

winning health

Summer 2016



Cal MediConnect Plan
(Medicare–Medicaid Plan)

Memory loss: What's typical?

As you get older, it's normal to forget things. But sometimes forgetting is a warning sign that something is wrong.

Alzheimer's disease is a disease of the brain that causes problems with memory, thinking and behavior. It is not a normal part of aging. If you or a family member shows signs of Alzheimer's disease, talk with your doctor. Your doctor can help you better understand Alzheimer's disease, get support, and learn about medicines and treatments.



Signs of Alzheimer's disease	Typical age-related changes
Poor judgment and decision making	Making a bad decision once in a while
Inability to manage a budget	Missing a monthly payment
Forgetting where you are or how you got there	Forgetting which day it is and remembering later
Difficulty having a conversation	Sometimes forgetting which word to use
Misplacing things and being unable to retrace steps to find them	Losing things from time to time

Do you or does someone you know have Alzheimer's disease?

The Alzheimer's Association 24/7 Helpline can give you

information and support. Call toll-free at any time of day or night at **1-800-272-3900**. TDD users should call **1-866-403-3073**.

Call us

Member Services

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

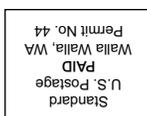
1-877-723-4795

Member Services TTY/TDD

1-800-735-2929

ME

Health and wellness or prevention information





TAKING MEDICATION

4 tips to keep you safe

Medicine can do a lot to keep you well. But it can harm you if you don't take it like you should.

Sometimes people use the wrong drug or take the wrong amount of a drug. Other times, they stop taking medicine too soon. Or they might take two medicines together that shouldn't be mixed. It's easy to make mistakes.

The good news is that you can help prevent mistakes. Here are four things that can help:

1. Ask questions. Talk to your doctor or pharmacist. Be sure you know when and how to take your medicine, what it will do for you, and if there are certain things you should avoid while

taking it. Speak up any time something is unclear.

2. Read labels. Make sure the medicine you receive is what the doctor ordered and you're taking it correctly.

3. Learn about side effects. Know what problems to watch for—and what to do if they occur.

4. Ask about medication therapy management. Santa Clara Family Health Plan has a free program to help you keep track of all your medicines. A pharmacist will review all of your medicines with you. Call Member Services to see if you qualify.

Source: Agency for Healthcare Research and Quality



Time to breathe!

QUIT-SMOKING SERVICES

Do you want to quit smoking? Here are two resources to help.

Breathe California has trained instructors and programs to help you quit. Call them at **1-408-998-5865**, or visit www.lungsrus.org.

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 for more information.



Billed by mistake?

HERE IS WHAT TO DO

Do not pay the bill if you believe that you have been mistakenly billed for a covered service. Call us as soon as possible at **1-877-723-4795**. You should never receive a bill for covered services.

Make sure to have a copy of the bill with you when you call. We will need the following information:

- The date of the medical service.
- The name of the doctor or hospital.
- The amount of the bill.
- The name and Santa Clara Family Health Plan (SCFHP) member ID number of the person who received the service.

We also need a copy of the itemized bill. We will review the bill once we receive a copy of it. If you were eligible for the service, we will send the payment to the provider.

Always carry your SCFHP member ID card with you. Show your card at every doctor's visit to make sure services are covered and to avoid getting billed by mistake.



Get to know your benefits

CASE MANAGEMENT

We know it can be hard to stay healthy. So we're here to help. Have you ever:

- Been unclear about your benefits?
- Been unable to get health care or medical equipment because the paperwork or process is too complicated?
- Had trouble getting your prescriptions filled and taking your medications on time?
- Had trouble getting a ride or taking the bus to doctors' appointments?

- Had your health problems get bad enough that you frequently visit the emergency room?
- Been confused about what community resources are available and how to find them?

If you answered yes to any of the above, a Santa Clara Family Health Plan case manager may be able to help you. Your case manager can help you transition your care, coordinate your health services and community resources, and make the most of your health plan benefits.

Call Member Services to ask about case management.



Important updates to your Medicare coverage

From time to time, the Centers for Medicare & Medicaid Services makes changes to the services covered by Medicare. These changes are called national coverage determinations (NCDs).

The following NCDs have been added or updated since Jan. 1, 2016:

- Screening for cervical cancer with human papillomavirus (HPV).
- Screening for the human immunodeficiency virus (HIV) infection.
- Cardiac pacemakers: single-chamber and dual-chamber permanent cardiac pacemakers.

For more information on the NCDs, visit www.scfhp.com or call Santa Clara Family Health Plan Member Services.

Notices

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. Limitations and restrictions may apply. For more information, call SCFHP Member Services or read the SCFHP Cal MediConnect Member Handbook. Benefits may change on Jan. 1 of each year.

You can get this information for free in other languages. Call **1-877-723-4795**

7 days a week, 8 a.m. to 8 p.m., including holidays. TTY/TDD users should call **1-800-735-2929**. The call is free.

Puede obtener esta información gratuita en otros idiomas. Llame al **1-877-723-4795** los 7 días de la semana, de 8 a.m. a 8 p.m., incluyendo feriados. 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 theo các ngôn ngữ khác. Gọi số **1-877-723-4795**, 7 ngày một tuần, 8 giờ sáng đến 8 giờ tối kể cả các ngày nghỉ lễ. 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。请致电 **1-877-723-4795**，一周 7 天，工作时间为上午 8:00 至下午 8:00 (包含节假日)。TTY/TDD 使用者应拨打 **1-800-735-2929**。这是免付费电话。

Makukuha mo nang libre ang impormasyong ito sa iba pang mga wika. Tumawag sa **1-877-723-4795**, 7 araw sa isang linggo, 8 a.m. hanggang 8 p.m., kabilang ang mga pista opisyal. 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 large print, braille or audio.

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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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