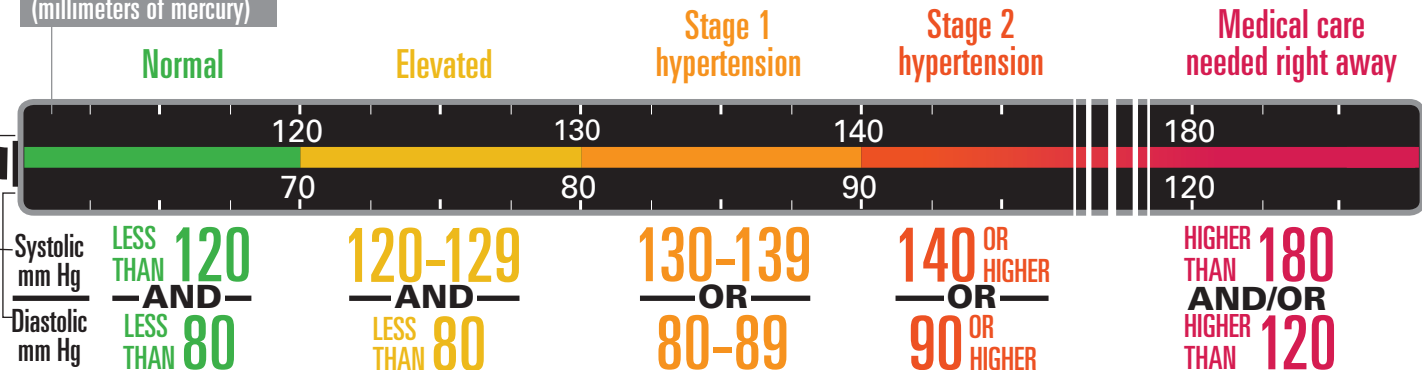
SCFHP covers health education classes for controlling high blood pressure. To sign up, log in to mySCFHP at member.scfhp.com or call Customer Service.

BLOOD PRESSURE by the NUMBERS



Blood pressure is the force of blood against the walls of blood vessels. High blood pressure, or hypertension, can cause your heart to work too hard. This raises your risk for serious health problems, including heart attack and stroke.

Measured in mm Hg
(millimeters of mercury)



KNOW YOUR NUMBERS

Talk with your doctor about your blood pressure. Ask how often you should have it checked.



NEED A DOCTOR? Search online at www.scfhp.com/for-members/find-a-doctor or call SCFHP Customer Service.

Sources: American Heart Association; National Institutes of Health

Accidental falls: Keep your family safe

A bad fall can take you places you'd rather not go. For instance, you could land in the hospital with a brain injury or a broken bone.

Every year, one out of four older adults—those 65 and older—takes a fall. But the risk isn't limited to seniors. Other factors can trip up people of any age. Those include medication side effects and hazards around the house.

These tips could help you avoid falling. You might want to share them with older parents or grandparents, too:

Think safety at home. What could cause you to slip, trip, and fall?

- Keep areas where you walk clear

of obstacles like papers, books, clothes, and shoes.

- Use non-slip mats in the bathtub and shower.

- Keep items you often use in shelves you can reach without a stool.

- If your stairs lack handrails, have them installed. (If you rent, ask the landlord.)

- Make sure there's enough lighting to see well.

Know your risk. Ask your provider about other things that could cause you to fall. For instance, do you take medications that could make you dizzy or sleepy as a side effect? Do you have foot pain or vision problems?



Work your muscles. Regular exercise can help you stay steady on your feet.

Source: Centers for Disease Control and Prevention

Know your rights

When you are a member of Santa Clara Family Health Plan (SCFHP), you have certain rights and responsibilities. Rights are what you can expect to receive, including needed treatment and information.

Responsibilities are what we expect you to do as a member of the plan. Visit our website at www.bit.ly/scfhpmemberrights to learn about your rights and responsibilities. If you would like a copy mailed to you, call Customer Service.

We look at new services to provide as part of your covered benefits. We review studies to make sure that the new services have been proven safe. Visit www.bit.ly/scfhnewservices to read more about how we evaluate new technologies.

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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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H7890_13054E Accepted

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
210 E. Hacienda Ave.
Campbell, CA 95008
www.scfhp.com