

Mental health

KEY TO YOUR WELL-BEING

Mental health is how your thoughts and feelings affect your life. How's your mental health?

Some signs can point to a problem that could get better with medical help. Examples of these signs are:

- Finding little joy in life or feeling worthless or guilty
- Crying without knowing why
- Low energy or anger flare-ups
- Mood swings—feeling very high, then very low
- Intense worries or fears
- Seeing or hearing things that aren't there

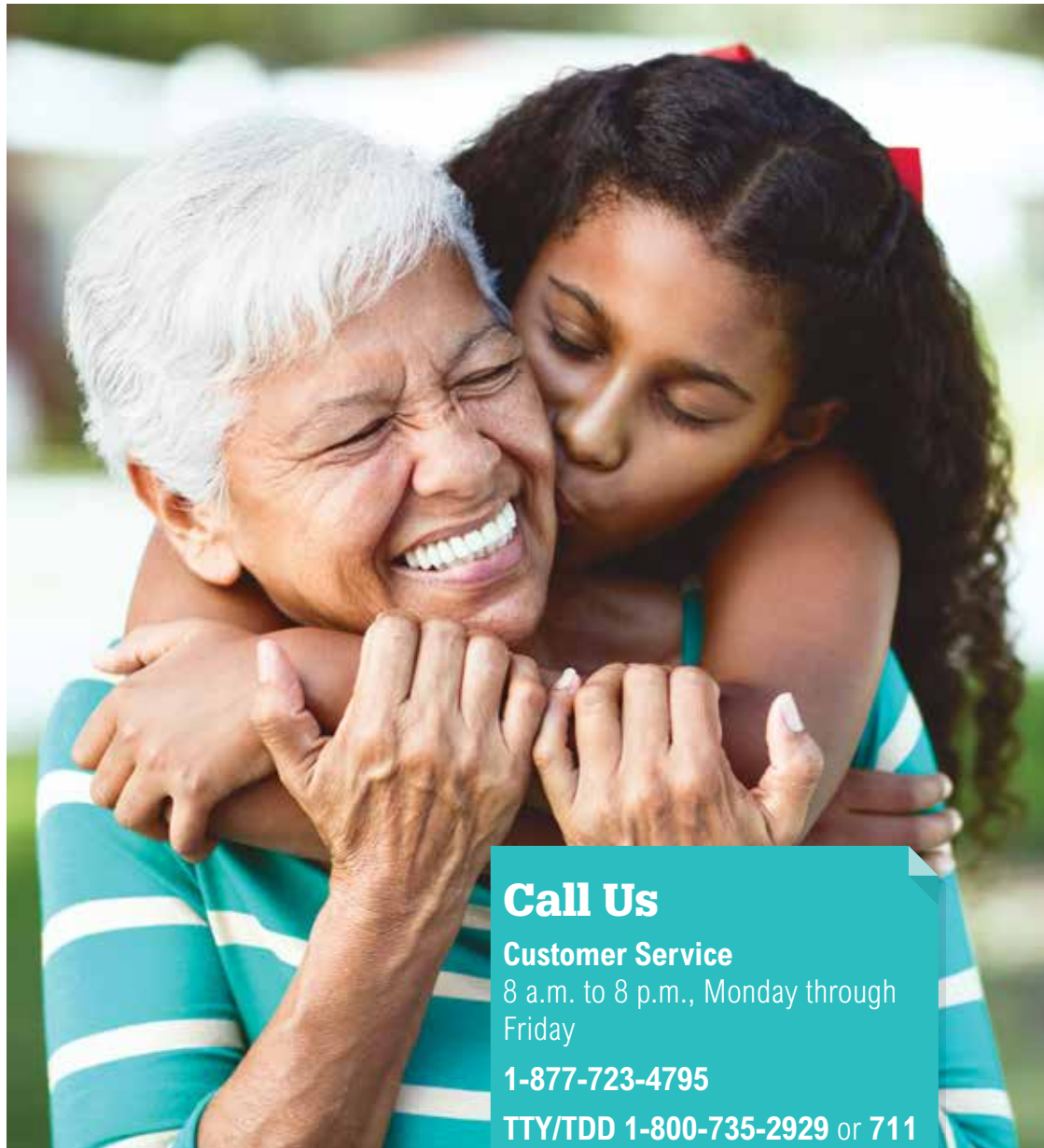
If you have symptoms like these, tell your doctor. He or she will help you get care that can help you feel better. That might include talking with a mental health expert and taking medicine.

