

winning health

Fall 2016



**Cal MediConnect Plan
(Medicare–Medicaid Plan)**



And if you need to take some new medications, be sure you know when and how to take them, how much to take, and for how long. Also be sure you understand why you're taking the new medicines.

Keep a list of all your medicines to help ensure that you take them correctly.

3. Keep your appointments.

Often follow-up tests or doctor visits are scheduled before you leave the hospital. It's essential that you keep them. They help you stay well.

4. Speak up if you need help.

Can you bathe and dress yourself and cook your meals? If you have concerns about your ability to handle tasks like these, say so. We can get help for you.

If you're worried about things like paying for medications or getting transportation to doctor visits, mention that as well.

5. Get a name and number. Be sure you know who to call if you have questions.

5 WAYS TO PREVENT A RETURN TRIP TO THE HOSPITAL

When you're discharged from the hospital, you don't want to return. Here is what you can do to avoid going back:

1. Make sure you understand your condition. Ask:

- What you should do to help yourself get better.
- What things to be careful of.
- What problems to watch for.
- What to do if problems occur.

If you'll be handling certain medical tasks on your own or with the help of a family caregiver—like changing a dressing—ask a member of the hospital staff to go over the task with you until you're comfortable with it.

2. Review your medications.

Ask if you should keep taking everything you were taking before you were admitted.

Call us

Customer Service

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

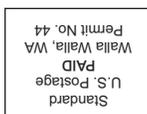
1-877-723-4795

Customer Service TTY/TDD

1-800-735-2929

MEM

Health and wellness or prevention information



What to do when you have a problem

Do you have a problem with the care you get from your provider? Or do you have trouble with Santa Clara Family Health Plan's service? We want to know! Your happiness and health is important to us. Our goal is to make sure you get the best care possible.

If you have problems with the care or service you get, call Customer Service at **1-877-723-4795** right away. Our representatives are trained to help you.

Some types of problems you might have are:

- Trouble making an appointment.
- Getting a bill you weren't expecting.
- Waiting too long for help.
- Trouble getting a prescription filled or getting the drugs you need.

Maybe you have called Customer Service, but you still feel like your problem can't be fixed. If so, you can submit a complaint or appeal to tell us about it. Complaints



and appeals are also called grievances. You can learn more about the grievance process in your member handbook or on our website at www.scfhp.com/healthcareplans/calmediconnect/appeals-grievances.

How can you submit a grievance? To submit a grievance, call Customer Service and tell them you want to file a complaint. They will help you file one over the phone, or they will refer you to someone who can help you.

You can also file a complaint or appeal on www.scfhp.com. Just fill out and submit a form online, or print a form and mail it to us. You will find grievance forms at www.scfhp.com/healthcareplans/calmediconnect/file-appeal-or-grievance.

Important updates to your Medicare coverage

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

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

- Percutaneous left atrial appendage closure (LAAC).
- Stem cell transplantation formerly 110.8.1.

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

Health checks for adults

Just a little time. That's all it takes to help protect your health.

Take that time to see your health care provider for screenings and preventive visits. These visits will help you catch health problems early. They may even stop some problems before they start.

Ask your provider about the health checks and actions below. He or she will help you decide which ones you need and when.



For men and women

Screening/visit	When
Body mass index	At each visit. Start at age 20.
Blood pressure	At least every two years. Start at age 20.
Blood sugar	At least every three years. Start at age 45.
Cholesterol	Every four to six years. Start at age 20 if at normal risk.
Colorectal cancer	Start at age 50. Continue through at least age 75. How often depends on the type of test you have.
HIV	At least one screening. Start at age 15.
Stop smoking	As soon as you can, if you smoke.

For women

Screening/visit	When
Breast cancer	Discuss with your provider at age 40.
Cervical cancer	Start at age 21. Continue through at least age 65. How often depends on the type of test you have.
Chlamydia and gonorrhea	Start when sexually active if under age 25. Ask your provider if you need the test after age 24.
Osteoporosis	Have a screening test at age 65. Ask your provider if you need to be screened earlier.

Sources: American Heart Association; U.S. Preventive Services Task Force

Free holiday meals

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, visit the Second Harvest Food Bank's website at www.shfb.org. You can find out where to get free meals any time 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 ask 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**.



things to know

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 Customer Service or visit our website at www.scfhp.com.



What our members have to say

“Before Cal MediConnect, I had a hard time getting a motorized wheelchair for my mom. Then my mom’s case manager helped us. The wheelchair really changed my mother’s life. She was depressed because she couldn’t get around. My mom is a different person now. Thank you!”

“Because of my health problems, it was very hard to get all my medicines lined up so I could pick them up from the pharmacy. Now that I have a case manager, it’s been a whole lot easier. She is able to work out the problems. I tried for a long time to handle it on my own. I’d rather do it myself, but I just can’t anymore. My case manager has really filled in the gaps for me.”

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If Cal MediConnect has helped you, we want to hear about it. Call Customer Service to share your story: 1-877-723-4795.



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 Customer Service 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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