

# HEALTHY LIVING

FALL 2022

Cal MediConnect Plan (Medicare-Medicaid Plan)



## It's SCFHP's silver anniversary!

Thank you for making this possible

Santa Clara Family Health Plan is celebrating our 25th anniversary! For 25 years, we've worked on expanding our vision of health for all. With a strong commitment to integrity, outstanding service, and support for our community, SCFHP has

grown to serve more than 300,000 people in Santa Clara County. We're grateful for the opportunity to expand health care access to our neighbors and communities, and we look forward to serving you in the future.

Find us at



Instagram (@scfhp) and



Facebook  
([www.facebook.com/scfhp](https://www.facebook.com/scfhp))

for news and events to celebrate this milestone over the coming months.

### 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

Standard  
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Walla Walla, WA  
Permit No. 44

INTRODUCING  
SCFHP DUALCONNECT  
(HMO D-SNP)

# We're changing our plan name. But not your benefits.

We are pleased to introduce our new dual-eligible special needs plan, called **Santa Clara Family Health Plan DualConnect (HMO D-SNP)**. SCFHP DualConnect—for people with Medicare and full Medi-Cal—will replace your SCFHP Cal MediConnect Plan, effective **Jan. 1, 2023**.

## What do you need to do? Absolutely nothing!

Your transition to SCFHP DualConnect will be automatic. You do nothing! It's part of our plan to make health care easy.

SCFHP will continue to coordinate all your Medicare and Medi-Cal services—with one



**FOR MORE INFORMATION,** please call **1-877-723-4795** (TTY: **711**), 8 a.m. to 8 p.m., 7 days a week. You can also review your **Annual Notice of Changes**, which was mailed to you in September. This and other member materials, such as the Evidence of Coverage, are available online at [www.scfhp.com/dualconnect](http://www.scfhp.com/dualconnect).

membership card, one primary care doctor, and one phone number to call for help. There will be no gap in your Medi-Cal, Medicare, and Medicare Part D prescription drug benefits.

You'll still get all the same health care benefits, services, and advantages. Plus, you will enjoy:

- \$0 copay for prescription drugs
- Up to \$135 for over-the-counter (OTC) items every three months
- \$0 fitness membership at the YMCA of Silicon Valley

You will continue to have a personal care coordinator to help you make appointments, get care, and create an individualized care

plan to help you reach your health care goals.

To help you learn more about SCFHP DualConnect, please attend a member welcome class. Classes will be held in early December at the SCFHP Blanca Alvarado Community Resource Center in east San Jose. See the CRC monthly events calendar at [www.crc.scfhp.com](http://www.crc.scfhp.com) for more details.

