



## New! mySCFHP Member Portal

VISIT [www.member.scfhp.com](http://www.member.scfhp.com)  
to get started.

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.

### Do you have Medicare and Medi-Cal?

Cal MediConnect combines these benefits into one plan with one member ID card and one phone number to call for help. As a Cal MediConnect member, you are also offered the Silver&Fit Exercise and Healthy Aging Program at no cost. This means you get:

- ▶ A gym membership, or
- ▶ Up to two home fitness kits each benefit year



Call 1-888-202-3353 to learn more and for help enrolling in Cal MediConnect!

### 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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Long Beach, CA  
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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](http://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](http://www.sccgov.org/sites/ssa/debs/calfresh/Pages/apply.aspx) for more information. Or call CalFresh 24/7 at **1-877-962-3633**.



## NONDISCRIMINATION NOTICE

Discrimination is against the law. Santa Clara Family Health Plan (SCFHP) follows Federal civil rights laws. SCFHP does not discriminate, 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 help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 SCFHP between 8:30 a.m. and 5:00 p.m., Monday through Friday by calling **1-800-260-2055**. Or, if you cannot hear or speak well, please call **1-800-735-2929** or **711**.

## **HOW TO FILE A GRIEVANCE**

If you believe that Santa Clara Family Health Plan (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 SCFHP. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact SCFHP between 8:30 a.m. to 5 p.m., Monday through Friday by calling **1-800-260-2055**. Or, if you cannot hear or speak well, please call **1-800-735-2929** or **711**.

- **In writing:** Fill out a complaint form or write a letter and send it to:

**Attn: Appeals and Grievances Department  
Santa Clara Family Health Plan  
6201 San Ignacio Ave  
San Jose, CA 95119**

- **In person:** Visit your doctor's office or SCFHP and say you want to file a grievance.
- **Electronically:** Visit SCFHP's website at [www.scfhp.com](http://www.scfhp.com).

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## **OFFICE OF CIVIL RIGHTS**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call TTY/TDD **1-800-537-7697**.

- **In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.



## Language Assistance Services

**English:** 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).

**Español (Spanish):** 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).

**Tiếng Việt (Vietnamese):** 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).

**Tagalog – Filipino (Tagalog):** 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).

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-260-2055 (TTY: 1-800-735-2929 또는 711)번으로 전화해 주십시오.

**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 1-800-260-2055。（TTY：1-800-735-2929 或 711）。

**Հայերեն (Armenian):** ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ էթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 1-800-260-2055 (TTY (հեռատիպ)՝ 1-800-735-2929 կամ 711)։

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-260-2055 (телетайп: 1-800-735-2929 или 711).

**فارسی (Persian, Farsi):**

**توجه:** اگر به زبان فارسی صحبت می کنید، کمک در زمینه زبان به صورت رایگان در اختیارتان قرار خواهد گرفت. با 1-800-260-2055 (TTY 1-800-735-2929 یا 711) تماس بگیرید.

**日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-260-2055 (TTY: 1-800-735-2929 または 711)まで、お電話にてご連絡ください。

**Hmoob (Hmong):** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-260-2055 (TTY: 1-800-735-2929 los sis 711).

**ਪੰਜਾਬੀ (Punjabi):** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹਾਂ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। 1-800-260-2055 (TTY: 1-800-735-2929 ਜ 711) ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-260-2055 (رقم الهاتف النصي: 1-800-735-2929 أو 711).

**हिंदी (Hindi):** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-260-2055 (TTY: 1-800-735-2929 या 711) पर कॉल करें।

**ภาษาไทย (Thai):** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-260-2055 (TTY: 1-800-735-2929 หรือ 711).

**ខ្មែរ (Mon-Khmer, Cambodian):** ប្រមយកចិត្តទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ នោះលោកអ្នកអាចស្វែងរកសេវាជំនួយផ្នែកភាសា បានដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 1-800-260-2055។ (TTY: 1-800-735-2929 ឬ 711)។

**ພາສາລາວ (Lao):** ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາເບີ 1-800-260-2055. (TTY: 1-800-735-2929 ຫຼື 711).



# Don't fall for these 3 sleep myths

Sleep: We all do it, but we don't always understand it. In fact, sleep can even seem a little mysterious. Maybe that's one reason why some myths persist when it comes to this vital part of our lives. Have you ever heard of these three?

