

PRINTED INFORMATION IN THIS ISSUE MAY BE OUTDATED DUE TO THE CORONAVIRUS (COVID-19).

## 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 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 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

—Continued on page 8

**FOR MORE INFORMATION** on  
Census 2020, including important  
dates, visit [www.2020census.gov](http://www.2020census.gov).

### 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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# 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.

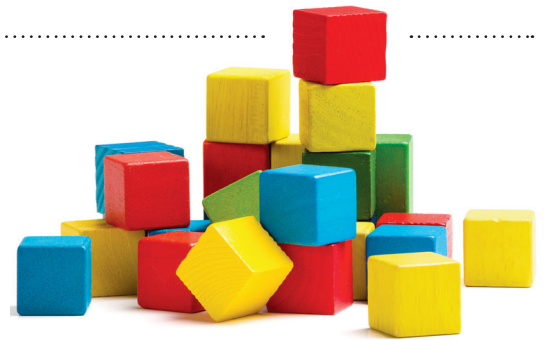


Share household items, like dishes, drinking glasses, eating utensils, towels, or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention



# 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 with 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](http://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](http://www.cdc.gov/ncbddd/actearly/milestones-app.html). And as always, talk to your doctor.

# 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.

### 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 and phone number
4. PCP's medical group (if there is one)
5. PCP's network

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. And your PCP's network will tell you what specialists and hospitals work with your PCP.

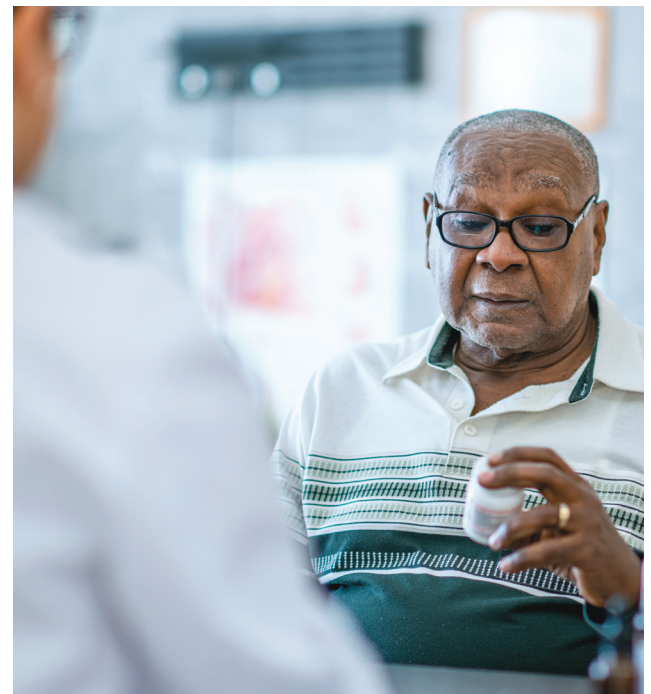
### IMPORTANT PHONE NUMBERS ON YOUR ID CARD

- › **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.

### OTHER IMPORTANT INFORMATION

The back of your ID card 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.



**Santa Clara Family Health Plan™** **Medi-Cal**

- 1 Member Name: **JOHN SMITH**
- 2 Member ID: **30000000**  
Date of Birth: **11-18-1950**  
Gender: **M**  
Health Plan (80840): **7366440000**
- 3 Primary Care Provider: **MARIA MARTINEZ**  
**1-408-555-5555**
- 4 **DOCTOR'S MEDICAL GROUP**
- 5 **INDEPENDENT PHYSICIAN**

Customer Service: **1-800-260-2055** TTY: **711** [www.scfhp.com](http://www.scfhp.com)  
24-Hour Nurse Advice: **1-877-509-0294**  
Santa Clara County  
Mental Health Services: **1-800-704-0900**



# 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 **1-800-260-2055** (TTY: 711), 8:30 a.m. to 5 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/MC-GA-form-en](http://www.bit.ly/MC-GA-form-en).
- Print and mail the completed form to us. You can find Grievance Form on our website in Forms and Documents. 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 6 of your Member Handbook or on our website at [www.bitly.com/MC\\_complaints](http://www.bitly.com/MC_complaints).



