



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

8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

1-800-260-2055














TTY: 711



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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 and rewards you for getting them.* 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.

*Terms and conditions apply. Visit www.scfhp.com/rewards for more information, or call Customer Service.

Sources: American Academy of Family Physicians; HealthCare.gov

Timely access to care

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members. When you call us during normal business hours, we should answer the phone within 10 minutes. Also, your doctor should offer you an appointment within specific time frames. Please see the chart for wait times.

Not sure if your health problem is urgent? Call our nurse advice line 24/7 at **1-877-509-0294** to talk to a qualified health professional. If someone needs to call you back, they must call you within 30 minutes.

If you have trouble getting an appointment within these time frames, please call SCFHP Customer Service. You have the right to get interpreter services in a timely manner for your scheduled appointments.

You can also call the California Department of Managed Health Care at **1-888-466-2219** or visit their website at www.dmhc.ca.gov.



NON-URGENT APPOINTMENTS	WAIT TIME
Primary care appointment	10 business days
Specialist appointment	15 business days
Mental health care appointment	10 business days
Other appointment—for services to diagnose or treat a health condition	15 business days
Triage	24/7 services—no more than 30 minutes
Initial prenatal care	10 business days
URGENT APPOINTMENTS	WAIT TIME
Urgent care appointment that does not need prior approval	48 hours
Urgent care appointment that needs prior approval	96 hours

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.

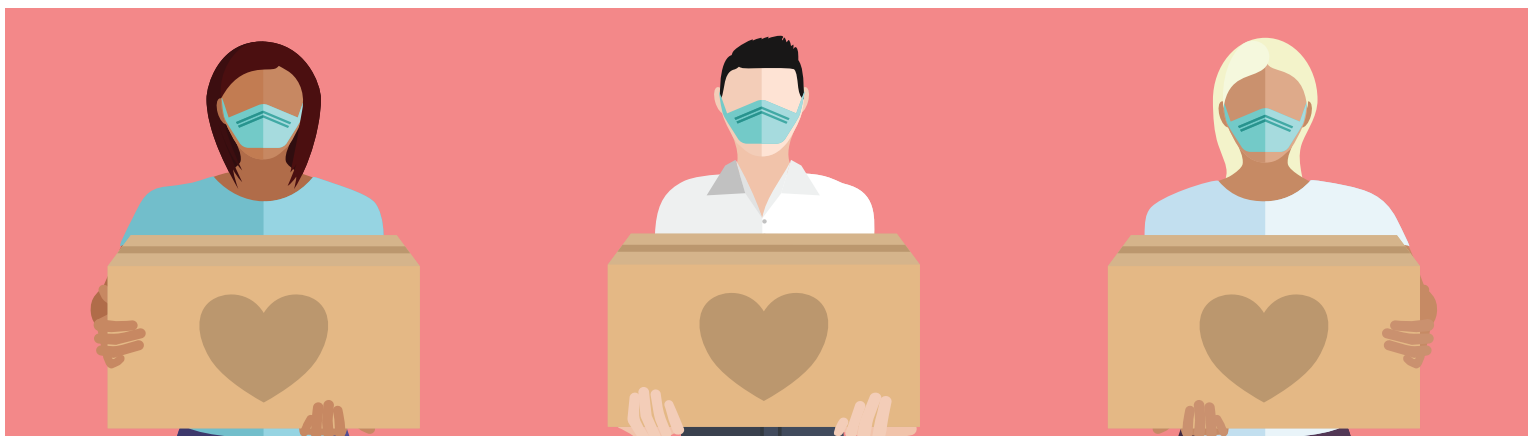
Send your report through the following ways:

- 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!



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.



Smoking spells trouble for people with diabetes

You may think you know all the risks. But lighting up can cause type 2 diabetes—or make it harder to manage.

Type 2 is the most common kind of diabetes. Smoking raises the risk of getting it by up to 40%. And the more you smoke, the greater your risk.

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. That can cause pain and weakness.
- Eye problems that can lead to blindness.

Break free

Don't be discouraged if you've tried—without luck—to quit in the past. It often takes several tries to stop smoking for good. These five tips can help you make it stick this time:

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-NO-BUTTS (1-800-662-8887)** or visit www.nobutts.org. TTY users can call **1-800-933-4833**.

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

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

Sources: American Cancer Society; Centers for Disease Control and Prevention; National Institutes of Health

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



Understanding traumatic childhood experiences and their impact

Stressful or traumatic events that occur before a child is 18 years old are known as adverse childhood experiences (ACEs). These experiences can include things like:

- Abuse or neglect
- Discrimination or bullying
- Poverty or homelessness
- Drug or alcohol abuse in the home
- Witnessing violence
- Divorce, deportation, or other family separation
- Natural disasters or war

Are ACEs a big deal?

Continued exposure to ACEs can affect a child's developing brain, body, and overall health. The child may have trouble learning or playing in a healthy way with other children and develop long-term health problems. They may be afraid of new places, people, or things. ACEs can also cause a child to have problems eating, sleeping, and expressing their feelings. The child may injure themselves or choose health-risk behaviors like alcohol and drug abuse.

How can parents help?

There are steps that parents can take to prevent and heal ACEs. Parents can help by:

- Staying positive.
- Limiting stress.
- Spending time playing with your child.



- Taking a parent education course. SCFHP works with Edifying Lives to provide parenting classes at no cost to our members. Call **1-408-899-6145** to register and let them know you are an SCFHP member.
- Setting clear limits for bad behavior.
- Encouraging and supporting your child.
- Helping other families who are in need.



IF YOUR CHILD NEEDS HELP,
you can call the Santa Clara
County Behavioral Health
Department at **1-800-704-0900**
to get an evaluation screening.

- Asking for help if you have trouble getting health care, buying food, or finding shelter.

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 to 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 **1-800-260-2055**. TTY users should call **711**. For more information, visit www.scfhp.com/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.*

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**.

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.

Source: Centers for Disease Control and Prevention



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
50389E

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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 នោះលោកអ្នកអាចស្វែងរកសេវាជំនួយផ្នែកភាសា បានដោយឥតគិតថ្លៃ។ 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).