**1 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.

**2 Myth: You can get by on very little sleep.**

**Fact:** Skimping 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.

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

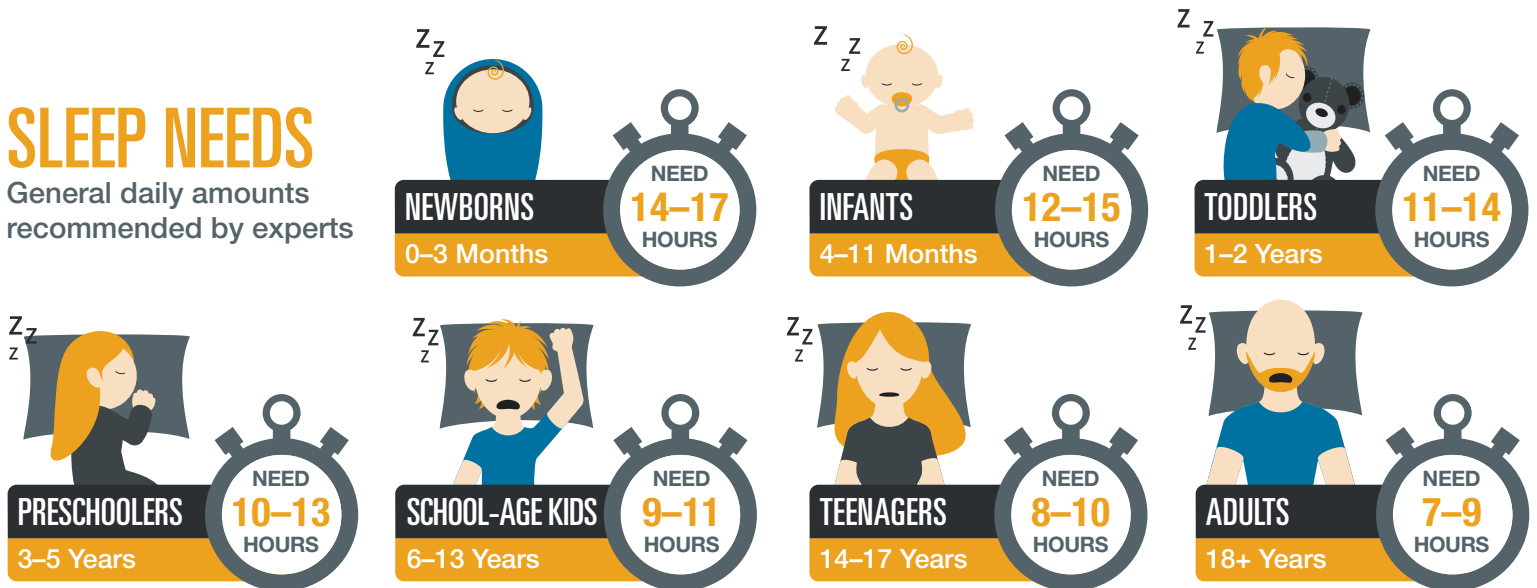
**Fact:** Actually, if you can't fall asleep after about 15 minutes, don't stare at the clock: Get up and go to another room to do something relaxing. Listen to some soft, soothing music. Or read a book. When you feel sleepy, come back to bed.

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

## SLEEP NEEDS

General daily amounts recommended by experts



Source: National Sleep Foundation



# Developmental screenings are important for your child

Children are always learning new things as they grow. Some examples of developmental milestones include:

- Smiling for the first time
- Saying their first word
- Taking a first step
- Waving goodbye
- Sitting up alone
- Building a block tower and knocking it down

Each child grows and gains skills at his or her own pace. It is common for a child to be ahead in one area but a little behind in another. This is why developmental screenings are important. They help you and your doctor check that your child is growing and developing as expected.

## What happens at a developmental screening?

The doctor asks you how your child plays, speaks, and acts. Your answers help the doctor learn about your child.

The doctor may also play or talk to your child to see if he or she has taken the same big steps as other children of the same age.

Developmental screenings are done at routine checkups (well-child visits). It's recommended for all children at the following months of age:

- 9 months
- 18 months
- 24 or 30 months

**Resources:** Visit [www.cdc.gov/ncbddd/actearly/pdf/checklists/all\\_checklists.pdf](http://www.cdc.gov/ncbddd/actearly/pdf/checklists/all_checklists.pdf) to see more milestones at each age. You can also download the CDC Milestone Tracker app to track your child's milestones. Get it here: [www.cdc.gov/ncbddd/actearly/milestones-app.html](http://www.cdc.gov/ncbddd/actearly/milestones-app.html). And as always, talk to your doctor.

## 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.

**UNSURE WHAT IS A MEDICAL EMERGENCY?** Call our Nurse Advice Line 24/7 at **1-877-509-0294** for help. Your call is free.

**WINNING HEALTH**

Medi-Cal / Healthy Kids HMO

FALL 2018

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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