

Start the new year with a wellness checkup

Seeing your doctor regularly is essential to your health, even when you're not sick. The primary care provider (PCP) listed on your member ID card is the doctor or clinic that will provide you routine care.

Team up at your checkup

Together, you and your PCP can tackle any changes that might improve your health. Since the average doctor's visit is 15 minutes, it is important to make the most out of your visit. For example, you may want to talk about:

- **Any vaccines you need.** Shots aren't just for kids. Adults need them too. They're safe—and they can help



prevent serious illnesses, like the flu, pneumonia, and shingles.

- **Health screenings.** These tests can help spot diseases, like cancer, early—when they're easiest to treat.

- **Chronic health problems.** A checkup is a good time to review how you're managing your long-term health conditions such as diabetes or high blood pressure.

- **Your weight.** Your doctor can check your body mass index (BMI). BMI uses your weight and height to estimate how much body fat you have. A high BMI could mean you're overweight. A low BMI could mean you're underweight. If you need to make a change, your doctor can give you tips on healthy foods and exercise habits.

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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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When to start key screenings

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.

Age	Tests for WOMEN	Age	Tests for MEN
	Chlamydia and gonorrhea. Be screened through age 24 if sexually active.	18	Blood pressure. Be screened yearly.
18	Blood pressure. Be screened yearly.	40	Blood pressure. Be screened yearly.
21	Cervical cancer. Have a Pap test every 3 years.		Cholesterol. Start screening based on risk factors.
25	Chlamydia and gonorrhea. Continue screening if at increased risk for infection.		Diabetes. Start screening based on risk factors.
30	Cervical cancer. Have a Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.*	50	Colorectal cancer. Talk with your doctor about screening options.
40	Blood pressure. Be screened yearly.	55	Prostate cancer. Ask your doctor about screening.
	Cholesterol. Start screening based on risk factors.		Lung cancer. Be screened yearly based on your history of smoking.
50	Diabetes. Start screening based on risk factors.	65	Abdominal aortic aneurysm. Be screened once between ages 65 and 75 if you've ever smoked.
	Breast cancer. Be screened every 2 years (or start earlier based on risk factors).		
Colorectal cancer. Talk with your doctor about screening options.			
55	Lung cancer. Be screened yearly based on your history of smoking.		
65	Osteoporosis. Start screening (or start earlier based on risk factors).		
	*Women older than 65 may safely stop testing if they meet certain criteria.		



NEED A NETWORK DOCTOR?

Use our Find-a-Doctor tool at www.scfhp.com or call Customer Service for help.

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● **Your medicines.** Your doctor can review all your medicines to make sure they're safe to take together and working well for you. This includes any herbs, vitamins,

and over-the-counter medicines you take.

● **Substance use.** Ask your doctor for help with smoking, alcohol, or drug problems.

● **Your mental health.** Let your doctor know if you're feeling stressed

or depressed. Treatment can help.

Call your PCP today and schedule your yearly checkup. If you need to change your PCP, Santa Clara Family Health Plan (SCFHP) Customer Service can help.

Sources: American Academy of Family Physicians; U.S. Department of Health and Human Services; U.S. Food and Drug Administration

3 ways to make antidepressants work for you

Depression is an illness that can make you feel very sad. However, there are ways your doctor can help.

One is to give you a medicine called an antidepressant. These pills change chemicals in the brain that affect your mood. They can also help you feel like yourself again.

To get the most out of these pills, there are three important things you can do:

1. Take them every day. Don't skip a dose or stop taking them without talking to your doctor first. If you stop your medicine too soon, depression can come back. You may also have side effects.

2. Speak up. If you have problems taking your meds or they cause side effects, talk with your doctor. If your depression gets worse, say something right away. A different medicine or dose could help you feel better.

3. Consider talk therapy. Medicine and talk therapy may work better together. Therapy can help you learn better ways to cope with your feelings.

Source: HelpGuide



It's not too late for a flu shot

When it comes to getting your yearly flu shot, timing matters. Here's why:

- It takes about two weeks after getting the shot for your body to build immunity and start protecting against the flu. So it's a good idea to get your flu shot before the flu starts going around.
- When is the best time? As soon as the shot is available. It's good to have it done by the end of October. However, even in January or later, the flu shot is still worth getting. The flu is active well into the spring.

Yearly flu shots are a good idea for everyone in your family who is age 6 months or older.

