

winning health®

Spring 2016



Medi-Cal/Healthy Kids



Visit our website!

Our website has lots of information and resources to help you learn about your plan, get care and stay healthy. We created a video to help you learn about using our website. Visit www.scfhp.com/getting-started to watch this video and others!



We speak your language

Is English your second language? You can get an interpreter through the health plan. That way you can talk to your doctor in your first language. A family member, child or friend won't have to interpret for you.

You can have this service for free

when you:

- Get medical care or advice on the phone.
- Visit your doctor.
- Call the health plan.

How can you get an interpreter? Tell your doctor's office you'd like one. You can do

this when you call to set up your next visit.

Or call Member Services. We can help you find a doctor who:

- Speaks your language.
- Has an interpreter in the office.

For help, call Member Services at **1-800-260-2055**.

Call us

Member Services

8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

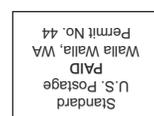
1-800-260-2055

TTY/TDD

1-800-735-2929

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Health and wellness or prevention information



Do you have high blood pressure?

You didn't plan on having high blood pressure. But you can plan to control it.

Here's how:

1. Move toward a heart-healthy diet. What you eat is really important. Your plate needs plenty of fruits and veggies, whole grains (like brown rice and wheat bread instead of white bread), and beans.

2. Try to eat some fish—like canned tuna or sardines at least two times a week.

3. Eat less salt and sugar, red meat, and saturated and trans fats, like: » Fatty beef. » Pork. » Poultry with skin. » Lard and cream. » Butter. » Cheese and other dairy products made from whole or reduced-fat (2 percent) milk.

4. Move your body more. Choose activities you enjoy that your health care provider is OK with. Then do them for at least 30 minutes a day, 5 days a week. Walk 10 minutes a day to start.

For most adults, a healthy blood pressure level is less than 120/80.

Even a small increase in your daily movement can make a big difference. And you will feel better.

5. Reach a healthy weight. Steps 1 through 4 can help! So can your provider. Next time you meet with



your primary care doctor, ask for some ideas. He or she will be happy to help.

6. Manage your stress. Aim to enjoy all that you do. Find the humor in stressful moments. And take time to relax. Reach out to family and friends, and talk to someone if you are feeling down. And please talk with your doctor if your stress is not going away or you are feeling more stressed or sad than usual.

7. Avoid tobacco smoke. If you smoke, quitting can be hard, but your provider can help.

If you don't smoke but you are around someone who does, ask them to smoke outside or in another room. Secondhand smoke is just as dangerous as firsthand smoke.

8. Limit alcohol. If that's hard for you, let your provider know.

9. Take your blood pressure medicine. For your health and safety, take it exactly as directed. If you are not sure if you are on a medicine for your blood pressure, ask your doctor.

Last but not least, have your blood pressure checked often. And ask your provider for more advice on how to bring it down. For most adults, a healthy level is less than 120/80.

Sources: American Heart Association; National Institutes of Health

» DO YOU HAVE MEDICAL AND MEDICARE?

Cal MediConnect combines these benefits into one plan with one member ID card and one phone number to call for help. Read how Cal MediConnect is making a difference. Visit www.scfhp.com/calmediconnect/stories.

Time to see the doctor?

6 TIPS TO HELP YOU PREPARE

A visit to your doctor can feel overwhelming, especially when you're not feeling well. Here are six tips to help you be prepared for your appointment.

1. Make a list of concerns and questions you want to ask the doctor. If you have a hard time remembering questions or can't think of any—ask a friend, your caregiver or your family to help. Two minds are better than one!

2. Write it down. Take information with you. Put all your prescription drugs, over-the-counter medicines, vitamins, and herbal supplements in a bag, and bring them with you. If you have a current medication list or other documents about your health, bring those too.

3. It's OK to speak up! Let your doctor know what has happened in your life since your last visit. If you have been treated in the emergency room or by a specialist, tell the doctor right away. Mention any changes you have noticed in your appetite, weight, mood, sleep or energy level. Also tell the doctor about any recent changes in any medications you take or the effects they have had on you.

4. Bring a family member or friend with you. Let your family member or friend know in advance what you want from your visit. Your companion can remind you what you planned to discuss with the doctor if you forget. She or he can take notes for you and can help you remember what the doctor said.

