

winning health

Fall 2015



Santa Clara
Family Health Plan
The Spirit of Care

Cal MediConnect Plan
(Medicare–Medicaid Plan)

Staying healthy when you leave the hospital

Follow these five tips to stay healthy after a hospital stay.

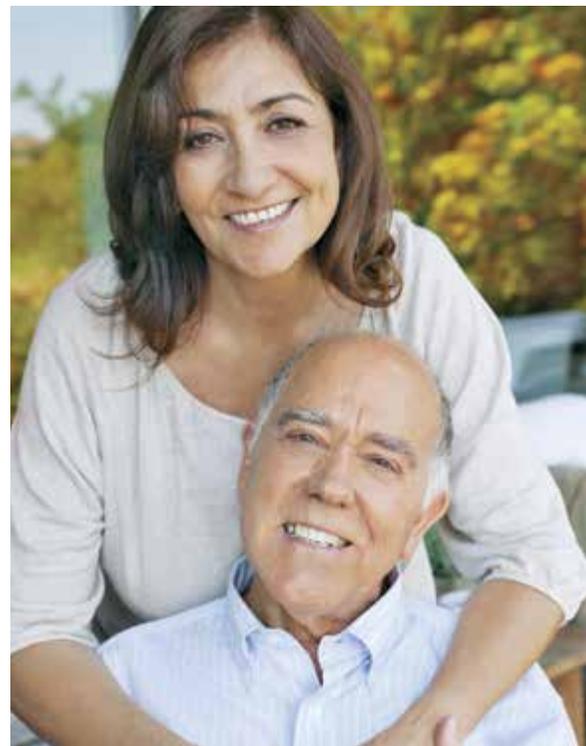
- 1. Ask questions before you leave the hospital.** At home, you're in charge of your care. It's important to know what to do to keep getting better. Ask questions. If you need help, ask a friend or family member. You can also ask your nurse to review discharge instructions with you.
- 2. Understand your medications.** Ask your nurse to review your medications with you. They can make a medication list for you. Don't forget to fill your prescriptions once you are home.
- 3. Make a plan for follow-up care.** Schedule a follow-up visit to your doctor and have a ride to get there. Go even if you're feeling well. Your doctor needs to see you to decide if the treatment

plan is working. Your doctor can review your medications with you too. Make sure you know what symptoms are normal and what should be reported to your doctor.

- 4. Communicate with a case manager.** There may be providers, caregivers, appointments and equipment to organize when you leave the hospital. Your case manager can help coordinate this and link you to community resources. If you'd like a case manager, call Member Services.

- 5. Create a support team to help you at home.** Have a caregiver help you at home with necessary care.

If you have questions about going home after a hospital stay, talk to your doctor or call Member Services.



»» IF YOU'RE NEW TO CAL
MEDICCONNECT, WELCOME!

We created a short video to help you get started with Santa Clara Family Health Plan. Visit www.scfhp.com/getting-started to watch and learn more!

Call us

Member Services

8 a.m. to 8 p.m., 7 days a week,
including holidays:

1-877-723-4795

Member Services TTY/TDD:

1-800-735-2929

ME

Health and wellness or prevention information

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KEEPING COVERAGE

It's easier than ever



Cal MediConnect combines your Medi-Cal and Medicare coverage into one plan. To keep your Medi-Cal health care benefits, you must renew your Medi-Cal each year. Renewing your coverage is now easier than ever.

What you need to do

First, Santa Clara County Social Services checks your Medi-Cal eligibility using information they already have about you. If the county is able to verify all of your information, your coverage is renewed. The county sends you a notice. You don't have to do anything else.

If the county cannot verify your information, they will send you a renewal form. Once you complete and return the form, the county will send you a letter telling you if you are still eligible for Medi-Cal or if additional information is needed. If you don't provide the information on time, you will lose your Medi-Cal coverage. The

county will send you a notice saying you have up to 90 days to provide the missing information to get your Medi-Cal coverage back.

Has anything changed?

If your income, family size or address changes during the year, you must tell the county social services agency. They will review the change and let you know if you are still eligible for Medi-Cal.

