

winning health

Summer 2016



Medi-Cal/Healthy Kids



Medi-Cal is expanding to cover more kids!

Santa Clara Family Health Plan Healthy Kids members may qualify for full-scope Medi-Cal. This will give more health care to more kids, like preventive care and prescription medicines. To apply for Medi-Cal, go to www.mybenefitscalwin.org or call the Santa Clara County Social Services Agency at **1-877-962-3633**.

Treatment for autism spectrum disorder

Do you or your child have autism? You may be eligible for behavioral health treatment (BHT). Santa Clara Family Health Plan covers BHT for members ages 3 through 21 years who are diagnosed with autism spectrum disorder (ASD).

Children under age 3 without an autism diagnosis may be eligible for services through the Regional Center Early Start program.

Behavioral health treatment may include applied behavioral analysis and other services, such as occupational or speech therapy.

The services may help you or your child with ASD to function better and lead a healthier, fuller life.

Call Member Services at **1-800-260-2055** if you have questions, or ask your primary care provider about diagnosing and treating ASD. There is no cost for these services.

Call us

Member Services

8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

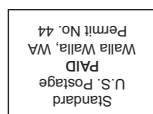
1-800-260-2055

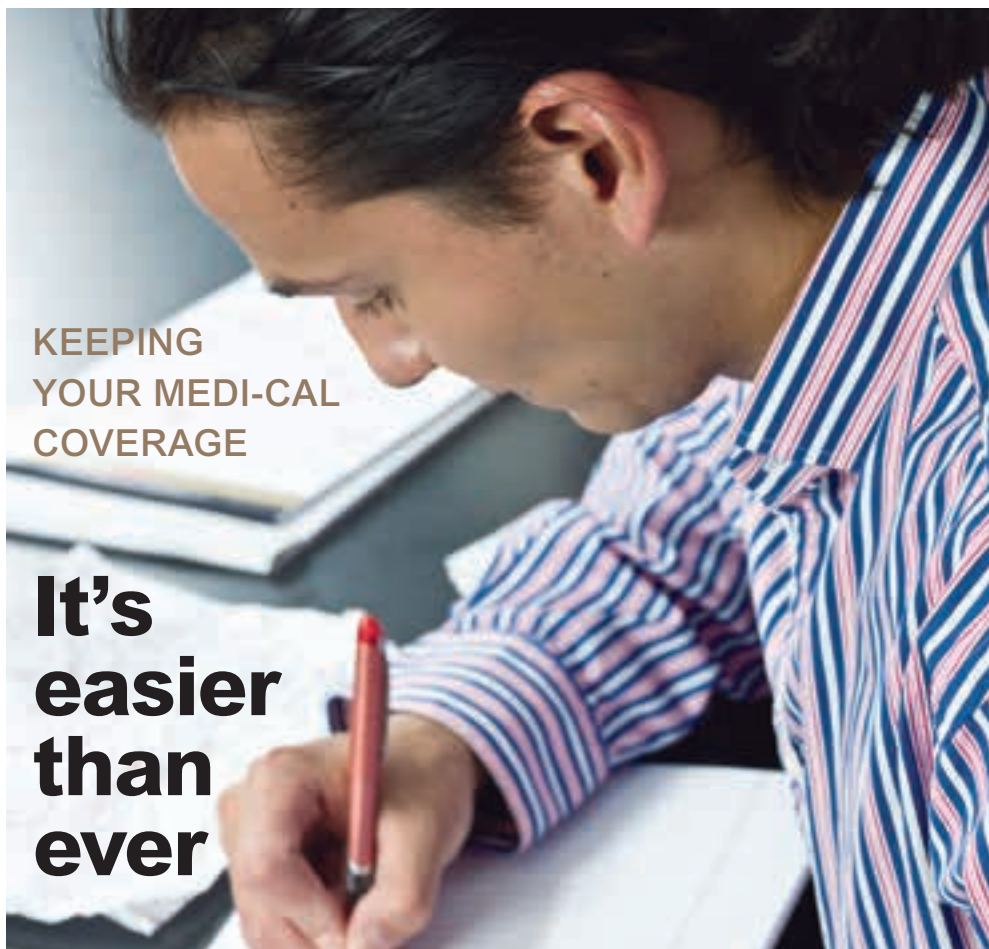
TTY/TDD

1-800-735-2929

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Health and wellness or prevention information





KEEPING
YOUR MEDI-CAL
COVERAGE

**It's
easier
than
ever**

To keep your Medi-Cal health care benefits, you must renew your coverage every year. And that is now easier than ever.