Source: Centers for Disease Control and Prevention

CALL YOUR DOCTOR to get a flu shot. You can also call SCFHP Customer Service to find a participating pharmacy near you. For more information, visit www.bitly.com/getyourflushotnow.





sure your medications aren't affecting your sleep.

- Start a sleep schedule and stick to it. Aim to sleep around the same time each night and wake up around the same time each morning, even on weekends. For children and young adults especially, this means not sleeping in or staying up late on weekends, but instead maintaining the same sleep schedule as on weekdays.
- Avoid alternating schedules or other things that may disrupt your sleep schedule.
- Follow a routine that helps you wind down and relax before bed. For example, read a book, listen to soothing music, or take a hot bath.
- Exercise earlier in the day—at least five to six hours before going to bed.
- Avoid eating heavy meals or drinking a lot before bedtime.

The relationship between sleep and mental health is complex. Talk with your doctor if you or a family member is not sleeping well. Get more sleep tips by visiting the American Heart Association at www.heart.org/en/healthy-living/healthy-lifestyle/sleep.

We spend one-third of our lives asleep. Much like eating and breathing, proper sleep is essential to good health. That includes both physical and mental health.

It's no secret that ongoing sleep problems can lead to health issues such as heart disease and type 2 diabetes. They can also lead to mental health problems. Trouble sleeping is a well-known sign of mental health

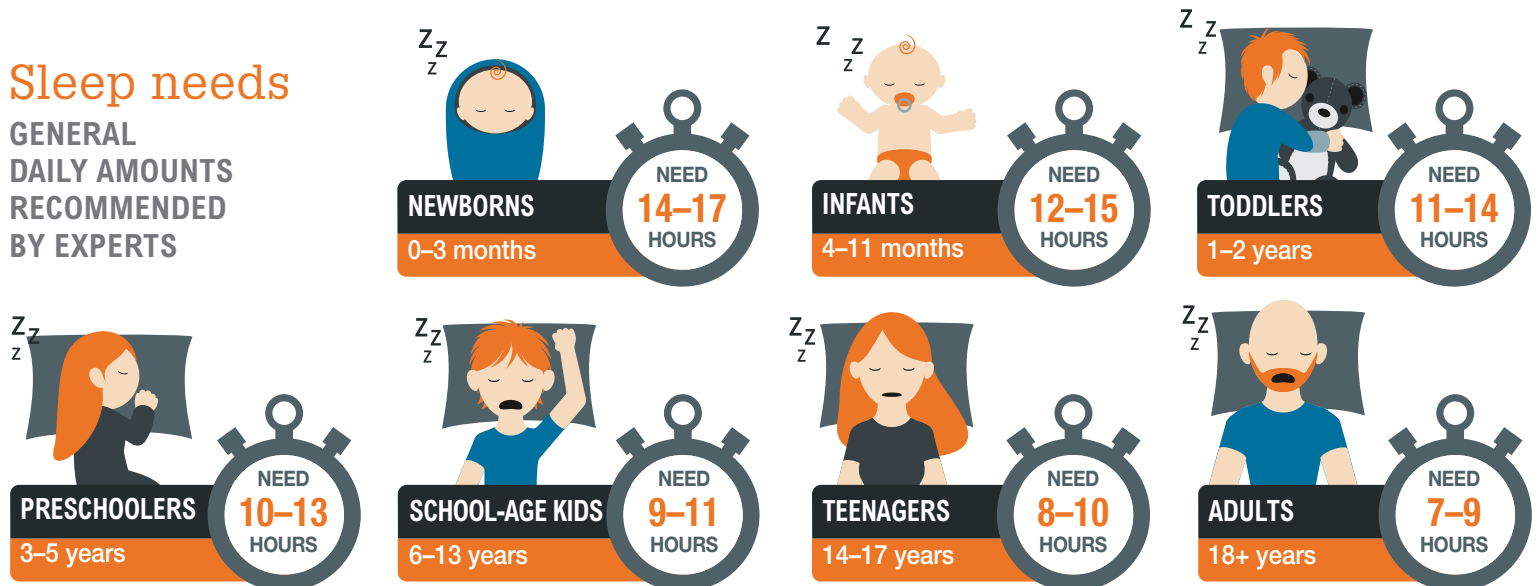
problems, such as depression, anxiety, and bipolar disorder.

