

WINNING HEALTH

SPRING 2019

Medi-Cal/Healthy Kids HMO



Mental health

Key to your well-being

Mental health is how your thoughts and feelings affect your life. How's your mental health?

Some signs can point to a problem that could get better with medical help. Examples of these signs are:

- Finding little joy in life or feeling worthless or guilty
- Crying without knowing why

- Low energy or anger flare-ups
- Mood swings—feeling very high, then very low
- Intense worries or fears
- Seeing or hearing things that aren't there

If you have symptoms like these, tell your doctor. He or she will help you get care that can help you feel better. That might include talking with a mental health expert and taking medicine.

You can call Santa Clara County Behavioral Health Services for more help:

Health Care Options

NEW SERVICE TIMES

Hours of operation for Medi-Cal Health Care Options (HCO) have changed. The HCO Call Center is now open Monday through Friday, 8 a.m. to 6 p.m. To choose or change your Medi-Cal plan, call **1-800-430-4263** (TTY: **1-800-430-7077**). To choose or change your Cal MediConnect plan, call **1-844-580-7272** (TTY: **1-800-430-7077**). The call is free.

For more information, visit www.healthcareoptions.dhcs.ca.gov/contact-us. The website also includes phone numbers you can call to reach HCO in your language.

- For the 24/7 Suicide and Crisis Hotline, call **1-800-273-8255**.
 - For mental health services, 24/7, call **1-800-704-0900**.
 - For substance use services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.
- For emergency help, please call **911**.

Sources: American Psychological Association; Mental Health America

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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More hospitals! More choice!

We're excited to announce that Regional Medical Center of San Jose is now part of the Santa Clara Family Health Plan network. This means you have access to all the general hospitals in Santa Clara County.

Could it be asthma?

How to spot the symptoms

Asthma is a chronic lung disease that causes the airways to narrow, making it hard to breathe. Sometimes asthma symptoms are mild and go away on their own. But sometimes, symptoms can get worse. When this happens, it could bring on an asthma attack. It's important to spot the symptoms and get medical help.

What are the signs?

Common asthma symptoms include:

- Coughing
- Wheezing
- Chest tightness
- Shortness of breath

What causes it?

The cause isn't always known. But a number of things—known as triggers—can bring on symptoms

or make them worse.

Common triggers include:

- Allergens, such as dust mites; animals with fur; mold; and pollen from trees, grasses, and flowers
- Cigarette smoke, air pollution, and certain chemicals
- Respiratory infections
- Physical activity
- Stress

Treating asthma

There is no cure for asthma. But it can be managed. For example, you can avoid triggers and use medication.

Asthma is treated with two types of drugs:

- Quick-relief drugs (rescue drugs). These provide temporary relief from asthma symptoms.

- Long-term control drugs. These are taken daily to control airway swelling.

It's important to take your asthma drugs the right way. Be sure to follow your doctor's instructions.

When to get help

If you think you have asthma, see your doctor. He or she can find out if you have the disease and what your triggers are and help you manage your symptoms.

Get medical help right away if you:

- Have trouble walking or talking because you are out of breath
- Develop blue lips or fingernails
- Develop chest pain

SCFHP PROVIDES ASTHMA EDUCATION programs at no cost to you. Visit the mySCFHP member portal at www.member.scfhp.com to sign up. If you are a Kaiser member, visit www.kp.org.

Sources: American Academy of Allergy, Asthma & Immunology; National Heart, Lung, and Blood Institute

The anatomy of smoking

Here are a few ways tobacco affects your body.

Airways. When you smoke, the tissues in your lungs are inflamed. This can lead to serious disorders, such as COPD (chronic obstructive pulmonary disease). Smoking can also cause cancer in your:
» Lungs » Throat » Mouth

Heart and blood vessels. Smoking harms the cells lining the blood vessels and heart. And it can raise the risk of clots that cause heart attacks. Damage to vessel linings can cause them to narrow. This means not enough blood flows to the:
» Kidneys » Stomach » Arms, legs, and feet

This can lead to problems like pain and gangrene, especially if you also have diabetes.

Brain. Blood clots that form in damaged arteries can travel to your brain and cause a stroke.

Bones and tendons.

