

NEW!

Connect to a telehealth doctor via the nurse advice line

Call our 24/7 nurse advice line when you are not sure what kind of care you need. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor. The telehealth doctor can:

- ▶ Go through your symptoms
- ▶ Recommend a treatment
- ▶ Send a prescription to your nearest pharmacy

This service is offered at no cost for Santa Clara Family Health Plan members.

CALL the nurse advice line toll-free 24 hours a day, 7 days a week, at **1-877-509-0294**.

COVID-19

We're committed to your health and safety



News about the coronavirus pandemic is changing fast. We want to assure you that your health and safety are our priorities. We are here for you. As we all adapt to life during the pandemic, it's important that we do not let our guard down.

We're keeping our website at www.scfhp.com updated with important information and resources about COVID-19. Our Health Library has wellness information you and your loved ones can use to stay healthy. Remember: We are all in this together. Stay informed and:

- Avoid close contact
- Clean your hands often
- Cover your mouth and nose with a cloth face cover when around others
- Cover coughs and sneezes
- Clean and disinfect frequently touched surfaces



THE CENTERS FOR DISEASE CONTROL AND PREVENTION provides updated and reliable information at www.cdc.gov/coronavirus. You can also find more information about COVID-19 from the Santa Clara County Public Health Department at www.sccgov.org/covid19.

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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Are you registered to vote?

Election Day is on Nov. 3 this year, and it's coming up fast. This is the day that the nation votes for president, vice president, a third of the Senate, and all of the House of Representatives.

Every vote counts! When you and your family vote, you can impact

outcomes and make your voice heard. If you're not registered, you can't vote! The deadline to register to vote is 15 days before Election Day on Oct. 19. **Every registered voter will receive a vote-by-mail ballot starting 29 days before Election Day.**

Santa Clara County Registrar of Voters provides voting materials in English, Chinese, Spanish, Tagalog, and Vietnamese. They have bilingual staff who can help you with voting questions. Call toll-free for assistance in English, Chinese, Spanish, Tagalog, or Vietnamese at **1-866-430-8683**.

You can do all of the following on the Santa Clara County Registrar of Voters website:

- Register to vote in California and in Santa Clara County
- Change your address and update your voter registration
- Check if you are registered to vote
- See what's on the ballot
- Find a Vote Center or a ballot drop-off location near you

Register to vote today!



VISIT www.sccvote.org for more information.



Need help in your language?

If you are more comfortable speaking a language other than English, Santa Clara Family Health Plan (SCFHP) can help you. Whether you are contacting SCFHP or visiting a doctor, we have interpreters available.

KNOW YOUR RIGHTS

- ▶ You can get an in-person or telephone interpreter at no cost to you. This includes sign language.
- ▶ When you go to the doctor, interpreters are available 24 hours a day.
- ▶ You can ask for SCFHP plan materials in English, Spanish, simplified Chinese, Tagalog, and Vietnamese.
- ▶ You can also get written materials in large print, braille, or other formats depending on your needs.

HOW CAN YOU GET AN INTERPRETER?

Tell your doctor's office you'd like one. You can do this when you call to set up your next visit. You can also ask us for an in-person interpreter or an interpreter by phone.



CALL CUSTOMER SERVICE toll-free at **1-800-260-2055**. TTY users should call **711**.

Be prepared for a power shutoff

During hot, dry summers, your power company may need to shut off your electricity to help prevent wildfires. These safety shutoffs can last for days. So it's important for every family to be prepared.

Here are eight steps to prepare for a power shutoff:



1. Sign up for alerts. Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.

2. Create a supply kit. Stock it with enough water and nonperishable food to last for a week. Plan on one gallon of water per person per day. Be sure to refresh your kit at least once a year.

3. Keep cash at home or with you. ATMs may not work during a shutoff.

4. Gas up. If you have a car, make sure the tank is full before the power goes off.

5. Stock up on batteries. You'll need these for things like flashlights and radios. It's a good idea to always have two extra sets in various sizes.

6. Keep flashlights around. Steer clear of candles. They can be a fire hazard.

7. Prep your phones. Find out if your landline will work without power. If you have a cell phone, keep it charged.

8. Talk with your doctor, if needed. Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare for special situations like these.

Sources: Pacific Gas and Electric Company; Ready.gov



SIGN UP for
AlertSCC at
www.alertscc.com.

AlertSCC: Your information lifeline in an emergency

AlertSCC is a free and easy way to get emergency alerts sent directly to your mobile phone, landline, or email.