## SCFHP Cal MediConnect is an NCQA accredited health plan!



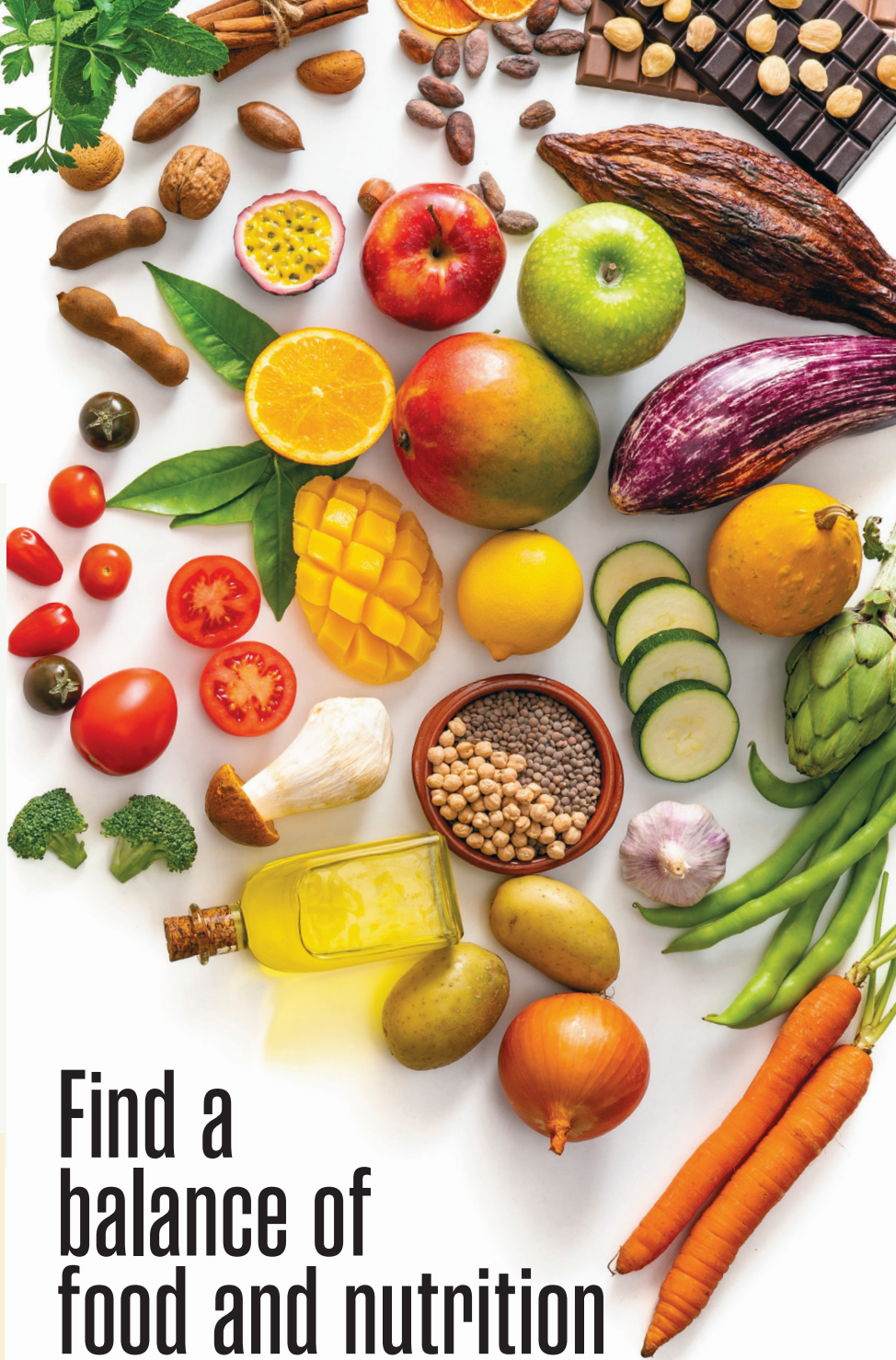
Santa Clara Family Health Plan has earned accreditation from the National Committee for Quality Assurance (NCQA) for meeting their standards.

NCQA considers things like access to care and quality in its rating. You'll see NCQA's seal on your member material as a reminder of our commitment to you!

For more information, please visit [www.ncqa.org](http://www.ncqa.org).

# 10 tips for healthier eating

If you're confused about eating a healthy diet, here are some tips to get you started. Try making one or two of these changes at a time.



## EAT



1 Eat plenty of fruits and vegetables.



2 Choose more whole grains.



3 Try eating plant proteins, like beans, more often.



4 Choose lean, unprocessed meats.



5 Feature fish (not fried) regularly on your menu.



## SWITCH



6 Switch to low- or nonfat dairy.



7 Use healthier oils, like olive oil, for cooking.



## LIMIT



8 Limit sweets and sugary drinks.



9 Cut back on salt and sodium.



10

Eat fewer processed foods.



## Find a balance of food and nutrition

Maintaining a healthy weight doesn't mean that you have to eat less food. Eating more fruits and vegetables, along with whole grains, lean meats, and nuts, is a healthy way to lose or maintain weight. Besides, diets rich in fruits and vegetables may reduce the risk of some types of cancer and other chronic diseases. A healthy eating routine can boost your health and make healthy eating easier.



