

Welcome to the SCFHP Blanca Alvarado Community Resource Center!

Our Santa Clara Family Health Plan (SCFHP) Blanca Alvarado Community Resource Center (CRC) is a place dedicated to the health and well-being of SCFHP members and the residents of East San Jose. Our bicultural and bilingual staff is here to help you and your family stay healthy!

Visit us at Capitol Square Mall, 408 N. Capitol Ave., San Jose. Here you can:

- Apply for no-cost or low-cost health coverage.
- Get access to local resources and services to help you live a healthier life.
- Participate in our FREE programs and workshops to learn how to stay healthy and safe.
- Connect in person with Customer Service and case managers for SCFHP members.

Tell us what you think

Take a short survey for the SCFHP Blanca Alvarado CRC. The survey will help inform SCFHP in building a healthier community.



CALL US AT 1-408-874-1750,
Monday through Friday, 10 a.m. to
6 p.m. Take the survey at [bitly.com/
SCFHPCommunitySurvey](https://bitly.com/SCFHPCommunitySurvey).

**SEE
PAGE 2** for
information on
orientation.

Call Us

Customer Service

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

1-800-260-2055

TTY: 711



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Need help buying groceries?

CalFresh can help!

CalFresh is a program that can help you buy food each month at supermarkets, farmers markets, and certified restaurants in Santa Clara County. If you meet federal income rules and want to get healthy and nutritious food, you may be eligible for CalFresh.

CalFresh is a nutrition program, not a welfare program. Benefits are deposited to your electronic benefit transfer (EBT) card. In addition to markets, EBT cards are now accepted at more local restaurants than ever before. You can use EBT just like a bank debit card to pay for your next meal quickly and conveniently.

 **APPLYING FOR CALFRESH** takes only 10 to 15 minutes. You can apply online, in person, or over the phone with a county social service worker. Learn more at www.mybenefitscalwin.org.



Join us for member orientation

You are invited to join a free member orientation online or at our new SCFHP Blanca Alvarado Community Resource Center.

At member orientation, you'll learn about:

- ▶ SCFHP benefits and services and how to use them
- ▶ Member materials such as the Member Handbook, Provider Directory, and Formulary
- ▶ Where and how to get care
- ▶ Who to contact when you have questions or need help
- ▶ And more!

REGISTER ONLINE!

Go to www.scfhp.com/welcome or call Customer Service at **1-800-260-2055** (TTY: 711) Monday through Friday, 8:30 a.m. to 5 p.m.

Do you have Medi-Cal and Medicare?

Cal MediConnect combines these benefits into one plan with one member ID card and one phone number. Call **1-888-202-3353** (TTY: 711) to learn more and enroll!

- ONE** ID card
- ONE** phone number
- ONE** health plan



CAL MEDICONNECT

Make a plan to prevent flu and COVID-19

Last year, the safety measures we took to fight COVID-19 also may have contributed to a very mild flu season. And that was a welcome dose of good news in a difficult time. But now that many people are meeting up again, it's vital for you and your family to get your flu shots this year.

The flu and you

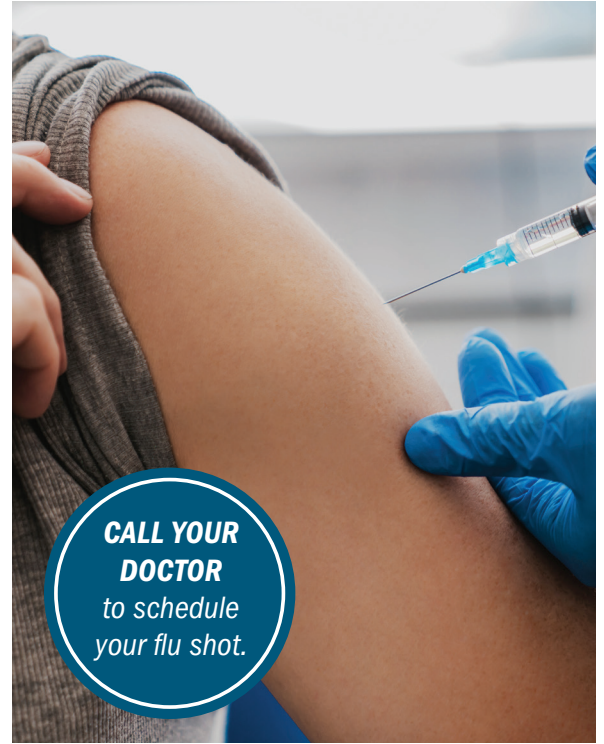
The Centers for Disease Control and Prevention (CDC) recommends flu shots for almost everyone 6 months and older. Flu shots are especially important for people at high risk of getting very sick, including:

- People 65 and older
- People with certain chronic conditions, such as asthma, diabetes, or heart disease

- Pregnant women
- People with disabilities, especially those that affect muscle or lung function or that make it difficult to cough or swallow

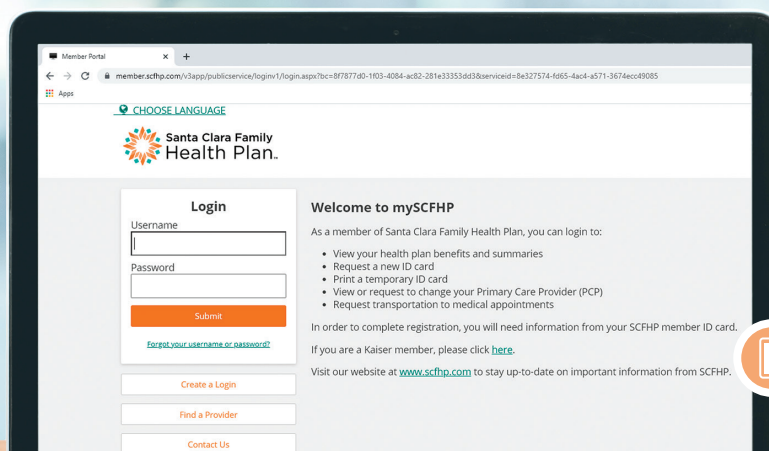
Get your COVID-19 shots too

COVID-19 vaccines are safe and very good at protecting you and your family from COVID-19. If you've yet to get a COVID-19 vaccine, check the Santa Clara County Public Health Department's website at www.sccfreevax.org. Or call **1-408-970-2000** to find a drop-in site or to schedule an appointment today.



CALL YOUR DOCTOR
to schedule
your flu shot.

MySCFHP member portal



On the mySCFHP member portal, you can:

1. View your health plan information
2. View your ID card
3. Print a temporary ID card
4. View or change your primary care provider (PCP)

VISIT www.member.scfhp.com to get started.



COVID-19 grief

Over the last year and a half, many people are grieving the loss of loved ones, called bereavement, as the result of the COVID-19 pandemic. Grieving is a part of the normal process of reacting to a loss. A grieving person may feel various reactions, including anger, guilt, anxiety, sadness, sleeping problems, changes in appetite, and physical problems or illness.

There is no right or wrong way to experience grief. Here are some ways to deal with feelings of grief:

- Take time to process your losses and your feelings of grief.
- Find ways to express your grief, such as through art, gardening, writing, cooking, or music.
- Stay connected to loved ones by safely spending time together, in person or virtually.
- If you are worried about future losses, try to stay in the present and focus on aspects of your life that you have control over right now.



You are not alone

Having support from others is important for healing from loss. If you have lost a loved one, support is available for you and your family. Contact the Behavioral Health Services Department Grief Response Team (COVID-19-specific) at **1-408-243-0222**, Monday through Friday, 8 a.m. to 5 p.m. Visit **[scfhp.auntbertha.com](https://www.scfhp.auntbertha.com)** to find counseling and support groups near you.

Make the connection

Changing how you think may change how you feel

Can my mental state affect my physical health?

When your emotional health is off, you may have physical symptoms like back pain, chest pain, headaches, extreme fatigue, or a racing heart.

Tending to your emotional health can improve your quality of life. It may also help your body fight infections, recover from an illness, and prevent chronic disease.

Try these tips:

- 1. Getting a move on.** Exercise changes how the body responds to stress. It improves mood too.
- 2. Finding healthy ways to relax.** Some people use music, art, prayer, reading, or even 10-minute walks to lower stress in their lives.



- 3. Expressing yourself.** Negative feelings and fears may flow out as aches, pains, and problems. A trusted friend or partner may be able to help you focus on positives and work through challenges.

If you are feeling overwhelmed, get professional counseling. Be

honest with your doctor about your stresses and challenges. Ask for help if you're feeling depressed. Your doctor may ask you questions to screen for current symptoms of depression to improve your mental and physical health.



Additional resources

The Institute on Aging has a 24-hour Friendship Line you can call if you want someone to talk to or are experiencing a crisis. Call **1-800-971-0016**, toll-free, to speak to a counselor today.

