



Your Cal MediConnect membership

What do you need to do during open enrollment?

Nothing! Your Cal MediConnect membership will stay the same in 2019 as long as you have Medicare Parts A and B and are receiving full Medi-Cal benefits. You don't have to do anything during Medicare open enrollment to stay in the Santa Clara Family Health Plan Cal MediConnect Plan. Don't forget to keep your Medi-Cal eligibility information current!

FLU SEASON ALERT

Influenza can be **MISERABLE** and **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
For more information, call SCFHP Customer Service.

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

Standard
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Keep the happy in holidays

9 tips for making them safe



Take steps to stay safe. Celebrations can bring hazards, from dangerous decorations to poisonous plants. Here's how to keep you and your family—pets included—out of harm's way:

1. Step up carefully.

Use a step stool or ladder to place decorations in high places.

2. Be cautious with candles. Always keep them at least 12 inches away from anything that can burn. Don't forget to blow them out when you leave the room. And keep candles on stable surfaces and out of the reach of children and pets.

3. Check holiday lights. Take a close look to find any exposed or frayed wires, loose connections, or broken sockets.

4. Trim trees with kids and pets in mind. Keep breakable ornaments or those with metal hooks near the top of the tree—and away from curious little ones and animals.

5. Fireproof your tree too. Live trees dry out rapidly. So keep the stand filled with water. Turn off all tree lights and decorations when not in use. And keep your tree away from fireplaces, radiators, and portable heaters.

6. Watch out for potentially poisonous plants. Keep mistletoe berries, holly berry, and Jerusalem cherry out of reach of tots and pets. Better yet: Opt for festive artificial plants. In a poison emergency, call the Poison Control Center at **1-800-222-1222**.

7. Match toys to kids' ages. Always check the labels for age ranges. Toys above a child's age level may be hazardous.

8. Don't forget the helmet. If you're surprising a child with a bike, skateboard, or other riding toy, be sure to include a helmet.

9. Protect your family and guests from food poisoning. Reheat holiday leftovers to at least 165 degrees to keep dangerous bacteria from multiplying.

Sources: American Academy of Pediatrics; American Society for the Prevention of Cruelty to Animals; Safe Kids Worldwide

Free holiday meals in Santa Clara County

Need extra help this holiday season? Here's who to contact:

- ▶ Second Harvest Food Bank at www.shfb.org
- ▶ Food Connection—call **1-408-266-8866, ext. 101**, or **1-650-610-0800, ext. 101**

You can also find out if you qualify for CalFresh (food stamps). Visit www.sccgov.org/sites/ssa/debs/calfresh/Pages/apply.aspx for more information. Or call CalFresh 24/7 at **1-877-962-3633**.



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. 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
6201 San Ignacio Ave
San Jose, CA 95119
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 another language, 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. 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. 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. 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。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

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. 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 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 խոսելու համար, եթե խոսում եք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Զանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Զանգն 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. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس هستند. از طریق شماره 4795-723-877-1 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر 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、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. 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 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. مستخدمى الهاتف النصي/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। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

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

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

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



Don't fall for these 3 sleep myths

Have you ever heard of these three sleep myths?

1 Myth: If you wake up and can't get back to sleep, it's best just to lie there until you can.

Fact: Actually, if you can't fall asleep after about 15 minutes, don't stare at the clock: Get up and go to another room to do something relaxing. Listen to some soft, soothing music. Or read a book. When you feel sleepy, come back to bed.

Keep in mind that waking up and having trouble getting back to sleep can signal insomnia. Other signs include frequently waking up during the night or often feeling groggy the next day. If you have concerns about your sleep habits, let your doctor know.

Sources: American Academy of Sleep Medicine; National Sleep Foundation

2 Myth: Snoring may be annoying, but it's not a health concern.

Fact: While snoring is usually harmless, it could be serious. It can warn of a condition called obstructive sleep apnea, in which breathing temporarily stops several times a night. People with sleep apnea may wake up choking or gasping for air.

Sleep apnea can leave you worn-out the next day. Worse, it may raise the risk of heart disease. Fortunately, treatment—including continuous positive airway pressure (CPAP) therapy—can help.

3 Myth: You can get by on very little sleep.

Fact: Skipping on shuteye can sink your mood and leave you unproductive, irritable, and accident-prone. There's more: Sleeping too little may be a serious health risk. It's linked to everything from high blood pressure to obesity, diabetes, and depression.

Getting enough sleep regularly will help you feel and perform your best. For most adults, that's at least seven hours a night.

Billed by mistake?