First, Santa Clara County Social Services checks your Medi-Cal eligibility using information they already have about you. If the county is able to verify all of your information, your coverage is renewed. The county sends you a notice. You don't have to do anything else.

Meet deadlines. If the county cannot verify your information, they will send you a renewal form. Once you complete and return the form, the county will send you a letter telling you if you are still eligible for Medi-Cal

or if additional information is needed. If you lose your coverage because you missed a deadline, you will have up to 90 days to provide the information and restart your coverage without having to reapply.

Any changes? If your income, family size or address changes during the year, you must tell the county social services agency. They will review the change and let you know if you are still eligible for Medi-Cal. 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. Contact the county social services agency at **1-877-962-3633** or visit **www.mybenefitscalwin.org**.



Do you have Medi-Cal and Medicare?

If so, would you like some extra help coordinating your health services? Santa Clara Family Health Plan can help you make sure you get the medical, behavioral health, and long-term services and supports that are best for you. We can even help you schedule appointments, arrange transportation and check on prescriptions. Call Member Services to ask about care coordination.



Time to breathe!

QUIT-SMOKING SERVICES

Do you want to quit smoking? Here are two resources to help.

Breathe California has trained instructors and programs to help you quit. Call them at **1-408-998-5865**, or visit **www.lungsrus.org**.

The California Smokers' Helpline offers free telephone counseling and self-help materials. Call **1-800-NO-BUTTS (1-800-662-8887)** or visit **www.nobutts.org** for more information.





ADVANCE DIRECTIVES

When you can't make your own decisions

You can't predict an emergency or bad illness. But you can state what kind of health care you want if you are ever too sick or injured to speak.

This is called an advance health care directive. It's a legal form you fill out. And it stays with your health records. It states the types of care you want or don't want. Your provider and family and friends will need it if you can't speak for yourself. You can also name your health care agent.

This person will direct your health care if you're too sick to do it yourself. He or she will have your same health plan member rights. Your agent can be a: » Spouse.

- » Family member. » Friend.
- » Someone else you trust.

Learn more. Visit <https://oag.ca.gov/consumers/general/care#advanc>.

Diabetes and your eyes

If you have diabetes, your eyes may be at risk. Many people with diabetes develop retinopathy. This is a problem that affects the back of the eye. Diabetes can also harm the front of the eye and the fluid inside.

Talk to your provider if you:

- Have blurry vision.
- Have double vision.
- See rings or floating spots.
- Have pain or pressure in your eye.
- Can't see out of the corner of your eye.

To help prevent eye problems:

- Control your blood sugar and blood pressure.
- Don't smoke.
- Have a yearly diabetes eye exam.

Source: National Institutes of Health



Update your information!

Have you moved recently? Do you have a new phone number or mailing address? Do you need forms in your language?

Update your information so you don't miss important news from the State of California about your health care options.

How to change your contact information:

- Contact Social Security Administration (SSA): **1-800-772-1213** (TTY **1-800-325-0778**).
- Visit a local SSA field office: www.ssa.gov/agency/contact.
- Visit the SSA website: www.ssa.gov/myaccount.

YOU CAN MAKE A DIFFERENCE

Join the Consumer Affairs Committee

Do you want to help make Medi-Cal and Healthy Kids better for you and your community? Join the Consumer Affairs Committee! The committee meets four times a year. It is made up of advocates, providers, members of Santa Clara Family Health Plan (SCFHP), and parents or legal guardians of SCFHP members.

As a member of the Consumer Affairs Committee, you'll get to:

- Be the voice for plan members like you.
- Work with our plan representatives and members of your community.
- Talk with us about your experiences.

If you are interested in serving on the committee, call Member Services.



Billed by mistake?

If you believe that you have been mistakenly billed for a covered service, call us as soon as possible at **1-800-260-2055**. Make sure to have a copy of the bill with you when you call. We will need the following information: » Date of service. » Name of doctor or hospital. » Amount of bill. » Name and Santa Clara Family Health Plan (SCFHP) member ID number of the person receiving the service.

We also need a copy of the itemized bill. We will review the bill once we receive a copy of it. If you were eligible for the service, we will send the payment to the provider. Always carry your SCFHP member ID card with you. Show your card at every doctor's visit to make sure services are covered and to avoid getting billed by mistake.