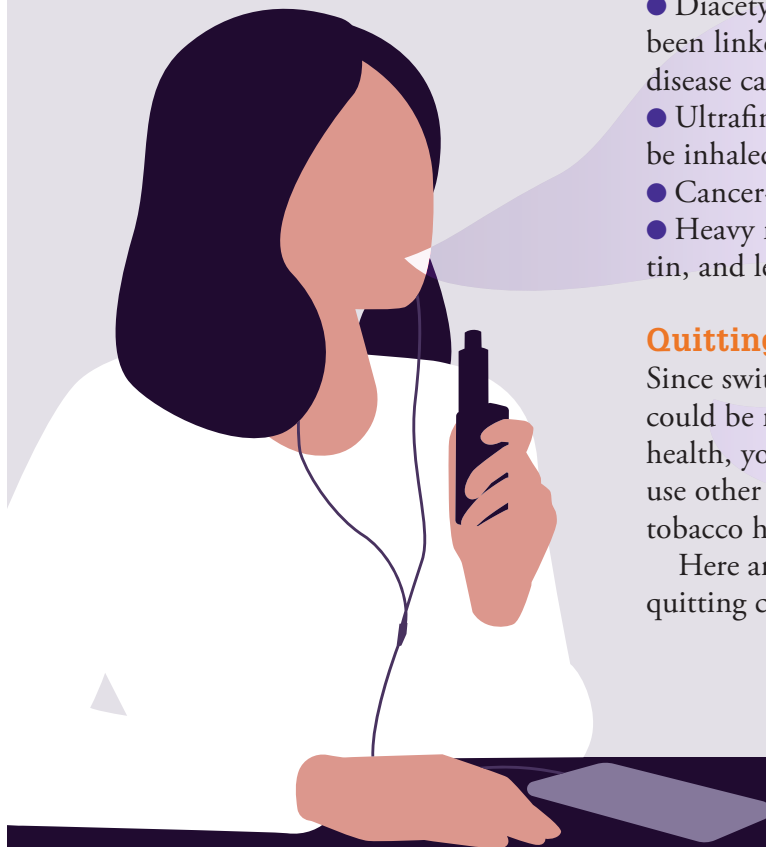
If you're experiencing emotional distress related to COVID-19, you can call CalHOPE's toll-free Warm Line at **1-833-317-HOPE (4673)**. CalHOPE can connect you with resources to help during these uncertain times.

For more help, call Santa Clara County Behavioral Health Services. Call toll-free:

- For the 24/7 Suicide and Crisis Hotline, call **1-855-278-4204**.
 - For mental health services, 24/7, call **1-800-704-0900**.
 - For substance abuse services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.
- For emergency help, please call 911.

Rethink vaping

There are better ways to quit smoking



If you're trying to quit smoking, switching to vaping is not a good idea because vaping has health risks too.

We're still learning about the long-term effects of using vaping products—such as e-cigarettes, JUUL devices, and vape pens. But we do know that the aerosols from these products could expose you to potentially harmful chemicals and particles, including:

- Diacetyl, a flavoring that has been linked to a serious lung disease called popcorn lung
- Ultrafine particles that may be inhaled deep into the lungs
- Cancer-causing chemicals
- Heavy metals, such as nickel, tin, and lead

Quitting without vaping

Since switching to vaping could be risky to your health, you may want to use other strategies to kick a tobacco habit.

Here are a few ideas for quitting cigarettes or vaping:

- Pick a quit date and add it to your calendar.
- Consider how you want to quit. For instance, do you want to stop smoking or vaping at once? Or would it be easier to cut back gradually between now and your quit date?
- Stock up on healthy and lower-calorie smoking substitutes—like carrots, celery, nuts, seeds, or sugarless gum—to munch on or chew when the urge to smoke or vape hits.
- Think about other things you can do to handle the need to smoke or vape. For example, do you usually light up after a meal? Take a short walk, sip a soothing tea, or brush your teeth instead.
- Talk to your doctor about medicines that may make quitting easier, such as nicotine gums, patches, and lozenges. You may also call SCFHP Customer Service at **1-800-260-2055** (TTY: **711**), Monday through Friday, 8:30 a.m. to 5 p.m., for information.



The California Smokers' Helpline offers free telephone counseling and self-help materials. Call **1-800-NO-BUTTS (1-800-662-8887)** or visit **www.nobutts.org**. TTY users can call **1-800-933-4833**.

Breathe California has trained instructors and programs to help you quit. These programs are available at no cost to you. Call them at **1-408-998-5865**.

Staying well

5 ways to prevent a return trip to the hospital



When you're discharged, you don't want to return. Here is what you can do to avoid going back:



Make sure you understand your condition. Ask: What you should do to help yourself get better. What things to be careful of. What problems to watch for. What to do if problems occur.

