



## Call Us

### Customer Service

8 a.m. to 8 p.m., Monday through Friday

1-877-723-4795

TTY/TDD 1-800-735-2929 or 711

## Time for your annual vision exam?

Annual vision exams help check on your eye health and catch problems early

As an SCFHP member, your vision benefits are provided through VSP to include:

- One routine eye exam every year, **and**

- Up to \$100 for eyeglasses (frames and lenses) or up to \$100 for contact lenses every two years

To find an in-network doctor, visit **www.vsp.com** and use your

ZIP code to find one near you. Once you find the doctor you want, you can call their office to make an appointment.

**Questions?** Visit VSP's website for how to contact VSP. And see your Member Handbook for other services SCFHP covers. You can always find an up-to-date Member Handbook on our website at **www.scfhp.com**.

If you need transportation to get to an appointment, visit mySCFHP at **member.scfhp.com** and log in to the member portal or call Customer Service. Click on "Request a Taxi" under "Quick Links," fill out the form, and submit it. Be sure to submit it at least three business days before your appointment. We'll call you with more information.



ME

Health and wellness or prevention information

Standard  
U.S. Postage  
PAID  
Walla Walla, WA  
Permit No. 44

# You can help prevent fraud, waste, and abuse!

Health care fraud is a serious issue. Fraud makes health care cost more for everyone. Here are five ways you can help prevent fraud, waste, and abuse:

1. Never lend your member ID card to another person.
2. Notify us immediately if your member ID card is lost or stolen.
3. Be aware of who has access to your information.
4. Ask your doctors exactly what tests or procedures they want you to have and why.



5. Track all doctor visits and appointments you attend, miss, or cancel.

If you suspect fraud or a privacy violation, write down the name, address, and ID number of the person who committed the fraud, waste, or abuse. Give as much information as you can about the person, the dates of the events, and a summary of exactly what happened.

Send your report through the following ways:

• Mail to: **SCFHP Compliance Officer**

PO Box 18880, San Jose, CA 95158

- Phone: **1-408-874-1450**, 24 hours a day, 7 days a week  
TTY: **1-800-735-2929** or 711
- Email: **reportfraud@scfhp.com**

You may also contact the state and federal agencies below:

• **California Department of Health Care Services (DHCS)**

- Phone: **1-800-822-6222**
- Email: **stopmedicalfraud@dhcs.ca.gov**

• **U.S. Department of Health and Human Services Office of Inspector General**

- Phone: **1-800-447-8477**
- TTY: **1-800-377-4950**

• **Centers for Medicare & Medicaid Services**

- Phone: **1-800-633-4227**
- TTY: **1-877-486-2048**



## Keep your information up-to-date

Have you moved recently? Do you have a new phone number or mailing address? Update your information so you don't miss important news from the state of California about your health care options.

How to change your contact information with **Santa Clara County Social Services Agency:**

- ▶ Call **1-877-962-3633**, Monday through Friday, 8 a.m. to 5 p.m.
- ▶ Visit **www.mybenefitscalwin.org** to find a local field office and for more information

How to change your contact information with the **Social Security Administration (SSA):**

- ▶ Call **1-800-772-1213**, Monday through Friday, 7 a.m. to 7 p.m.  
TTY: **1-800-325-0778** or 711
- ▶ Visit a local field office:  
**www.ssa.gov/agency/contact**
- ▶ Visit the website:  
**www.ssa.gov/myaccount**



## **Discrimination is Against the Law**

Santa Clara Family Health Plan (SCFHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCFHP does not 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 communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
  
- Provides 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 Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users call 1-800-735-2929 or 711.

If you believe that 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:

Attn: Appeals and Grievances Department  
Santa Clara Family Health Plan  
6201 San Ignacio Ave  
San Jose, CA 95119  
Phone: 1-877-723-4795  
TTY/TDD: 1-800-735-2929 or 711  
Fax: 1-408-874-1962  
Email: CalMediConnectGrievances@scfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: 1-800-368-1019  
TDD: 1-800-537-7697

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



## Language Assistance Services

**English:** ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

**Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

**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 1-877-723-4795 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

**Tagalog – Filipino (Tagalog):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

**한국어 (Korean):** 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

**Հայերեն (Armenian):** Ուշադրութեամբ խոսելով ինչպես նաև հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Զանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Զանգն անվճար է:

**Русский (Russian):** ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

### فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس هستند. از طریق شماره 4795-723-877-1 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 1-800-735-2929 یا 711 تماس بگیرند. این تماس رایگان است.

**日本語 (Japanese):** 注意事項: 日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、午前 8 時～午後 8 時に対応のカスタマーサービス(1-877-723-4795)までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

**Hmoob (Hmong):** LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntwam 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

**ਪੰਜਾਬੀ (Punjabi):** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

**العربية(Arabic):**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م. مستخدمى الهاتف النصي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجاناً.

**हिंदी (Hindi):** ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

**ภาษาไทย (Thai):** เรียบ: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางคำานภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

**ខ្មែរ (Mon-Khmer, Cambodian):** ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបានពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

**ພາສາລາວ (Lao):** ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາ ຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງ ແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທຟຣີ.



