

winning health

Fall 2017



Medi-Cal/Healthy Kids

Free holiday meals in Santa Clara County

The holiday season can be a wonderful time, but it can also be difficult.

If you or someone you know needs extra help this season, please

visit the Second Harvest Food Bank's website at www.shfb.org. You can find out where to get free meals during the holidays and at other times of the year.



For year-round help, call Food Connection at 1-800-984-3663.

Food Connection can tell you where you can get free food at locations near your home or work. You can also call to find out if you qualify for CalFresh (food stamps) and where you can apply.

Calling from a cell phone?

The toll-free Food Connection number routes calls based on the area code of the phone you are using. If you have a cell phone with an area code that is not local, please call direct at either 1-408-266-8866, ext. 101, or 1-650-610-0800, ext. 101.

» IF YOU'RE NEW TO SCFHP, WELCOME! We created a short video to help you get started with Santa Clara Family Health Plan. Visit www.scfhp.com/getting-started to watch and learn more!

Call us

Customer Service

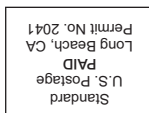
8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

1-800-260-2055

TTY/TDD

1-800-735-2929 or 711

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KEEPING YOUR
MEDI-CAL COVERAGE

It's easier than ever

To keep your Medi-Cal health care benefits, you must renew your coverage each year. Renewing your Medi-Cal coverage 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.

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 don't provide the information on time, you will lose your Medi-Cal coverage. The county will send you a notice saying that you have up to 90 days to provide the missing information to get your Medi-Cal coverage back.

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**.

FLU SEASON ALERT

Influenza can be **MISERABLE & 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

Call your doctor to schedule a flu shot or go to your pharmacy. For more information, call **1-800-260-2055** for our Customer Service Department.

Source: Centers for Disease Control and Prevention

» UNSURE WHAT IS A MEDICAL EMERGENCY?

Please contact our Nurse Advice Line at **1-877-509-0294** for assistance.

Diabetes: 6 key tests

If you have diabetes, getting health checks is especially important. Here are six you should get regularly. The first three are the ABCs:

A1C. This test measures your average blood sugar level for the last two or three months. It gives you a bigger picture of how well your diabetes treatment plan is working beyond daily blood sugar checks.

You should have an A1C test every three to six months. The goal for many people is an A1C of 7 percent. Ask your doctor what number you should be aiming for.

Blood pressure. High blood pressure is hard on your heart. It can cause a heart attack or stroke. And it can damage your kidneys and eyes.

You should have your blood pressure checked every time you see your doctor. The goal for many people with diabetes is a blood pressure below 140/90 mm Hg.

Cholesterol. Cholesterol is a fat-like substance in your blood. There are two types, LDL and HDL.

LDL is the bad kind of cholesterol that can build up in your arteries. High LDL levels are linked to heart attacks and strokes. You want a low LDL number.

HDL is the good kind of cholesterol. It helps move bad cholesterol out of your body. A higher HDL number is better. And a lower number is a risk factor for heart disease. Exercise is the best way to increase your HDL.

You should have a cholesterol test at least every five years. Ask



your doctor what your numbers are and how you might improve them.

3 more don't-miss tests

Dilated eye exam. You should have this test at least once a year. An eye doctor will put drops in your eyes to make the pupils bigger—and make problems easier to spot.

Foot checks. Your doctor should look at your feet every time you visit. He or she will check for blisters, sores, and other problems. You should also have a more detailed foot exam with your doctor every year to check blood flow, numbness, and your foot muscles and bones.

Urine test. The best way to check the health of your kidneys is with a urine test. It looks for a protein called albumin in your urine. You should have this test every year.

CAN YOU READ THIS LETTER?

If not, please call us at **1-800-260-2055**. We can help.

¿PUEDE LEER ESTA CARTA?

Si no puede, llámenos al **1-800-260-2055**. Le ayudaremos.

BẠN ĐỌC ĐƯỢC THÔNG TIN NÀY KHÔNG? Nếu không, xin gọi số **1-800-260-2055**. Chúng tôi sẽ giúp.

您能阅读这封信吗？如果不能，请致电 **1-800-260-2055** 联系我们。我们能为您提供帮助。

NABABASA MO BA ANG LIHAM NA ITO? Kung hindi, pakitawagan kami sa **1-800-260-2055**. Makakatulong kami.

Sources: American Diabetes Association; American Heart Association; National Diabetes Education Program



Investing in our community for better health

—Continued from front

great! Have fun getting in shape at the Indian Health Center Fitness Center. They've got:

- Gym memberships, including individual fitness classes and youth group fitness classes for ages 13 to 18.
- Diabetes education and nutrition counseling services by health professionals.

For information and requirements, call **1-408-445-3400, ext. 2660**, or go to **www.indianhealthcenter.org**.

Indian Health Center Fitness Center is located at 602 E. Santa Clara St. in downtown San Jose.

Gardner Family Health Network Dental Clinic

Access to dental care is important for both children and adults. Dental problems affect not only health,



but also the ability to learn and to work.

SCFHP is helping fund the expansion of the dental clinic at Gardner Family Health Network's CompreCare Health Center in East San José to make quality dental care

more available to our members. Adding two new dental chairs and hiring a full-time dentist will help CompreCare serve an additional 1,100 patients each year. Call CompreCare for an appointment at **1-408-272-6300**.

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**



Santa Clara
Family Health Plan
The Spirit of Care

Investing in our community for better health

Since SCFHP started in 1997, we have partnered with community-based organizations to help Santa Clara County residents access the full scope of health care services and resources. In recognition of our 20th anniversary, we have selected three key community projects to support in the areas of nutrition, exercise, and dental care.

Veggielution Outdoor Classroom Space

Making healthy food choices is much easier when you have information about nutrition and have access to affordable, local organic foods. Veggielution, a nonprofit urban community farm in East San José, provides local residents with education and access to local organic foods. To help Veggielution expand its program offerings, SCFHP is supporting Veggielution’s creation of an outdoor classroom space to use as a hub for community engagement and learning.



Indian Health Center Fitness Center

Physical activity is important to achieve and maintain better health. SCFHP is helping the Indian



Health Center of Santa Clara Valley upgrade the fitness equipment in its gym to further encourage our members to get fit. Indian Health Center is a nonprofit health center that provides medical and wellness

services to low-income American Indians, Alaska Natives, and the general community.

Don’t wait to look and feel

—Continued on reverse

JUST FOR KIDS

Dealing with anger

There are lots of reasons you might get mad at someone. Maybe, for example, your little brother won't leave you alone. Or maybe your mom is late picking you up.

Whatever the reason, here's one way to keep your cool: Put yourself in the other person's shoes. When you do that, it's a lot harder to stay mad at someone.

Here's a puzzle to help you remember that simple advice. Everyone pictured is wearing someone else's shoes. Draw a line between each pair that need to swap.



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.

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