

Is it a cold or the flu?

Wondering what's causing your sore throat and runny nose? Colds and flu viruses can have some of the same symptoms. Take note of what's happening in your body to tell the difference between the two.

How quickly did symptoms appear?

- *Slowly* indicates a cold.
- *Suddenly* suggests the flu.

Do you have a fever?

- Up to 102 degrees suggests a cold.
- Over 102 degrees points to the flu.

How's your nose?

- Sneezing and a runny or stuffy nose with green or yellow mucus are signs of a cold.
- A stuffy nose could mean the flu.

Does your throat hurt?

- A sore, scratchy throat suggests a cold.

- A dry cough is associated with the flu.

How does your body feel?

- Chills, aches, and the sweats point to the flu.

Can you eat? Does your stomach hurt?

- If you're hungry but can't taste food very well, it's probably a cold.
- If you've lost your appetite, it may be the flu.

While they have a lot in common, generally speaking, the flu hits harder and lasts longer. Other symptoms colds and the flu share include:

- Cough
- Fatigue
- Achy muscles
- Headache
- Watery eyes



Protect yourself by washing your hands often, keeping surfaces in your home clean, and getting a flu shot every year.

Sources: American Academy of Family Physicians; U.S. Food and Drug Administration

WHEN IN DOUBT, call the Nurse Advice Line 24/7 at 1-844-803-6962.

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

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Feeling down? Get the help you deserve

I'll be okay. I can take care of this by myself.

Does that sound like you?

Sometimes it's good to be strong and do things for yourself. But not when it comes to mental health problems like depression.

What is depression?

Depression is much more than a low mood. It's a serious medical condition that can steal the energy from your body and the joy from your life. It can make it hard to get out of bed each morning or care about the things you love.

And you deserve better than that. Know this: Depression is treatable. In fact, treatment works for up to 9 out of 10 people who seek help for their depression.

How do I know?

Symptoms of depression tend to last for at least two weeks. They can include:

- Feeling sad or down for a long time
- Losing interest in your usual activities
- Feeling tired and out of energy
- Feeling empty, worthless, or guilty
- Sleeping too little or too much



- Having trouble thinking or making decisions
- Having thoughts of suicide or death

If you think you may have depression, tell your doctor. He or she can help you get the right type of care. Options can include counseling (talk therapy), antidepressant medicines, or both.

Depression hurts those who have it. And it can hurt families and relationships too. But if you have depression, you can feel better—if you ask for help.

Sources: American Psychiatric Association; American Psychological Association

YOU CAN also call Santa Clara County Behavioral 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 abuse services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.
- For emergency help, please call **911**.

Make a move for your heart's sake

Do you want to do your heart a big favor? Try this: Move more and sit less.

Your heart is a muscle. And just like your biceps, the more you work your heart, the stronger it gets. Being active also helps control your blood pressure, cholesterol, and weight—all of which reduce your risk of heart disease.

If you already have heart disease, exercise can help your heart work better. In fact, it can help prevent a second heart attack if you've already had one.

Getting started

These tips can help you make the switch to a more active life:

- **Play it safe.** Get an OK from your doctor if you have a chronic health problem (like heart disease) or are at serious risk for one.
- **Start slowly.** Gradually work up to 30 minutes of exercise on most days of the week.



- **Stick to a schedule.** Exercising at the same time every day helps make it a habit.
- **Buddy up.** If a friend is joining you on your regular walk, it's harder to skip.
- **Squeeze in exercise.** Any exercise is better than none.

Head for the stairs—not escalators. Park far away. Get off one bus stop early and walk the rest of the way. Your heart will thank you.

Sources: American Heart Association; Office of Disease Prevention and Health Promotion



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.

Find your BMI: A body fat estimate

Directions: Find your height, read across until you find your weight, then look up at the top of that column. That number is your body mass index. It can help you know if you need to lose weight.



BMI	Normal weight					Overweight					Obese										
	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
HEIGHT	WEIGHT IN POUNDS																				
5'	97	102	107	112	118	123	128	133	138	143	148	153	158	163	168	174	179	184	189	194	199
5'1"	100	106	111	116	122	127	132	137	143	148	153	158	164	169	174	180	185	190	195	201	206
5'2"	104	109	115	120	126	131	136	142	147	153	158	164	169	175	180	186	191	196	202	207	213
5'3"	107	113	118	124	130	135	141	146	152	158	163	169	175	180	186	191	197	203	208	214	220
5'4"	110	116	122	128	134	140	145	151	157	163	169	174	180	186	192	197	204	209	215	221	227
5'5"	114	120	126	132	138	144	150	156	162	168	174	180	186	192	198	204	210	216	222	228	234
5'6"	118	124	130	136	142	148	155	161	167	173	179	186	192	198	204	210	216	223	229	235	241
5'7"	121	127	134	140	146	153	159	166	172	178	185	191	198	204	211	217	223	230	236	242	249
5'8"	125	131	138	144	151	158	164	171	177	184	190	197	203	210	216	223	230	236	243	249	256
5'9"	128	135	142	149	155	162	169	176	182	189	196	203	209	216	223	230	236	243	250	257	263
5'10"	132	139	146	153	160	167	174	181	188	195	202	209	216	222	229	236	243	250	257	264	271
5'11"	136	143	150	157	165	172	179	186	193	200	208	215	222	229	236	243	250	257	265	272	279
6'	140	147	154	162	169	177	184	191	199	206	213	221	228	235	242	250	258	265	272	279	287
6'1"	144	151	159	166	174	182	189	197	204	212	219	227	235	242	250	257	265	272	280	288	295
6'2"	148	155	163	171	179	186	194	202	210	218	225	233	241	249	256	264	272	280	287	295	303
6'3"	152	160	168	176	184	192	200	208	216	224	232	240	248	256	264	272	279	287	295	303	311
6'4"	156	164	172	180	189	197	205	213	221	230	238	246	254	263	271	279	287	295	304	312	320