The good news is that sleep problems are treatable. Having good sleep habits, or sleep hygiene, can often lessen symptoms of mental illness caused by sleep deprivation. Here are some tips for getting better sleep:

- Avoid caffeine, tobacco, and alcohol.
- Check with your doctor to make

Sleep needs

GENERAL
DAILY AMOUNTS
RECOMMENDED
BY EXPERTS



Source: National Sleep Foundation

Start your kids on a heart-healthy path

You're there to help your children with their homework, and you remind them to brush their teeth—but have you helped them do something good for their hearts lately?

You may think that only grown-ups need to be concerned about having a healthy heart, but it's never too early to start establishing a heart-healthy lifestyle for your children too.

Even though kids rarely get heart disease, the process leading to adult heart disease—the gradual buildup of fat, cholesterol, and other substances in arteries—can actually begin in childhood. This can put kids at future risk for a heart attack, or even a stroke, when they grow up. The chances of that happening increase when kids develop heart disease risk factors such as obesity, type 2 diabetes, high cholesterol, or high blood pressure.

February is American Heart Month. It's a timely reminder to make changes that can help your kids—and the whole family—fight back against heart disease. Give these suggestions a try:

- **Serve up good eats.** Saturated fats and trans fats can raise the risk of heart disease. When shopping for your family, choose foods that are lower in saturated fat, such as lean meat and low-fat milk, yogurt, and cheese. Limit foods that have trans fats, such as cookies, cakes, crackers, and frozen pizza.

Aim to serve five fruits and veggies a day, and cut back on sweetened drinks. Make sure plenty of healthy food choices are available at home.

- **Invite your kids into the kitchen.** Let your kids help you prepare healthy meals. It's a great way to teach them about good food choices.

- **Encourage exercise.** Kids who are 6 years and older need 60 minutes of daily activity. Make being active a family affair. Go on walks or bike rides, play sports together, or engage in fun, active games with your kids.

- **Get your children annual checkups.** Along with assessing overall health, a doctor can check a child's weight and blood pressure. It's important to do this every year to help your kids stay healthy. Be sure all the adults in the family get their checkups too.

Want to learn more?

Sign up for a family nutrition course at no cost to you! Santa Clara Family Health Plan (SCFHP) partners with the Healthier Kids Foundation to offer 10 Steps to a Healthier You workshop focused on teaching parents healthy lifestyle habits. Classes are offered in English, Spanish, and Vietnamese. To enroll, call the Healthier Kids Foundation at **1-855-344-6347**, Monday through Friday, 9 a.m. to 6 p.m. Your child must be enrolled with SCFHP.

Sources: American Academy of Pediatrics; American Heart Association; UpToDate

VISIT THE USDA'S CHOOSEMYPLATE WEBSITE at www.choosemyplate.gov for online tools, dietary guidelines, meal plans, and other resources on healthy eating and physical activity.



Prenatal checkups for a safe & healthy pregnancy

So you just found out you're pregnant. Congratulations! The next step? See your doctor first thing for prenatal care.

You'll want to start as early as possible. And stick to these checkups throughout your pregnancy. That will help ensure a healthy pregnancy, a smooth delivery, and a healthy baby. But even if you've waited, prenatal care is still important. Every visit is a chance to get peace of mind about your health and your baby's health. It's also the best chance to find problems early, when they may be easier to manage.

Prenatal checkups are also a chance for you to:

- Find out how to ease pregnancy discomforts like morning sickness or heartburn
- Ask questions about how to stay healthy
- Learn about your baby's due date and growth
- Get a peek at your baby during an ultrasound exam
- Get tips on coping with stress
- Learn how to stay safe at home and work
- Get help kicking habits such as smoking or drinking

If you're 35 or older, prenatal care



is especially important. You have a higher risk of some problems during pregnancy. Prenatal care can help you prevent or manage them.

Staying in touch

Every prenatal visit is a chance for you to ask about your symptoms and any discomfort. Be sure to share your questions, concerns, and hopes related to your pregnancy or childbirth. You might discuss, for example, your delivery plan and whom you'd like to

have with you in the delivery room.

Your doctor can also answer questions about issues such as:

- Circumcision, if your baby is a boy
- Breastfeeding
- Recovering after childbirth

Remember, the cost of prenatal care is covered by Santa Clara Family Health Plan. So go ahead and make an appointment with your doctor—for your baby and for you.

