

# winning health



Santa Clara  
Family Health Plan

*The Spirit of Care*

Fall 2011



Do you own a small  
business that can't  
afford health  
coverage?

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may be right for your  
business.

Email us at:  
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## Are you a senior or person with a disability?

**O**n June 1, Santa Clara Family Health Plan welcomed seniors and persons with disability (SPD) into our health plan.

### What do you need to know?

When the state of California sends you a packet of information, **please do not throw it away!** It has many forms for you to read and fill out. If you have any questions about the forms, please call our Member Services Department at **800-260-2055**.

We call our new SPD members to ask questions about their health

and health care needs. If you received a message from us, please call us back at **800-260-2055**. Our goal is to enroll you in one of our many care management programs.

We look forward to being your care partner!

Have you  
**moved**  
recently?



**If so, please call Member Services at 800-260-2055 so we can update your personal information.**

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# Use your child's safety seat correctly

No life is more precious than your child's. So make sure that your child is restrained the right way in vehicles. Here are four keys to car seat safety:

1. Infants should be secured in the back seat in rear-facing child safety seats. They should travel that way until they reach the height or weight limit of the specific seat. At a minimum, your child should be 1 year old and at least 20 pounds.
2. Toddlers should ride in the back seat in forward-facing child safety seats when they outgrow rear-facing seats. They should use these seats until they reach the upper weight or height limit of the seat. This is often at about 4 years old and 40 pounds.
3. Children who outgrow forward-facing seats should ride in booster

seats in the back seat. Kids should use boosters until the vehicle seat belt fits properly. The lap belt should lie across the upper thighs and the shoulder belt fit across the chest. This is usually at about 8 years old or when kids are 4 feet 9 inches tall.

4. Tweens who have outgrown their booster seats can sit in the back seat and use adult seat belts if they fit the right way.

Remember: All kids younger than 13 should ride in the back seat.

### Seat checkup

Have your child's safety seat checked to be sure it's installed the right way. Visit [www.nhtsa.gov/Safety/CPS](http://www.nhtsa.gov/Safety/CPS) to find the child safety seat inspection station nearest you.

Source: National Highway Traffic Safety Administration



Unsure what is a  
**medical  
emergency?**

Please contact our  
**Nurse Advice Line at  
877-509-0294 for  
assistance.**

# Talking with your child about weight

Worried that your child may be overweight? Before you start that talk, take these tips to heart.

**Have the talk only if you need to.** It's not always easy to know if a child

is overweight. So check in with your child's doctor. He or she can see if your child really has a weight problem before you bring it up.

**Offer assurance.** The right approach will help build up your child's self-esteem. Let your child know that he or she is loved. Kids need to know that they're accepted no matter what.

**Make it about health.** A focus on trying to get thin will only make your child feel bad. Kids may start to feel bad about their weight. When that happens, the more likely they are to overeat or to develop an eating disorder.

So make goals based on good habits. Talk with your child about how to: » Make smart food choices. » Take smaller portions. » Be active.

**Keep age in mind.** Is your child elementary school age or younger? It's best not to talk about weight with him or her. Also, talk to your child's doctor in private.

Then make good changes that include the whole family. You can enjoy healthy meals and more active family time together. It will pay off for everyone. Then a healthy weight, and good habits for life, will come about naturally.

Source: American Dietetic Association



## Diabetes

# First steps to good care

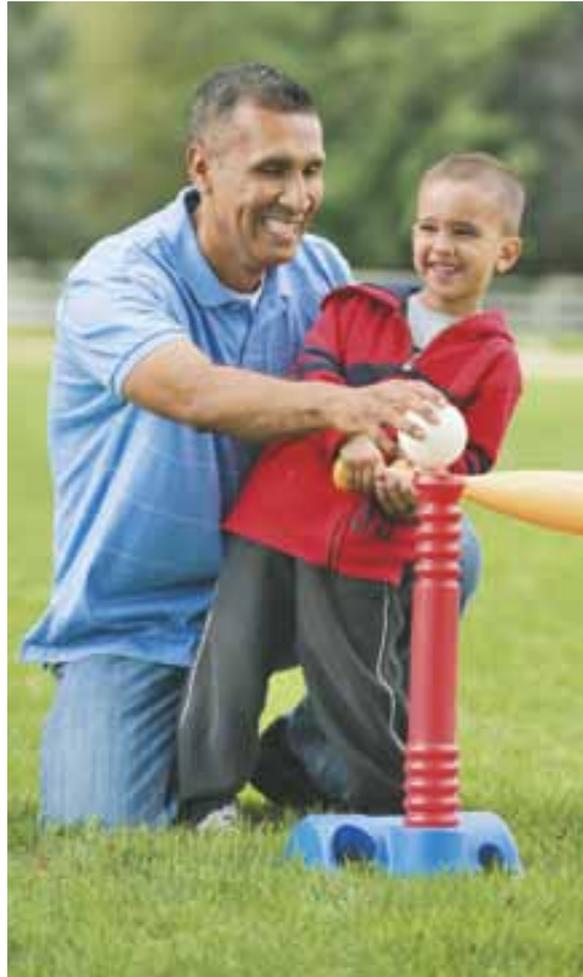
**W**hen your provider says you have diabetes, these aren't easy words to hear. Anger. Fear. Disbelief. These are some of the strong feelings you might have.

