

## Staying healthy when you leave the hospital

**F**ollow these five tips to stay healthy after a hospital stay.

**1. Ask questions before you leave the hospital.** At home, you're in charge of your care. It's important to know what to do to keep getting better. Ask questions. If you need help, ask a friend or family member. You can also ask your nurse to review discharge instructions with you.

**2. Understand your medications.** Ask your nurse to review your medications with you. They can make a medication list for you. Don't forget to fill your prescriptions once you are home.

**3. Make a plan for follow-up care.**



Schedule a follow-up visit to your doctor and have a ride to get there. Go even if you're feeling well. Your doctor needs to see you to decide if the treatment plan is working. Your doctor can review your medications with you too. Make sure you know what symptoms are normal and what should be reported to your doctor.

**4. Communicate with a case manager.** There may be providers, caregivers, appointments and equipment to organize when

you leave the hospital. Your case manager can help coordinate this and link you to community resources. If you'd like a case manager, call Member Services.

**5. Create a support team to help you at home.** Have a caregiver help you at home with necessary care.

If you have questions about going home after a hospital stay, talk to your doctor or call Member Services at **1-800-260-2055** (TTY **1-866-735-2929**).

» 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](http://www.scfhp.com/getting-started) to watch and learn more!

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Health and wellness or prevention information

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### Have you had your flu shot yet?

Santa Clara Family Health Plan covers flu shots through your primary care provider (PCP) and select pharmacies. For more information, contact your PCP, call Member Services at **1-800-260-2055** or visit our website at [www.scfhp.com](http://www.scfhp.com).

### Our website has self-service tools for you!

At any time of the day or night, you can access our website ([www.scfhp.com](http://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.

To learn more, watch our short video about using our website here: [www.scfhp.com/getting-started](http://www.scfhp.com/getting-started).

## KEEPING YOUR MEDI-CAL COVERAGE

# It's easier than ever

**T**o 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](http://www.mybenefitscalwin.org).





## Have you or your child had a dental checkup this year?

Everyone should see a dentist every six months. This helps prevent cavities and other dental problems.

If you are a Medi-Cal member, call Denti-Cal at **1-800-322-6384** to find out more about your benefits and coverage.

If your child is a Healthy Kids member, call Liberty Dental Member Services at **1-888-902-0403** for more information about finding a dentist, covered benefits or copays.



## Get in shape!

**D**on't wait to look and feel great! Have fun getting in shape at the Indian Health Center Wellness Center.

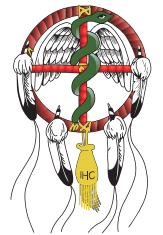
They've got:

- Free open gym membership. Membership includes individual fitness classes and youth group fitness classes for ages 13 to 18.
- Free diabetes education and

nutrition counseling services by health professionals.

Call **1-408-445-3400, ext. 266**, or go to **[www.indianhealthcenter.org](http://www.indianhealthcenter.org)** for more information and requirements.

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



## You have the right to know

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members. SCFHP strives to ensure that all health services are provided in a timely manner. SCFHP will continue to notify our members of any changes or updates made regarding the current policies.





## Unsure what is a medical emergency?

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

# Free holiday meals in Santa Clara County

**T**he 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](http://www.shfb.org). You can find out where to get free meals during the holidays and at other times of the year.

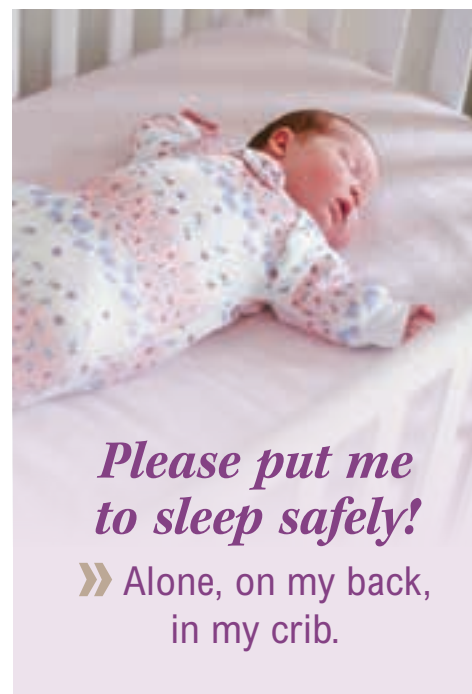
For year-round help, call Food Connection at **1-800-984-3663**.

Food Connection can tell you where you can get free food at

locations near your home or work. You may also call to find out if you qualify for CalFresh (food stamps) and where you can apply.

### Calling from a cellphone?

The toll-free Food Connection number routes calls based on the area code of the phone you are using. If you have a cellphone 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**.



*Please put me to sleep safely!*

» Alone, on my back, in my crib.

» **WELCOME, NEW MEMBERS** If you've recently joined us, welcome! We know this change can be difficult. But we are here to help. Three times a year we will send you this

newsletter. In it you will find:

- Health information.
- Helpful tips.
- Resource information.

We value all of our members and look forward to helping you.

If you have any questions, please call us:

- Member Services: **1-800-260-2055**.
- Nurse Advice Line (available 24 hours a day): **1-877-509-0294**.