

## SCHOOL STARTS SOON

# Is your child fully vaccinated?

**M**ake sure your children are up-to-date on vaccines before sending them back to school. Young children, preteens, and teens all need vaccines.

Now is the time to check with your child's doctor about the vaccines they might need. That way, you can get your child any vaccines he or she needs before the back-to-school rush.

**Disease outbreaks still happen.** It's true that some diseases have become very rare thanks to vaccines. However, cases and outbreaks still happen. There is currently an outbreak of measles in California.<sup>1</sup> The best way to protect your children from outbreaks is to make sure they stay up-to-date with their vaccines.

**Vaccines for newborns to age 10.** During the early years of life, your children need vaccines to protect them from 14 diseases that can be serious, even life-threatening. Check with your child's provider about getting these vaccines.

Kids in preschool and elementary school should get the flu vaccine. In fact, all children 6 months and older should get flu vaccines. Getting all of your children vaccinated—as well as other family members and caregivers—helps protect babies

younger than 6 months old who haven't yet received all of their vaccinations.

### Vaccines for ages 11 to 18.

Preteens and teens need vaccines, too! As kids get older, they can still get certain diseases. Before heading back to school, 11- to 12-year-olds should get three more vaccines:

- 1. HPV vaccine:** Can prevent HPV infections that can cause cancer later in life.
- 2. Tdap booster:** Protection from the Tdap vaccine fades over time. All students entering into 7th through 12th grade in Santa Clara County must show proof of having received a Tdap booster on or after their seventh birthday.
- 3. Meningococcal conjugate vaccine:** Helps prevent a disease that can be very serious or life-threatening.

It's important to know that flu can be serious, even for healthy,



young people. So older kids should get the flu vaccine every year. If your preteens or teens haven't already gotten their vaccines, you should get them caught up as soon as possible.

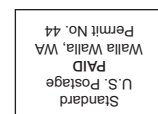
Ask your child's doctor about what vaccines your children need and when the doses should be given.

For more information, call Member Services at **1-800-260-2055**.

<sup>1</sup> CA Dept Public Health <http://www.cdph.ca.gov/HealthInfo/discord/Pages/Measles.aspx>

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## Health and wellness or prevention information



# What is care coordination?

## LET US HELP

**H**ave you ever found it difficult to keep track of your medications; get appointments to see your doctor; or arrange transportation, meals and other services? This can be especially hard when your health situation changes—like when you leave the hospital. Someone needs to make sure everything is set up before you go home, such as new equipment or in-home care. You can get help from Santa Clara Family Health Plan (SCFHP) to manage these changes and coordinate your care. This is one of the benefits of your Medi-Cal health plan.

Your SCFHP case manager works with you, family members or friends you may select, your doctor, and your other providers to make sure you get the medical and behavioral health care and long-term services and supports (LTSS) that are best for you.

### Care that's all about you.

When you work with a case manager, you're in charge. Your case manager helps you make decisions about your care, supporting what is important to you. Your case manager listens to you and helps find ways to connect you with the health and community resources that you may need.

Your case manager can help you:

- Arrange for transportation.
- Choose or change a doctor.

- Connect with community resources.
- Coordinate your health care appointments.
- Find doctors and specialists within your network.
- Get referrals or authorizations that might be needed.
- Understand your health plan benefits.

### Getting care coordination.

When you first join SCFHP, you may be asked to complete a survey called a Health and Environmental Assessment or HRA. The HRA helps SCFHP to get a good picture of your health, living situation, and any family or community support that you are receiving. It's very important to complete the HRA. You can either talk with us on the phone or fill out a form and return it by mail to SCFHP.

We'll talk to you about your HRA and help you set goals to improve

your health. Our case managers know how to find and connect you to resources in the community and will stay in touch with you as your needs change.

If you think you could benefit from the help of a case manager, call SCFHP Member Services at **1-800-260-2055** for more information.



### Billed by mistake?

#### HERE IS WHAT TO DO

If you believe that you have been mistakenly billed for a covered service, call us as soon as possible at **1-800-260-2055**. Make sure to have a copy of the bill with you when you call. We will need the following information:

- The date of the medical service.
- The name of the doctor or hospital.
- The amount of the bill.
- The name and Santa Clara Family

Health Plan (SCFHP) member ID number of the person who received the service.