You can call Santa Clara County Behavioral Health Services for more help:

- For the 24/7 Suicide and Crisis Hotline, call **1-800-273-8255**.
- For mental health services, 24/7, call **1-800-704-0900**.
- For substance use services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.

For emergency help, please call **911**.

Sources: American Psychological Association; Mental Health America



Call Us

Customer Service

8 a.m. to 8 p.m., Monday through Friday

1-877-723-4795

TTY/TDD 1-800-735-2929 or 711

ME

Health and wellness or prevention information



Could it be asthma?

How to spot the symptoms

Asthma is a chronic lung disease that causes the airways to narrow, making it hard to breathe. Sometimes asthma symptoms are mild and go away on their own. But sometimes, symptoms can get worse. When this happens, it could bring on an asthma attack. It's important to spot the symptoms and get medical help.

What are the signs?

Common asthma symptoms include:

- Coughing
- Wheezing
- Chest tightness
- Shortness of breath

What causes it?

The cause isn't always known. But a number of things—known as triggers—can bring on symptoms or make them worse.

Common triggers include:

- Allergens, such as dust mites; animals with fur; mold; and pollen from trees, grasses, and flowers
- Cigarette smoke, air pollution, and certain chemicals
- Respiratory infections
- Physical activity
- Stress

Treating asthma

There is no cure for asthma. But it can be managed. For example, you can avoid triggers and use medication.

Asthma is treated with two types of drugs:

- Quick-relief drugs (rescue drugs). These provide temporary relief from asthma symptoms.
- Long-term control drugs. These are taken

daily to control airway swelling.

It's important to take your asthma drugs the right way. Be sure to follow your doctor's instructions.

When to get help

If you think you have asthma, see your doctor. He or she can find out if you have the disease and what your triggers are and help you manage your symptoms.

Get medical help right away if you:

- Have trouble walking or talking because you are out of breath
- Develop blue lips or fingernails
- Develop chest pain

Sources: American Academy of Allergy, Asthma & Immunology; National Heart, Lung, and Blood Institute

More hospitals! More choice!

We're excited to announce that Regional Medical Center of San Jose is now part of the Santa Clara Family Health Plan network. This means you have access to all the general hospitals in Santa Clara County.

SCFHP PROVIDES ASTHMA EDUCATION programs at no cost to you. Visit the mySCFHP member portal at www.member.scfhp.com to sign up. If you are a Kaiser member, visit www.kp.org.



Discrimination is Against the Law

Santa Clara Family Health Plan (SCFHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCFHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCFHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users call 1-800-735-2929 or 711.

If you believe that SCFHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Attn: Appeals and Grievances Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119
Phone: 1-877-723-4795
TTY/TDD: 1-800-735-2929 or 711
Fax: 1-408-874-1962
Email: CalMediConnectGrievances@scfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
TDD: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Language Assistance Services

English: ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

中文 (Chinese): 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 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

Tagalog – Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

한국어 (Korean): 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

Հայերեն (Armenian): Ուշադրութեամբ խոսելու համար, եթե խոսում եք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Զանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Զանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس هستند. از طریق شماره 4795-723-877-1 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 1-800-735-2929 یا 711 تماس بگیرند. این تماس رایگان است.

日本語 (Japanese): 注意事項: 日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、午前 8 時～午後 8 時に対応のカスタマーサービス(1-877-723-4795)までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

Hmoob (Hmong): LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntawm 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

العربية(Arabic): ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م. مستخدمى الهاتف النصي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجاناً.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

ภาษาไทย (Thai): เรียบ: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางคำานภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

ខ្មែរ (Mon-Khmer, Cambodian): ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបានពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາ ຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທຟຣີ.

The anatomy of smoking

Here are a few ways tobacco affects your body.

Airways. When you smoke, the tissues in your lungs are inflamed. This can lead to serious disorders, such as COPD (chronic obstructive pulmonary disease). Smoking can also cause cancer in your:

- › Lungs
- › Throat
- › Mouth

Heart and blood vessels. Smoking harms the cells lining the blood vessels and heart. And it can raise the risk of clots that cause heart attacks. Damage to vessel linings can cause them to narrow. This means not enough blood flows to the:

- › Kidneys
- › Arms, legs, and feet
- › Stomach

This can lead to problems like pain and gangrene, especially if you also have diabetes.

