

## YOUR PRIMARY CARE PROVIDER

# Caring for all of you

Most of us know that primary care providers (PCPs, or doctors) treat illnesses and chronic conditions, from the flu and sore throats to diabetes and high blood pressure. But this may surprise you: Their goal is to treat you as a whole person, not just your illness.

That means your doctor is also trained to help you with behavioral health issues.

For instance, if you have diabetes, your doctor will do far more than check your blood sugar and watch for problems. Your doctor can also help you manage the emotional challenges of living with diabetes: watching your diet, making time to exercise, managing medicine, and more.

Likewise, if you're a smoker with a lung disease like chronic obstructive pulmonary disease (COPD), your doctor can help you overcome the emotional and physical challenges of quitting. These are just two examples of how doctors can care for all of you.

Whatever behavioral health problems you might face, your doctor can either help you directly or refer you to an appropriate professional or program.

## Reach out

Because your emotions can affect your health—and how you take care of yourself—your doctor is an



important source of support if you are struggling with things like:

- The loss of a loved one
- Changes in your health or the health of a loved one, your financial security, or a relationship
- A sensitive personal issue

Remember, your doctor can't help you if they don't know what's happening in your life. And while it may be hard to be open about your feelings, especially about something sensitive, your doctor is concerned with one thing only: supporting you.

Sources: American Academy of Family Physicians; National Institutes of Health

## 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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# 7 questions about COVID-19 vaccines



Many aspects of the COVID-19 pandemic are unprecedented. One of those is the ongoing effort to quickly develop and deliver safe and effective vaccines against the virus that causes COVID-19.

Here are answers to some questions you may have about these vaccines.

## **Q** How many vaccines are there?

**A** Three vaccines have been authorized for use in the U.S. One is made by Pfizer, one by Moderna, and another by Johnson & Johnson. Millions of doses have been shipped out around the country.

Other vaccines are still being worked on in the U.S. Several of those are in phase 3 clinical trials. That is typically the final stage of the vaccine trial process before a vaccine may be submitted to the U.S. Food and Drug Administration (FDA) for review.

## **Q** Why are so many vaccines being developed at once?

**A** The vaccines work in different ways. Some are based on using dead viruses to stimulate immunity. (This is the same method used for the flu shot and many other vaccines.) Others use just a part of the virus, like the spike protein from its surface. And still others are based on newer methods using the virus's genetic material—either on its own or inserted into another harmless virus. Exploring different approaches gives a better chance of finding safe and effective vaccines.

## **Q** How do we know the vaccines are safe?

**A** A vaccine must be shown to be safe and effective before it can be offered to the public. That's what the clinical trial process is for. FDA only authorizes a vaccine for use if it determines that the benefits outweigh the risks.

The vaccines currently in use had excellent safety records in clinical trials. The most common side effects are mild, like a fever or soreness at the injection site. While some people have experienced allergic reactions to the vaccines, the overall number is small. And vaccine providers are taking steps to monitor and treat any problems.

FDA and the Centers for Disease Control and Prevention (CDC) also continue to monitor vaccines for safety after they are in use. You can help by signing up for CDC's v-safe program at [vsafe.cdc.gov](https://vsafe.cdc.gov) after you get your first shot.

## **Q** How well do the vaccines work?

**A** The Pfizer vaccine was 95% effective at preventing COVID-19 in clinical trials. Moderna's vaccine was 94.5% effective. J&J's vaccine was about 72% effective overall in its U.S. trial. All these numbers are very good.

## **Q** How much does a vaccine cost?

**A** There is no cost to Santa Clara Family Health Plan members.

## **Q** When can I get vaccinated?

**A** California is vaccinating people in phases. According to the state's COVID-19 website, [www.covid19.ca.gov](http://www.covid19.ca.gov), the following groups should be offered the vaccine first: health care workers, residents of long-term care facilities, frontline essential workers, older adults, younger adults with underlying medical conditions, and other essential workers.

As the supply increases, vaccines will be made available to other groups. Check the Santa Clara County Public Health Department's website at [www.sccfreevax.org](http://www.sccfreevax.org) to find out whether you can get a vaccine yet and how to get one.

## **Q** After I get a vaccine, can I stop social-distancing and wearing a mask?

**A** There may be times when you can drop your mask if you're around other fully vaccinated people. But in public, masking and distancing are still important. That's because we're still learning how well vaccines stop people from spreading the virus and how well they work against variants of the virus.



## 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.
- ▶ 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** (TTY: **1-800-735-2922**), 8 a.m. to 5 p.m., Monday through Friday.

Sources: Academy of General Dentistry; American Dental Association



## SPRING ALLERGIES

# 4 ways to find relief

The warmer weather you've been waiting for is finally here! But spring can also bring something you don't want: seasonal allergies.