# What to do with expired drugs or unused drugs

Old and unused drugs can be dangerous to your family, community, and the environment. Be sure to follow the specific disposal instructions on the product package insert. If there are no instructions, you can return expired drugs to a drop-off site.

Pharmacies generally have programs to safely dispose of drugs. You can also visit a Valley Health Center or a police station to return expired drugs. To see a full list of drop-off sites, visit [www.bit.ly/drop-offolddrugs](http://www.bit.ly/drop-offolddrugs).

## Using your ID card

Your SCFHP member ID card is your key to getting health care. Be sure to bring it with you every time you see your provider or get any other health services.

### A WHAT'S ON YOUR ID CARD

Information includes your:

1. First and last name
2. Member ID number
3. Primary care provider's (PCP) name

The PCP listed on your ID card is the health care provider or clinic that will coordinate your care. Your PCP will provide most of your health care.

### B IMPORTANT PHONE NUMBERS ON YOUR ID CARD

› **Customer Service:** Call SCFHP if you have questions about your benefits or coverage

› **Nurse Advice Line:** Call toll-free, 24/7, if you need help:

- Answering your medical questions
- Getting care for an injury or illness
- Deciding to go to the doctor, urgent care, or emergency room

› **Santa Clara County Mental Health Services:** Call if you need mental health services

### C OTHER IMPORTANT INFORMATION

The back of your ID card also includes important information for your providers about how to bill SCFHP for your care.

Cal MediConnect

**Member Name:** JOHN SMITH  
**Member ID:** 30000000  
**Health Plan (80840):** 7366440000  
**Date of Birth:** 11-18-1950  
**PCP Name:** MARIA MARTINEZ

RxBin: 015500  
 RxPCN: ASPR111  
 RxGRP: SAC00

H7890-000

**In case of emergency, call 9-1-1 or go to the emergency room.**

**Customer Service:** 1-877-723-4795  
**Customer Service TTY:** 1-800-735-2929 or 711  
**Santa Clara County Mental Health Services:** 1-800-704-0900  
**24-Hour Nurse Advice:** 1-844-803-6962  
**Pharmacy Help Desk:** 1-888-807-8666  
**Denti-Cal:** 1-800-322-6384  
**VSP (routine vision care):** 1-844-613-4779  
**Website:** [www.scfhp.com](http://www.scfhp.com)  
**Claim Inquiry:** 1-408-874-1788  
**Send claims to:** Attn: Claims Department  
 Santa Clara Family Health Plan  
 PO Box 18640  
 San Jose, CA 95158  
**EDI Claims to Payer ID 24077**

# Love-your-heart month

In February, we're surrounded by hearts—paper and chocolate versions, along with the hearts of more than 300 million Americans.

We're also surrounded by heart disease. But even in a short month's time, you can do a lot to take care of your heart.

**Week 1: Read the label.** Look for foods with unsaturated fats, omega-3 fatty acids, and low percentages of sodium and sugar.

**Week 2: Get moving.** Like all muscles, your heart needs exercise. Aim for at least 150 minutes of moderate-intensity aerobic activity per week, such as brisk walking. Or join the Silver&Fit Exercise and Healthy Aging Program at no cost! It includes:

- A gym membership or
- Up to two home fitness kits per year

For more information, call



**SCFHP** covers *Weight Watchers* and classes for smoking cessation and management of chronic conditions. To sign up, log in to mySCFHP at [member.scfhp.com](http://member.scfhp.com) or call Customer Service.

Silver&Fit at **1-877-427-4788** (TTY: 711) Monday through Friday, 5 a.m. to 6 p.m.

**Week 3: Know your numbers.** If you don't know your blood pressure and cholesterol numbers, make an appointment with your doctor to have them checked. Having high blood pressure or too much LDL cholesterol (the bad kind)—or not enough HDL cholesterol (the good kind)—in your blood can put you at risk for heart disease.

Being overweight also makes

## PRESCRIPTION DRUGS Get more for less

You can get a 90-day supply of most prescription maintenance medications for the same copay as a 30-day supply. Talk to your doctor. You can pick it up at an in-network pharmacy or have it mailed to you through MedImpact Direct. To learn more about our mail order services, visit [www.medimpactdirect.com](http://www.medimpactdirect.com).

For other questions, contact SCFHP Customer Service.

heart disease more likely. Your doctor can advise you on how to achieve heart-healthy numbers in all three areas.

**Week 4: Vow to quit smoking.** Smoking harms the heart, as well as the lungs. Protect your friends and family from secondhand smoke. Make quitting an act of love.

Sources: American Heart Association; Centers for Disease Control and Prevention; National Heart, Lung, and Blood Institute

## HEALTHY LIVING

Cal MediConnect Plan  
(Medicare-Medicaid Plan)

Winter 2019

Information in HEALTHY LIVING 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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Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

### SANTA CLARA FAMILY HEALTH PLAN

P.O. Box 18880, San Jose, CA 95158

**1-877-723-4795 • [www.scfhp.com](http://www.scfhp.com)**

TTY/TDD: **1-800-735-2929** or **711**