

CASE MANAGEMENT

Understand your benefits

Have you ever:

- ☐ Been confused about your benefits?
- ☐ Had difficulty getting health care or medical equipment because the paperwork or process is too complicated?
- ☐ Had trouble getting your prescriptions filled or not sure of how to take your medications?
- ☐ Had trouble getting a ride to your doctors' appointments?
- ☐ Had to visit the emergency room multiple times because you didn't feel good and didn't know what to do?
- ☐ Been confused about what community resources are available and how to find them?

If you answered yes to any of the above, a member of the Santa Clara Family Health Plan (SCFHP) Care Coordination staff can help you. Our Care Coordination staff includes:

- Registered nurses
- Social workers
- Personal care coordinators

**We 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 toll-free at **1-877-590-8999**, Monday through Friday, 8:30 a.m. to 5 p.m. 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: 711



ME

Health and wellness or prevention information

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



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.

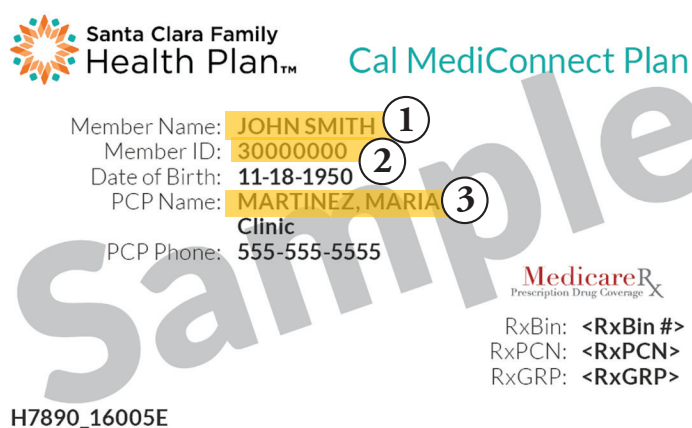
What's on your ID card

Information includes you:

1. First and last name
2. Member ID number
3. Primary care provider's (PCP) name

Important phone numbers on your ID card

- Customer Service: Call SCFHP if you have questions about your benefits or coverage.
- Nurse advice line: Call 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.

Other important information

Your ID card includes important web links for your providers about how to bill SCFHP for your care.

To protect your SCFHP member ID card, don't let anyone else use it. Call Customer Service if your card is lost or stolen.

Need help in your language?



CALL CUSTOMER SERVICE

toll-free at
1-877-723-4795.
TTY users should
call **711.**

If you are more comfortable speaking a language other than English, Santa Clara Family Health Plan (SCFHP) 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 plan materials in English, Spanish, simplified Chinese, Tagalog, and Vietnamese. If you need materials in another language, call Customer Service.
- You can also get written materials in large print, braille, or other formats, depending on your needs.

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 in-person interpreter or an interpreter by phone.



Billed by mistake?

If you get a bill for a covered service, do not pay it. Call us right away. Make sure to have the bill with you. We will need:

- › The member's name and address
- › The member identification number on the member ID card
- › The date and reason for the bill
- › The name of the doctor or hospital

› The amount of the bill

Please send us a copy of the itemized bill to review. If you were eligible for the service, we will send the payment to the provider. Remember, always carry your SCFHP member ID card with you to every doctor's visit to avoid getting billed by mistake.

If you have questions, call Customer Service.

Keep an eye out for diabetes-related vision problems

When you have diabetes, seeing an eye doctor at least once a year for a comprehensive dilated eye exam is important. Diabetes raises the risk for several eye diseases that can steal your sight. Most of them start with few, if any, symptoms. But an eye doctor can spot the diseases early, when they are often easier to treat.

Four to know

It's important to understand the eye diseases commonly associated with diabetes. Here are four:

- 1. Glaucoma.** This happens when fluid in the eye can't drain properly. As the fluid builds, it can damage the optic nerve, which connects the eye to the brain.
- 2. Diabetic retinopathy.** The retina is the inner lining at the back of each eye. High blood sugar can harm the blood vessels around the retina and cause them to form pouches that affect vision.
- 3. Diabetic macular edema.** Diabetes can cause swelling in the macula, which is part of the retina. This can lead to partial or complete vision loss.
- 4. Cataracts.** A cataract is a clouding of the lenses in the eye. It



diminishes vision. And if you have diabetes, you have a higher risk of developing cataracts at an earlier age.

