

PRINTED INFORMATION IN THIS ISSUE MAY BE OUTDATED DUE TO THE CORONAVIRUS (COVID-19).



size, dwelling type, and other basic information. Completing the census is safe, and your answers will be anonymous and confidential. The Census Bureau must keep your information private, even from law enforcement agencies. You will not be asked about immigration status.

Why you should complete the census

Completing the census is required by law. Census results will be used to determine how many federal dollars come to California and to your community to fund programs like Medi-Cal and CalFresh. The funding also supports better schools, affordable housing, parks, libraries, and other programs that

—Continued on page 3

Census 2020 starts on April 1

Everyone counts, including you!

Every 10 years, the United States counts all of its residents in what is called a census. The census will

ask you nine questions about the people who live with you, like age, gender, race, household

FOR MORE INFORMATION on Census 2020, including important dates, visit www.2020census.gov.

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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Do's & don'ts

of the coronavirus disease (COVID-19)

Do:



Know the symptoms: coughing, fever, shortness of breath.



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones, and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.

Don't:



Touch your eyes, nose, and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels, or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention

5 STEPS TO CLEAN HANDS

STEP 1

Wet your hands with clean, running water. Apply soap.

STEP 2

Rub your hands together to make a lather. Scrub hands well all over—including the backs of your hands, between your fingers, and under your nails.

STEP 3

Continue scrubbing for at least 20 seconds.

STEP 4

Rinse your hands well under running water.

STEP 5

Dry hands using a clean towel, or air dry.

Source: Centers for Disease Control and Prevention



Census 2020 starts on April 1

—Continued from page 1

serve our families. Completing the census means that your communities receive a fair share of your tax dollars.

How to respond

By April 1, 2020, every home will receive an invitation to take the Census 2020 survey. You will receive either an invitation asking you to respond online or an invitation with a paper questionnaire. You can respond online, by mail, or by phone. Between May and July, census takers will begin visiting homes that haven't responded to the survey

to help make sure everyone is counted. This time line may change due to COVID-19.

Surveys answered online or over the phone will be available in 13 languages, including English, Spanish, Chinese, Vietnamese, and Tagalog. Paper census forms are only available in Spanish and English. To help you answer the survey, the Census Bureau provides translated webpages and guides in 59 non-English languages, including American Sign Language, as well as guides in braille and large print. Visit www.2020census.gov/languages for language support.

Keep your information up-to-date

Have you moved recently? Do you have a new phone number or mailing address? Do you need forms in your language? Update your information with SCFHP and these agencies so you don't miss important news about your health care coverage.

How to change your contact information with the Santa Clara County Social Services Agency:

- Call the Santa Clara County

Social Services Agency at **1-877-962-3633**, Monday through Friday, 8 a.m. to 5 p.m.

- Visit a Santa Clara County Social Services Agency field office:

- 1867 Senter Road
San Jose, CA 95112
- 1330 W. Middlefield Road
Mountain View, CA 94043
- 379 Tomkins Court
Gilroy, CA 95020

- Visit the Santa Clara County

Social Services Agency website **www.mybenefitscalwin.org**.

How to change your contact information with the Social Security Administration (SSA):

- Call SSA at **1-800-772-1213** Monday through Friday, 7 a.m. to 7 p.m. TTY: **1-800-325-0778**.
- Visit a local SSA field office at **www.ssa.gov/locator**.
- Visit the SSA website at **www.ssa.gov/myaccount**.

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.

A WHAT'S ON YOUR ID CARD

Information includes your:

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

If you have a PCP, the provider listed on your ID card is the doctor or clinic that will coordinate your care. Your PCP will provide most of your health care. ID cards issued after Jan. 1, 2020, also include your PCP's phone number.

B IMPORTANT PHONE NUMBERS ON YOUR ID CARD

- ▶ **Customer Service:** Call SCFHP if you have questions about your benefits or coverage.
- ▶ **Nurse Advice Line:** Call toll-free, 24/7, if you need help:

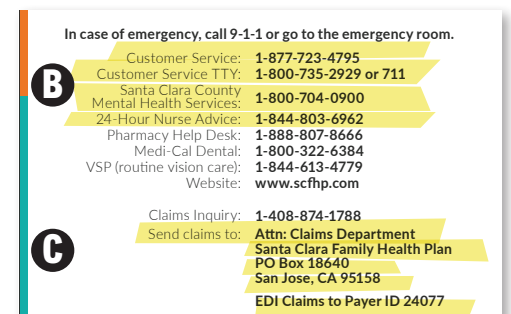
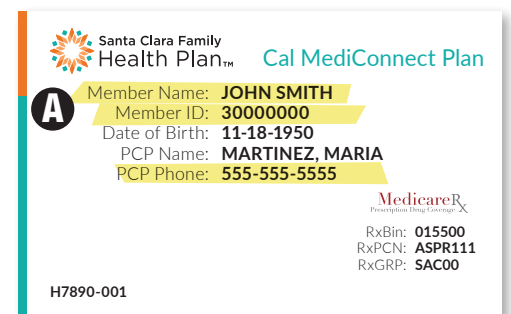
- Answering your medical questions
- Getting care for an injury or illness
- Deciding to go to the doctor, urgent care, or emergency room

▶ **Santa Clara County Mental Health Services:** Call if you need mental health services.