There's more good news. As long as you remain enrolled in Medi-Cal and entitled to Medicare, your Cal MediConnect membership will stay the same in 2016. You don't have to do anything else to stay in the Cal MediConnect plan!

Be sure to update your contact information if it changes. The county needs to be able to reach you when it's time to renew your Medi-Cal. Contact the county social services agency at **1-877-962-3633** or visit the website at **www.mybenefitscalwin.org**.

Have you had your flu shot yet?

Santa Clara Family Health Plan covers flu shots through your primary care provider (PCP) and select pharmacies. For more information, contact your PCP, call Member Services or visit our website at **www.scfhp.com**.





You can make a difference

JOIN OUR ADVISORY BOARD!

Do you want to make Cal MediConnect a better health plan for you and your community? Join the Cal MediConnect Consumer Advisory Board (CAB)! The CAB is a group of 12 to 16 members like you and can include your family and other people who help take care of you. The CAB meets monthly with health plan staff to provide feedback on services and benefits

provided in Cal MediConnect. As a member of the CAB, you'll get to:

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

Meetings are monthly. Food is served. We can give you and your caregiver a ride, if needed.

If you are interested in serving on the CAB, call Member Services at **1-877-723-4795**.

Our website has self-service tools for you!

At any time of the day or night, you can access the Santa Clara Family Health Plan website (www.scfhp.com) to:

- Get answers to frequently asked questions.
- Find a doctor or clinic.
- Download and print forms and documents.
- Make a complaint.
- Read a newsletter.
- Find resources and helpful information.

To learn more, watch our short video about using our website here: www.scfhp.com/getting-started.



You have the right to know

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members. SCFHP strives to ensure that all health services are provided in a timely manner. SCFHP will continue to notify our members of any changes or updates made regarding the current policies.



» UNSURE WHAT IS
A MEDICAL EMERGENCY?
Please contact our Nurse Advice
Line at 1-877-509-0294 for
assistance.

Free holiday meals in Santa Clara County

The holiday season can be a wonderful time, but it can also be difficult.

If you or someone you know needs extra help this season, please visit the Second Harvest Food Bank's website at www.shfb.org. You can find out where to get free meals during the holidays and at other times of the year.

For year-round help, call Food Connection at **1-800-984-3663**.

Food Connection can tell you where you can get free food at

locations near your home or work. You may also call to find out if you qualify for CalFresh (food stamps) and where you can apply.

Calling from a cell phone? The toll-free Food Connection number routes calls based on the area code of the phone you are using. If you have a cell phone with an area code that is not local, please call direct at either **1-408-266-8866, ext. 101**, or **1-650-610-0800, ext. 101**.

Notices

You can get this information for free in other languages. Call **1-877-723-4795**. TTY/TDD users call **1-800-735-2929**. The call is free.

Puede obtener esta información gratuita en otros idiomas. Llame al **1-877-723-4795**. Los usuarios de TTY/TDD deben llamar al **1-800-735-2929**. La llamada es gratuita.

Quý vị có thể nhận thông tin này miễn phí ở các ngôn ngữ khác. Xin gọi số **1-877-723-4795**. Những người sử dụng TTY/TDD nên gọi số **1-800-735-2929**. Cuộc gọi được miễn phí.

您可免费获得此信息的其他语言版本。请拨打免费电话 **1-877-723-4795**。TTY/TDD 使用者应拨打 **1-800-735-2929**。这是免费电话。

Makukuha mo nang libre ang impormasyong ito sa iba pang mga wika. Tumawag sa **1-877-723-4795**. Ang mga gumagamit ng TTY/TDD ay dapat tumawag sa **1-800-735-2929**. Libre ang tawag.

You can also ask for this information in other formats, such as Braille or large print.

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. Enrollment in Santa Clara Family Health Plan Cal MediConnect Plan (Medicare–Medicaid Plan) depends on contract renewal. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call SCFHP Member Services or read the SCFHP Cal MediConnect Member Handbook. Benefits, List of Covered Drugs, and pharmacy and provider networks may change from time to time throughout the year and on January 1 of each year.

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health

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.

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