

winning health

Fall 2016



Santa Clara
Family Health Plan
The Spirit of Care

Medi-Cal/Healthy Kids



Staying well

5 WAYS TO PREVENT A RETURN TRIP TO THE HOSPITAL

When you're discharged, you don't want to return. Here is what you can do to avoid going back:

1. Make sure you understand your condition. Ask:

- What you should do to help yourself get better.
- What things to be careful of.
- What problems to watch for.

■ What to do if problems occur.

If you'll be handling certain medical tasks on your own or with the help of a family caregiver—like changing a dressing—ask a member of the hospital staff to go over the task with you until you're comfortable with it.

2. Review your medications. Ask if you should keep taking everything

you were taking before you were admitted. And if you need to take some new medications, be sure you know when and how to take them, how much to take, and for how long. Also be sure you understand why you're taking the new medicines.

Keep a list of all your medications to help ensure that you take them correctly.

3. Keep your appointments.

Often, follow-up tests or doctor visits are scheduled before you leave the hospital. It's essential that you keep them. They help you stay well.

4. Speak up if you need help.

Can you bathe and dress yourself and cook your meals? If you have concerns about your ability to handle tasks like these, say so. We can get help for you.

If you're worried about things like paying for medications or getting transportation to doctor visits, mention that as well.

5. Get a name and number. Be sure you know who to call if you have questions.

Call us

Customer Service

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

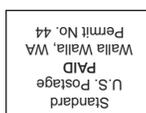
1-800-260-2055

TTY/TDD

1-800-735-2929

E

Health and wellness or prevention information



Healthy eating during the holidays

It's hard to stay on a diet during the holidays, but some health conditions require it. Fortunately, there are ways to enjoy the season and still keep your health on track:

- Plan ahead. Snack at normal mealtimes if you need to stay on schedule.
- Be prepared. Bring a healthy favorite dish to share.
- Make your food choices count. Enjoy special treats, but in smaller portions. Make sure to include foods that are good for you.
- Stay active—keep your exercise schedule on track and keep extra holiday pounds away.

Websites like www.heart.org and www.diabetes.org have great suggestions on how to manage your diet and still have fun. Visit them to learn more!



Extra help with your care

Do you have both Medicare and Medi-Cal? If so, do you need help managing your medications, making appointments or arranging transportation? Call us—we can help!

What to do when you have a problem

Do you have a problem with the care you get from your provider? Or do you have trouble with Santa Clara Family Health Plan's service? We want to know! Your happiness and health is important to us. We want to make sure you get the best care possible.

If you have problems with the care or service you get, call Customer Service at **1-800-260-2055** right away. Our representatives are trained to help you. Some types of problems you might have are:

- Trouble making an appointment.

- Getting a bill you weren't expecting.
- Waiting too long for help.
- Trouble getting a prescription filled or getting the drugs you need.

Maybe you have called Customer Service, but you still feel like your problem can't be fixed. If so, you can submit a complaint or appeal to tell someone about it. Complaints and appeals are also called grievances. You can learn more about the grievance process in your Evidence of Coverage (EOC) or on our website at www.scfhp.com/for-members/report-a-problem.

How can you submit a grievance? To submit a grievance, call Customer Service and tell them you want to file a complaint. They will help you file one over the phone or will refer you to someone who can help you.

You can also file a complaint or appeal on www.scfhp.com. Just fill out and submit a form online, or print a form and mail it to us. You will find grievance forms at www.scfhp.com/for-members/report-a-problem.



Health checks for adults

SCREENINGS HELP PROTECT YOUR HEALTH

Just a little time. That's all it takes to help protect your health.

Take that time to see your health care provider for screenings and preventive visits. These visits will help you catch

health problems early. They may even stop some problems before they start.

Ask your provider about the health checks and actions below. He or she will help you decide which ones you need and when.

For men and women

Screening/visit	When
Body mass index	At each visit. Start at age 20.
Blood pressure	At least every two years. Start at age 20.
Blood sugar	At least every three years. Start at age 45.
Cholesterol	Every four to six years. Start at age 20 if at normal risk.
Colorectal cancer	Start at age 50. Continue through at least age 75. How often depends on the type of test you have.
HIV	At least one screening. Start at age 15.
Stop smoking	As soon as you can, if you smoke.

For women

Screening/visit	When
Breast cancer	Discuss with your provider at age 40.
Cervical cancer	Start at age 21. Continue through at least age 65. How often depends on the type of test you have.
Chlamydia and gonorrhea	Start when sexually active if under age 25. Ask your provider if you need the test after age 24.
Osteoporosis	Have a screening test at age 65. Ask your provider if you need to be screened earlier.

Sources: American Heart Association; U.S. Preventive Services Task Force

Initial Health Assessments

Have you heard of an Initial Health Assessment, or IHA? If you are a new member, you probably have. An IHA is a list of questions about your health. You answer the questions and give the list to your primary care provider (PCP). Your answers on this list help your provider know:

- If you are at risk for certain health problems.
- If you qualify for health education programs or counseling.
- If you need a referral or follow-up.

An Initial Health Assessment is an important tool to help you get the care you need. Not sure if you have completed an IHA? Call your PCP and ask. You can also call SCFHP Customer Service with any questions about your Initial Health Assessment.





Free holiday meals

The holiday season can be a wonderful time, but it can also be difficult.

If you or someone you know needs extra help this season, visit the Second Harvest Food Bank's website at www.shfb.org. You can find out where to get free meals during the holidays and at other times of the year.

For year-round help, call Food Connection at **1-800-984-3663**.

Food Connection can tell you where you can get free food at locations near your home or work. You may also call to find out if you qualify for CalFresh (food stamps) and where you can apply.

Calling from a cell phone? The toll-free Food Connection number routes calls based on the area code of the phone you are using. If you have a cell phone with an area code that is not local, please call direct at either **1-408-266-8866, ext. 101**, or **1-650-610-0800, ext. 101**.

Have you had your flu shot yet?

Santa Clara Family Health Plan covers flu shots through your primary care provider (PCP) and select pharmacies. For more information, contact your PCP, call Customer Service at **1-800-260-2055** or visit our website at www.scfhp.com.

YOU CAN MAKE A DIFFERENCE!

Join the Consumer Advisory Committee

Do you have ideas about how SCFHP can improve?

Do you care about your health plan experience?

If your answer is yes, you should join the Committee!

We need all types of members to join. We want to hear from people:

- Of all ages (guardians of children in the plan are welcome).
- With special health concerns.
- Who speak different languages.
- Who just want to make a difference.

Call today and ask how you can join. Your participation helps make SCFHP great!