

Welcome to the SCFHP Blanca Alvarado Community Resource Center!

Our Santa Clara Family Health Plan (SCFHP) Blanca Alvarado Community Resource Center (CRC) is a place dedicated to the health and well-being of SCFHP members and the residents of East San Jose. Our bicultural and bilingual staff is here to help you and your family stay healthy!

Visit us at Capitol Square Mall, 408 N. Capitol Ave., San Jose.

Here you can:

- Apply for no-cost or low-cost health coverage.
- Get access to local resources and services to help you live a healthier life.
- Participate in our FREE programs and workshops to learn how to stay healthy and safe.
- Connect in person with Customer Service and case managers for SCFHP members.



Tell us what you think

Take a short survey for the SCFHP Blanca Alvarado CRC. The survey will help inform SCFHP in building a healthier community.



CALL US AT 1-408-874-1750,
Monday through Friday,
10 a.m. to 6 p.m. Take
the survey at **bitly.com/
SCFHPCommunitySurvey.**

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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Find the local help you need on Aunt Bertha!

It can be difficult getting essential and often costly needs, such as food and housing. To find a local program that can help, use Aunt Bertha!

An easy-to-use website, Aunt Bertha allows you to search for reduced or no-cost services, including:

- › Food
- › Housing
- › Transit
- › Financial assistance

All it takes to get started is your ZIP code. From there, you can pick an area of interest to see a list of local programs and support in the area. Each program listing will tell you the services that are offered, who it serves, and how to contact the organization for more information and to apply.



VISIT scfhp.auntbertha.com to find community resources near you.



Join us for member orientation

You are invited to join a free member orientation online or at our new SCFHP Blanca Alvarado Community Resource Center.

At member orientation, you'll learn about:

- › SCFHP benefits and services and how to use them

- › Member materials such as the Member Handbook, Provider Directory, and Formulary
- › Where and how to get care
- › Who to contact when you have questions or need help
- › And more!

REGISTER ONLINE! Go to www.scfhp.com/welcome or call Customer Service at 1-877-723-4795 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m.

Make a plan to prevent flu and COVID-19

Last year, the safety measures we took to fight COVID-19 also may have contributed to a very mild flu season. And that was a welcome dose of good news in a difficult time. But now that many people are meeting up again, it's vital for you and your family to get your flu shots this year.

The flu and you

The Centers for Disease Control and Prevention (CDC) recommends flu shots for almost everyone 6 months and older. Flu shots are especially important for people at high risk of getting very sick, including:

- People 65 and older
- People with certain chronic

conditions, such as asthma, diabetes, or heart disease

- Pregnant women
- People with disabilities, especially those that affect muscle or lung function or that make it difficult to cough or swallow

Get your COVID-19 shots too

COVID-19 vaccines are safe and very good at protecting you and your family from COVID-19. If you've yet to get a COVID-19 vaccine, check the Santa Clara County Public Health Department's website at www.sccfreevax.org. Or call **1-408-970-2000** to find a drop-in site or to schedule an appointment today.



AVAILABILITY OF ONLINE WELLNESS LIBRARY

MySCFHP member portal

On the mySCFHP member portal, you can:

1. View your health plan information
2. View your ID card
3. Print a temporary ID card
4. View or change your primary care provider (PCP)

And use the Online Wellness Center! The center has a health library, wellness assessment, and self-management tracking tools to help you manage your health.

 VISIT www.member.scfhp.com to get started.




COVID-19 grief

Over the last year and a half, many people are grieving the loss of loved ones, called bereavement, as the result of the COVID-19 pandemic. Grieving is a part of the normal process of reacting to a loss. A grieving person may feel various reactions, including anger, guilt, anxiety, sadness, sleeping problems, changes in appetite,

and physical problems or illness.

There is no right or wrong way to experience grief. Here are some ways to deal with feelings of grief:

- Take time to process your losses and your feelings of grief.
- Find ways to express your grief, such as through art, gardening, writing, cooking, or music.
- Stay connected to loved ones by



You are not alone

Having support from others is important for healing from loss. If you have lost a loved one, support is available for you and your family. Contact the Behavioral Health Services Department Grief Response Team (COVID-19-specific) at **1-408-243-0222**, Monday through Friday, 8 a.m. to 5 p.m. Visit [scfhp.auntbertha.com](https://www.scfhp.auntbertha.com) to find counseling and support groups near you.

safely spending time together, in person or virtually.

- If you are worried about future losses, try to stay in the present and focus on aspects of your life that you have control over right now.



Know your rights

When you are a member of Santa Clara Family Health Plan (SCFHP), you have certain rights and responsibilities. Rights are what you can expect to receive, including needed treatment and information. Responsibilities are what we expect you to do as a member of the plan.

