

winning health

Spring 2017



Cal MediConnect Plan
(Medicare–Medicaid Plan)



It's our 20th anniversary!

20 YEARS
SERVING OUR
COMMUNITY
SINCE 1997

Santa Clara Family Health Plan is proud to have served our members since Feb. 1, 1997. We thank those of you who have been members for many years and extend a warm welcome to members just joining us! We remain dedicated to improving the health and well-being of the residents of our county. Find us on Facebook and LinkedIn for news and events. Join us as we celebrate our milestones this year!

We need your input

You may get a phone call from DSS Research inviting you to participate in a survey about Santa Clara Family Health Plan. Your input is important and will help us find areas where we can improve. Thank you for your help!

Know your rights

When you are a member of SCFHP, you have certain rights and responsibilities. Rights are what you can expect to receive, including needed treatment and information. Responsibilities are what we expect you to do as a member of the plan. Visit our website at www.bit.ly/scfhpmemberrights to learn about your rights and responsibilities. If you would like a copy mailed to you, call Customer Service.

Call us

Customer Service

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

1-877-723-4795

TTY/TDD

1-800-735-2929 or 711

ME

Health and wellness or prevention information

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Is your body trying to tell you something?

You may not be getting the nutrients that your body needs to work well. Here are four key nutrients and why they are important to staying healthy.

1. Vitamin B₆ helps you keep a healthy immune system and prevent certain types of anemia. Symptoms of lack of vitamin B₆ include rash and other skin problems, like dandruff or scaly patches. If you have any severe symptoms like depression, confusion, or seizures, call your doctor.

2. Not enough **iron** in your diet is a concern, especially for women of childbearing age and children. The most common sign is fatigue. Other symptoms may include:

- Dizziness.
- Headache.
- Cold hands and feet.
- Paleness in the skin and under the eyelids.
- Weakness.

3. Vitamin D gives your body many benefits, mainly better bone health and boosted

immunity. Symptoms of a lack of vitamin D may be bone pain, muscle weakness, or depressed mood.

4. People who do not get enough **vitamin C** may have bleeding gums, easy bruising, and wounds that seem to heal slowly. Make sure you get plenty of vitamin C from:

- Citrus fruits, like oranges, pineapples, lemons, and limes.
- Vegetables, like bell peppers, broccoli, and potatoes.
- Other fruits, like guava, papaya, kiwi, and strawberries.

The best way to get enough nutrients is to have a well-balanced diet. According to the *Dietary Guidelines for Americans*, a healthy eating pattern is one that:

- Includes a variety of vegetables, fruits, whole grains, fat-free or low-fat milk and milk products, and oils.
- Includes a variety of protein foods, including seafood, lean meats and poultry, eggs, beans and peas, nuts, seeds, and soy products.
- Limits saturated and *trans* fat, and added sugars and sodium often found in packaged or processed foods.
- Stays within your daily calorie needs.

If you have questions or concerns (e.g. about symptoms, dosage, etc.), talk to your doctor. For more information, visit www.eatright.org.

Make physical activity a regular part of the day

If you have 10 minutes to spare, walk! Just 10 minutes of fast walking a couple times a day will get your heart rate going at a healthy speed. You can walk the dog before and after work, park farther away and walk to your destination, or replace a coffee break with a brisk walk. Regular activity throughout the day can give lasting health benefits such as keeping a healthy weight, better sleep, and reducing your chances of getting cardiovascular disease and type 2 diabetes.

Learn more at www.choosemyplate.gov.



Did you know?

We look at new services to provide as part of your covered benefits. We review studies to make sure that the new services have been proven safe. Visit our website at www.bit.ly/scfhnewservices to read more about how we evaluate new technologies.

How to ask your doctor about your weight

If you are unsure about your weight, ask your doctor during your annual checkup. It helps to bring a list of questions with you to your appointment. Some sample questions are:

- What is a healthy weight for me?
- Do I have a health problem that is causing me to be overweight?

- What are healthy ways to lose weight and keep it off?
- What kinds of physical activity should I do?
- How can I change my eating habits?
- Could a weight-loss program help me?

Santa Clara Family Health Plan covers the cost of Weight Watchers meetings with a referral from your doctor.

Questions? Call Customer Service for more information.

Is English not your first language?

Did you know that we offer interpreter services? Interpreters are available by phone or in person at no cost to you. You have a right to get information in a way that meets your needs.

If you need an interpreter for an appointment with your doctor, call your doctor's office at least five days before your scheduled appointment. They will arrange for an interpreter in



SCFHP Utilization Management distributes an affirmative statement regarding financial incentives. Visit www.bit.ly/scfhpaaffirmativestatement to learn more. If you would like the statement to be mailed to you, call Customer Service.

person or by phone.

If you need help finding a health care provider who

speaks your language or who uses a regular interpreter, call Customer Service.

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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