

winning health

Winter 2017



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



Need a ride? We can help!

If you need a ride to a medical appointment, call Customer Service to arrange transportation. You'll need to call at least five business days before your scheduled appointment.

Santa Clara Family Health Plan covers 30 one-way trips per year by passenger car, taxi, or other forms of public and private transportation at no cost to you.

Keep in mind that you must

call us in advance. And this service is not for emergencies. In an emergency, call 911.

If you can't take a car or taxi because of your medical or physical condition, we can help. We also cover medical transportation, like an ambulance or litter van (for when you need to travel while in a resting position). These services may require prior authorization, so be sure to call us in advance.

Call Customer Service to arrange transportation at **1-877-723-4795**. TTY/TDD users should call **1-800-735-2929**.

Unsure what is a medical emergency?

Contact our Nurse Advice Line at **1-844-803-6962** for assistance.

Call us

Customer Service

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

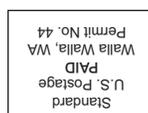
1-877-723-4795

Customer Service TTY/TDD

1-800-735-2929 or 711

EM

Health and wellness or prevention information



You can make a difference

JOIN OUR ADVISORY BOARD!

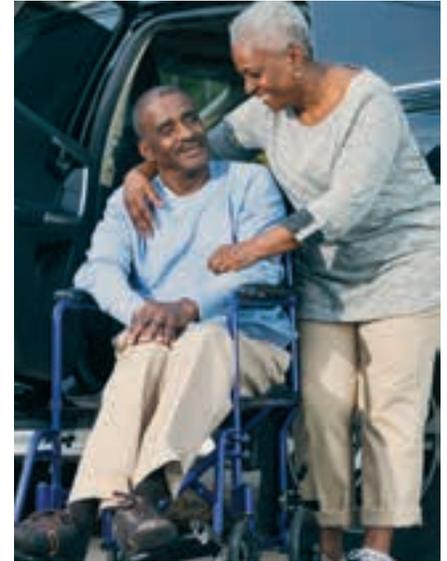
Do you want to make Cal MediConnect a better health plan for you and your community? Join the Cal MediConnect Consumer Advisory Board (CAB)! The CAB is a group of members like you and can include a family member or other people who help take care of you. The CAB meets monthly with health plan staff to 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 Customer Service at **1-877-723-4795**.

Get the care you need: Case Management can help

We are now partnering with Optum to provide you with case management services. Optum is the nation's leading provider of health enhancement services.

Your case manager makes sure you get the right care, at the right time, at the right place. Your case manager works closely with you and your primary care provider. He or she learns about your health and living conditions to create a care plan just for you. Your case manager helps you:

- Understand your health plan benefits.
- Schedule doctor appointments and get authorizations.
- Coordinate your long-term services and supports and other

community services.

- Make sure you get the extra care that keeps you healthy at home.
- Arrange for free rides to medical appointments.

You can request case management services at any time, or your provider may recommend these services. If you have questions, please call us at **1-844-803-6962**, Monday through Thursday from 9 a.m. to 7:30 p.m., and Friday and Saturday from 9 a.m. to 5 p.m. Pacific Standard Time.



A trained, caring professional will help you 24 hours a day in 170+ languages and TTY. **211 is free and confidential.**

We can help you find:

- Food, shelter, homeless services
- Employment assistance
- Health care/mental health services
- Immigration services
- Legal services
- Child care
- Senior services...**and much more!**

Information is also available at www.211scc.org

What is a personal representative?

Did you know you can have a family member, friend or other trusted person discuss your health and benefit information for you?

This person is called a personal representative. Your personal representative can call Santa Clara Family Health Plan to select your new doctor, help

get your prescription filled or ask a question about benefits.

To appoint a personal representative, you need to fill out a Personal Representative Request Form. You can download a form from our website at www.scfhp.com. Or, call Customer Service at **1-877-723-4795**, and we will

send you this form. Be sure to mail the completed Personal Representative Request Form to:

Santa Clara Family Health Plan
 Attn: Customer Service
 210 E. Hacienda Ave.
 Campbell, CA 95008
 Fax: **1-408-874-1965**



Diabetes and your eyes

If you have diabetes, your eyes may be at risk. Most people with diabetes develop retinopathy. This is a problem that affects the back of the eye.

Diabetes can also harm the front of the eye and the fluid inside. Talk to your provider if you:

- Have blurry vision.
- Have double vision.
- See rings or floating spots.
- Have pain or pressure in your eye.
- Can't see out of the corner of your eye.

To help prevent eye problems:

- Control your blood sugar and blood pressure.
- Don't smoke.
- Have a yearly diabetes eye exam.

Source: National Institutes of Health

Our website has self-service tools for you!

At any time of the day or night, you can access our 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.

Go to www.scfhp.com/getting-started to learn more.

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.

Make this year the one you quit smoking for good.



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.

Santa Clara Family Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-723-4795**. (TTY: **1-800-735-2929** or **711**).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-723-4795** (TTY: **1-800-735-2929** o **711**).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-723-4795** (TTY: **1-800-735-2929** hoặc **711**).

注意：如果您说中文，将为您提供免费的语言服务。请致电 **1-877-723-4795**。(TTY: **1-800-735-2929** 或 **711**)。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-723-4795** (TTY: **1-800-735-2929** o **711**).

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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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