

winning health

Summer 2017



Medi-Cal/Healthy Kids



INDIAN HEALTH CENTER FITNESS CENTER

Get in shape

Don't wait to look and feel great! Have fun getting in shape at the Indian Health Center Fitness Center. They've got:

- Gym memberships, including individual fitness classes and youth group fitness classes for ages 13 to 18.

- Diabetes education and nutrition counseling services by health professionals.

Call **1-408-445-3400, ext. 2660**, or go to **www.indianhealthcenter.org** for more information and requirements.

Indian Health Center Fitness Center is located at 602 E. Santa Clara St. in downtown San Jose.

Billed by mistake?

HERE IS WHAT TO DO

If you get a bill for a covered service, do not pay it, and call us right away. Make sure to have the bill with you when you call. We will need the following information:

- The member's name and address.
- The member identification number on the member ID card.
- The date and reason for the bill.
- The name of the doctor or hospital.
- The amount of the bill.

Please send us a copy of the itemized bill to review. If you were eligible for the service, we will send the payment to the provider. And always carry your SCFHP member ID card with you to every doctor's visit to avoid getting billed by mistake.

If you have any questions, call Customer Service.

Call us

Customer Service

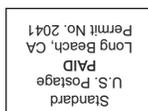
8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

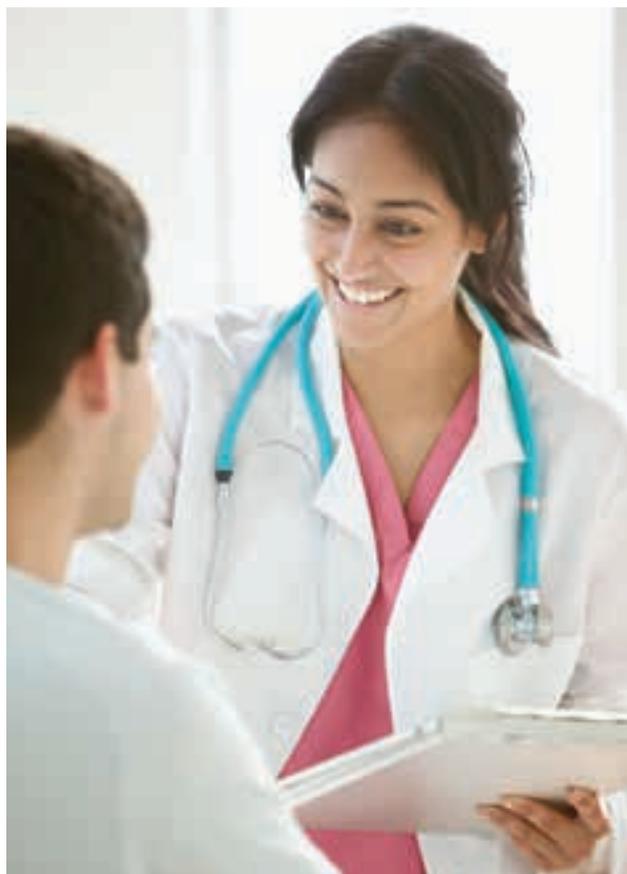
1-800-260-2055

TTY/TDD

1-800-735-2929 or 711

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Check it out ✓

SOME MUST-DO SCREENINGS AND SELF-EXAMS

You'll need a doctor for most screening tests and exams, of course. But you can do some checks yourself. Keep in mind, these are generalized guidelines. You may need screenings earlier, more often, or not at all. Ask your doctor what's right for you.

Sources: American Academy of Family Physicians; American Cancer Society; Agency for Healthcare Research and Quality; U.S. National Library of Medicine

Had a Pap test?

Earn \$15!

We will send a \$15 Target gift card to SCFHP Medi-Cal members who got their Pap test done between July 1, 2014 and June 30, 2017.

If you have questions, please call Customer Service. To get the form and apply for the gift card, go to www.bit.ly/SCFHPcervicalcancer.

At home

- ✓ **Step on a scale.** Type the result (and your height) into this body mass index (BMI) calculator to see if you're overweight or obese: www.morehealth.org/bmi.
- ✓ **Measure your waist.** Place a tape just above your hipbones, exhale, and measure. A waist greater than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.
- ✓ **Check your feet if you have diabetes.** Look for and report any sores or other problems before they become major infections. Try using a hand-held mirror if it is hard to see your foot.
- ✓ **Check your skin for cancer.** Frequent (such as monthly) skin self-checks may help you find cancer early. Changing moles, blemishes, or other problem areas on your skin should be shown to your doctor.
- ✓ **Monitor your blood pressure.** Your doctor may have you use a portable monitor at home if, for instance, you have borderline high blood pressure or your readings might be high only at the doctor's office.