Alerts can include:
▶ Information and instructions during emergency situations,

including fire, earthquake, and severe weather

▶ Crime incidents that affect your neighborhood

▶ Post-disaster information about shelters, transportation, or supplies

Controlling high blood pressure (hypertension)

Blood pressure is the force of blood against your artery walls as it moves through your body. Blood pressure normally rises and falls throughout the day, but it can cause health problems if it stays high for a long time.

Several, possibly serious, health conditions are linked to high blood pressure. These include:

- Heart disease
- Kidney disease
- Stroke
- Eye disease
- Atherosclerosis (a disease of the arteries caused by a buildup of plaque, or fatty material)

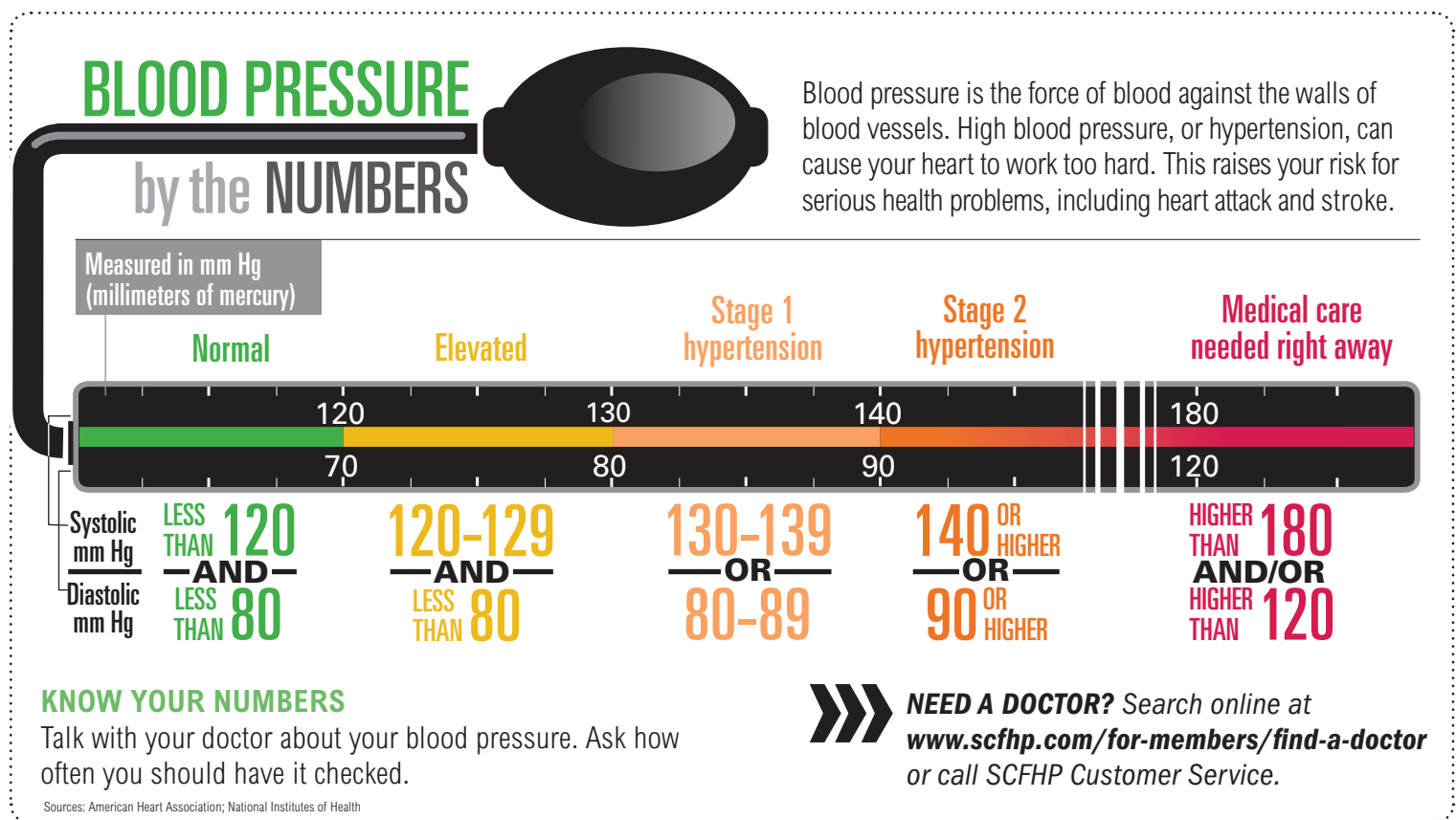
Keeping high blood pressure under control is very important. Here are three things you can do to manage your high blood pressure.

