

Time for your routine vision exam?

Your vision
benefits



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

As an SCFHP Medi-Cal member, your vision benefits are provided through VSP. Every two years, your vision benefits include:

- A routine vision exam (if you have diabetes, you can get eye exams more frequently)

- Eyeglasses for members under the age of 21 who qualify

- Eyeglasses for women who are pregnant and postpartum

- Eyeglasses for members living in a skilled nursing facility

As an SCFHP Healthy Kids member, your vision benefits are also provided

through VSP to include once a year:

- A routine vision exam
- Eyeglasses (with a frame allowance of \$75)

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.

If you need transportation to get to an appointment, visit mySCFHP and log in to the member portal at member.scfhp.com. 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.

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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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 or 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**





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.

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՝ եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգախարեք 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).



What to do with expired drugs or drugs you no longer use

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.

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.

WHAT'S ON YOUR ID CARD


Information includes your:

1. First and last name
2. Member ID number
3. Primary care provider (PCP) name and phone number
4. PCP's medical group (if there is one)
5. PCP's network

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. And your PCP's network will tell you what specialists and hospitals work with your PCP. If you have Medicare, you won't always have a PCP listed on your ID card.

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



Healthy Kids HMO

1 Member Name: **JOHN SMITH**

2 Member ID: **30000000**

Date of Birth: **11-18-2005**

Gender: **M**

Health Plan (80840): **7366440000**


3 Primary Care Provider: **MARIA MARTINEZ**

1-408-555-5555

4 **DOCTOR'S MEDICAL GROUP**

5 **INDEPENDENT PHYSICIAN**

Copayments: Rx: \$10 generic/\$15 brand
 \$15 emergency room visit
 \$10 non-preventive services
 \$250 family maximum per year



Medi-Cal

1 Member Name: **JOHN SMITH**

2 Member ID: **30000000**

Date of Birth: **11-18-1950**

Gender: **M**

Health Plan (80840): **7366440000**

3 Primary Care Provider: **MARIA MARTINEZ**

1-408-555-5555

4 **DOCTOR'S MEDICAL GROUP**

5 **INDEPENDENT PHYSICIAN**

Customer Service: **1-800-260-2055** TTY: 711 www.scfhp.com

24-Hour Nurse Advice: **1-877-509-0294**

Santa Clara County
 Mental Health Services: **1-800-704-0900**

OTHER IMPORTANT INFORMATION

Healthy Kids members also have their copay information on the front of the ID card. This tells you how much you pay for your health care services and drugs.

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



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.

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 heart disease more likely. Your doctor can advise you on how to achieve heart-

SCFHP covers *Weight Watchers* and classes for smoking cessation and management of chronic conditions. To sign up for classes, log in to mySCFHP at member.scfhp.com.

healthy numbers in all three areas.

Week 4: Vow to quit smoking. Smoking harms the heart, as well as the lungs.

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

**WINNING
HEALTH**

Medi-Cal / Healthy Kids HMO

WINTER 2019

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

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Santa Clara Family Health Plan Medi-Cal Member Handbook

Combined Evidence of Coverage and Disclosure Form (EOC)

ERRATA for 2019 Benefit Year

Medi-Cal has made changes to the program that may affect you. The changes are noted below. These changes have been made to your 2018 Medi-Cal Member Handbook, also called the Combined Evidence of Coverage and Disclosure Form (EOC). The Medi-Cal Member Handbook is available online at www.scfhp.com. You can call Customer Service at the number below and ask for a copy to be mailed to you.

SECTION 4—BENEFITS AND SERVICES

Additions to section

● Pediatric Palliative Care

Medi-Cal covers medically necessary pediatric palliative care services to be delivered, along with curative care for all Medi-Cal members under age 21. Palliative care is treatment of the pain, other symptoms, and stress of a life-limiting or life-threatening illness.

● Diabetes Prevention Program (DPP)

Medi-Cal members who meet the most current Centers for Disease Control and Prevention (CDC) participant eligibility requirements may enroll in the Diabetes Prevention Program (DPP). The DPP is an evidence-based lifestyle change program, taught by peer coaches, designed to prevent or delay the onset of type 2 diabetes.

