

winning health

Spring 2017



Medi-Cal/Healthy Kids



It's our 20th anniversary!



SERVING OUR
COMMUNITY
SINCE 1997

Santa Clara Family Health Plan is proud to have served our members since Feb. 1, 1997. We thank those of you who have been members for many years and extend a warm welcome to members just joining us!

We remain dedicated to improving the health and well-being of the residents of our county. Find us on Facebook and LinkedIn for news and events as we celebrate our milestones this year!

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 Customer Service if your card is lost or stolen.

You have the right to know

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members. SCFHP strives to ensure that all health services are provided in a timely manner. SCFHP will continue to notify our members of any changes or updates made regarding the current policies.

Call us

Customer Service

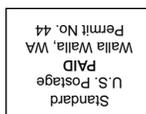
8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

1-800-260-2055

TTY/TDD

1-800-735-2929 or 711

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Is your body trying to tell you something?

You may not be getting the nutrients that your body needs to work well. Here are four key nutrients and why they are important to staying healthy.

1. Vitamin B₆ helps you keep a healthy immune system and prevent certain types of anemia. Symptoms of lack of vitamin B₆ include rash and other skin problems, like dandruff

or scaly patches. If you have any severe symptoms like depression, confusion, or even seizures, call your doctor.

2. Not enough iron in your diet is a concern, especially for women of childbearing age and children. The most common sign is fatigue. Other symptoms may include:

- Dizziness.
- Headache.
- Cold hands and feet.
- Paleness in the skin and under the eyelids.
- Weakness.

3. Vitamin D gives your body many benefits, mainly better bone health and boosted immunity.

Symptoms of a lack of vitamin D may be bone pain, muscle weakness, or depressed mood.

4. People who do not get enough vitamin C may have bleeding gums, easy bruising, and wounds that seem to heal slowly. Make sure you get plenty of vitamin C from:

- Citrus fruits, like oranges, pineapples, lemons, and limes.
- Vegetables, like bell peppers, broccoli, and potatoes.
- Other fruits, like guava, papaya, kiwi, and strawberries.

The best way to get enough nutrients is to have a well-balanced diet. According to the *Dietary Guidelines for Americans*, a healthy eating pattern is one that:

- Includes a variety of vegetables, fruits, whole grains, fat-free or low-fat milk and milk products, and oils.
- Includes a variety of protein foods, including seafood, lean meats and poultry, eggs, beans and peas, nuts, seeds, and soy products.
- Limits saturated and *trans* fat, and added sugars and sodium often found in packaged or processed foods.
- Stays within your daily calorie needs.

If you have questions or concerns (e.g. about symptoms, dosage, etc.), talk to your doctor. For more information, visit www.eatright.org.

Go for the gold

There's more to an ear of corn than 16 rows of sweet, golden deliciousness. This star of the barbecue is a good source of fiber as well as vitamins B and C. Served plain and simple, it's also free of sodium and fat. To keep corn as heart-healthy as possible, feature it—without the traditional

salt and butter bath—in salads, salsas, soups, and succotash. And when the sun sets on the year's corn harvest, try frozen or canned kernels. They're just as nutritious as fresh.

Fun fact: The average ear of corn has 800 strands of silk—one for each kernel.

Sources: Academy of Nutrition and Dietetics; American Institute for Cancer Research; Produce for Better Health Foundation

Help children grow up healthy

Give your child a healthy lifestyle by introducing regular physical activity and healthy eating. Children need at least 60 minutes of active play every day to grow up to a healthy weight. To make sure your child is eating healthy, start with small changes:

- At every meal, make sure half the plate is filled with vegetables and fruit. Make it colorful. Include greens, reds, and oranges!
- Choose whole-grain breads, breakfast cereals, and pastas. Look for the keyword *whole* at the beginning of the ingredients list to be sure, like whole oats,

whole-wheat flour, whole-grain corn, whole-grain brown rice, or whole rye.

■ Look at the Nutrition Facts label to compare the saturated fat, sodium, and added sugars in your food and drinks. Choose products that have less saturated fat and sodium, and avoid added sugars.

Adults can join in to further encourage their children to build healthy habits. Regular 10-minute intervals of fast walking throughout the day can give everyone lasting health benefits.

For more information, visit www.choosemyplate.gov.



How to ask your doctor about your weight

If you are unsure about your weight, ask your doctor during your annual checkup. It helps to bring a list of questions with you to your appointment. Some sample questions are:

- What is a healthy weight for me?
- Do I have a health problem that is causing me to be overweight?
- What are healthy ways to lose weight and keep it off?
- What kinds of physical activity should I do?
- How can I change my eating habits?
- Could a weight-loss program help me?

Santa Clara Family Health Plan covers the cost of Weight Watchers meetings with a referral from your doctor.

Questions? Call Customer Service for more information.



Do you have Medi-Cal and Medicare?

Cal MediConnect combines these benefits into one plan with one member ID card and one phone number to call for help. Call 1-888-202-3353 to learn more and enroll in Cal MediConnect!



- One** ID card
- One** phone number
- One** health plan
- Cal MediConnect**

Scared of the dentist?

Dental work can be scary for some kids. Talk with your dentist about ways to help your child stay calm.

If the treatment can wait, your dentist may suggest doing it when your child is older. See your dentist regularly to decide when and if your child needs treatment.

If your child needs care right away, the dentist may suggest using medicine (such as laughing gas) to help your child relax or sleep. Medicine is safe in most cases. But it does have some risks. Talk to your dentist about these risks. And make sure your dentist is approved to use medicine to calm your child.

Source: American Dental Association



For more information about which dental treatments are right for your child, visit www.bit.ly/ChoosingWiselyDentalADA.

Is English not your first language?

Did you know that we offer interpreter services? Interpreters are available by phone or in person at no cost to you. You have a right to get information in a way that meets your needs.

If you need an interpreter for an appointment with your doctor, call your doctor's office at least five days before your scheduled appointment. They will arrange for an interpreter in person or by phone.

If you need help finding a health care provider who speaks your language or who uses a regular interpreter, call Customer Service.

Notices

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 **1-800-260-2055**. (TTY: **1-800-735-2929** or **711**).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-260-2055** (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 **1-800-260-2055** (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**1-800-260-2055**。(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 **1-800-260-2055** (TTY: **1-800-735-2929** o **711**).