- 1. Manage stress.** Take a break, practice meditation, take deep breaths, take a walk.
- 2. Maintain a healthy weight.** Talk to your doctor to find out if you need to lose weight, how much, and how best to do it.
- 3. Take your medications properly.** Follow your doctor's instructions carefully. Always ask your doctor or pharmacist if you don't understand something. Never stop taking your medication without talking to your doctor or pharmacist.

Work with your health care team to come up with a treatment plan and discuss it regularly. Together, you can prevent and treat the causes of high blood pressure.



SANTA CLARA FAMILY HEALTH PLAN (SCFHP) covers blood pressure monitors to use at home, at no cost. Visit your doctor's office for a blood pressure reading and get a prescription for a blood pressure monitor. Questions? Call SCFHP Customer Service.



SCFHP Wellness Rewards*

While the COVID-19 pandemic was at its peak, it was important to stay home. For you and your family, that may have meant avoiding some routine doctor's visits. But now that restrictions are easing up, it's time to catch up on any preventive health services you missed. As a Medi-Cal member, Santa Clara Family Health Plan (SCFHP) will reward you for completing select routine health exams!

Why are checkups important?

Regular health exams and tests can help find problems before they start. They also

can help you take steps that help your chances for living a longer, healthier life.

How does SCFHP reward my health care?




Your health is important to us. Below is a list of rewards we offer for completing routine health exams.

SCFHP will send information to eligible members to remind them to schedule their routine health exam(s). Transportation is available to medical appointments. Review the list below to learn if you're eligible.



IT'S THAT EASY! To find out how to get your gift card for a qualifying health exam, visit www.scfhp.com/rewards.

Gift cards cannot be used to purchase tobacco, alcohol, or firearms.

HEALTH EXAM/TEST		SCFHP MEDI-CAL MEMBER ELIGIBILITY*	REWARDS
 Children's health	Six well-child visits by 15 months of age	Ages 0 to 15 months. Must complete six well-child screenings by 15 months old.	\$30
	Yearly well-child exam	Ages 3 to 6. Must complete a well-child visit by Dec. 31, 2020.	\$30
	Adolescent well-care	Ages 12 to 21. Must complete a well-child visit by Dec. 31, 2020.	\$50
 Chronic disease management	Diabetes: HbA1C blood test	Ages 18 to 75 with diabetes. Must complete the diabetes screening by Dec. 31, 2020.	\$30
	Asthma: Take asthma medication as prescribed	Ages 5 to 64 with asthma. Must use asthma controller medication as directed from Jan. 1 through Dec. 31, 2020.	\$15 every three months
 Women's health	Mammogram	Ages 50 to 74. Mammograms should be completed every two years. If you are due, complete one by Dec. 31, 2020.	\$25
	Cervical cancer screening	Ages 21 to 64. Cervical cancer screenings (Pap tests) should be completed every three to five years. If you are due, complete one by Dec. 31, 2020.	\$30
	Prenatal care	Pregnant and enrolled in <i>Healthy Moms, Healthy Babies</i> Program. For more information, visit www.scfhp.com/healthy-moms-babies .	Varies by trimester: <ul style="list-style-type: none"> ▶ \$30 gift card ▶ Car seat** ▶ Sleep pod

*Kaiser Permanente members do not qualify. If you're a KP member, visit www.kp.org for rewards opportunities. Terms and conditions may apply. Must be enrolled with SCFHP Medi-Cal Plan when you have your appointment. Your doctor must code and bill correctly in order for you to be eligible for the reward.

**Must complete a car seat safety class to qualify.



The physical side of anxiety

It's normal to feel anxious when you're facing something stressful, like a new job or a first date. But if you're often on edge for no reason, or if you worry to the point that it's hard to function, you should talk to your doctor about anxiety.

Red flags to watch for

Anxiety is more than just a feeling. It can cause changes in your body. You might:

- Feel your heart beat fast
- Sweat too much
- Get headaches
- Have an upset stomach
- Feel dizzy
- Go to the bathroom too often or have diarrhea
- Feel short of breath
- Have tense muscles
- Shake or tremble
- Not sleep well

Because of these symptoms, it's easy to

mistake anxiety for another illness. Panic attacks, for instance, can cause chest pain. Some people think they are having a heart attack.

If feeling anxious or worried affects your daily life, tell your doctor about all your symptoms—in mind and body. These symptoms may lead to other conditions like depression and substance problems—which, if not addressed, can increase the risk of suicide.

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

- 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**.

Sources: HelpGuide.org; Mental Health America



TESTED BY AGE 2:
For a lead-free future

What does lead poisoning look like?

There's no clear answer. Lead poisoning often doesn't have symptoms you can see. That's why you should ask your child's doctor to test your child, just in case. This test is covered by Santa Clara Family Health Plan.