TALK TO YOUR DOCTOR. SCFHP covers Weight Watchers. To sign up, log in to mySCFHP at member.scfhp.com or call Customer Service.

Source: National Institutes of Health



Trouble sleeping?

Here are a few lifestyle changes you can make to help you fall asleep and stay asleep:

- **Avoid caffeine, tobacco, and other stimulants.** The effects of these substances can last as long as eight hours.
- **Check your medicines.** Some can disrupt sleep, like some cold and allergy medicines. Talk to your doctor about which medicines won't disrupt your sleep.
- **Alcohol.** An alcoholic drink before bedtime might make

it easier for you to fall asleep. However, alcohol triggers sleep that tends to be lighter than normal. This makes it more likely that you will wake up during the night.

- **Follow a routine that helps you wind down and relax before bed.** For example, read a book, listen to soothing music, or take a hot bath.
- **Do your exercise earlier in the day, at least five to six hours before going to bed.**
- **Avoid eating heavy meals or drinking a lot before bedtime.**
- **Start a sleep schedule and stick to it.** Aim to sleep around the same time each night and wake up around the same time each morning, even on weekends.

If you can, avoid night shifts, alternating schedules, or other things that may disrupt your sleep schedule.

You can also make your bedroom more sleep-friendly. When winding down for the night, avoid bright lights. Try to limit your distractions, such as from TV, a computer, or pets. Change the temperature of your bedroom so that it's cool and comfortable. And keep your bedroom dark and quiet to help you fall asleep.

If you think you need more help, talk with your doctor. He or she can help you find out why you have trouble sleeping.

Source: www.nhlbi.nih.gov/health-topics/insomnia



Don't forget dental visits

Regular dental exams are important for a lot of reasons. Here are just a few:

- They can help spot problems early, when they're easier to treat.
- They can help prevent problems in the first place.
- Some diseases have symptoms that can show up in the mouth.
- Even if you don't have any symptoms, you might still have problems only a dentist can diagnose.

It's a good idea to see a dentist at least once or twice a year. Be sure any dentist you see knows your medical history—and all the medicines you take.

Dental benefits are provided through Medi-Cal Dental. To find a provider, visit www.denti-cal.ca.gov or call **1-800-322-6384**, 8 a.m. to 5 p.m., Monday through Friday.

Sources: Academy of General Dentistry; American Dental Association

WELLNESS CHECKUPS

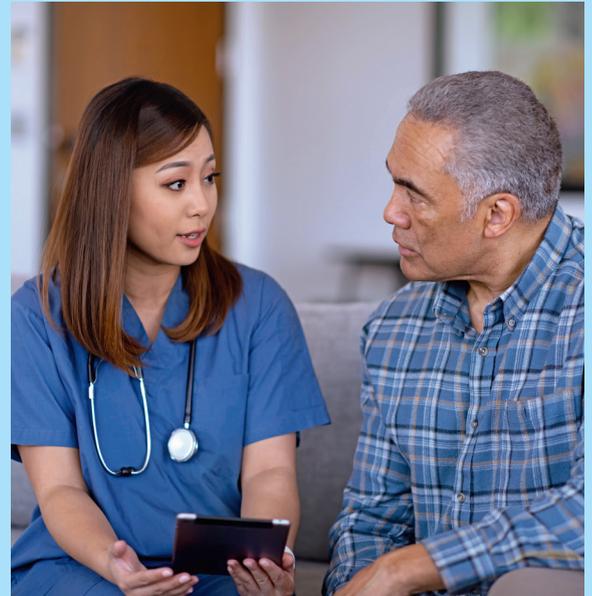
Healthy new year

It's essential to see your doctor regularly, even when you're not sick. You and your doctor might talk about:

- ▶ **Vaccines you need.** They can help prevent serious illnesses, like the flu, pneumonia, and shingles. Ask your doctor which shots you need.
- ▶ **Health screenings.** These tests can help spot diseases, like cancer, early. That's usually when they're easiest to treat.
- ▶ **Your weight.** Your doctor can check your body mass index (BMI). BMI uses your weight and height

to estimate how much body fat you have. If you need to make a change, your doctor can give you tips on healthy foods and exercise habits.