**TO LEARN MORE** about healthy eating and weight management, visit [www.bit.ly/SCFHP-StayHealthy](http://www.bit.ly/SCFHP-StayHealthy).



# Know your rights

When you are a member of Santa Clara Family Health Plan, 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.bitly.com/CMC\\_MemberRights](http://www.bitly.com/CMC_MemberRights) to learn about your rights and responsibilities. If you would like a copy mailed to you, call Customer Service at **1-877-723-4795** (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.

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.bitly.com/CMC\\_NewTechnology](http://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 [www.bitly.com/CMC\\_UMS](http://www.bitly.com/CMC_UMS) to learn more. If you would like the statement mailed to you, call Customer Service.



## Make a plan to prevent flu and pneumonia

Pneumonia is an infection in one or both of the lungs, causing inflammation and fluid buildup. It may cause problems with oxygen exchange. Influenza (flu) is a common cause of pneumonia. That's why preventing the flu is a good way to reduce your risk of infection.

### STEP UP FOR YOUR PROTECTION

The Centers for Disease Control and Prevention recommends flu shots for everyone 6 months old 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

Call your doctor to get a flu shot.

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)**

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## **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](http://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](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto: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: 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: ប្រសិនបើលោកអ្នកនិយាយភាសាសេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ 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 (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.

**Українська (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.



# Check your A1C, an important risk factor for diabetes

Your A1C isn't just a bunch of numbers and letters: It's an important number if you're at risk for diabetes.

## What is the A1C test?

The A1C test is also called a hemoglobin A1C or HbA1C test. The A1C test measures the percentage of your red blood cells that have sugar attached to your hemoglobin. Everybody has some sugar attached, but people with high blood sugar levels have more.

A1C levels are usually expressed in percentages. A normal A1C level is below 5.7%. The prediabetes range is between 5.7% and 6.4%, and diabetes is an A1C level above 6.5%.

## Who should get an A1C test and when?

You should get an A1C test if you're over the age of 45, overweight, or have prediabetes or type 2 diabetes. An A1C goal for most people with diabetes is 7 or less. Work with your doctor to set your own A1C goal.

Source: Centers for Disease Control and Prevention



## Lower your cholesterol with statin therapy

High cholesterol doesn't have to take over your life. Thanks to new advances in cholesterol research, statin therapy can help you lower your cholesterol and prevent heart disease.

A prescribed drug that can lower the production of bad cholesterol in the liver is statins. Since your liver will have less cholesterol, your body will take some from your blood. As

a result, your overall cholesterol will be lowered.

**MYTH: I don't need statins or other medicines for my cholesterol.** I can manage my cholesterol with diet and exercise.

**FACT: Many people can make healthy food choices and get enough exercise to achieve good cholesterol levels.** But people with diabetes and high blood pressure

may need statins to lower their cholesterol levels.

Talk to your health care provider about the best ways to manage your cholesterol. Find out if statin therapy is right for you. For more information, visit the Centers for Disease Control and Prevention's information page on cholesterol facts and myths at [www.cdc.gov/cholesterol/myths\\_facts.htm](http://www.cdc.gov/cholesterol/myths_facts.htm).



# Keep your kidney health in check

How healthy are your kidneys? Without a proper health exam, it's hard to say. As you age, you should start thinking of your kidneys and get them checked for kidney disease.

You have two kidneys, located on either side of your spine, just below your rib cage. It's important to keep them healthy, as they filter unwanted substances from your blood.

According to Mayo Clinic, risk factors for kidney disease include:

- Diabetes
- High blood pressure
- Heart disease
- Smoking
- Obesity
- Family history of kidney disease
- Abnormal kidney structure
- Older age
- Frequent use of medications that can damage the kidneys

So how can you help prevent kidney disease? It starts with taking steps to live a healthier life:

- Manage your blood pressure and blood sugar.
- Eat a healthier diet: fresh fruits and vegetables, whole grains, fish, poultry, and nuts.
- Stay away from red meat, as many of them are high in fat.
- Be active—make sure you're getting at least 30 minutes of exercise most days. That can be anything from walking to biking or even doing chores.

