

## New moms need checkups too

### Postpartum visit

As a brand-new mom, you may be busier than you've ever been. You're tending to your baby around the clock.

At the same time, your body is still healing from the hard work of giving birth. So be sure to tend to your own needs too.

Eating well and resting are now more important than ever. So is seeing your doctor for a checkup.

#### **A must-have visit.**

You'll need a postpartum checkup about four to six weeks after giving birth. If you had a cesarean section, you may need to see your doctor earlier—about two weeks after the surgery.

Either way, this is a chance for your doctor to:

- Be sure you're recovering well from giving birth
- See if you can get back to normal activities

#### **Your turn to talk.**

This is also your chance to bring up any concerns you might have about your



recovery and how your body is feeling. You can ask your doctor about:

- Breastfeeding
- Birth control
- Weight loss
- Your diet and staying fit
- Your feelings

#### **Feeling low?**

Some women become depressed after having a baby. This can happen to any mom. It's nothing to feel embarrassed about.

If you feel sad, tell your doctor. He or she can help you feel like yourself again.

You can talk to your doctor about anything.



**Text BABY  
to 511411**

& get **FREE** messages on your **cell phone** to help you through your pregnancy & your baby's first year.

### Call Us

#### **Customer Service**

8:30 a.m. to 5 p.m., Monday  
through Friday (except holidays)

**1-800-260-2055**

**TTY: 711**

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## PRENATAL CARE

# The right call for you and your baby

Babies bring lots of firsts. First kicks. First steps. First words. But before all that can happen, you'll need another first: your first prenatal checkup.

It's best to get in touch with your doctor as soon as you think you might be pregnant. That way your doctor can spot—and treat—any problems quickly. But even if you've waited, prenatal care is still important. Regular visits can help you have a healthier baby and safer pregnancy.

They're also a chance for you to:

- Ask questions about how to stay healthy.
- Find out how to ease pregnancy discomforts like morning sickness or heartburn.
- Get tips on coping with stress.
- Learn about your baby's due date and growth.
- Get a peek at your baby during an ultrasound exam.

- Learn how to stay safe at home and work.

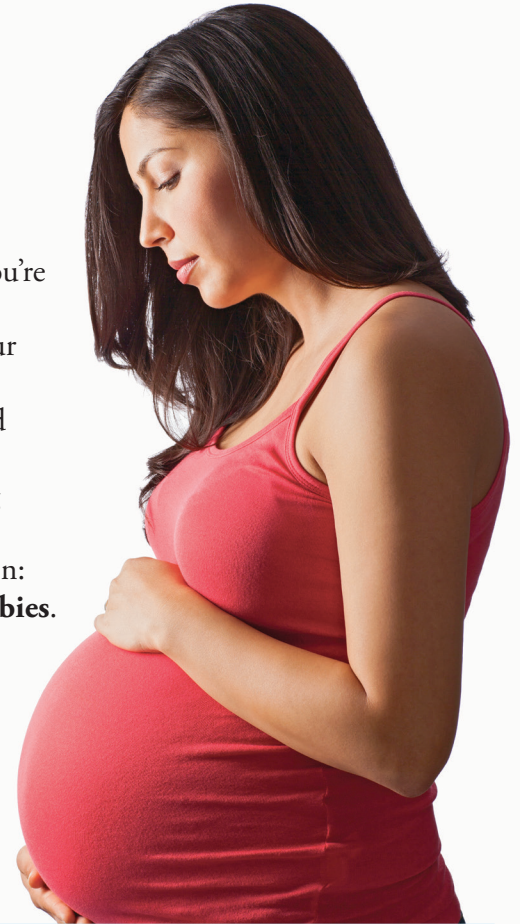
- Get help kicking habits such as smoking or drinking.

Don't be afraid to tell your doctor personal things, such as how you're feeling about your pregnancy or if you're having problems with your partner. Whatever you say is private. And your doctor is there to help you.

The cost of prenatal care is covered by Santa Clara Family Health Plan. And SCFHP rewards\* you for seeing your doctor every trimester. You can visit our website for more information: [www.scfhp.com/healthy-moms-babies](http://www.scfhp.com/healthy-moms-babies). So go ahead and make the call—for your baby and for you.

\*Kaiser members do not qualify. If you're a KP member, visit [www.kp.org](http://www.kp.org) for rewards opportunities.

Sources: American College of Obstetricians and Gynecologists; March of Dimes; Office on Women's Health



**NEED A RIDE?** Fill out and submit a request for transportation form on the member portal at [member.scfhp.com](http://member.scfhp.com) at least three days before your scheduled medical appointment. We'll call you to confirm. Or call SCFHP Customer Service at **1-800-260-2055**, 8:30 a.m. to 5 p.m., Monday through Friday.



## 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.



# 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.
- Nausea and vomiting can be a symptom of the flu in young children.

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
- Achy muscles
- Watery eyes
- Fatigue
- Headache

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



**WHEN IN DOUBT**, call the Nurse Advice Line 24/7 at **1-877-509-0294**.

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



# Feeling down? Get the help you deserve



*I'll be OK. 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**.



## 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](http://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).



# 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 keep your blood pressure, cholesterol, and weight under control—which reduces 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

## 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](http://member.scfhp.com) or call Customer Service.

Source: National Institutes of Health

## 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.

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention; U.S. Food and Drug Administration



# Night-night! How to help kids sleep tight

When kids don't get enough sleep, more than just their morning mood can take a dive.

Kids who often fall short on slumber tend to have more sick days and worse grades and behavior than those who sleep enough on a regular basis. They may even have poorer mental health.

In other words, sleep is really good for kids. But how much does your child need?

### Sleep numbers

How much sleep a child needs depends a lot on age. Here's what experts recommend kids get each day (including naps):



- **Ages 1 to 2:** 11 to 14 hours
- **Ages 3 to 5:** 10 to 13 hours
- **Ages 6 to 12:** 9 to 12 hours
- **Ages 13 to 18:** 8 to 10 hours

### 5 ways to help kids get their rest

Try these tips to help send your child off to sweet dreams:



## 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.



- 1. Encourage daytime play.** Kids who are active during the day fall asleep more easily at night.
- 2. Start the wind-down early.** Turn down the lights in the evening. And avoid exciting TV shows or video games close to bedtime.
- 3. Make a relaxing routine.** Younger kids do well with brushing their teeth and having story time before bed. But set a time limit—no more than 30 minutes. For older kids, a warm bath and mellow music might help them relax.
- 4. Say no to screens.** A bedroom is no place for a tablet, smartphone, TV, or other digital device. Bedrooms should be quiet, comfy, and dark (a night-light is OK).
- 5. Stick to a set bedtime.** Make sure it's early enough to meet your child's sleep needs. And try not to let weekend sleep-ins linger longer than an hour past their normal wake-up time.

Sources: American Academy of Pediatrics; American Academy of Sleep Medicine

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

Age	Tests for MEN
18	<b>BLOOD PRESSURE.</b> Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
40	<b>BLOOD PRESSURE.</b> Be screened yearly. <b>CHOLESTEROL.</b> Start screening based on risk factors. <b>DIABETES.</b> Start screening based on risk factors.
50	<b>COLORECTAL CANCER.</b> Talk with your doctor about screening options.
55	<b>PROSTATE CANCER.</b> Ask your doctor about screening. <b>LUNG CANCER.</b> Be screened yearly based on your history of smoking.
65	<b>ABDOMINAL AORTIC ANEURYSM.</b> 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](http://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](http://www.scfhp.com) today!



## 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](http://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



**WINNING  
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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.

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