- ▶ **Chronic health problems.** A checkup is a good time to review how you're coping with long-term health conditions such as diabetes or high blood pressure.
- ▶ **Your medicines.** Your doctor can review all your medicines to make sure they're safe together and working well for you.
- ▶ **Substance use.** Ask your doctor for help with smoking, alcohol, or drug problems.



- ▶ **Your mental health.** Let your doctor know if you're feeling stressed or depressed. Treatment can help.

WHEN TO START KEY SCREENINGS



The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.



Age	Tests for WOMEN
	CHLAMYDIA AND GONORRHEA. Be screened yearly through age 24 if sexually active.
18	BLOOD PRESSURE. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
21	CERVICAL CANCER. Have a Pap test every 3 years.
25	CHLAMYDIA AND GONORRHEA. Continue screening if at increased risk for infection.
30	CERVICAL CANCER. Have Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.
40	BLOOD PRESSURE. Be screened yearly. CHOLESTEROL. Start screening based on risk factors. DIABETES. Start screening based on risk factors.
50	BREAST CANCER. Be screened every 2 years (or start earlier based on risk factors). COLORECTAL CANCER. Talk with your doctor about screening options.
55	LUNG CANCER. Be screened yearly based on your history of smoking.
65	OSTEOPOROSIS. Start screening (or start earlier based on risk factors).

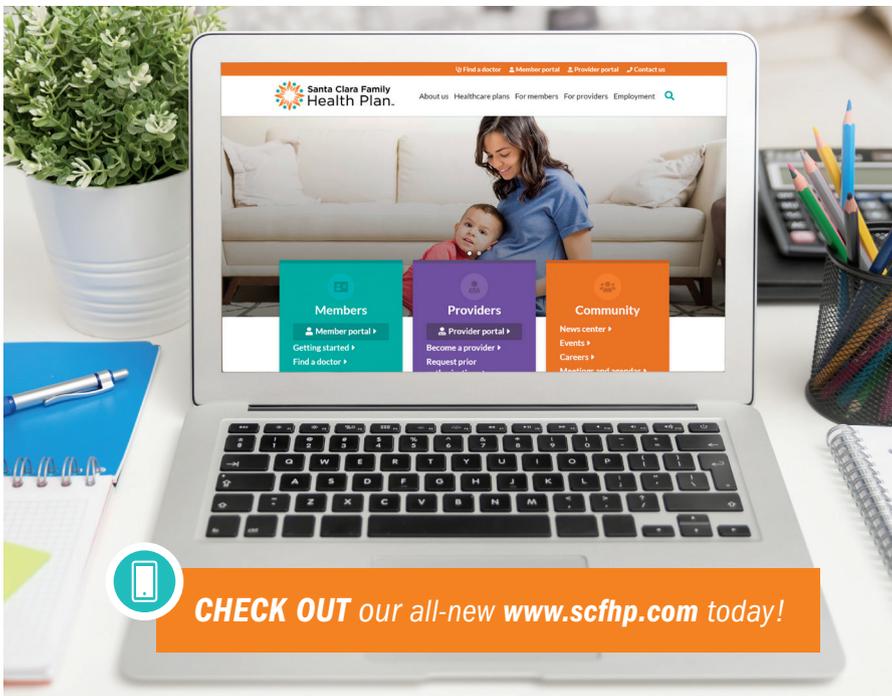
Age	Tests for MEN
18	BLOOD PRESSURE. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
40	BLOOD PRESSURE. Be screened yearly. CHOLESTEROL. Start screening based on risk factors. DIABETES. Start screening based on risk factors.
50	COLORECTAL CANCER. Talk with your doctor about screening options.
55	PROSTATE CANCER. Ask your doctor about screening. LUNG CANCER. Be screened yearly based on your history of smoking.
65	ABDOMINAL AORTIC ANEURYSM. Be screened once between ages 65 and 75 if you've ever smoked.

 **NEED A NETWORK DOCTOR?** Use our Find-a-Doctor tool at www.scfhp.com or call Customer Service for help.

The new www.scfhp.com!

5 reasons you'll want to try it out:

1. Mobile-friendly
2. Forms and documents at your fingertips
3. Easy login access to the member portal
4. Timely information about our public meetings
5. Community news, events, resources, and online editions of our newsletters



CHECK OUT our all-new www.scfhp.com today!

You can make a difference

JOIN OUR ADVISORY BOARD!

Do you want to make Cal MediConnect a better health plan for you and your community? Join the Cal MediConnect Consumer Advisory Board (CAB)!

The CAB is a group of members like you and can include a family member or other people who help take care of you.

The CAB meets with health plan staff to provide feedback on services and benefits provided in Cal MediConnect.

As a member of the CAB, you'll get to:

- › Be the voice for Cal MediConnect plan members like you.
- › Work with our plan representatives and members of your community.
- › Tell us about your experiences.

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



IF YOU ARE INTERESTED
in serving on the CAB, call
SCFHP Customer Service at
1-877-723-4795.

HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

WINTER 2020

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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H7890_15033E Accepted

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



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

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 հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարել Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Չանգն 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 4795-723-877-1 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 2929-735-800-1 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 مجانًا. 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 مجانًا.

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): เรียง: 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): ເຊິນຊາບ: 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.