To keep your kidneys in check, ask your health care provider for a blood test on your estimated glomerular filtration rate (eGFR) and a urine test on your albumin-creatinine ratio (uACR). Talk to your doctor about preventing kidney disease and get tested.

Source: Centers for Disease Control and Prevention

## Get screened for colorectal cancer

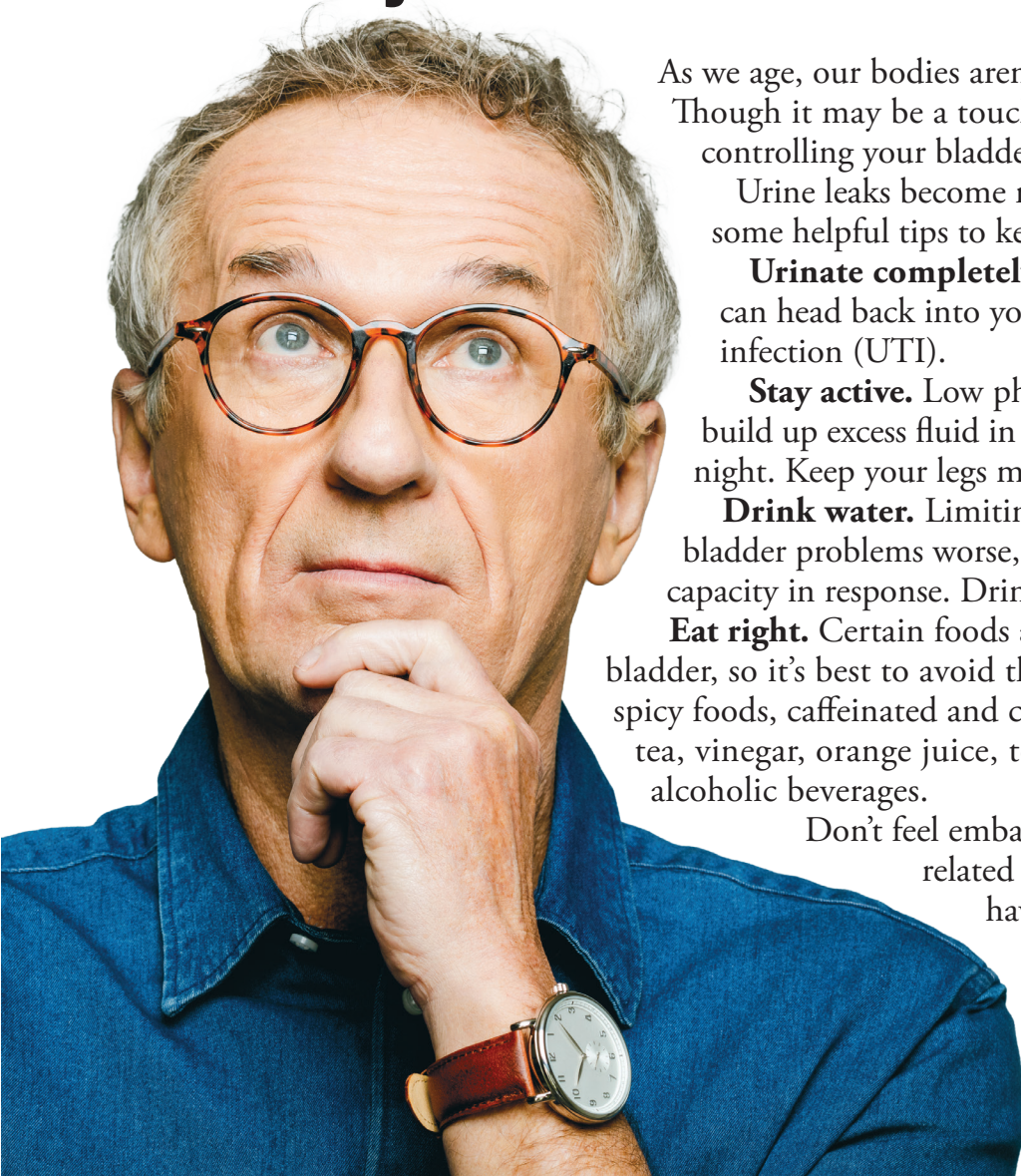
Having a colorectal cancer screening is a smart move. Colorectal cancer is a disease that leads to increased cell growth in the colon or rectum. This cell growth is more than usual, making it abnormal and alarming. Finding cancer early can make it easier to treat. The U.S. Preventive Services Task Force recommends that adults age 45 to 75 be screened for colorectal cancer. There are several screening options, including:

- ▶ Stool tests (FOBT or FIT)
- ▶ Flexible sigmoidoscopy
- ▶ Colonoscopy
- ▶ CT colonography (virtual colonoscopy)

The screening is covered at no cost to Santa Clara Family Health Plan members. Talk to your doctor about which test is best for you and how often you should be tested.



# Don't flush your bladder concerns away



As we age, our bodies aren't the same as they once were. Though it may be a touchy subject, problems with controlling your bladder must be discussed.

Urine leaks become more common as you age. Here are some helpful tips to keep your bladder healthy:

**Urinate completely.** If you stop too soon, some urine can head back into your bladder, causing a urinary tract infection (UTI).

**Stay active.** Low physical activity during the day can build up excess fluid in your legs, causing more urination at night. Keep your legs moving to keep your bladder healthy.

**Drink water.** Limiting fluid intake might make your bladder problems worse, since your bladder can reduce its capacity in response. Drink 6 to 8 glasses of water each day.

**Eat right.** Certain foods and substances can irritate your bladder, so it's best to avoid them. These include tobacco, spicy foods, caffeinated and carbonated beverages, chocolate, tea, vinegar, orange juice, tomato-based foods, and alcoholic beverages.

Don't feel embarrassed to discuss bladder control-related issues. Call your doctor if you are having bladder trouble to find out your treatment options.

Source: National Institute of Diabetes and Digestive and Kidney Diseases

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## 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 nonmedical transportation
- ▶ Five days before your appointment for nonemergency 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](http://www.member.scfhp.com), or

call Customer Service at **1-877-723-4795** (TTY: **711**), Monday through Friday, 8 a.m. to 8 p.m. For more information, visit [www.scfhp.com/for-members/transportation-services](http://www.scfhp.com/for-members/transportation-services).

# Getting older?

You don't have to give up your daily routine

Aging and elderly groups are at higher risk for many conditions, but one of the most-well known difficulties are those related to activities of daily living (ADL).

Difficulties related to ADL can stop you from living the active life you once had. But you shouldn't have to abandon everything you enjoy so quickly. With early managed care, you can live a great life, even when your body is aging.

Your doctor or physical therapist can do a functional assessment to see if you need extra help. During a functional assessment, they will check the following:

- **Movement.** Are you able to move from one position to another and walk on your own?
- **Feeding.** Can you feed yourself?
- **Dressing.** Can you select appropriate clothes and put the clothes on?
- **Personal hygiene.** Can you bathe and groom yourself and maintain dental hygiene, nail, and hair care?
- **Continence.** Can you control your bladder and bowel function?
- **Toileting.** Can you get to and from the toilet and clean yourself?

Call your Santa Clara Family Health Plan case manager for help with scheduling the appropriate assessments. Case managers can also help you with equipment and caregiver support—so you can have peace of mind and enjoy life.



**SCFHP CASE MANAGEMENT** can be reached toll-free at **1-877-590-8999**, Monday through Friday, 8:30 a.m. to 5 p.m. You will hear back from us within five business days.

**HEALTHY LIVING**  
Cal MediConnect Plan  
(Medicare-Medicaid Plan)

FALL 2022

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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.

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.

For information on SCFHP Cal MediConnect Plan and other Cal MediConnect options for your health care, call the Department of Health Care Services at **1-800-430-4263** (TTY: **1-800-735-2922**) or visit [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

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