Kids can be exposed to lead from things like peeling paint in old homes or aging water pipes. And lead can harm a child's growing brain. This can lead to learning and behavior problems or other health issues.

A simple blood test can detect lead in kids. Talk with your doctor about having your child tested at 1 and 2 years old—or later if they need a catch-up test.

Sources: American Academy of Pediatrics; Centers for Medicare & Medicaid Services; U.S. Department of Health and Human Services

Back to school, back to the doctor

Have you scheduled a back-to-school doctor visit for your child? This might be a well-child visit. Or, if your child is an athlete, it might be a sports physical.

And in either case, it's the only visit many kids and teens have with their doctor each year. That's why it's so important. The doctor can give your child a physical exam and check for any hidden health problems. These visits are also a chance:

- To be sure your child's vaccines are up-to-date. Childhood vaccines help keep your child safe from 14 different diseases; some life-threatening.



- For you to bring up any concerns you have. Any question you have is an important one. And as long as you

speak up, your child's doctor will guide you.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention

Vaccines children and teens need { BIRTH to 18 years }


Immunization schedule


These are general guidelines. Talk with your doctor about what is right for your child.


DTaP = diphtheria, tetanus, pertussis (whooping cough)
Flu = influenza
HepA = hepatitis A
HepB = hepatitis B
Hib = *Haemophilus influenzae* type b


HPV = human papillomavirus
IPV = polio
MenACWY = meningococcal A, C, W, Y
MenB = meningococcal B
MMR = measles, mumps, rubella

PCV13 = pneumococcal
PPSV23 = pneumococcal
RV = rotavirus
Tdap = tetanus, diphtheria, pertussis
VAR = varicella (chickenpox)
 *Needed in some cases

 Range of routinely recommended ages

 Range for certain high-risk groups

 Range for catch-up immunizations

 Range for non-high-risk groups subject to doctor's advice

BIRTH	MONTHS								YEARS									
	0	1	2	4	6	9	12	15	18	19-23	2-3	4-6	7-10	11-12	13-15	16	17-18	
HepB	HepB	HepB	HepB	HepB								HepB series						
		RV	RV	RV*									HPV	HPV series				
		DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	Tdap	Tdap	Tdap				
		Hib	Hib	Hib*	Hib	Hib*	Hib			Hib								
		PCV13	PCV13	PCV13	PCV13	PCV13	PCV13			PCV13								
		IPV	IPV	IPV				IPV	IPV	IPV series								
		Flu, yearly (1 or 2 doses)											Flu, yearly					
		MMR			MMR	MMR	MMR	MMR	MMR series									
		VAR			VAR	VAR	VAR	VAR series										
		HepA series								HepA series								
		MenACWY series												MenACWY series				
														MenB				

Source: Centers for Disease Control and Prevention (2019)

Get the info you need from home



Our network of providers and hospitals can provide you and your family with the quality health care you expect. Visit www.scfhp.com to use the tool. Call Customer Service toll-free at **1-800-260-2055** (TTY: 711) if you need any help.

Forms and documents

Easily access your Member Handbook, Provider Directory, Authorized Representative Form, and more. These documents describe other parts of your coverage, such as procedures for complaints and an explanation of your rights. Find them under “Medi-Cal Forms & Documents” at www.scfhp.com/healthcare-plans/medi-cal/forms-documents.

Health information

Use the online Health Library for more information about your health. You can find health tools, recipes, and articles to help you take better care of your health. Visit our Health Library at www.scfhp.com/health-library.

Here are some self-service health resources available to you on the Santa Clara Family Health Plan (SCFHP) website at www.scfhp.com.

mySCFHP member portal

You can see your plan information, request transportation to and from medical appointments, view and request to change your primary

care physician, and more.

Visit www.member.scfhp.com to get started. You will need the information on your SCFHP member ID card to create an account.

Find-a-doctor tool

Start here to find a doctor, hospital, or pharmacy near you. You can even find a doctor who speaks your language.



Your 2020 Member Handbook (also called the Combined Evidence of Coverage, or EOC and Disclosure Form) is available online. The Member Handbook tells you about your coverage under Santa Clara Family Health Plan (SCFHP). It helps you understand how to use your benefits and services. It also explains your rights and responsibilities as a member of SCFHP. You can find the 2020 Member Handbook at www.scfhp.com/medi-cal/forms-documents.

If you need a printed 2020 Member Handbook, call SCFHP Customer Service at **1-800-260-2055** (TTY: 711), Monday through Friday, 8:30 a.m. to 5 p.m. The call is toll-free.

**WINNING
HEALTH**
Medi-Cal Plan

SUMMER 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
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.
-

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).