

# winning health®



Fall 2014

## New member? What you should know

**W**elcome to Santa Clara Family Health Plan! A health plan is very important when it comes to taking care of you and your family. But sometimes things can be confusing, especially if you are new to the plan. Here are some tips to help you.



**For detailed information about your benefits.** Refer to your Evidence of Coverage. This document contains important information about getting started in the plan and about your benefits. Pay special attention to the “Words You Should Know” section if you need help understanding the terms we use to describe our services.

**For a document or form.** Visit [www.scfhp.com/for-members/forms-and-documents](http://www.scfhp.com/for-members/forms-and-documents). Here you can find important documents, including:

- Evidence of Coverage/Member Handbook.
- Provider Directories.
- Drug Formulary.
- Authorized Representative Form.

**For health advice 24 hours a day, 7 days a week.** Call our Nurse Advice Line at **1-877-509-0294**. Licensed health care professionals can answer questions about a health concern, instruct you on self-care at home, or tell you what to do if you need care and a health

care provider’s office is closed.

**For answers to any other questions.** Call our Member Services Department. Our knowledgeable staff is ready to answer your questions, in your language. You can reach Member Services from 8:30 a.m. to 5 p.m., Monday through Friday, at **1-800-260-2055**.

Thank you for choosing Santa Clara Family Health Plan and our doctors for your health care services. Your care is important to us.



**CAN YOU READ THIS LETTER?** If not, call us at **1-800-260-2055**. We can help.

**¿PUEDE LEER ESTA CARTA?** Si no puede, llámenos al **1-800-260-2055**. Le ayudaremos.

**BẠN ĐỌC ĐƯỢC THÔNG TIN NÀY KHÔNG?** Nếu không, xin gọi số **1-800-260-2055**. