



Don't put your health on pause

You may have put off some basic medical care for yourself or others in your family because of the COVID-19 pandemic. For children, that may mean missed vaccines and checkups. Or you may have missed appointments to monitor asthma, diabetes, or other serious health conditions.

If so, now is a good time to call your doctor and reschedule what you've missed. As our community slowly re-opens, you may have

questions about when to safely visit your doctors and what to expect. You can always check with your doctor to see what's best for your health care needs.

Here are some things to think about for in-person visits:

- Don't put off needed care, especially if it's urgent or may lead to medical emergencies like heart attack or stroke.
- Continue preventive care such as vaccines and cancer screenings.

Delaying routine vaccines and exams puts you, families, and communities at risk. Without them, the spread of preventable deadly diseases is a real threat.

- Hospitals, clinics, and other health care settings have taken extra care to make sure patients are safe when visiting. You may experience some changes during your visit.

A good way to stay healthy

Preventive care includes screenings, vaccines, and wellness checkups that help you remain your healthiest.

It includes things like:

- Mammograms and Pap tests for women
- Screenings for heart disease, diabetes, and cancer
- Childhood vaccines and well-child visits
- Flu and pneumonia shots
- Routine checkups where you can get advice about diet, exercise, and your overall health

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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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WHICH IS IT: COVID-19, allergies, cold, or flu?

Symptoms	COVID-19	Allergies	Cold	Flu
 Cough	Common	Rare	Common	Common
 Shortness of breath	Sometimes	No (unless it triggers asthma)	No (unless it triggers asthma)	No (unless it triggers asthma)
 Sneezing	No	Common	Common	No
 Runny or stuffy nose	Sometimes	Common	Common	Sometimes
 Sore throat	Sometimes	Sometimes (usually mild)	Common	Sometimes
 Fever	Common	No	Sometimes	Common
 Chills	Sometimes	No	No	Sometimes
 Fatigue	Common	Sometimes	Sometimes	Common
 Headache	Sometimes	Sometimes	Rare	Common
 Body aches	Sometimes	No	Sometimes (usually mild)	Common
 Diarrhea	Sometimes	No	No	Sometimes (in children)
 Nausea or vomiting	Sometimes	No	No	Sometimes (in children)
 Loss of taste or smell	Sometimes	Rare	Rare	Rare



TAKE ACTION! Call 911 if you or a loved one has emergency warning signs for COVID-19. These include trouble breathing, lasting pain or pressure in the chest, new confusion, trouble waking up or staying awake, and bluish lips or face.

Your symptoms may differ. Call your doctor if you're concerned about any unusual or severe symptoms.

Sources: American Academy of Allergy, Asthma and Immunology; Asthma and Allergy Foundation of America; Centers for Disease Control and Prevention; World Health Organization

Don't put your health on pause

—Continued from front page

We want you and your family to be healthy and safe. Routine care is an important part of that.

Santa Clara Family Health Plan (SCFHP) covers preventive care services like these, so don't put it off any longer. It's safe to visit your

doctor again—and doing so helps keep you and your family healthy.

Sources: American Academy of Family Physicians; HealthCare.gov

Sign up for a health education class!

Santa Clara Family Health Plan (SCFHP) is dedicated to helping our members lead healthy lives. We partner with many community-based organizations to offer health education classes to our members at no cost. Some classes are available online for the time being. We cover topics like:

- › Chronic disease management
- › Stress and anger management*
- › Parenting
- › Weight management*
- › Prenatal education
- › Smoking cessation and more!

Visit our website at www.scfhp.com/for-members/health-education or log in to your mySCFHP member portal to see the full list of classes. All SCFHP members are eligible for health education programs, and most programs do not require a referral from your doctor.

To enroll, call the organization directly and tell them you are an SCFHP member. You can opt out of the program at any time. If you have questions or need help, please call SCFHP Customer Service.

*Virtual classes available temporarily



AVAILABILITY OF ONLINE WELLNESS LIBRARY

mySCFHP Member Portal

On the mySCFHP member portal, you can:

- › View your health plan benefits and summaries
- › Request a new ID card
- › Print a temporary ID card
- › View or request to change your primary care provider (PCP)
- › Request transportation to medical appointments

And use the Online Wellness Center! The Center is brought to you by Optum. It has a library of health resources available at all times of the day. It can also help you create a personal plan to track and improve your health. However, it is not meant to replace your doctor's care.