## Can someone file a complaint for me?

If you want a friend, relative, or other person to be your representative, call Customer Service and ask for the Authorized Representative form. You can also get the form on our website in Forms and Documents. The form gives the person permission to act for you. You must give us a copy of the signed form.



## Join the Learn to Live Healthy Day Camp!

The YMCA of Silicon Valley wants to help your child live healthily! This summer camp is for children ages 5 through 15. They will learn about healthy habits through nutrition lessons and fun activities. The camp starts in June and is offered throughout Santa Clara County.

**There is no cost to attend for kids covered under Santa Clara Family Health Plan.**

**FOR MORE INFORMATION, call 1-408-351-6403 or email [ProjectPowerDayCamp@ymcasv.org](mailto:ProjectPowerDayCamp@ymcasv.org). To see the flyer, visit [www.bitly.com/LiveHealthyCamp-flyer](http://www.bitly.com/LiveHealthyCamp-flyer).**



# How often should your child see a doctor?

All children, including babies and teens, need to have regular well-child visits. These include checkups with the doctor and vision, dental, and hearing exams.

Don't assume your child is in good health just because they don't look sick. Children who seem healthy may have hidden medical

issues. Well-child visits are important to make sure any problems are found early.

## What to expect

At each visit, the doctor will examine your child. They may get shots, too, called immunizations. These are safe and can help prevent serious diseases.

Checkups are also a great chance to ask questions on topics like:

- Healthy eating
- Exercising
- Sleep issues
- Mental health
- Parenting problems

Doctors can also help you talk to teens and older kids about sensitive subjects, like tobacco, alcohol, drugs, and sex.

## Make an appointment

Children need well-child visits:

- At 3 to 5 days old
- At 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30 months old
- Every year from 3 to 21 years old

It's never too late to start—and well-child visits are covered under Medicaid as part of the Early and Periodic Screening Diagnostic and Treatment (EPSDT) program. Call your child's doctor today!

Source: American Academy of Pediatrics





# 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:



**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 (1-800-662-8887)** or visit [www.nobutts.org/vaping](http://www.nobutts.org/vaping).

- 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 (CDC)



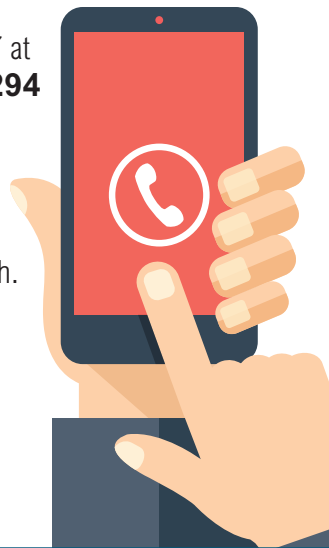
# Census 2020 starts on April 1

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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](http://www.2020census.gov/languages) for language support.

## Unsure what is a medical emergency?

Call our Nurse Advice Line 24/7 at **1-877-509-0294** for help. We also have interpreter services for people who do not speak English. This service is offered at no cost to SCFHP members.



## Avoid going to the pharmacy for your prescriptions

You can get a 90-day supply of most prescription maintenance medications mailed to you through MedImpact Direct. Talk to your doctor about getting a 90-day supply. To find out more about our mail order services, visit [www.medimpactdirect.com](http://www.medimpactdirect.com).

### Just got your 30-day supply filled?

You can still get a 90-day supply of most prescription maintenance medications mailed to you through MedImpact Direct. You'll need to have a valid prescription on file, and your doctor must say it is OK for you to refill early.

**WINNING  
HEALTH**  
Medi-Cal Plan

SPRING 2020

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](http://www.scfhp.com)**  
TTY: 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](http://www.scfhp.com).
- 

## **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):** Ուշադրութեամբ խոսելով 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).