C OTHER IMPORTANT INFORMATION

Your ID card also includes important information 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.





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.

Know the risks of e-cigarettes

What are e-cigarettes?

Electronic cigarettes are also known as e-cigarettes or vapes. They are battery-powered devices that people use to inhale a mix of nicotine, flavorings, and other ingredients. The devices can also be used to deliver marijuana or other drugs. This is often called “vaping.”

What's in an e-cigarette?

The “water vapor” created by e-cigarettes may look harmless, but it can include harmful chemicals like:

- Nicotine
- Cancer-causing chemicals
- Volatile organic compounds
- Ultrafine particles
- Flavorings that have been linked to lung disease
- Heavy metals such as nickel, tin, and lead

Are e-cigarettes harmful?

Yes. Early data shows that vaping, no matter the substance, is harmful to your health. People with



lung damage from vaping may have symptoms that start a few days to a few weeks before they see a doctor. People have been hospitalized for breathing problems and other symptoms, like:

- Coughing
- Chest pain
- Shortness of breath
- Nausea or vomiting
- Abdominal pain
- Diarrhea
- Fatigue
- Fever
- Weight loss

What are the risks for youth?

Vaping or smoking

nicotine products can:

- Harm brain development, which continues until about age 25
- Impact learning, memory, and attention
- Increase risk for future addiction to other drugs

Young people who

vape may also be more likely to use regular cigarettes. This is why kid-friendly flavors, like bubble gum and sour candy, are concerning for parents.

Source: Centers for Disease Control and Prevention



GET HELP: The California Smokers' Helpline offers services like phone counseling, texting, web chat, and an app to help smokers quit. For more information and resources for youth, young adults, and parents, call **1-800-NO-BUTTS (800-662-8887)** or visit www.nobutts.org/vaping.

THE SILVER&FIT® HEALTHY AGING
AND EXERCISE PROGRAM

Get active with your fitness benefit, at home or the gym

The Silver&Fit program is offered to our members to encourage an active lifestyle and improve their quality of life. You can choose to enroll in one of two options at no cost* and you can change your selection at any time.

Fitness Center Membership

Join a fitness center that participates in the Silver&Fit program. Check with the gym to find out if accommodations can be provided if you need assistance. Visit www.silverandfit.com to search for a fitness club or exercise center near you.

*Services with added fees are not part of the Silver&Fit program.

OR

Home Fitness Program

If you cannot get to a fitness center—or want to be active in the comfort of your own home—you can choose to participate in the home fitness program. Select up to two (2) home fitness kits each benefit year. Home fitness kits include FitBit® Connected!, Cardio & Strength, Tai Chi, Stress Management, and many more. Visit www.silverandfit.com for more information.



Talk to your doctor before you start or change your exercise routine

The Silver&Fit program is open to all Santa Clara Family Health Plan Cal MediConnect members. For more information, call Silver&Fit Customer Service at **1-877-427-4788** (TTY: 711), Monday through Friday, 5 a.m. to 6 p.m.

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a federally registered trademark of American Specialty Health Incorporated (ASH) and used with permission herein. Other names or logos may be trademarks of their respective owners. Home kits are subject to change.

Save time and money on your prescription drugs



You can get a 90-day supply of most prescription maintenance medications for the same co-pay as a 30-day supply. Talk to your doctor about getting a 90-day supply. You can pick it up at an in-network pharmacy or have it mailed to you through MedImpact Direct. To find out more about our mail order services, visit www.medimpactdirect.com.

For other questions, contact SCFHP Customer Service.



Acupuncture is a covered benefit

Santa Clara Family Health Plan understands how important it is to safely manage chronic pain, which is why as a Cal MediConnect member, one of your benefits is **26 visits per year with an acupuncturist at no cost to you**—and possibly more if you need them.

The requirements are that the service must be:

- An outpatient service, not an emergency or inpatient service
- Used to treat a condition also covered by other fields of medicine
- Provided by a physician or acupuncturist

To schedule a visit, please contact any network acupuncturist using our “Find a Doctor” search tool at www.scfhp.com. Or you can call Customer Service for help. For more information on acupuncture, see your Member Handbook. A copy of the Member Handbook can be found on our website in Member Materials.

Unsure what is a medical emergency?

Call our Nurse Advice Line 24/7 at **1-844-803-6962** for help. We also have interpreter services for people who do not speak English. This service is offered at no cost to SCFHP members.



HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

SPRING 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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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.