

## Get to know your benefits

### Case management

#### Have you ever:

- Been unclear about your benefits?
- Been unable to get health care or medical equipment because the paperwork or process is too complicated?
- Had trouble getting your prescriptions filled and taking your medications on time?
- Had trouble getting a ride or taking the bus to doctors' appointments?
- Had your health problems get bad enough that you frequently visit the emergency room?

Been confused about what community resources are available and how to find them?

**If you answered yes to any of the above,** a Santa Clara Family Health Plan (SCFHP) case

manager can help you. Members are assigned a case manager who is a:

- Registered nurse
- Social worker, or
- Personal care coordinator

#### Your case manager can help you:

- Coordinate your health services
- Coordinate your community resources
- Make the most of your health plan benefits



**TO ASK FOR MORE CASE MANAGEMENT SUPPORT,** call SCFHP Case Management at **1-877-590-8999**, Monday through Friday, 8:30 a.m. to 5 p.m. Or complete a Case Management Referral Form at <http://bit.ly/scfhpcaseform>. You will hear back from us within five business days.

### 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**

ME

Health and wellness or prevention information

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

# Farmers markets: Local treasures

The perfect place to find fresh food and fun

**From farm to table.** That's a popular phrase that makes anything it's referring to sound better. You just know that honey straight from a nearby farm is going to taste amazing. The same goes for any of the fresh and plentiful produce waiting for you at a farmers market.



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?

Your EBT card lets you use your CalFresh benefits at some farmers markets in the county. Here's how:

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](http://www.sccgov.org/sites/phd) and hover over "Health Information." Then click on "Healthy Eating and Active Living."



# Make the most of Medicare's free wellness visits

You may not know that you can get annual wellness visits at no cost to you. Seeing your primary care provider (PCP) regularly is essential to your health.

## What is a wellness visit?

These appointments allow your PCP to look out for your well-being and find and treat new health concerns as early as possible.

## What does it include?

- You will fill out a survey to help your provider assess your health.
- Your PCP will measure your height, weight, and blood pressure.
- He or she will also test for any issues with memory or thinking.
- You will review your medical history together and talk about risk factors or treatment options for any current conditions.
- Together, you and your PCP will create a health care plan that includes what's important to you. This may include recommended screenings, vaccines, or new medications. There may be additional costs if you need tests



or procedures that are not covered by SCFHP.

## How should I prepare?

1. Bring any relevant medical information with you; for example, vaccine records and current prescriptions.
2. Know your family medical history. Your provider will use this information when recommending other tests or health checks.
3. Make a list of anything you want to discuss. For example, do

you want to plan for care you would get if you become unable to speak for yourself? (This is called an advance directive.)

## Are you ready?

Schedule your next annual visit. This will help you protect your health and make the most of your health coverage.

Sources: Centers for Medicare & Medicaid Services; U.S. Department of Health and Human Services; HealthinAging.org



# 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 1-877-723-4795.**  
TTY users should call **1-800-735-2929** or **711**.



## SCFHP has received NCQA accreditation!

### WHAT IS THE NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA)?

NCQA is a private, nonprofit organization dedicated to improving health care quality.

### WHAT DOES THE NCQA SEAL MEAN?

SCFHP was awarded the status of *accredited* for service and clinical quality that meet the basic requirements of NCQA's rigorous standards for consumer and quality improvement.

That means we provided you quality services that meet NCQA's strict standards!

### WHY IS THE SEAL ON SCFHP MATERIAL?

We are proud of delivering quality service to you! We will be using the seal on our material as a reminder of our commitment to you and your health.



## HEALTHY LIVING

Cal MediConnect Plan  
(Medicare-Medicaid Plan)

SUMMER 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

PO 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**

## **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](mailto: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 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 1-877-723-4795 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 ntawm 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. مستخدم 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 เรามีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย 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 អាចរកបាន ពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

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