

winning health

Summer 2017



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



Care on time

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members. Please see the chart for information on the maximum amount of time you should have to wait for an appointment.

You also have the right to receive interpreter services in a timely manner for your scheduled appointments.

Appointment type	Wait time
Urgent medical appointments	
For services that do not need prior authorization	48 hours
For services that do need prior authorization	96 hours
Non-urgent medical appointments For non-urgent services to diagnose or treat injury, illness, or other health condition	
Primary care	10 business days
Specialist	15 business days
Non-physician mental health care provider	10 business days
First prenatal visit	2 weeks
Telephone screening	
Your provider or a covering licensed health professional should be available for telephone screening 24 hours a day, 7 days a week.	30 minutes for a callback
In office	
Waiting in office for scheduled appointments	30 minutes or less

If you are unable to get a response within the expected time frame, please call SCFHP Customer Service. You can also

call the California Department of Managed Health Care at **1-888-466-2219** or visit their website at **www.dmhc.ca.gov**.

Call us

Customer Service

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

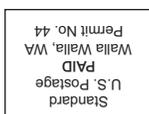
1-877-723-4795

TTY/TDD

1-800-735-2929 or 711

ME

Health and wellness or prevention information





Check it out ✓

SOME MUST-DO SCREENINGS AND SELF-EXAMS

You'll need a doctor for most screening tests and exams, of course. But you can do some checks yourself. Keep in mind, these are generalized guidelines. You may need screenings earlier, more often, or not at all. Ask your doctor what's right for you.

Sources: American Academy of Family Physicians; American Cancer Society; Agency for Healthcare Research and Quality; U.S. National Library of Medicine

At home

- ✓ **Step on a scale.** Type the result (and your height) into this body mass index (BMI) calculator to see if you're overweight or obese: www.morehealth.org/bmi.
- ✓ **Measure your waist.** Place a tape just above your hipbones, exhale, and measure. A waist greater than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.
- ✓ **Check your feet if you have diabetes.** Look for and report any sores or other problems before they become major infections. Try using a hand-held mirror if it is hard to see your foot.
- ✓ **Check your skin for cancer.** Frequent (such as monthly) skin self-checks may help you find cancer early. Changing moles, blemishes, or other problem areas on your skin should be shown to your doctor.
- ✓ **Monitor your blood pressure.** Your doctor may have you use a portable monitor at home if, for instance, you have borderline high blood pressure or your readings might be high only at the doctor's office.

At a provider's office

- ✓ **Mammograms.** From ages 45 to 54, women should have yearly breast cancer screenings, switching to every two years after that.
- ✓ **Colonoscopy.** Starting at age 50, colonoscopies or other screening tests are recommended for both men and women to help prevent colorectal cancer or find it early.
- ✓ **Blood pressure checks.** Have your doctor check your blood pressure at least every two years—and more often if you have certain conditions like heart disease or diabetes.
- ✓ **Cholesterol blood tests.** Start at 35, or age 20 if you have risk factors such as diabetes, high blood pressure, or heart disease.



Don't pass on a Pap test

Ladies, are you up-to-date on your Pap test screenings for cervical cancer? Consider the facts:

- About 12,000 women in the U.S. get cervical cancer every year.
- Symptoms usually don't appear until the cancer is advanced.

The good news. Cervical cancer is one of the easiest gynecological cancers to prevent. And according to the American Cancer Society, the incidence of this cancer has gone down more than

50 percent since 1975, thanks to widespread screening.

Mind your P's. During a Pap test, your doctor takes a sample of cells from your cervix. The sample is tested for precancerous cells and cancer cells.

Precancerous cells can be treated if they are detected early. And when cervical cancer is found early, it's highly curable. That's why you should follow these important screening guidelines.

Age Recommendation

21	First Pap test.
21–29	Pap test every three years, as long as test results are normal.
30–65	Pap test combined with a test for the human papilloma virus (HPV) every five years. This is the preferred approach, but it's OK to have just a Pap test every three years. HPV can cause precancerous changes in the cervix and is a major cause of cervical cancer.
Over 65	Women who have had a serious precancerous change to their cervix at some point in their lives should continue to be tested for at least 20 years after their diagnosis, even if testing continues past age 65.
All ages	Pap tests are not needed after a total hysterectomy, which includes removing the cervix, and for women who do not have a history of serious precancerous changes.

Billed by mistake?

HERE IS WHAT TO DO

If you get a bill for a covered service, do not pay it, and call us right away. Make sure to have the bill with you when you call. We will need the following information:

- The member's name and address.
- The member identification number on the member ID card.
- The date and reason for the bill.
- The name of the doctor or hospital.
- The amount of the bill.

Please send us a copy of the itemized bill to review. If you were

eligible for the service, we will send the payment to the provider. And always carry your MediConnect member ID card with you to every doctor's visit to avoid getting billed by mistake.

If you have any questions, call Customer Service.

INDIAN HEALTH CENTER
FITNESS CENTER

Get in shape!

Don't wait to look and feel great! Have fun getting in shape at the Indian Health Center Fitness Center. They've got:

- Gym memberships, including individual fitness classes and youth group fitness classes for ages 13 to 18.
- Diabetes education and nutrition counseling services by health professionals.



Call **408-445-3400, ext. 2660**, or go to **www.indianhealthcenter.org** for more information and requirements.

Indian Health Center Fitness Center is located at 602 E. Santa Clara St. in downtown San Jose.

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**).

winning
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.

2017 © Coffey Communications, Inc. All rights reserved.

SANTA CLARA FAMILY HEALTH PLAN
210 E. Hacienda Ave.
Campbell, CA 95008
www.scfhp.com

H7890_12113E Accepted