



Farmers markets: Local treasures

The perfect place to find fresh food and fun

Summer is the peak season for farmers markets. To get the most out of your trip to the farmers market:

Go late. Although you may not get the best pickings, many vendors would rather discount what's left than have to take it home. Though not all sellers allow last-minute discounting, it's worth watching for and asking.

Bring cash and reusable bags. Transactions will go easier if you have small bills. Plus, you need sturdy bags to carry your items home.

Talk to the vendors. The sellers want to talk about their fruits, veggies, jellies, and jams. Ask for buying and storing tips. They may give you recipe ideas too.

Source: Academy of Nutrition and Dietetics

How do I use my CalFresh EBT at a farmers market?

- 1.** Go to the information booth and tell the market manager how many CalFresh dollars you want to spend at the market.
- 2.** The market manager will swipe your CalFresh EBT card and give you CalFresh/Market Match dollars to spend, just like cash.
- 3.** Use the CalFresh/Market Match dollars to buy your groceries at the farmers market.

Double your money with Market Match! At participating farmers markets, you can double your money, up to \$10 free per day.



TO LEARN MORE about CalFresh EBT and Market Match and to find participating farmers markets, visit www.sccgov.org/sites/phd and hover over "Health Information." Click on "Healthy Eating and Active Living."

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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Back to school, back to the doctor



Have you scheduled a back-to-school doctor visit for your child? This might be a well-child visit. Or—if your child is an athlete—it might be a sports physical.

In either case, it's the only visit many kids and teens have with their doctor each year. That's why it's so important. The doctor can give your

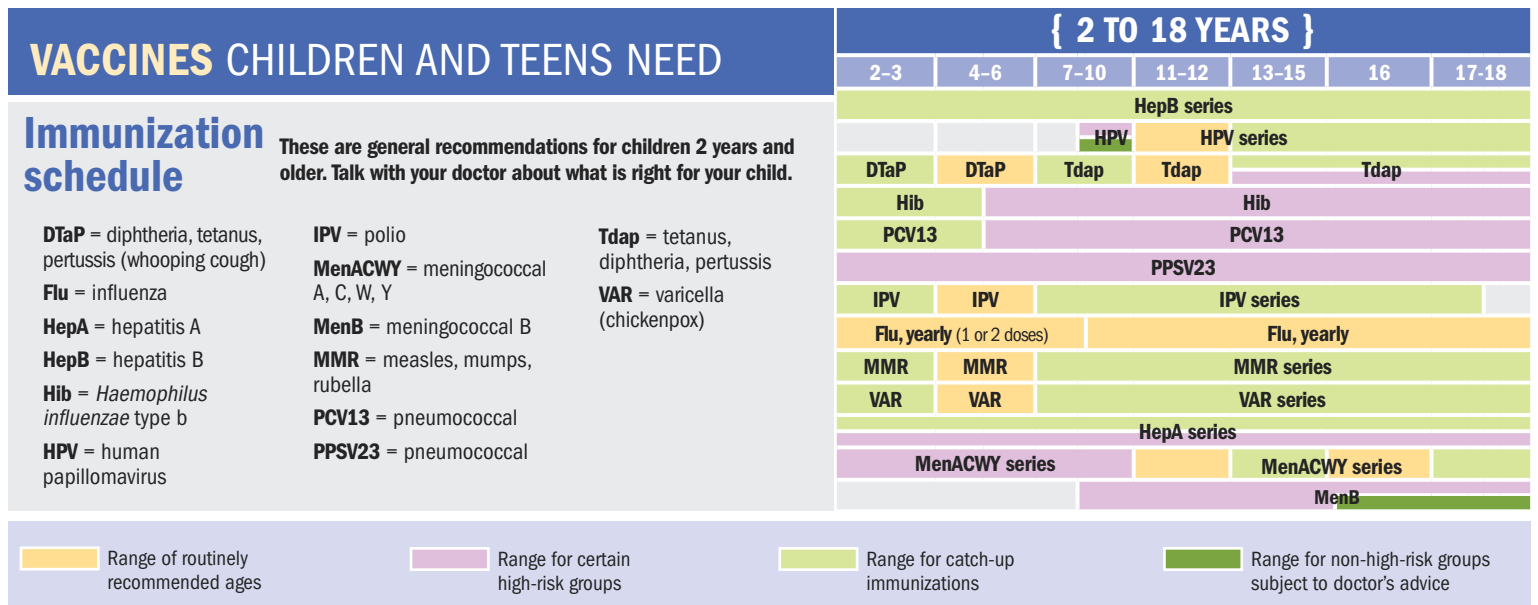
child a physical exam and check for any hidden health problems.

These visits are also a chance:

- To be sure your child's vaccines are up-to-date. Childhood vaccines help keep your child safe from 14 different diseases, some life-threatening. And kids don't outgrow their need for them. Even preteens and teens need vaccines.

- To talk to the doctor about any concerns, like your child's weight, diet, exercise, development, dealing with problems at school, or staying away from things that are not good for them. The doctor is here to help you, so don't feel shy asking questions.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention



Source: Centers for Disease Control and Prevention (2019)

Cut the sugar!



WARNING: Drinking beverages with added sugar may contribute to obesity, type 2 diabetes, and tooth decay.

