

Developmental screenings are important for your child

Children are always learning new things as they grow. Some examples of developmental milestones include:

- Smiling for the first time
- Saying their first word
- Taking a first step
- Waving goodbye
- Sitting up alone
- Building a block tower and knocking it down



Each child grows and gains skills at his or her own pace. It is common for a child to be ahead in one area but a little behind in another. This is why developmental screenings are important. They help you and your doctor check that your child is growing and developing as expected.

What happens at a developmental screening?

The doctor asks you how your child plays, speaks, and acts. Your answers help the doctor learn about your child. The doctor may also play or talk to your child to see if he or she has taken the same big steps as other children of the same age.

Developmental screenings are done at routine checkups (well-child visits). It's recommended for all children at the following months of age:

- 9 months
- 18 months
- 24 or 30 months

Resources: Visit www.cdc.gov/ncbddd/actearly/pdf/checklists/all_checklists.pdf to see more milestones at each age. You can also download the CDC Milestone Tracker app to track your child's milestones. Get it here: www.cdc.gov/ncbddd/actearly/milestones-app.html. And as always, talk to your doctor.

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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SCFHP Wellness Rewards

Santa Clara Family Health Plan (SCFHP) rewards its Medi-Cal members for completing select routine health exams!

Why are checkups important?

Regular health exams and tests can help find problems before they start. They also can help to improve your health outcomes. By getting the right health services, screenings, and treatments, you are taking steps that help your chances for living a longer, healthier life.

How does SCFHP reward my health care?




Your health is important to us. Below is a list of rewards we offer for completing routine health exams.

SCFHP will send information to eligible members to remind them to schedule their routine health exam(s). Transportation is available to medical appointments. If you haven't received a reminder in the mail, review the list below to learn if you're eligible:



IT'S THAT EASY!

To find out how to get your gift card for a qualifying health exam, visit www.scfhp.com/rewards.

HEALTH EXAM/TEST		SCFHP MEDI-CAL MEMBER ELIGIBILITY*	REWARDS
 Children's health	Six well-child visits by 15 months of age	Age 15 months. Must complete six well-child screenings by Dec. 31, 2019.	\$30
	Yearly well-child exam	Ages 3 to 6. Must complete a well-child visit by Dec. 31, 2019.	\$30
	Adolescent well-care	Ages 12 to 21. Must complete a well-child visit by Dec. 31, 2019.	\$30
 Chronic disease management	Diabetes: HbA1C blood test	Ages 18 to 75 with diabetes. Must complete the diabetes screening by Dec. 31, 2019.	\$25
	Asthma: Take asthma medication as prescribed	Ages 5 to 64 with asthma. Must use asthma medication as directed from Jan. 1 through Dec. 31, 2019.	\$15 every three months
 Women's health	Mammogram	Ages 50 to 74. Must complete a mammogram by Dec. 31, 2019.	\$20
	Cervical cancer screening	Ages 21 to 64. Must complete a Pap test by Dec. 31, 2019.	\$30
	Prenatal care	If pregnant, must be enrolled in <i>Healthy Moms, Healthy Babies</i> . Find the enrollment form at www.scfhp.com/rewards .	Varies by trimester: <ul style="list-style-type: none"> ▶ \$30 gift card ▶ Car seat** ▶ Sleep pod

*Kaiser members do not qualify. If you're a KP member, visit www.kp.org for rewards opportunities.

**Must complete a car seat safety class to qualify.

Gift card not to be used for purchase of tobacco, alcohol, or firearms.

New members should complete an IHA



Are you a new member? It's important to see your doctor within the first 60 days of enrolling with Santa Clara Family Health Plan (SCFHP). If your doctor is new to you, this will help you get to know each other. SCFHP covers this visit, so you don't have to pay anything.

When you see your doctor, he or she will perform a physical exam. Your doctor may also ask you to fill out a survey about your current health and lifestyle and your family's medical history. This is called an **IHA**

(initial health assessment). You may have the option to get a flu shot (depending on the time of year) and other immunizations to protect you if you need them. Your doctor may also recommend other screenings to help prevent or manage any illness.

You can find your doctor's phone number on your SCFHP member ID card. If you haven't received your ID card yet, log in to the mySCFHP member portal at www.member.scfhp.com and find



Need a new doctor?

You can:

- ▶ Use the "Find a Doctor" provider search tool at www.scfhp.com to find a new doctor.
- ▶ Log in to the mySCFHP member portal at www.member.scfhp.com to submit a request to change doctors.
- ▶ Or call SCFHP Customer Service at **1-800-260-2055**.

your doctor's information under "Coverage & Benefits."

When was your last doctor's visit?

It's important to visit your doctor every year. Annual checkups give your doctor a chance to see how you are doing with your health. SCFHP covers these visits. Call your doctor today to schedule an appointment.

DIABETES

All about the HbA1C test

If you have diabetes, your doctor may ask you to get an A1C blood test. What's that all about? And why do you need it?

An A1C test helps you and your doctor see how well your treatment is working. That knowledge may help you stay healthier.

When you do daily blood sugar checks, you get a glimpse of your blood sugar level at that moment in time. That's important. But with an A1C test, you learn your average blood sugar levels for the past two to three months. It gives

you an even bigger picture of your health.

Your doctor can tell you what your A1C goal should be and how often you need to be tested. A goal of less than 7% is recommended for many people.

Keeping your average levels on target can reduce the risk of diabetes complications. If your blood sugar is too high or too low, ask your doctor what steps you can take to correct it.

Sources: American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases



FLU SEASON ALERT

Influenza can be **MISERABLE** and **DEADLY**. Nearly **EVERYONE** 6 months or older should get a yearly flu vaccine.

- ✓ **Vaccinate!**
- ✓ **Don't wait.**
- ✓ **Don't hesitate.**

It takes **2 WEEKS** for the flu vaccine to be fully effective.

*Get it **NOW** so you're protected when you need it.*

Take your best shot at staying well

For more information, call SCFHP Customer Service.



Join our Consumer Advisory Committee!

You can make a difference

Do you want to help make SCFHP better for you and your community? Join the Consumer Advisory Committee (CAC)! It is made up of members of Santa Clara Family Health Plan (SCFHP), advocates, providers, and parents or legal guardians of SCFHP members.

The CAC meets four times a year to help us improve services and benefits provided by SCFHP.

As a member of CAC, you'll get to:

- Be the voice for members like you.
- Work with us and members of your community.
- Tell us about your experiences.

We can give you a ride, if needed.
Food is served.

*If you are interested in serving on the CAC, call SCFHP Customer Service at **1-800-260-2055**.*

WINNING HEALTH

Medi-Cal / Healthy Kids HMO

FALL 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: Ձանգահարեք 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).