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

You can help prevent fraud, waste, and abuse!

Health care fraud is a serious issue. Fraud makes health care cost more for everyone. Here are five ways you can help prevent fraud, waste, and abuse:

1. Never lend your member ID card to another person.
2. Notify us immediately if your



member ID card is lost or stolen.

3. Be aware of who has access to your information.
4. Ask your doctors exactly what tests or procedures they want you to have and why.
5. Track all doctor visits and appointments you attend, miss, or cancel.

If you suspect fraud or a privacy violation, write down the name, address, and ID number of the person who committed the fraud, waste, or abuse. Give as much information as you can about the person, the dates of the events, and what happened.

Send your report through the following ways:

- Mail to: Compliance Officer, Santa Clara Family Health Plan, PO Box 18880, San Jose, CA 95158

- Phone: **1-408-874-1450**, 24 hours a day, 7 days a week; TTY: **711**

- Email: **reportfraud@scfhp.com**

You may also contact the state and federal agencies below:

- California Department of Health Care Services (DHCS)
Phone: **1-800-822-6222**

- Email: **stopmedicalfraud@dhcs.ca.gov**

- U.S. Department of Health and Human Services Office of Inspector General
Phone: **1-800-447-8477**
TTY: **1-800-377-4950**

- Centers for Medicare & Medicaid Services
Phone: **1-800-633-4227**
TTY: **1-877-486-2048**

Thank you for doing your part in preventing fraud, waste, and abuse!

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 **www.bit.ly/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 **www.bit.ly/CMC_NewTechnology** to read more about how we evaluate new technologies.



SANTA CLARA FAMILY HEALTH PLAN UTILIZATION MANAGEMENT

*distributes an affirmative statement regarding financial incentives. Visit **www.bit.ly/CMC_UMS** to learn more. If you would like the statement mailed to you, call Customer Service.*

Smoking spells trouble for people with diabetes

Did you know that lighting up can cause type 2 diabetes or make it harder to manage? Smoking raises the risk for type 2 diabetes by up to 40%. Smoking can also contribute to serious complications of diabetes like:

- Heart and kidney disease.
- Poor blood flow. That might lead to the loss of toes, a foot, or a leg.
- Nerve damage in your arms and legs.
- Eye problems that can lead to blindness.

Break free

These five tips can help you stop smoking:

1. Commit to a quit date.

Make it soon so that you don't change your mind.

2. Clear away temptation.

Remove all cigarettes and ashtrays from your home, car, and workplace.

3. Change your routine. For example, do you always light up after a meal? Then chew gum or distract yourself with a walk.

4. Reach out. Spread the word to family and friends that you want to quit and ask for their support. Your doctor can also help you plan for success. There



are medications to help you quit. Most of these are covered by Santa Clara Family Health Plan. Ask your doctor for more information.

5. Don't let a slip-up derail you. Mistakes happen. Just recommit to quitting right away. You can do this!

Resources to help you quit

The California Smokers' Helpline offers free telephone counseling and self-help materials. Call **1-800-662-8887** (TTY: **1-800-933-4833**) or visit **www.nobutts.org**.

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

*Not available to Kaiser members. If you're a KP member, visit **www.kp.org** for more information.



Find the help you need on Aunt Bertha!

It can be difficult getting essential and often costly needs, such as food and housing. Santa Clara Family Health Plan (SCFHP) joined Aunt Bertha to help you find local support.

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

- ▶ Food
- ▶ Housing
- ▶ Transit
- ▶ Financial assistance
- ▶ And more!

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.

Depression late in life: Don't stay silent

Depression can happen to any of us as we age. And it can have many causes.

It might be brought on by the loss of a loved one or other life changes. It may run in your family. Sometimes, it goes hand in hand with an illness like heart disease or cancer. The side effects of medicines can play a role in depression too.

Whatever its cause, depression is never a normal part of aging. It's a medical condition that can be treated—the sooner, the better.

Could you be depressed?

Depression isn't something you can just snap out of. Most people need treatment to feel better. So it's good to know the signs.

You might be depressed if you have any of these symptoms for more than two weeks:

- A sad or empty mood
- Feeling hopeless, guilty, or worthless
- Loss of interest in things that once gave you pleasure
- Frequent crying

Depression in older adults can look different than in younger ones. Later in life, people with depression may be more likely to:



- Feel tired
- Feel irritable
- Have trouble sleeping
- Have health problems, such as worsening headaches
- Have a hard time focusing
- Be confused

Reach out

If there's any chance you're depressed, tell your doctor. Your doctor will want to rule out certain diseases and medicines that can cause the same symptoms.