If you get a bill for a covered service, do not pay it. Call us right away. Make sure to have the bill with you. We will need:

- ▶ The member's name and address
- ▶ The member identification number on the member ID card
- ▶ The date and reason for the bill
- ▶ The name of the doctor or hospital
- ▶ The amount of the bill

Please send us a copy of the itemized bill to review. If you were eligible for the service, we will send the payment to the provider. And always carry your SCFHP member ID card with you to every doctor's visit to avoid getting billed by mistake.

If you have questions, call Customer Service.

UNSURE
WHAT IS A MEDICAL EMERGENCY? Call our Nurse Advice Line 24/7 at **1-844-803-6962** for help. Your call is free.

CASE MANAGEMENT

Get to know your benefits

Have you ever:

- Been unclear about your benefits?
- Been unable to get health care or medical equipment because the paperwork or process is too complicated?
- Had trouble getting your prescriptions filled and taking your medications on time?
- Had trouble getting a ride or taking the bus to doctors' appointments?
- Had your health problems get bad enough that you frequently visit the emergency room?
- Been confused

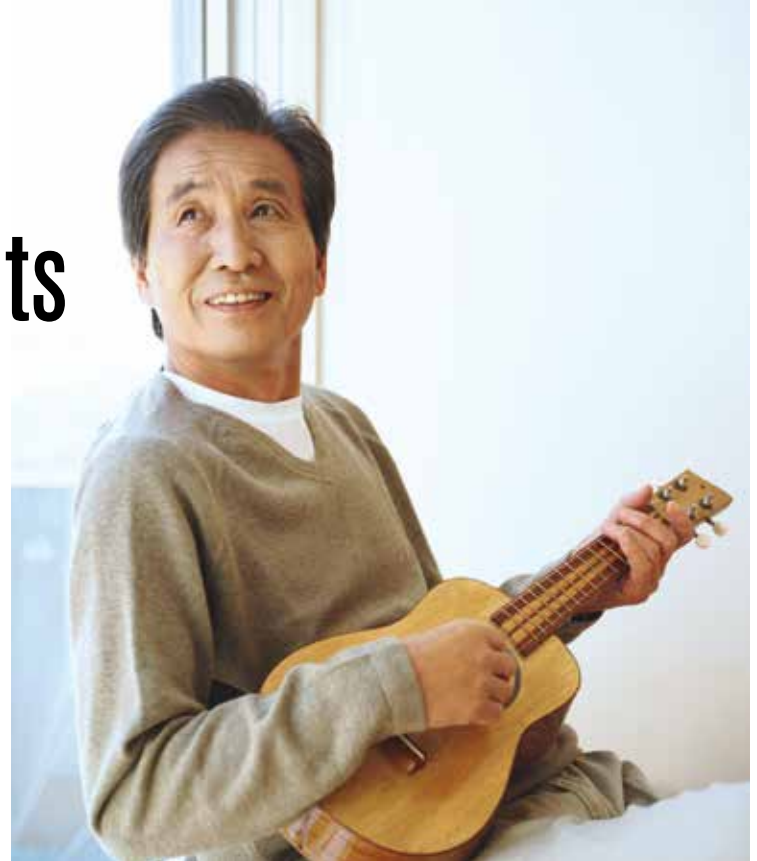
about what community resources are available and how to find them?

If you answered yes to any of the above, a Santa Clara Family Health Plan case manager can help you. Members are assigned a case manager who is a:

- Registered nurse
- Social worker
- Personal care coordinator

Your case manager can help you:

- Coordinate your health services
- Coordinate your community resources
- Make the most of your health plan benefits



TO ASK FOR MORE CASE MANAGEMENT SUPPORT, call SCFHP Case Management at **1-877-723-4795**, Monday through Friday, 8:30 a.m. to 5 p.m. Or complete a Case Management Referral Form at bit.ly/scfhpcaseform. You will hear back from us within five business days.

New! mySCFHP Member Portal

Now on the mySCFHP Member Portal, you can:

- ▶ View your health plan information
- ▶ View your ID card
- ▶ Print a temporary ID card

- ▶ Request a new ID card
- ▶ View or change your primary care provider (PCP)

And use the Online Wellness Center! The center has a health library,

wellness assessment, and self-management tracking tools to help you manage your health.

VISIT www.member.scfhp.com to get started.

HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

FALL 2018

Information in HEALTHY LIVING 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 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

P.O. Box 18880, San Jose, CA 95158

1-877-723-4795 • www.scfhp.com

TTY/TDD: **1-800-735-2929** or **711**