

winning health

Winter 2017



Santa Clara
Family Health Plan
The Spirit of Care

Medi-Cal/Healthy Kids

What is a personal representative?



Did you know you can have a family member, friend or other trusted person discuss your health and benefit information for you?

This person is called a personal representative. Your personal representative can call Santa Clara Family Health Plan to select your new doctor, follow up on a referral to your specialist, help get your prescription filled or ask a question about benefits.

To appoint a personal representative, you need to fill out a Personal Representative Request Form. You can download a form from our website at www.scfhp.com. Or, call Customer Service at **1-800-260-2055**, and we will send you this form. Be sure to mail the completed Personal Representative Request Form to:

Santa Clara Family Health Plan
Attn: Customer Service
210 E. Hacienda Ave.
Campbell, CA 95008
Fax: **1-408-874-1965**

Call us

Customer Service

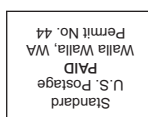
8:30 a.m. to 5 p.m., Monday through
Friday (except holidays)

1-800-260-2055

TTY/TDD

1-800-735-2929

E



POSTPARTUM VISIT

New moms need checkups too

As a brand-new mom, you may be busier than you've ever been. You're tending to your baby around the clock.

At the same time, your body is still healing from the hard work of giving birth. So be sure to tend to your own needs too.

Eating well and resting are now more important than ever. So is seeing your provider for a checkup.

A must-have visit. You'll need a postpartum checkup about four to six weeks after giving birth. If you had a cesarean section, you may need to see your provider earlier—about two weeks after the surgery.

Either way, this is a chance for your provider to:

- Be sure you're recovering well from giving birth.



- See if you can get back to normal activities.

Your turn to talk. This is also your chance to bring up any concerns you might have about your recovery and how your body is feeling. You can ask your provider about:

- Breastfeeding.

- Birth control.
- Weight loss.
- Your diet and staying fit.
- Your emotions.

Feeling low? Some women become depressed after having a baby. Postpartum depression, or PPD, is real and can happen to any mom, especially in the first few months after giving birth.

So if you feel sad, tell your provider. He or she can help you feel like yourself again.

Be good to yourself. There's nothing you can't share with your provider.

Source: Office on Women's Health

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

text4baby
A free service of the
National Healthy Mothers, Healthy Babies Coalition
text4baby.org

Text BABY to 511411
& get **FREE** messages on your **cell phone** to help you through your pregnancy & your baby's first year.

MEDI-CAL MEMBERS
Your input is needed

Santa Clara Family Health Plan (SCFHP) is surveying our members to learn how well you are able to access health services in your language. You may receive a phone call from SCFHP inviting you to participate in the survey. Your participation is important and helps us know if we are meeting your needs. Thank you for your help!



Our website has self-service tools for you!

At any time of the day or night, you can access our website (www.scfhp.com)

to:

- Get answers to frequently asked questions.
- Find a doctor or clinic.
- Download and print forms

and documents.

- Make a complaint.
- Read a newsletter.
- Find resources and helpful information.

➤ Go to www.scfhp.com/getting-started to learn more.

Do you have Medi-Cal and Medicare?

Cal MediConnect combines these benefits into one plan with one member ID card and one phone number to call for help. Call **1-888-202-3353** to learn more and enroll in Cal MediConnect!

Cal MediConnect

- 1** ID card
- 1** Phone #

things to know

YOU CAN MAKE A
DIFFERENCE

Join our Consumer Advisory Committee

Do you want to help make Medi-Cal and Healthy Kids better for you and your community? Join the Consumer Advisory 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 Advisory 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 Customer Service.



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.

Make this year the one you quit smoking for good.

Notices

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.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-260-2055**. (TTY: **1-800-735-2929** or **711**).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-260-2055** (TTY: **1-800-735-2929** o **711**).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-260-2055** (TTY: **1-800-735-2929** hoặc **711**).

注意: 如果您说中文, 将为您提供免费的语言服务。请致电**1-800-260-2055**。(TTY: **1-800-735-2929** 或 **711**)。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-260-2055** (TTY: **1-800-735-2929** o **711**).

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WINNING HEALTH is published as a community service for the friends and patrons of Santa Clara Family Health Plan.

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.

SANTA CLARA FAMILY HEALTH PLAN

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www.scfhp.com

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