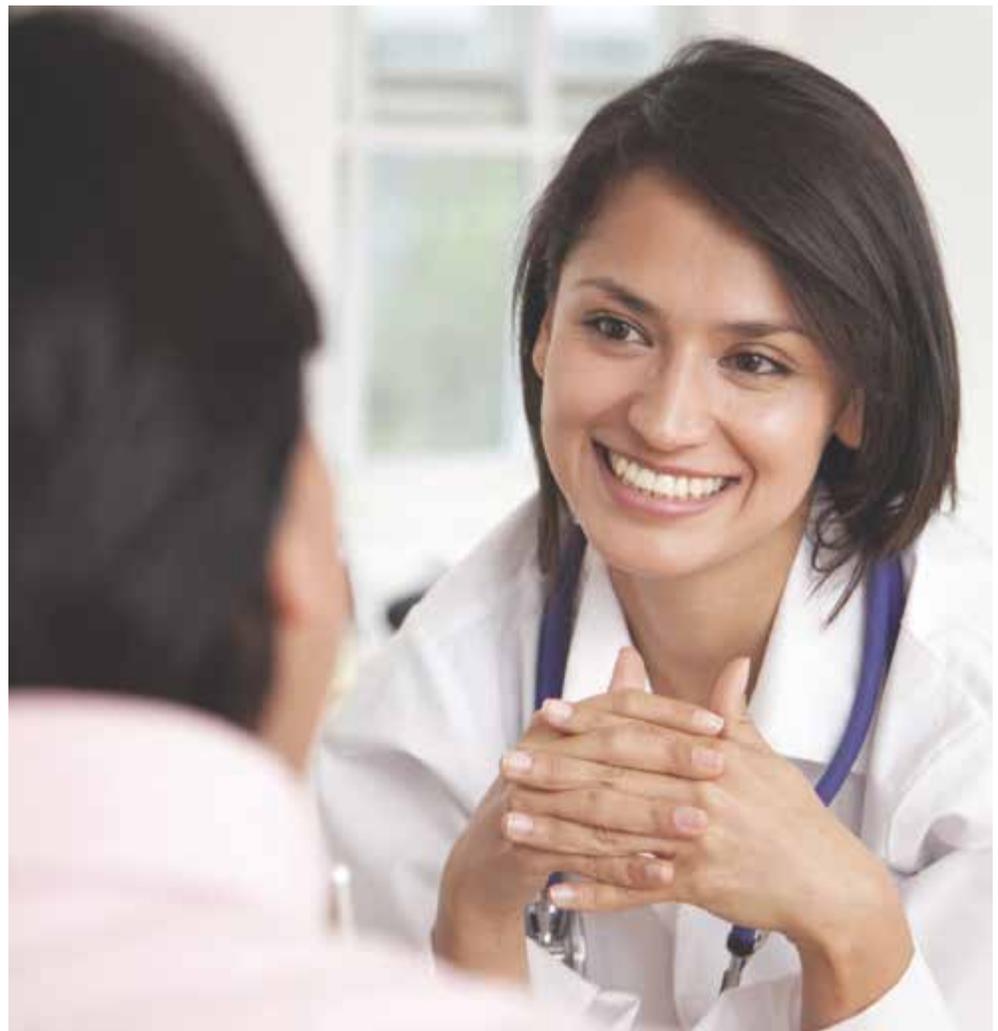
5. Be sure you can see and hear as well as possible. Remember to take your eyeglasses to the doctor's visit. If you have a hearing aid, make sure that it is working well and wear it. Let the doctor and staff know if you have a hard time seeing or hearing.

6. If you don't understand what the doctor is telling you, ask them to tell you again or say it differently or in a way you can understand. If you bring a friend to your visit they can help

Finding a doctor just got easier

Santa Clara Family Health Plan has updated its website to make it easier to find a doctor, hospital or other provider. Visit www.scfhp.com to find the right doctor for you.

too! If your doctor doesn't speak your language, contact Member Services at least five days before your appointment to request an interpreter.





You can help prevent fraud, waste and abuse!

Health care fraud is a serious issue. Fraud makes health care cost more for everyone.

Here are five ways you can help prevent fraud, waste and abuse:

1. Never lend your member ID card to another person.
2. Notify us immediately if your member ID card is lost or stolen.
3. Be aware of who has access to your information.
4. Ask your doctors exactly what tests or procedures they want you to have and why.
5. Track all doctor visits and appointments you attend, miss or cancel.

Here's what to do if you suspect fraud or a privacy violation:

Call the Santa Clara Family Health Plan Fraud Hotline at **1-408-874-1450**, 24 hours a day, 7 days a week. TTY: **1-800-735-2929**. Or email: **ReportFraud@scfhp.com**.

You may also contact the state

and federal agencies below:

■ California Department of Health Care Services (DHCS)

Phone: **1-800-822-6222**

Email: **stopmedicalfraud@dhcs.ca.gov**

■ U.S. Department of Health and Human Services

Office of Inspector General

Phone: **1-800-447-8477**

TTY: **1-800-377-4950**

■ Centers for Medicare & Medicaid Services

Phone: **1-800-633-4227**

TTY: **1-877-486-2048**

Web: **www.stopmedicarefraud.gov**

From the desk of the CEO

Our highest priority at Santa Clara Family Health Plan (SCFHP) is your health.

SCFHP was recently recognized by the California Department of Health Care Services for our commitment to quality health care. Out of all Medi-Cal Managed Care plans of the same size in California, SCFHP had the highest quality scores. That means our providers are working hard to get you the health care you need, when you need it. We are honored to receive this award!

If you have suggestions on how to make SCFHP work better for you, please let us know! We would love to hear from you. You can call Member Services at **1-800-260-2055**, send an email to **suggestions@scfhp.com** or write us at SCFHP, 210 E. Hacienda Ave., Campbell, CA 95008.

Medi-Cal members: Your input is needed

Santa Clara Family Health Plan (SCFHP) is surveying our members to learn how well you are able to access health services in your language. You may receive a phone call from SCFHP inviting you to participate in the survey. Your participation is important and helps us know if we are meeting your needs. Thank you for your help!