Visit our website at [bitly.com/CMC_MemberRights](https://www.bitly.com/CMC_MemberRights) to learn about

your rights and responsibilities. If you would like a copy mailed to you, call Customer Service.

We look at new services to provide as part of your covered benefits. We review studies to make sure that the new services have been proven safe. Visit [bitly.com/CMC_NewTechnology](https://www.bitly.com/CMC_NewTechnology) to read more about how we evaluate new technologies.

SCFHP UTILIZATION MANAGEMENT

distributes an affirmative statement regarding financial incentives. Visit [bitly.com/CMC_UMS](https://www.bitly.com/CMC_UMS) to learn more. If you would like the statement mailed to you, call Customer Service.

Rethink vaping

There are better ways to quit smoking

If you're trying to quit smoking, switching to vaping is not a good idea because vaping has health risks too.

We're still learning about the long-term effects of using vaping products—such as e-cigarettes, JUUL devices, and vape pens. But we do know that the aerosols from these products could expose you to potentially harmful chemicals and particles, including:

- Diacetyl, a flavoring that has been linked to a serious lung disease called popcorn lung
- Ultrafine particles that may be inhaled deep into the lungs
- Cancer-causing chemicals
- Heavy metals, such as nickel, tin, and lead

Quitting without vaping

Since switching to vaping could be risky to your health, you may want to use other strategies to kick a tobacco habit.

Here are a few ideas for quitting cigarettes or vaping:

- Pick a quit date and add it to your calendar.
- Consider how you want to quit. For instance, do you want to stop smoking or vaping at once? Or would it be easier to cut back gradually between now and your quit date?
- Stock up on healthy and lower-calorie smoking substitutes—like carrots, celery, nuts, seeds, or sugarless gum—to munch on or chew when the urge to smoke or vape hits.
- Think about other things you can do to handle the need to smoke or vape. For example, do you usually light up after a meal? Take a short walk, sip a soothing tea, or brush your teeth instead.
- Talk to your doctor about medicines that may make quitting easier, such as nicotine gums, patches, and lozenges. You may also contact our SCFHP Customer Service at **1-877-723-4795** (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m., for information.



The California Smokers' Helpline offers free telephone counseling and self-help materials. Call **1-800-NO-BUTTS (1-800-662-8887)** or visit **www.nobutts.org**. TTY users can call **1-800-933-4833**.

Breathe California has trained instructors and programs to help you quit. These programs are available at no cost to you. Call them at **1-408-998-5865**.



CalFresh is a program that can help you buy food each month at supermarkets, farmers markets, and certified restaurants in Santa Clara County. If you meet federal income rules and want to get healthy and nutritious food, you may be eligible for CalFresh.

CalFresh is a nutrition program, not a welfare program. Benefits are deposited to your electronic benefit transfer (EBT) card. In addition to markets, EBT cards are now accepted at more local restaurants than ever before. You can use EBT just like a bank debit card to pay for your next meal quickly and conveniently.

+ **APPLYING FOR CALFRESH** takes only 10 to 15 minutes. You can apply online, in person, or over the phone with a county social service worker. Learn more at www.mybenefitscalwin.org.

Sit back, relax, and stay covered during open enrollment

When you're part of the Santa Clara Family Health Plan (SCFHP) family, you don't need to stress over health care coverage. In fact, you don't need to do anything during open enrollment.

Just sit back and enjoy some exciting NEW offerings to help you make the most of your health care benefits with SCFHP:

- ▶ Member orientations designed to get you the information you need
- ▶ A new community resource center to get you connected

Your Cal MediConnect membership will stay the same in 2022 as long as you have Medicare Parts A and B and are receiving full Medi-Cal benefits. Don't forget to keep your Medi-Cal eligibility information current!

ANY QUESTIONS? Speak to one of our friendly SCFHP Cal MediConnect Customer Service representatives by calling **1-877-723-4795** (TTY: **711**), Monday through Friday, 8 a.m. to 8 p.m.



Make the connection

Changing how you think may change how you feel

Can my mental state affect my physical health?

When your emotional health is off, you may have physical symptoms like back pain, chest pain, headaches, extreme fatigue, or a racing heart.

Tending to your emotional health can improve your quality of life. It may also help your body fight infections, recover from an illness, and prevent chronic disease.

Try these tips:

1. Getting a move on.

Exercise changes how the body responds to stress. It improves mood too.

2. Finding healthy ways to relax.

Some people use music, art, prayer, reading, or even 10-minute walks to lower stress in their lives.

3. Expressing yourself. Negative feelings and fears may flow out as aches, pains, and problems. A trusted friend or partner may be able to help you focus on positives and work through challenges.