Sources: American College of Obstetricians and Gynecologists; March of Dimes; Office on Women's Health

NEED A RIDE? Fill out and submit a Request a Taxi form on the member portal at www.member.scfhp.com at least three days before your scheduled medical appointment. We'll call you to confirm. Or call SCFHP Customer Service at **1-800-260-2055**, 8:30 a.m. to 5 p.m., Monday through Friday.

Caring for yourself after delivery

POSTPARTUM VISITS

In the first few weeks after you give birth, you'll be focusing a lot of attention on your baby. But don't forget to take care of yourself as well. While rest and recovery may not be on your mind right now, they are important to your physical and emotional well-being.

Eating well and resting are now more important than ever. So is seeing your doctor for a checkup.

A must-have visit

You'll need a postpartum checkup about four to six weeks after giving birth. If you had a cesarean section (also called C-section), you may need to see your doctor earlier—about two weeks after the surgery—and then see your doctor again for a full postpartum checkup. Either way, this is a chance for your doctor to:

- Be sure you're recovering well from giving birth
- See if you can get back to normal activities

Your turn to talk

This is also your chance to bring up any concerns you might have about your recovery and how your body is feeling. You can ask your doctor about:

- Breastfeeding
- Birth control
- Weight loss
- Your diet and staying fit
- Your feelings

Watch for the baby blues

Many new mothers experience feelings of sadness or depression commonly known as the baby blues. You may

feel discouraged or tense, or feel like crying over things that wouldn't usually bother you. These feelings should get better in a few weeks. However, if they don't get better, or if you are extremely sad or unable to care for yourself or your baby, call your doctor right away. You might have a serious condition called postpartum depression.

Help is available

Visit the Santa Clara County Maternal Mental Health Collaborative at www.bit.ly/SCC-MMHC for resources on postpartum-related mood conditions like baby blues and postpartum depression. You can also visit Supporting Mamas at www.supportingmamas.org for more information and resources.

Remember, you can talk to your doctor about anything.



New! Black Infant Health is here for you

Are you a pregnant African or African American woman at least 18 years of age? If so, enroll in the Black Infant Health (BIH) program before 30 weeks into your pregnancy!

Santa Clara County created the BIH program to help improve the health of Black moms and babies by providing much needed support, reducing stress, and encouraging healthy behaviors.

Through the BIH program, you can get these services at no cost:

- ▶ Meetings of prenatal and postpartum support groups
- ▶ Access to a Public Health nurse
- ▶ Help with life planning
- ▶ Support in getting needed resources



ENROLL TODAY!

Call **1-408-937-2270**

or complete a BIH

Interest Card at www.bit.ly/

BIH-signup for an

appointment.

Know your asthma meds

Most people don't have to think about breathing at all. It's just automatic. But if you have asthma, it might be on your mind a lot. When you can't breathe well, it's harder to do the things you enjoy.

Luckily, there are medicines that can help you breathe better.

Did you know?

Most people who have asthma take two kinds of medicines to help them breathe. One helps control your asthma every day. The other gives you quick relief when you're having an attack.

Here are three things to know about these important medicines:

- ▶ **1. Control meds help prevent flare-ups.** That's why you should take them every day—even when you feel fine. They help keep down swelling in your airways and let you breathe better.
- ▶ **2. Using quick-relief meds too often is a red flag.** If you need them more than two days a week, your asthma might not be under control. Let your doctor know. You may need to change your treatment plan.
- ▶ **3. Using your asthma meds could save you time.** Keeping asthma under control may help you avoid hospital stays and prevent missed days at work or school.

If you have questions about how to use your medicines, your pharmacy and your doctor can help. Don't hesitate to call.

Santa Clara Family Health Plan (SCFHP) partners with Breathe California of the Bay Area to provide our members with asthma education. Breathe California offers in-home assessments, where staff can come to your home



to provide asthma education and help you identify things in your home that may be triggering your asthma. Call Breathe California today to schedule an appointment at **1-408-998-5865** and let them know you are an SCFHP member. If you're a Kaiser Permanente member, visit www.kp.org for more information.

Sources: Centers for Disease Control and Prevention; National Heart, Lung, and Blood Institute

**WINNING
HEALTH**
Medi-Cal Plan

WINTER 2021

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): 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).