If you are depressed, treatment can help you feel like yourself again. It may include talk therapy or medicine or both. There may be lifestyle changes that can help too.

Early treatment can help keep your depression from getting worse. That's why it's so crucial to speak up if you're struggling. There are better days ahead.

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 representative today.

Are you experiencing emotional distress related to COVID-19? You can call CalHOPE's toll-free Warm Line at **1-833-317-HOPE (1-833-317-4673)**. 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** (TTY: 711).
- 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: American Academy of Family Physicians; National Institute on Aging

What's your breast cancer risk?

Women in the U.S. have a 1 in 8 chance of getting breast cancer. Some factors can increase your risk of breast cancer.

Be sure to let your doctor know if any of these factors apply to you:

- ☐ You're older than 50.
- ☐ You've had breast cancer before.
- ☐ You have a mother, sister, or child who had breast or ovarian cancer. Tell your doctor if they had it before age 50.
- ☐ You have a family member who had cancer in both breasts.
- ☐ You have a male relative who had breast cancer.
- ☐ You have a gene mutation that boosts risk.
- ☐ You have Ashkenazi or Eastern European Jews in your family tree.
- ☐ Your first period was before age 12 and your last was after age 55.
- ☐ You've never had a full-term pregnancy. Or your first child was born after 35.
- ☐ You've used hormone therapy after menopause.

☐ You've had radiation at a young age.

☐ You're overweight.

☐ You're not active.

☐ You drink more than two alcoholic drinks a day.

If you're a woman over 55, the American Cancer Society recommends a mammogram every two years to check for breast cancer. Talk to your doctor about your risk and see if testing annually may be right for you. If

you're at high risk, you may need to get screened at a younger age or more often.

Santa Clara Family Health Plan covers an annual mammogram for its members. Call Customer Service if you need help making an appointment with your doctor.

Sources: American Cancer Society; American Society of Clinical Oncology



Need a ride? We can help!

If you need a ride to a medical appointment, contact Customer Service ahead of time to arrange transportation. Make your request:

▶ Three days before your appointment for non-medical transportation

▶ Five days before your appointment for non-emergency medical transportation

Santa Clara Family Health Plan Customer Service will continue to assist with COVID-19 transportation requests to medical appointments as they are received.

To request a ride, log in to the mySCFHP member portal at **www.member.scfhp.com**, or call Customer Service at **1-877-723-4795**. TTY users should call **711**. For more information, visit **www.scfhp.com/for-members/transportation-services**.

Without delay!

7 great reasons to get your flu vaccine



1 Immunization is the No.1 best way to prevent the flu. With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.



2 Spare yourself. The flu can bring miserable symptoms and lead to missing work or school.



3 Influenza makes some people seriously ill. Every year, flu complications lead to hospital stays—and even deaths.



4 Viruses tend to change each flu season. Scientists review U.S. flu vaccines yearly to make sure they best match circulating viruses.



5 Influenza spreads. Be ready—get vaccinated as promptly as possible.



6 Flu vaccines have a solid safety record. Vaccines can't give you the flu—and serious side effects are very rare.



7 Shot or spray? You can have it your way. Flu vaccines are available as shots or nasal sprays.*

STEP UP FOR YOUR PROTECTION! Call your doctor to get a flu shot or call SCFHP Customer Service to find a participating pharmacy near you.

*The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.

FLU SEASON ALERT

Influenza can be **MISERABLE** and **DEADLY**. Nearly **EVERYONE** 6 months or older should get a yearly flu vaccine.

✓ **Vaccinate!**

✓ **Don't wait.**

✓ **Don't hesitate.**

It takes **2 WEEKS** for the flu vaccine to be fully effective.

Get it **NOW** so you're protected when you need it.

Take your best shot at staying well

For more information, call **SCFHP Customer Service**.

HEALTHY LIVING

Cal MediConnect Plan
(Medicare-Medicaid Plan)

FALL 2020

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 (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

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.



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): ՈՒՇԱԴՐՈՒԹՅՈՒՆ. 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 निःशुल्क 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 निःशुल्क 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 សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ 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.