● Health Homes Program (HHP) Effective July 1, 2019

SCFHP covers Health Homes Program (HHP) services for members with certain chronic health conditions. These services are to help coordinate physical health services, behavioral health services, and community-based long-term services and supports (LTSS) for members with chronic conditions.

SCFHP will contact you if you qualify for the program. You can also call SCFHP, or talk to your doctor or clinic staff, to find out if you can receive HHP services.



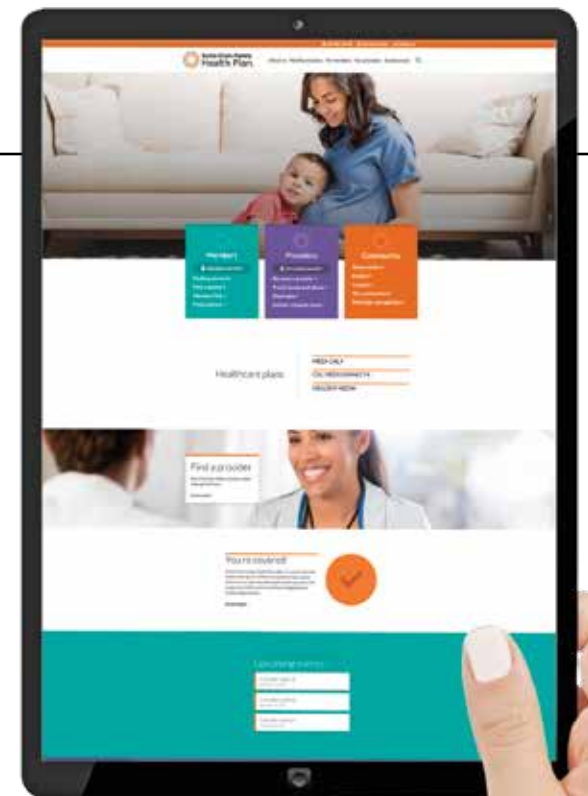
Questions?

If you have any questions, please call SCFHP Customer Service between 8:30 a.m. and 5 p.m., Monday through Friday at **1-800-260-2055** (TTY: **1-800-735-2929** or **711**). *Your call is free.*

Coming soon!
The new
www.scfhp.com!

5 reasons you'll want to try it out:

- › It's mobile-friendly
- › Forms and documents at your fingertips
- › Easy-to-use Find a Doctor search tool
- › Timely information about our public meetings
- › Community news, events, resources and online editions of our newsletters



KEEP AN EYE OUT FOR
OUR NEW WEBSITE
AT WWW.SCFHP.COM!



New! mySCFHP Member Portal

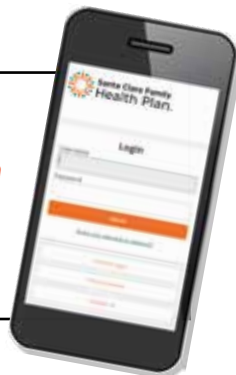
Now on the mySCFHP member portal, you can:

- › 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.

VISIT member.scfhp.com to get started!



You may qualify for HHP if:

- You have certain chronic health conditions. You can call SCFHP to find out the conditions that qualify; and
- You meet one of the following:
 - You have three or more of the HHP-eligible chronic conditions
 - You stayed in the hospital in the last year
 - You visited the emergency department three or more times in the last year; or
 - You do not have a place to live.



You do not qualify to receive HHP services if:

- You receive hospice services; or
- You have been residing in a skilled nursing facility for longer than the month of admission and the following month.

Covered HHP Services:

HHP will give you a care coordinator and care team that will work with you and your health care providers, such as your doctors, specialists, pharmacists, case managers, and others, to coordinate your care. SCFHP provides HHP services, which include:

- Comprehensive Care Management
- Care Coordination
- Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support Services
- Referral to Community and Social Supports

Cost to Member:

There is no cost to the member for HHP services.

TO LEARN MORE,
talk with your doctor.