Smoking raises the risk for osteoporosis in both men and women. This is when bones grow weak and are more likely to break. Smokers are also at higher risk of:

» Overuse injuries, like tendinitis » Traumatic injuries, such as sprains

Immune system. Smokers have smaller amounts than nonsmokers of some types of cells that destroy germs. That leaves you more vulnerable to infections.

Smoking also raises your risk for eye and dental problems and can cause cancer of the:

» Pancreas » Kidneys » Cervix » Stomach » Blood (leukemia)

Women who smoke tend to have more problems with pregnancy. And their babies are more likely to die of SIDS (sudden infant death syndrome) than babies whose mothers don't smoke.

Resources to help you quit

As soon as you stop smoking, your health risks start dropping. And they keep going down, no matter how long you've smoked.

The California Smokers' Helpline offers free phone counseling and self-help materials. Call **1-800-NO-BUTTS (1-800-662-8887)** or visit **www.nobutts.org**.

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

There are also medications to help you quit. Most of these are covered by SCFHP. Ask your doctor for more information.

Sources: American Academy of Orthopaedic Surgeons; American College of Radiology; American Heart Association; Centers for Disease Control and Prevention; National Institutes of Health; National Kidney Foundation



Keeping your coverage

HOW TO RENEW YOUR MEDI-CAL COVERAGE

To keep your Medi-Cal health care benefits, your coverage must be renewed each year.

First, Santa Clara County Social Services Agency 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 saying so. You don't have to do anything else.

If the county cannot verify your information, they will send you a redetermination packet asking for more information. You can provide the requested information to the county in one of the following ways:

» Call **1-408-758-3600**

» Fax **1-408-295-9248**

» Mail to:

Santa Clara County Social Services Agency
PO Box 11018

San Jose, CA 95103-1018

» Visit a Santa Clara County Social Services Agency office:

• 1867 Senter Road, San Jose, CA 95112

• 1330 W. Middlefield Road, Mountain View, CA 94043

• 379 Tomkins Court, Gilroy, CA 95020

» Visit **www.mybenefitscalwin.org**

The county will review your completed packet and send you a letter telling you if you are still eligible for

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How and when to file a grievance

A grievance is a complaint about SCFHP, a provider, or with the health care or treatment you got from a provider. You can report grievances in one of the following ways:

● **By phone:** Call SCFHP Customer Service between 8:30 a.m. and 5 p.m. Monday through Friday at **1-800-260-2055**. Or, if you cannot hear or speak well, please call **1-800-735-2929** or **711**. If you call outside of these times, leave a voicemail. You will receive a response by the following business day.

● **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
PO Box 18880
San Jose, CA 95158

● **In person:** Visit your doctor's office or SCFHP and say you want to file a grievance.

● **Online:** Visit www.scfhp.com.
When reporting a grievance, include details, especially the date

of the incident. You can file a grievance at any time. We take all grievances seriously.

You can even file a grievance about a doctor or provider. A grievance about a doctor or provider may be a quality issue. Quality issues are reported to the SCFHP medical staff. They create a plan to prevent the issue from happening again.

The process

When you call to report a grievance, the process begins with a Customer Service Representative (CSR) verifying your contact information. In some cases, the CSR will try to help you resolve the issue right away. For certain grievances, a Grievance and Appeals Coordinator is assigned to work on your case. They may call you back for more information. The Coordinator will research your issue, then send you a letter that documents your grievance



and any steps we will take to resolve the issue.

IMPORTANT

Those who file a grievance are protected from retaliation. Know that these reports help us improve the care for all members. We want to be the best health plan possible.

Your coverage

—Continued from page 3

Medi-Cal or if additional information is needed.

If you don't provide the information on time, you will lose your Medi-Cal coverage. You will receive a notice and will have 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 Santa Clara County Social Services Agency within 10 days. They will review the changes and let you know if you are still eligible for Medi-Cal.

HOW DO WE RATE? You may get a phone call from Health Services Advisory Group inviting you to participate in a survey about Santa Clara Family Health Plan. We want to be the best plan possible. Your input is important and will help us find areas where we can improve. Thank you for your help!

**WINNING
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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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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): Ուշադրութեամբ խոսելու համար հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգախարհք 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).