Brain. Blood clots that form in damaged arteries can travel to your brain and cause a stroke.

Bones and tendons. Smoking raises the risk for osteoporosis in both men and women. This is when bones grow weak and are more likely to break. Smokers are also at higher risk of:

- › Overuse injuries, like tendinitis
- › Traumatic injuries, such as sprains

Immune system. Smokers have smaller amounts than nonsmokers of some types of cells that destroy germs. That leaves you more vulnerable to infections.



Smoking also raises your risk for eye and dental problems and can cause cancer of the:

- › Pancreas
- › Cervix
- › Blood
- › Kidneys
- › Stomach (leukemia)

Women who smoke tend to have more problems with pregnancy. And their babies are more likely to die of SIDS (sudden infant death syndrome) than babies whose mothers don't smoke.

Resources to help you quit

As soon as you stop smoking, your health risks start dropping. And they keep going down, no matter how long you've smoked.

The California Smokers' Helpline offers free phone counseling and self-help materials. Call **1-800-NO-BUTTS (1-800-662-8887)** or visit **www.nobutts.org**.

Breathe California has trained instructors and programs to help you quit. Call them at **1-408-998-5865**. These programs are available at no cost to you.

There are also medications to help you quit. Most of these are covered by SCFHP. Ask your doctor for more information.

Sources: American Academy of Orthopaedic Surgeons; American College of Radiology; American Heart Association; Centers for Disease Control and Prevention; National Institutes of Health; National Kidney Foundation

Health Care Options

NEW SERVICE TIMES

Hours of operation for Medi-Cal Health Care Options (HCO) have changed. The HCO Call Center

is now open Monday through Friday, 8 a.m. to 6 p.m. To choose or change your Medi-Cal plan, call **1-800-430-4263** (TTY: **1-800-430-7077**). To choose or change your Cal MediConnect plan, call **1-844-580-7272**

(TTY: **1-800-430-7077**). The call is free.

For more information, visit **www.healthcareoptions.dhcs.ca.gov/contact-us**. The website also includes phone numbers you can call to reach HCO in your language.



HOW DO WE RATE? You may get a phone call from DSS Research inviting you to participate in a survey about Santa Clara Family Health Plan. We want to be the best plan possible. Your input is important and will help us find areas where we can improve. Thank you for your help!

create a plan to prevent the issue from happening again. You also have the option to file a quality of care complaint with Livanta, the Quality Improvement Organization for California. Call Livanta toll-free at **1-877-588-1123**. TTY/TDD users should call **1-855-887-6668**.

When you call to report a grievance, the process begins with a Customer Service Representative (CSR) verifying your contact information. In some cases, the CSR will try to help you resolve the issue right away. For certain grievances, a Grievance and Appeals Coordinator is assigned to work on your case. They may call you back for more information. The Coordinator will research your issue, then send you a letter that documents your grievance and any steps we will take to resolve the issue.

Those who file a grievance are protected from retaliation. Know that these reports help us improve the care for all members. We want to be the best health plan possible.

How and when to file a grievance

SCFHP members can report grievances in one of the following ways:

- **By phone:** Call SCFHP Customer Service between 8 a.m. and 8 p.m., Monday through Friday, at **1-877-723-4795**. Or, if you cannot hear or speak well, please call **1-800-735-2929** or **711**. If you call outside of these times, leave a voicemail. You will receive a response by the following business day.
- **In writing:** Fill out a complaint form or write a letter and send it to:

Attn: Grievance and Appeals Department

Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158

- **In person:** Visit your doctor's office or SCFHP and say you want to file a grievance.
- **Online:** Visit **www.scfhp.com**.

When reporting a grievance, include details, especially the date of the incident. You can file a grievance at any time. We take all grievances seriously.

You can even file a grievance about a doctor or provider. A grievance about a doctor or provider may be a quality issue. Quality issues are reported to the SCFHP medical staff. They

HEALTHY LIVING
Cal MediConnect Plan
(Medicare-Medicaid Plan)
SPRING 2019

Information in HEALTHY LIVING 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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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
PO Box 18880, San Jose, CA 95158
1-877-723-4795 • www.scfhp.com
TTY/TDD: **1-800-735-2929** or **711**