If you are feeling overwhelmed, get professional counseling. Be honest with your doctor about your stresses and challenges. Ask for help if you're feeling depressed. Your doctor may ask you questions to screen for current symptoms of depression to improve your mental and physical health.

CONTACT YOUR SCFHP CASE MANAGER at 1-877-590-8999 for more help and information.



Additional resources

The Institute on Aging has a 24-hour Friendship Line you can call if you want someone to talk to or are experiencing a crisis. Call **1-800-971-0016**, toll-free, to speak to a counselor today.

If you're experiencing emotional distress related to COVID-19, you can call CalHOPE's toll-free Warm Line at **1-833-317-HOPE (4673)**.

CalHOPE can connect you with resources to help during these uncertain times.

For more help, call Santa Clara County Behavioral Health Services. Call toll-free:


- For the 24/7 Suicide and Crisis Hotline, call **1-855-278-4204**.
- 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.

Staying well


5 ways to prevent a return trip to the hospital




When you're discharged, you don't want to return. Here is what you can do to avoid going back:


 **Make sure you understand your condition.** Ask: What you should do to help yourself get better. What things to be careful of. What problems to watch for. What to do if problems occur.


If you'll be handling certain medical tasks on your own or with the help of a family caregiver—like changing a dressing—ask a member of the hospital staff to go over the procedure with you until you're comfortable with it.

 **Review your medications.** Ask if you should keep taking everything you were taking before you were admitted. And if you need to take some new medications, be sure you know when and how to take them, how much to take, and for how long. Also be sure you understand why you're taking the new medicines.

Keep a list of all your medicines to make sure you take them correctly.

 **Keep your medical appointments.** Often, follow-up tests or doctor visits are scheduled before you leave the hospital. It's essential that you keep them. They help you stay well.

 **Speak up if you need help.** Can you bathe and dress yourself and cook your meals? If you have worries about handling tasks like these, say so. We can get help for you, including transportation to medical appointments or connecting you to case management. Please call SCFHP Case Management at **1-877-590-8999** (TTY: **711**), Monday through Friday, 8:30 a.m. to 5 p.m.

 **Get a name and number.** Be sure you know who to call if you have questions.

HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

FALL 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

Discrimination is against the law. Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) (SCFHP Cal MediConnect Plan) follows State and Federal civil rights laws. SCFHP Cal MediConnect Plan does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

SCFHP Cal MediConnect Plan 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 Cal MediConnect Plan between 8 a.m. to 8 p.m., Monday through Friday by calling 1-877-723-4795. If you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

**Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158
1-877-723-4795 (TTY: 711)**

HOW TO FILE A GRIEVANCE

If you believe that SCFHP Cal MediConnect Plan has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with SCFHP Cal MediConnect Plan. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact SCFHP Cal MediConnect Plan between 8 a.m. to 8 p.m., Monday through Friday by calling 1-877-723-4795. Or, if you cannot hear or speak well, please call 711.
- **In writing:** Fill out a complaint form or write a letter and send it to:

**Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119**

- **In person:** Visit your doctor's office or SCFHP Cal MediConnect Plan and say you want to file a grievance.

- Electronically: Visit SCFHP Cal MediConnect Plan's website at www.scfhp.com.
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OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.
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OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, 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>.

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 serbisyong 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 8 시부터 저녁 8 시까지 1-877-723-4795 (TTY: 711)번으로 고객 서비스부에 연락해 주십시오. 통화는 무료입니다.

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

:(Farsi) فارسی

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), hnuv 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 नि:शुल्क 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 नि:शुल्क 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: ប្រសិនបើលោកអ្នកនិយាយភាសាស្នេហាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ 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.

Mien Tagline (Mien): JANGX LONGX: Beiv taux meih benx gorngv ang gitv waac nyei mienh nor, duqv mbenc maaih nzie weih gong tengx wang-henh faan waac bun muangx maiv zuqc cuotv nyaanh, mbenc nzoih liouh bun meih longc. Douc waac daaih lorx taux nzie weih zipv kaeqv gorn zangc yiem njiec naaiv 1-877-723-4795 (TTY: 711), yiem naaiv liv baaiz yietv mingh taux liv baaiz hmz bouc dauh, yiem 8 diemv lungn ndorm ziagh hoc mingh 8 diemv lungn muonz. Naaiv norm douc waac gorn se wang-henh longc maiv zuqc cuotv nyaanh oc.

Примітка українською (Ukrainian): УВАГА: Якщо ви розмовляєте англійською мовою, ви можете безкоштовно скористатися доступними послугами перекладача. Телефонуйте до служби підтримки клієнтів за номером 1-877-723-4795 (телефонний пристрій із текстовим вводом [Teletype TTY]: 711), понеділок-п'ятниця, з 8:00 до 20:00. Дзвінок безкоштовний.