As plants release tiny grains of pollen into the air, your body may react with:

- A runny or stuffy nose
- Persistent sneezing
- Red, watery, or swollen eyes

### What can you do?

Simple steps like these may help you feel better:

- 1. Watch the pollen count.** Weather reports often mention this during allergy season. On days when the pollen count is high, try to stay inside more.
- 2. Keep windows closed.** Open windows can let pollen drift in

and settle on carpets and furniture.

- 3. Dress for defense.** When you're outside, wear a hat and sunglasses to help keep pollen out of your hair and eyes.

- 4. Wash pollen away.** Take a shower, wash your hair, and change your clothes if you've been playing or working outside.

### Check in with your doctor

If tips like these don't help, talk with your doctor about your options. There are medicines that can help you manage symptoms. Or you might want to try allergy shots. They can make you less sensitive to pollen.

Source: Allergy and Asthma Foundation of America

## Time for your eye exam?

Annual vision exams help check on the health of your eyes and catch problems early.

As a Santa Clara Family Health Plan (SCFHP) member, your vision benefits are provided through VSP to include:

- ▶ One routine eye exam every year
- ▶ Up to \$200 for eyeglasses (frames and lenses) or up to \$200 for contact lenses every two years

To find an in-network doctor, visit [www.vsp.com](http://www.vsp.com) and use your ZIP code to find one near you. Once you find the doctor you want, you can call their office to make an appointment. Be sure to tell the doctor that you are an SCFHP member. Don't forget to bring your SCFHP member ID card to your appointments.



### QUESTIONS?

Call VSP at **1-800-877-7195**  
(TTY: **1-800-428-4833**),  
5 a.m. to 8 p.m., Monday  
through Friday, 7 a.m. to  
8 p.m., Saturday through  
Sunday, or visit VSP's website  
at [www.vsp.com](http://www.vsp.com).



## BLOOD PRESSURE AND CHOLESTEROL

# Take your numbers to heart

For a healthy heart, we should all know our blood pressure and cholesterol levels. It's good advice. But you might wonder: Why do they matter?

### What is blood pressure?

As blood travels through your body, it pushes against your blood vessel walls. Some pressure is normal and necessary. But too much can hurt your heart and blood vessels. It can lead to problems such as heart attacks and strokes.








### What is cholesterol?

Cholesterol is a fatlike substance that moves through your blood. Your body needs some cholesterol. But too much can form a deposit on artery walls called plaque. Plaque can clog the blood vessels that lead to your heart (causing a heart attack) or to your brain (causing a stroke).

### Heading off problems

You can't feel high blood pressure or high cholesterol. That's why it's crucial to have your levels checked. Your doctor can tell you how often you should do this.

If you need to improve your numbers, you might start with steps like these:

-  Eat more fruits, vegetables, and whole grains.
-  Eat fewer foods high in salt or sodium.
-  Choose fish or skinless chicken more often than red meat.
-  Switch to low-fat or nonfat milk.
-  Limit cookies, cakes, and other baked goods.
-  Get regular exercise.
-  Aim for a healthy weight.

### What about medicines?

If your blood pressure or cholesterol levels need improving, lifestyle changes can help. But they may not be enough. You might also need medicines.

It is very important to take them if your doctor prescribes them. They can help keep you safe.

Be sure to tell your doctor if anything is keeping you from taking your medicines. For instance, you should mention if you can't afford them, if they have side effects you don't like, or if you often forget to take them. Your doctor may have ideas that will help.

Source: American Heart Association



**SIGN UP FOR THE AMERICAN HEART ASSOCIATION'S HEALTHY HEARTS PROGRAM.**

Call Padmaja Vasireddy at **1-408-606-5950** or email **Padmaja.Vasireddy@heart.org** to register.

# Your self-service options

## mySCFHP member portal

Visit the mySCFHP member portal at [www.member.scfhp.com](http://www.member.scfhp.com) to check your plan information. Clicking on each tab reveals more information. Here's a quick summary:

### Coverage & Benefits

Find your SCFHP member ID number, your plan name, and your primary care provider's (PCP) name and phone number listed in the **Coverage & Benefits** tab.

### Claims

Each time you get health care services, you can check the status of claims submitted to SCFHP in the **Claims** tab. Click on the claim number to see more details.

### Authorizations

For some health care services, SCFHP needs to give you approval before you can get certain services. This is called prior authorization. You can check the status of authorizations submitted to SCFHP in the **Authorizations** tab. Click on the authorization number to see more details.