At a provider's office

- ✓ **Mammograms.** From ages 45 to 54, women should have yearly breast cancer screenings, switching to every two years after that.
- ✓ **Colonoscopy.** Starting at age 50, colonoscopies or other screening tests are recommended for both men and women to help prevent colorectal cancer or find it early.
- ✓ **Pap tests.** Starting at 21, regular Pap smears help guard against cervical cancer in women. If you had a Pap test recently, you may be eligible for a \$15 Target gift card. See details above.
- ✓ **Blood pressure checks.** Have your doctor check your blood pressure at least every two years—and more often if you have certain conditions like heart disease or diabetes.
- ✓ **Cholesterol blood tests.** Start at 35, or age 20 if you have risk factors such as diabetes, high blood pressure, or heart disease.

Getting vaccinated helps keep everyone healthy

The choice to get a vaccine is a good one. But not just to protect you or your child. It's good for others too. Vaccines help keep those who get them safe from dangerous diseases. And they may do the same for people who are unable to get vaccines.

Is your child's immunization record up-to-date for the first day of school? Below is a list of vaccines and when to get them.



IMMUNIZATION SCHEDULE { BIRTH TO 18 YEARS }

Vaccines children and teens need

These are general recommendations. Talk with your doctor about what is right for your child.

DTaP = diphtheria, tetanus, pertussis (whooping cough)
Flu = influenza
HepA = hepatitis A
HepB = hepatitis B

Hib = *Haemophilus influenzae* type b
HPV = human papillomavirus
IPV = polio
MenACWY = meningococcal A, C, W, Y
MenB = meningococcal B
MMR = measles, mumps, rubella

PCV13 = pneumococcal
PPSV23 = pneumococcal
RV = rotavirus
Tdap = tetanus, diphtheria, pertussis
VAR = varicella (chickenpox)
 *Needed in some cases

BIRTH	MONTHS									YEARS									
	0	1	2	4	6	9	12	15	18	19-23	2-3	4-6	7-10	11-12	13-15	16	17-18		
HepB	HepB	HepB	HepB	HepB									HepB series						
		RV	RV	RV*									HPV	HPV series					
		DTaP	Tdap	Tdap	Tdap	Tdap	Tdap												
		Hib	Hib	Hib*	Hib	Hib*	Hib	Hib	Hib	Hib	Hib								
		PCV13	PCV13	PCV13	PCV13	PCV13													
																	PPSV23		
		IPV	IPV	IPV	IPV	IPV series													
																	Flu, yearly (1 or 2 doses)		
																	Flu, yearly		
						MMR	MMR	MMR	MMR	MMR series									
																	VAR series		
																	VAR series		
																	HepA series		
																	HepA series		
																	MenACWY series		
																	MenACWY series		
																	MenB		

Updated 2017, with information from the Centers for Disease Control and Prevention

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



Timely access to care

Santa Clara Family Health Plan (SCFHP) is committed to providing timely access to care for all members.

Please see the chart for information on the maximum amount of time you should have to wait for an appointment.

You also have the right to receive interpreter services in a timely manner for your scheduled appointments.

If you were unable to get a response within the expected time frame, please call SCFHP Customer Service. You can also call the California Department of Managed Health Care at **1-888-466-2219** or visit their website at www.dmhc.ca.gov.

Appointment type	Wait time
Urgent medical appointments	
For services that do not need prior authorization	48 hours
For services that do need prior authorization	96 hours
Non-urgent medical appointments	
For non-urgent services to diagnose or treat injury, illness, or other health condition	
Primary care	10 business days
Specialist	15 business days
Non-physician mental health care provider	10 business days
First prenatal visit	2 weeks
Telephone screening	
Your provider or a covering licensed health professional should be available for telephone screening 24 hours a day, 7 days a week.	30 minutes for a call back
In office	
Waiting in office for scheduled appointments	30 minutes or less

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**).

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health

WINNING HEALTH is published as a community service for the friends and patrons of Santa Clara Family Health Plan.

Information in WINNING HEALTH 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.

SANTA CLARA FAMILY HEALTH PLAN

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