Prevent eye disease

Anyone with diabetes can get one of these eye diseases. But your risk is higher if your blood glucose, cholesterol levels, or blood pressure are not under control. Smoking makes you more at risk. Managing these risks and seeing your eye doctor regularly can help protect your eyes.

AlertSCC: Your information lifeline in an emergency

AlertSCC is a free and easy way to get emergency alerts sent directly to your mobile phone, landline, or email. Alerts can include:

- ▶ Information and instructions during emergency situations, including fire, earthquake, and severe weather
- ▶ Crime incidents that affect your neighborhood
- ▶ Post-disaster information about shelters, transportation, or supplies

Sign up for AlertSCC at www.alertscc.com.



How to file a complaint

Do you have a problem with the care you get from your provider? Have you ever had trouble with the service you've gotten from Santa Clara Family Health Plan? If the answer is yes, we want to know!

To tell us about your complaint, you can do one of the following:

- Call Customer Service at **1-877-723-4795** (TTY: **711**), 8 a.m. to 8 p.m., Monday through Friday. Our representatives are trained to help you.
- Fill out and submit a Grievance and Appeal form online at **www.bit.ly/GA-form-en**.
- Print and mail the completed form to us. You can find Member Grievance forms on our website in Member Materials. Mail completed forms to:

Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158
Or fax the completed form to
1-408-874-1962.

The formal name for making a complaint is “filing a grievance.” You can learn more about the grievance process in Chapter 9 of your Member Handbook or on our website at **www.bit.ly/CMC_complaints**.

Can someone file a complaint for me?

Yes—a family member, friend, trusted person, or doctor or other provider can file the complaint for you. But first, you must give them legal permission to act for you. This is called appointing a representative. To appoint a representative, call Customer Service and ask for the Appointment of Representative form. You can also get the form at **www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf** or on our website in Member Materials. The form gives the person permission to act for you. You must give us a copy of the signed form.



NOTE: The appointment of a representative (or AOR) is valid for one year from the date you and the representative sign the form. You can cancel the appointment of your representative at any time.



How
are you
feeling?

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:

- 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.

Need help managing your drugs?

Santa Clara Family Health Plan (SCFHP) has a program called Medication Therapy Management (MTM) that helps you and your doctor manage your drugs. SCFHP works with MedWiseRx to review your drugs and health conditions to find ways to improve your health.

MedWiseRx has pharmacists ready to talk to you about your drugs. Members who qualify for the MTM program will receive a letter from MedWiseRx with more information. To qualify, you must meet all of the following:

- ▶ Have at least three of the selected chronic diseases: chronic heart failure, diabetes, high cholesterol, high blood pressure, asthma, chronic obstructive pulmonary disease
- ▶ Take at least eight different Part D maintenance drugs
- ▶ Be likely to spend at least \$4,376 on covered Part D drugs in 2021



TO LEARN MORE, visit
www.scfhp.com/mtm.





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.



Need a new doctor?

If you need a new doctor, you can:
► Log in to the mySCFHP member portal at **member.scfhp.com** to submit a request to change doctors.

► Or call SCFHP Customer Service at **1-877-723-4795** (TTY: **711**), Monday through Friday, 8 a.m. to 8 p.m.

To find doctors near you, use the “Find a Doctor” provider search tool on our website at **www.scfhp.com**.

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 what happened.

Send your report through the following ways:

- Mail to: Compliance Officer, Santa Clara Family Health Plan, PO Box 18880, San Jose, CA 95158
- Phone: **1-408-874-1450**, 24 hours a day, 7 days a week; TTY: **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**

**THANK YOU FOR DOING YOUR
PART IN PREVENTING FRAUD,
WASTE, AND ABUSE!**

Be prepared for a power shutoff



During hot, dry summers, your power company may need to shut off your electricity to help prevent wildfires. These safety shutoffs can last for days. So it's important for every family to be prepared. Here are eight steps to prepare for a power shutoff:

- ✓ **Sign up for alerts.** Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.
- ✓ **Create a supply kit.** Stock it with enough water and nonperishable food to last for a week. Plan on 1 gallon of water per person per day. Be sure to refresh your kit at least once a year.
- ✓ **Keep cash at home or with you.** ATMs may not work during a shutoff.
- ✓ **Gas up.** If you have a car, make sure the tank is full before the power goes off.
- ✓ **Stock up on batteries.** You'll need these for things like flashlights and radios. It's a good idea to always have two extra sets in various sizes.
- ✓ **Keep flashlights around.** Steer clear of candles. They can be a fire hazard.
- ✓ **Prep your phones.** Find out if your landline will work without power. If you have a cell phone, keep it charged.
- ✓ **Talk with your doctor, if needed.** Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare for special situations like these.

HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

SUMMER 2021

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

TTY: 711

**Words to know
to help you understand
SCFHP's new strategic goals,
mission, vision, and values.**

What is health equity?

When everyone has the opportunity to be as healthy as possible.

What is health disparity?

Differences in health outcomes among groups of people.



EQUALITY



EQUITY

Our Plan to Achieve Health for All

Santa Clara Family Health Plan (SCFHP) recently completed a strategic planning process that involved listening to key partners and considering the current factors that are affecting our members, providers, community, and organization.

Who we talked to:

- Staff
- SCFHP Governing Board
- Community leaders, County Board of Supervisors
- Providers
- County residents and SCFHP members

What factors were considered:

- Impact of COVID-19
- Changes to Medi-Cal funding, programs and regulations
- Rising strains on the social determinants of health (housing, food, transportation, environment, etc.)
- Increased health disparities among low-income residents in our county

By listening and learning from our key partners, SCFHP identified opportunities to better serve you and work toward a healthier community.

Our Strategic Plan Goals

COMMUNITY HEALTH LEADERSHIP

Be a recognized local leader and work together with our community partners to improve the health of communities impacted by disparities

QUALITY, ACCESS AND EQUITY

Deliver exceptional quality outcomes and health equity for all Plan members

ORGANIZATIONAL EXCELLENCE

Consistently demonstrate administrative and service excellence

Taking Steps to Better Support You

- Work towards equity so that everyone has a chance to be as healthy as possible
- Reaffirm our focus on preventive care and the critical role it plays in achieving and maintaining health, especially for children
- Find more ways to engage, listen, and respond to you
- Build stronger relationships with community partners that support residents
- Improve programs and services to better address your needs
- Promote health and wellness throughout the community at the new SCFHP Blanca Alvarado Community Resource Center

Our Mission

To improve the well-being of our members by addressing their health and social needs in a culturally competent manner, and partnering with providers and organizations in our shared commitment to the health of our community.

Our Vision

Health for all – a fair and just community where everyone has access to opportunities to be healthy.

Our Values

Our values provide a shared definition of what we stand for and how we show up for you, our providers, the community, and each other.



Members First: We proactively engage, listen to, and focus on what is best for you.



Equity: We are committed to eliminating the ways that institutional racism and other societal and individual barriers contribute to health disparities.



Better Together: We collaborate with and invest in our partners and each other to benefit the community.



Excellence: We strive to deliver the highest-quality experience for you.



Integrity: We do the right things for the right reasons to keep your trust.



Diversity & Inclusion: We value the richness of the diverse identities in our community and commit to actions that reflect these perspectives.



Culture of Caring: Together, we create a work culture that supports, develops, and recognizes team members.



Accountability & Stewardship: We are accountable to each other and the community.

How To Get Involved

We value your input and invite you to share your thoughts. Here are some ways you can work with us toward **health for all!**

- **Join the Consumer Advisory Board (CAB).** As a CAB member you will support SCFHP's mission through education, advocacy, collaboration, and feedback. Call **1-877-723-4795** (TTY:711) if you are interested in joining.
- **Reply to our member surveys** If you receive a survey from us, please reply and let us know how we're doing!
- **Email us at** spiritofcare@scfhp.com
- **Follow us on Facebook @SCFHP**

Visit the SCFHP Blanca Alvarado Community Resource Center:

Capital Square Mall
408 North Capitol Ave.
San Jose, CA 95127

Learn more and find out about the opening at www.scfhp.com/CRC

Santa Clara Family Health Plan has updated our mission, vision, and values in alignment with our new strategic plan goals.





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 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.

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: Grievance and Appeals Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119
Phone: 1-877-723-4795
TTY: 711
Fax: 1-408-874-1962
Email: 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 www.hhs.gov/ocr/office/file/index.html.



Language Assistance Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, hay servicios de ayuda de idiomas gratis disponibles para usted. Llame a Servicio al Cliente al 1-877-723-4795 (TTY: 711) de lunes a viernes, de 8 a.m. a 8 p.m. La llamada es gratis.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu quý vị nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ, miễn phí dành cho quý vị. Hãy gọi đến Dịch Vụ Khách Hàng theo số 1-877-723-4795 (TTY: 711), từ Thứ Hai đến Thứ Sáu, 8 giờ sáng đến 8 giờ tối. Cuộc gọi là miễn phí.