If you'll be handling certain medical tasks on your own or with the help of a family caregiver—like changing a dressing—ask a member of the hospital staff to go over the procedure with you until you're comfortable with it.



Review your medications. Ask if you should keep taking everything you were taking before you were admitted. And if you need to take some new medications, be sure you know when and how to take them, how much to take, and for how long. Also be sure you understand why you're taking the new medicines.

Keep a list of all your medicines to make sure you take them correctly.



Keep your medical appointments. Often, follow-up tests or doctor visits are scheduled before you leave the hospital. It's essential that you keep them. They help you stay well.



Speak up if you need help. Can you bathe and dress yourself and cook your meals? If you have worries about handling tasks like these, say so. We can get help for you, including transportation to medical appointments or connecting you to case management. Please call SCFHP Customer Service at **1-800-260-2055** (TTY: 711), Monday through Friday, 8:30 a.m. to 5 p.m.



Get a name and number. Be sure you know who to call if you have questions.

Find the local help you need on Aunt Bertha!



It can be difficult getting essential and often costly needs, such as food and housing. To find a local program that can help, use Aunt Bertha!

An easy-to-use website, Aunt Bertha allows you to search for reduced- or no-cost services, including:

- Food
- Housing
- Transit
- Financial assistance

All it takes to get started is your ZIP code. From there, you can pick an area of interest to see a list of local programs and support in the area. Each program listing will tell you the services that are offered, who it serves, and how to contact the organization for more information and to apply.



VISIT scfhp.auntbertha.com
to find community resources near you.

**WINNING
HEALTH**
Medi-Cal Plan

FALL 2021

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.

Santa Clara Family Health Plan
PO Box 18880, San Jose, CA 95158
1-800-260-2055 • www.scfhp.com
TTY: 711

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NONDISCRIMINATION NOTICE

Discrimination is against the law. Santa Clara Family Health Plan (SCFHP) follows Federal civil rights laws. SCFHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

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 **711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

**Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158
1-800-260-2055 (TTY: 711)**

HOW TO FILE A GRIEVANCE

If you believe that Santa Clara Family Health Plan (SCFHP) has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, 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 **711**.
- In writing: Fill out a complaint form or write a letter and send it to:

**Attn: Grievance and Appeals 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.
-

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.
-

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, 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 Tagline – ATTENTION: If you need help in your language call 1-800-260-2055 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-260-2055 (TTY: 711). These services are free of charge.

Mensaje en español (Spanish) – ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-260-2055 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-260-2055 (TTY: 711). Estos servicios son gratuitos.

Khẩu hiệu tiếng Việt (Vietnamese) – CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-260-2055 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-260-2055 (TTY: 711) . Các dịch vụ này đều miễn phí.

简体中文标语 (Chinese) – 请注意：如果您需要以您的母语提供帮助，请致电 1-800-260-2055 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 1-800-260-2055 (TTY: 711)。这些服务都是免费的。

Tagalog Tagline (Tagalog) – ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-260-2055 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan,tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-260-2055 (TTY: 711) . Libre ang mga serbisyon ng ito.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-260-2055 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-260-2055 (TTY: 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian) – ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-260-2055 (TTY: 711) : Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կյուրթեր: Չանզահարեք 1-800-260-2055 (TTY: 711) : Այդ ծառայություններն անվճար են:

ប្រាសាទខ្មែរ (Cambodian) – ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-260-2055 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-260-2055 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

(Farsi) فارسی زبان به مطلب

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-260-2055 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-260-2055 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi) – ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-260-2055 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-260-2055 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong) – CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-260-2055 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntauv su thiab luam tawm ua tus ntauv loj. Hu rau 1-800-260-2055 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese) – 注意日本語での対応が必要な場合は 1-800-260-2055 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-800-260-2055 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean) – 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-260-2055 (TTY: 711) 번으로 문의하십시오. 접자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-260-2055 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໂລກສາລາວ (Laotian) – ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-260-2055 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-260-2055 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien) – LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-260-2055 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-260-2055 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi) – ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-260-2055 (TTY: 711). ਅਪਰਜ ਲੇਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-260-2055 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian) – ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-260-2055 (линия TTY: 1-800-260-2055). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-260-2055 (линия TTY: 711). Такие услуги предоставляются бесплатно.

ແທ້ກໂລກພາສາໄທຍ (Thai) – โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-260-2055 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-260-2055 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian) – УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-260-2055 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-260-2055 (TTY: 711). Ці послуги безкоштовні.