Drink water instead.



For more information, please go to
CutTheSugar.org

Santa Clara County
PUBLIC HEALTH

This flyer is brought to you by the County of Santa Clara Public Health Department. For more information, please contact:

Chronic Disease and Injury Prevention (CDIP)
1775 Story Road, Suite 120, San Jose, CA 95122

Phone: **1-408-793-2700**
Email: phcdip@phd.sccgov.org

Sugary drinks

are beverages with

any added sugar or caloric sweeteners.

“Regular” or non-diet sodas, sports drinks, and energy drinks are all sugary drinks. Sweetened coffees and teas, aguas frescas, flavored milk, and juice drinks are also sugary drinks.



? How much sugar is too much?

The American Heart Association recommends the following limits on added sugar:

- Children under 2 should have zero teaspoons daily.
- Children ages 2 to 18 should have less than 6 teaspoons daily.
- Women ages 18 and over should have less than 6 teaspoons daily.
- Men ages 18 and over should have less than 9 teaspoons daily.

↑ Drinking sugary drinks adds up.

The amount of added sugar in most sugary drinks is more than the recommended daily limits. The number of teaspoons of added sugar in each beverage below is approximated. The exact number of teaspoons may vary by brand.

- 20 ounces of soda has about 17 teaspoons of added sugar.
- 16 ounces of an energy drink has about 14 teaspoons of added sugar.
- 16 ounces of a coffee drink has about 13 teaspoons of added sugar.
- 20 ounces of a sports drink has about 9 teaspoons of added sugar.
- 8 ounces of flavored milk (like chocolate milk) has about 3 teaspoons of added sugar.

If you drink a 12-ounce can of soda every day for a year, you will consume over 30 pounds of added sugar.

↓ Reduce added sugar. Lower your risk of chronic disease. Choose water or low-fat milk* instead.

You can start by:

- Carrying a refillable water bottle
- Drinking water every 30 minutes
- Drinking water during meals
- Flavoring water with fresh herbs, fruits, and veggies

*Breast milk and formula provide the fluids babies need for the first six months. Consult your pediatrician for more information about when to add water to your child’s diet.



Timely access to care

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members. When you call us during normal business hours, we should answer the phone within 10 minutes. And your doctor or provider should offer you an appointment within specific time frames. Please see the chart for wait times.

You can call our Nurse Advice Line 24 hours a day, 7 days a week to talk to a qualified health professional to decide if your health problem is urgent. Call **1-877-509-0294**. If someone needs to call you back, they must call you within 30 minutes. You also have the right to get interpreter services in a timely manner for your scheduled appointments.

HEALTHY KIDS HMO MEMBERS

In addition to the wait times listed in the chart, you can expect to get a dental care appointment within:

- ▶ 72 hours for urgent appointments
- ▶ 36 business days for non-urgent appointments
- ▶ 40 business days for preventive appointments

NON-URGENT APPOINTMENTS	WAIT TIME
Primary care appointment	10 business days
Specialist appointment	15 business days
Mental health care appointment	10 business days
Other appointment—for services to diagnose or treat a health condition	15 business days
URGENT APPOINTMENTS	WAIT TIME
Primary care appointment (for services that do not need prior approval)	48 hours
Specialist appointment (for services that do not need prior approval)	96 hours



SCFHP Wellness Rewards*

Did you know that SCFHP offers rewards for taking care of yourself? Visit www.scfhp.com/rewards to view a complete list of ways you can earn a gift card for completing preventive care activities.

*Kaiser members do not qualify. Visit kp.org for rewards opportunities.

IF YOU WERE unable to get a response within the expected time frame, please call SCFHP Customer Service.

You can also call the California Department of Managed Health Care at **1-888-466-2219** or visit their website at www.dmhc.ca.gov.

Need help in your language?

If you are more comfortable speaking a language other than English, Santa Clara Family Health Plan can help you. Whether you are contacting SCFHP or visiting a doctor, we have interpreters available.

Know your rights

- You can get an in-person or telephone interpreter at no cost to you. This includes Sign Language.
- When you go to the doctor, interpreters are available 24 hours a day.
- You can ask for SCFHP materials in English, Spanish, Simplified Chinese, Tagalog, and Vietnamese.

How can you get an interpreter?

Tell your doctor's office you'd like one. You can do this when you call to set up your next visit. You can also ask us for an interpreter or for translated materials.



Call Customer Service at **1-800-260-2055**. TTY users should call **1-800-735-2929** or **711**.

Get connected with more services

Starting July 1, the Health Homes Program (HHP) offers a care team to eligible Medi-Cal members who have multiple chronic conditions. The care team includes a care coordinator, a case manager, and a housing coordinator. They will make sure everyone is informed about your health and the services you need. The HHP offers an extra layer of support.

VISIT WWW.SCFHP.COM/HEALTH-HOMES to learn more.



WINNING HEALTH

Medi-Cal / Healthy Kids HMO

SUMMER 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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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
PO Box 18880
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.
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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: Զանգահարեք 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 ਜਾਂ 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): ប្រមូលកិច្ចការសម្រាប់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ នោះលោកអ្នកអាចស្វែងរកសេវាជំនួយផ្នែកភាសាបានដោយឥតគិតថ្លៃ។ 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).