中文 (Chinese): 注意: 如果您说中文, 您可申请免费语言援助服务。请于星期一至星期五早上 8 点至晚上 8 点致电 1-877-723-4795 (TTY 用户请致电 711) 与客户服务部联系。本电话免费。

Tagalog (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyonang tulong sa wika na walang bayad. Tumawag sa Serbisyo para sa Mamimili sa 1-877-723-4795 (TTY: 711), Lunes hanggang Biyernes, 8 a.m. hanggang 8 p.m. Ang pagtawag ay libre.

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일 오전 8시부터 저녁 8시까지 1-877-723-4795 (TTY: 711) 번으로 고객 서비스부에 연락해 주십시오. 통화는 무료입니다.

Հայերեն (Armenian): ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Զանգահարեք հաճախորդների սպասարկման կենտրոն հետևյալ հեռախոսահամարով՝ 1-877-723-4795 (TTY. 711), երկուշաբթիից ուրբաթ՝ ժ. 8:00 - 20:00: Զանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Позвоните в Службу поддержки клиентов по номеру 1-877-723-4795 (телетайп: 711), с понедельника по пятницу, с 8:00 до 20:00. Звонок бесплатный.

فارسی (Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، خدمات کمک‌زبانی به‌صورت رایگان در دسترس شما قرار دارد. روزهای دوشنبه تا جمعه، از 8 صبح الی 8 شب، با واحد خدمات مشتریان به شماره 1-877-723-4795 (TTY: 711) تماس بگیرید. تماس با این شماره رایگان است.

日本語 (Japanese): ご注意: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。カスタマーサービス 1-877-723-4795 (TTY: 711) までお電話下さい。サービス時間帯は月曜日から金曜日の午前 8 時から午後 8 時までです。通話は無料です。

Ntawv Hmoob (Hmong): LUS CEEV: Yog hais tias koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu rau Lub Chaw Pab Cuam Neeg Qhua rau ntawm tus xov tooj 1-877-723-4795 (TTY: 711), hnub Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Qhov hu no yog hu dawb xwb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਬਿਲਕੁਲ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। 1-877-723-4795 (TTY: 711) 'ਤੇ ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਰਾਤੀਂ 8 ਵਜੇ ਤੱਕ ਕਾਲ ਕਰੋ। ਕਾਲ ਕਰਨ ਦਾ ਪੈਸਾ ਨਹੀਂ ਲੱਗਦਾ।

العربية (Arabic): تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الاتصال بخدمة العملاء على الرقم 1-877-723-4795 (الهاتف النصي لضعاف السمع (TTY: 711) من الاثنين إلى الجمعة، من 8 صباحًا إلى 8 مساءً. الاتصال مجاني.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी, भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। ग्राहक सेवा को 1-877-723-4795 (TTY: 711) पर, सोमवार से शुक्रवार, सुबह 8:00 से शाम 8:00 बजे तक कॉल करें यह कॉल निःशुल्क है।

ภาษาไทย (Thai): โปรดทราบ: หากท่านพูดภาษาไทย จะมีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย ติดต่อศูนย์บริการลูกค้าได้ที่ 1-877-723-4795 (TTY: 711) ได้ในวันจันทร์ถึงศุกร์ เวลา 08.00 น. ถึง 20.00 น. ไม่มีค่าใช้จ่ายในการโทร

ខ្មែរ (Khmer): ជូនចំពោះ: ប្រសិនបើលោកអ្នកនិយាយភាសា ស្នេហាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ទូរស័ព្ទមកផ្នែកសេវាកម្មអតិថិជនតាមលេខ 1-877-723-4795 (TTY: 711) ពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រម៉ោង 8 ព្រឹក។ ដល់ម៉ោង 8 យប់ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ຄິດຄ່າໃຊ້ຈ່າຍ ສໍາລັບທ່ານ. ໂທຫາສູນບໍລິການລູກຄ້າໄດ້ທີ່ເບີ 1-877-723-4795 (TTY: 711), ວັນຈັນ ຫາ ວັນສຸກ ເວລາ 8 ໂມງເຊົ້າ ຫາ 8 ໂມງແລງ. ໂທຟຣີ.