We also need a copy of the itemized bill. We will review the bill once we receive a copy of it. If you were eligible for the service, we will send the payment to the provider. Always carry your SCFHP member ID card with you. Show your card at every doctor's visit to make sure services are covered and to avoid getting billed by mistake.



## How care coordination helps real members

**H**ere are some examples of how Santa Clara Family Health Plan's (SCFHP) care coordination has helped our members:

**Janet and Mary.** Janet\* was trying her best to care for her 81-year-old mother, Mary\*, who has dementia. Mary lives alone and needs help taking her medications and caring for herself. Janet would sometimes get frustrated trying to help her mother and keep track of all her mother's providers, caregivers and services.

**Help at hand.** An SCFHP case manager spent time with Janet and Mary at home to learn how SCFHP could help coordinate Mary's care. With the help of the case manager, Mary was able to increase her In-Home Supportive Services (IHSS) hours, hire a caregiver and attend

an adult day care more regularly. The case manager reconnected Mary with her primary care provider and helped organize important health care appointments that otherwise would have fallen through the cracks. To support Janet as a caregiver, the case manager checks in frequently and referred Janet to a community organization to help her understand how to care for people with dementia.

**Gabriel.** After a severe brain injury, 32-year-old Gabriel\* couldn't use his legs and was being cared for in a long-term care facility. Gabriel's health got better, and he was ready to move home with his family. But in his wheelchair, there was no way that he could get up the steps and through the narrow doorways of

### Diabetes and your eyes

If you have diabetes, your eyes may be at risk.

Most people with diabetes develop retinopathy. This is a problem that affects the back of the eye. Diabetes can also harm the front of the eye and the fluid inside.

**Talk to your provider if you:**

- Can't see out of the corner of your eye.
- Have blurry vision.
- Have double vision.
- Have pain or pressure in your eye.
- See rings or floating spots.

**To help prevent eye problems:**

- Control your blood sugar and blood pressure.
- Don't smoke.
- Have a yearly vision exam.

Source: National Institutes of Health

his home. He had no choice but to stay in the facility.

**A team approach.** Gabriel, his family and his SCFHP case manager worked together to come up with a plan. His family built a ramp so Gabriel could get up the steps. The case manager worked with the durable medical equipment company to order a wheelchair and equipment that would fit in Gabriel's home. The case manager also connected Gabriel and his family with community organizations and IHSS for help at home. And Gabriel worked extra hard in physical therapy to regain what strength he could. Gabriel and his family are thrilled that he is home.

\*Identifying information has been changed for privacy.



## Get in shape this summer!

Don'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. Walk-ins are welcome. Monthly door prizes!

Call **1-408-445-3400, ext. 266**, or go to **www.indianhealthcenter.org** for more information.

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

## ADVANCE DIRECTIVES

### When you can't make your own decisions

You can't predict every emergency or bad illness. But you can state what kind of health care you want if you are ever too sick or injured to speak.

This is called an advance health care directive. It's a legal form you fill out. And it stays with your health records. It states the types of care you want or don't want. Your provider and family and friends will need it if you can't speak for yourself.

You can also name your health care agent. This person will direct your health care if you're too sick to do it yourself. He or she will have the same

health plan member rights as you.

Your agent can be:

- A family member.
- A friend.
- Someone else you trust.
- Your spouse.

**Learn more.** Visit **www.oag.ca.gov/consumers/general/adv\_hc\_dir** to:

- Get instructions.
- Learn more about advance health care directives.
- View forms.

## We speak your language

Is English your second language? Here's good news.

You can get an interpreter through the health plan. That way you can talk to your doctor in your first language. A family member, minor or friend won't have to interpret for you. You can have this service for free when you:

- Call the health plan.
- Get medical care or advice on the phone.
- Visit your doctor.

**How can you get an interpreter?** Tell your doctor's office you'd like one when you call to set up your next visit. Or call Member Services. We can help you find a doctor who:

- Has an interpreter in the office.
- Speaks your language.

For help with this, call Member Services at **1-800-260-2055**.

