

winning health

Spring 2018



Santa Clara
Family Health Plan
The Spirit of Care

Medi-Cal/Healthy Kids

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

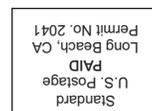
8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

1-800-260-2055

TTY/TDD

1-800-735-2929 or 711

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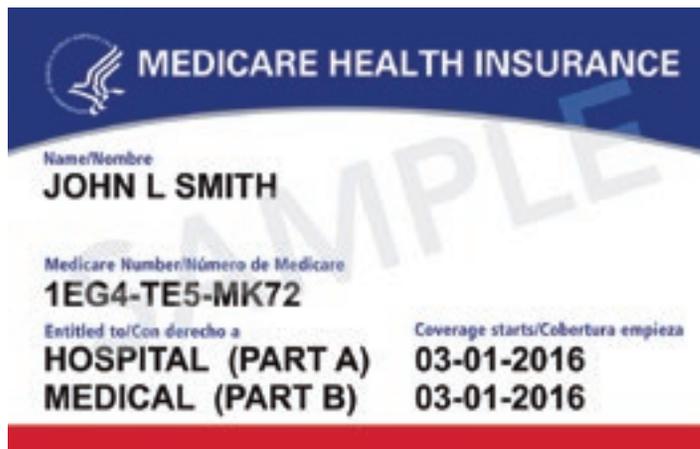
New Medicare cards are coming

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) Medi-Cal 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

Billed by mistake?

HERE IS WHAT TO DO

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

- 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 any questions, call Customer Service.

Important update on appeals

THE TIME FRAME FOR FILING HAS CHANGED

When we make a decision about your care, services, or payment of services that we will not cover, we will send you a Notice of Action (NOA) letter. If you disagree with a decision Santa Clara Family Health

Plan (SCFHP) made and want to appeal the decision, you must file an appeal within 60 calendar days from the date you received the NOA letter.

You also have the right to request

a state hearing. This is a process by which you can complain directly to the state of California and have someone judge your case. But you can only file for a state hearing after filing an appeal with SCFHP. This change is effective July 1, 2017. For more information, refer to the Evidence of Coverage.

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:

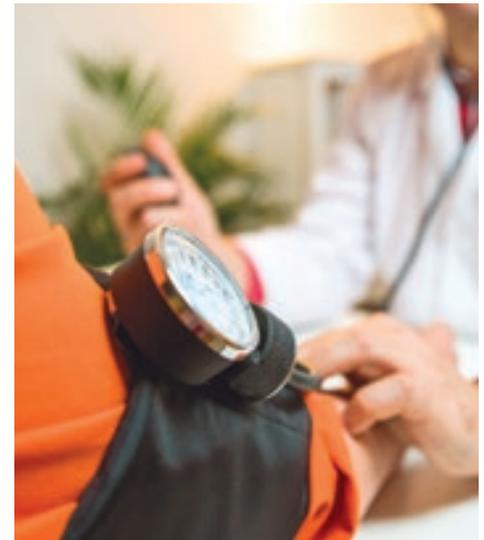
1. Manage stress. Take a break,

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.

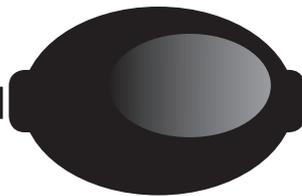
Work with your health care team to come up with a treatment plan and discuss it regularly. Together,



you can prevent and treat the causes of high blood pressure.

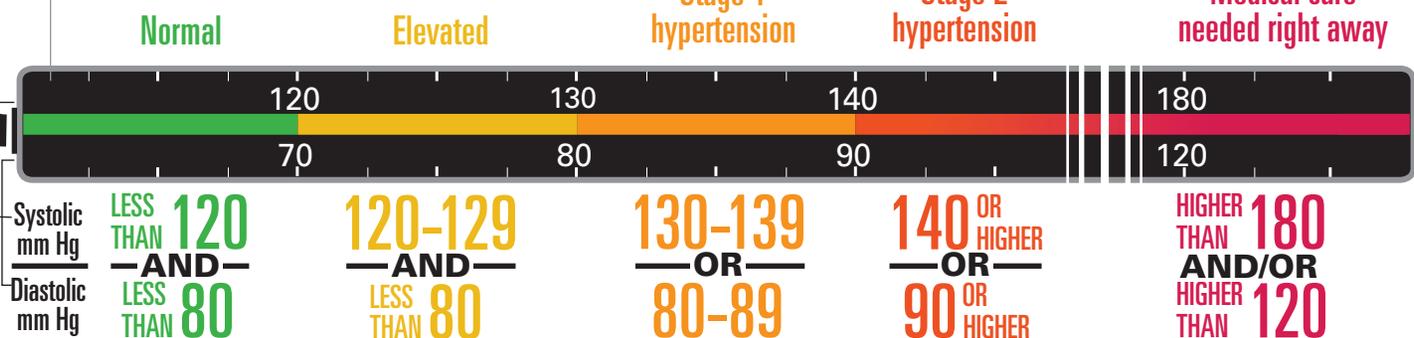
SCFHP covers health education classes for controlling high blood pressure. To sign up, log in to mySCFHP at member.scfhp.com or call Customer Service.