**SIGN UP FOR MYSCFHP.** Use the information on your SCFHP member ID card to create an account today!

### Pharmacy

To check your prescriptions, check drug prices, refill a prescription, or find a network pharmacy, click on the **Pharmacy** tab in the mySCFHP member portal. This will automatically take you to MedImpact's portal, where you can find your pharmacy benefit information. First-time users will need to register an account with MedImpact. Then the next time you log in to the mySCFHP member portal, clicking on the **Pharmacy** tab will automatically log you in to MedImpact's portal.

### Health & Wellness

Find health education programs and classes offered at no cost to SCFHP Cal MediConnect

members on this tab. You can enroll directly with the hosting organization. Be sure to say you are an SCFHP member! For questions or for help, call SCFHP Cal MediConnect Customer Service at **1-877-723-4795** (TTY: 711) and ask for Health Education.

### More self-service options

You can request transportation to and from medical appointments, view and request to change your PCP, view and request an ID card, and more! Log in to mySCFHP and find these actions available under **Quick Links**. When you submit requests, you will find them in the **Sent** folder under **Messages**.

# Your privacy matters

Santa Clara Family Health Plan (SCFHP) is required by state and federal law to protect your health information. We get information about you from federal, state, and local agencies after you are eligible to enroll in our health plan. We also get medical information from your health care providers, clinics, labs, and hospitals. This is so we can approve and pay for your health care.

## What is PHI?

Your protected health information (PHI) is health information that reveals who you are; for example, your name, Social Security number, or other information. Your medical record is PHI because it includes your name and other personal information.

## We guard your PHI

Our staff follows policies and procedures that protect your health information given to us in oral, written, or electronic ways. Our staff goes through training that covers the ways members' oral, written, and electronic PHI may be used or shared across the organization. For example, when we call you and we are not able to reach you, we do not leave any PHI in voicemail messages. This is to protect your privacy.


## Questions?

To see the full Notice of Privacy Practices, visit [www.scfhp.com](http://www.scfhp.com). To ask for a copy of the Notice or for more information, contact the SCFHP Privacy Officer by:

- Mail to ATTN: Compliance and Privacy Officer  
Santa Clara Family Health Plan  
P.O. Box 18880  
San Jose, CA 95158
- Phone, toll-free: **1-800-260-2055** (TTY: 711)
- Fax: **1-408-874-1970**



## Save time and money on your prescription drugs

 You can get a 90-day supply of most prescription maintenance medications for the same copay 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 learn more about our mail order services, visit [www.medimpactdirect.com](http://www.medimpactdirect.com).

For other questions, contact Santa Clara Family Health Plan Customer Service.

# You can make a difference

## Join our Consumer Advisory Board!

Do you want to make Cal MediConnect a better health plan for you and your community? Join the Cal MediConnect Consumer Advisory Board (CAB)!

The CAB is a group of members like you and can include a family member or other people who help take care of you.

The CAB meets with Santa Clara Family Health Plan (SCFHP) staff to share feedback on services and benefits provided in SCFHP Cal MediConnect.

As a member of the CAB, you'll get to:

- Be the voice for Cal MediConnect plan members like you
- Work with our plan representatives and members of your community
- Tell us about your experiences

CAB meetings are now hosted virtually. Visit [www.scfhp.com](http://www.scfhp.com) to see upcoming meeting agendas and materials.



**IF YOU ARE** interested in serving on the CAB, call SCFHP Customer Service at **1-877-723-4795**.

## HOW DO WE RATE?



You may get a phone call from SPH Analytics inviting you to participate in a survey about Santa Clara Family Health Plan. We want to be the best plan possible. Your input is important and will help us find areas where we can improve. Thank you for your help! For more information, visit [bit.ly/SCFHPishereforyou](http://bit.ly/SCFHPishereforyou).



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 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](http://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 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.

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: Grievance and Appeals Department  
Santa Clara Family Health Plan  
6201 San Ignacio Ave  
San Jose, CA 95119  
Phone: 1-877-723-4795  
TTY: 711  
Fax: 1-408-874-1962  
Email: [CalMediConnectGrievances@scfhp.com](mailto: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 [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).



## Language Assistance Services

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

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

### فارسی (Farsi):

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: ប្រសិនបើលោកអ្នកនិយាយភាសា សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយ ឥតគិតថ្លៃ។ ទូរស័ព្ទមកផ្នែកសេវាកម្មអតិថិជនតាមលេខ 1-877-723-4795 (TTY: 711) ពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រម៉ោង 8 ព្រឹក។ ដល់ម៉ោង 8 យប់ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ຄິດຄ່າໃຊ້ຈ່າຍ ສໍາລັບທ່ານ. ໂທຫາສູນບໍລິການລູກຄ້າໄດ້ທໍາເບີ 1-877-723-4795 (TTY: 711), ວັນຈັນ ຫາ ວັນສຸກ ເວລາ 8 ໂມງເຊົ້າ ຫາ 8 ໂມງແລງ. ໂທຟຣີ.