It may seem like a lot to deal with right now, but you are not alone. Your health care team members can help. They can teach you many ways to take charge of your diabetes. You can learn to manage it. Doing so can help you avoid the major health problems it can cause.

## Steps to know

Your health care team will help you learn how to check your blood sugar (glucose) levels. This is a key part of managing diabetes. You can use the results to adjust your care. This could mean changing your eating or exercise habits, for instance. You may use a glucose meter many times a day to check your levels.

You should also have a lab test called an A1C two times a year. The test will help show you and your



provider how well your diabetes is being controlled.

Your health care team can also help you learn how to:

**Use a meal plan.** Smart food choices can help you control your blood sugar and protect your heart. Your meal plan will include healthy foods, such as: » Fruits. » Veggies. » Grains. » Beans. » Skinless chicken. » Low-fat milk.

You can still have many of the foods you like best too. Ask how to fit them in to your meal plan.

**Be active.** Regular exercise can

## Using your ID card

Your ID card is your key to getting health care. Be sure to bring it with you every time you see your provider or get any other health services.

To protect your ID card, don't let anyone else use it. Call Member Services if your card is lost or stolen. Also call if you change your name, address or phone number. We will send you a new card.



help control blood sugar. Moving more can help improve your health in other ways as well. It's as simple as taking a walk or going for a bike ride. Ask your provider how to get started. At first, you may need just a few minutes a day.

**Take medicines as directed.** This can include medicines for diabetes, blood pressure or cholesterol.

Be sure to see your provider on a regular basis. Checkups can help you stay on top of diabetes.

Sources: American Diabetes Association; National Diabetes Education Program

## » action

**take** Call the Santa Clara Family Health Plan at 800-260-2055 to enroll in our health education classes.

# Diabetes and your heart

## Two keys to lower heart disease risk

**D**iabetes can make a heart attack more likely. Over time, high blood sugar can harm blood vessels and cause heart disease.

You may be able to lower your risk for heart disease with these key steps.

**1.** Keep your blood pressure, glucose and cholesterol in check.

Your doctor can help you set healthy targets for these three heart disease risk factors.

■ Blood sugar. Have an A1C test at least twice a year.

■ Blood pressure. Have it checked at every doctor's visit.

■ Cholesterol. Have it tested at least once a year.

**2.** Aim for a heart-smart life.

To keep healthy, you may need to take medicine. You'll also want to:

**Move more.** Exercise may help your body use insulin better. And it's good for your heart.

**Aim for 150 minutes a week.** Be sure to spread your exercise time out over at least three days. But try not to go more than two days without being active. Start by taking a walk around the block every morning.

**Eat better.** Fiber may help lower



cholesterol. It's in foods like:

- Oatmeal.
- Dried beans.
- Fruits and vegetables.

Also, eat less saturated fat. It's in meats and dairy products with fat. And avoid trans fat. This kind of fat is in foods made with partially hydrogenated oil, such as cookies and other snack foods.

**Lose weight.** It may help your body use insulin better. Losing

## Don't lose your coverage

You will receive a notice about 30 to 60 calendar days before the end of your child and family eligibility date for Medi-Cal, Healthy Kids and Healthy Families coverage. In the notice, you will be asked to verify your family size and income.

You must return your renewal form and income papers by the due date on the packet. If your child still qualifies for the program, coverage will continue for another 12 months. If your completed renewal packet is not received, coverage will terminate and you will need to re-apply.

If you need assistance with filling out your renewal form, please contact Member Services at **800-260-2055**.

even a small amount of weight may lower your heart disease risk. Talk with your provider about what's best for you.

**Quit smoking, if you do.** Smoking increases your risk for heart disease, whether or not you have diabetes. Your provider can help you find ways to quit.

Sources: American Heart Association; National Institutes of Health