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.

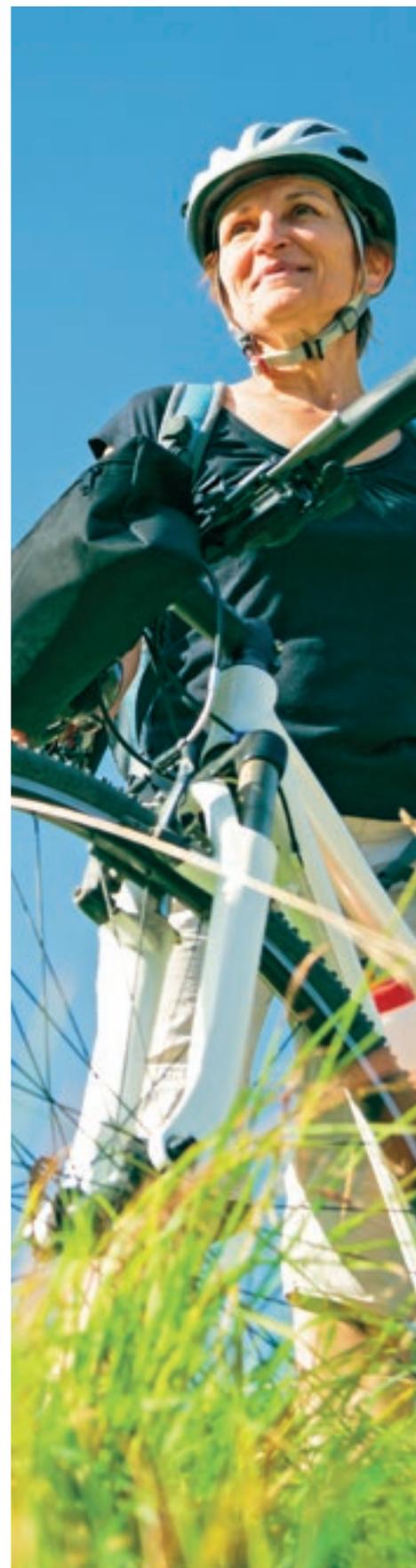
- If your stairs lack handrails, have them installed. (If you rent, ask the landlord.)
- Make sure there's enough lighting to see well.

*Stay steady
on your feet.*

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



Don't know
where to turn?
Need help?

CALL 211

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



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 an Authorized Representative 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 Authorized Representative Form to:

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

-HEALTHY ideas kids will love



Visit the farmers market
 Encourage kids to pick out a new fruit or veggie to take home and try.

Make a splash that's not soda
 Flavor water with fresh berries or orange slices.



Stock a snack drawer
 Older kids can help themselves to whole-grain crackers, unsalted nuts, and dried or fresh fruit.



Plant something together
 Kids may be more likely to try kale or collards if they planted the seeds and watched them grow.



Create a sports zone
 Keep balls, jump ropes, and other fun gear in one go-to location.



Make a game of food labels
 Have kids measure out what they think is a serving and compare it to what the label says.



Roasted asparagus with garlic

Makes 4 servings.

Ingredients

- 1 pound fresh asparagus (medium width)
- 2 teaspoons olive oil
- 2 garlic cloves, minced
- Salt and freshly ground black pepper, to taste
- Lemon wedges, as garnish

Directions

- Preheat oven to 500 degrees.
- Rinse asparagus and break off tough ends.
- In shallow roasting pan, place asparagus and coat with oil.



Sprinkle with garlic, salt, and pepper to taste.

- Roast, uncovered, for 6 to 8 minutes (depending on width of spears), shaking pan occasionally.
- Serve with lemon wedges.

Nutrition information

Amount per serving: 47 calories, 3 g total fat (less than 1 g saturated fat), 5 g carbohydrates, 4 g protein, 1 g dietary fiber, 3 mg sodium.

Source: American Institute for Cancer Research

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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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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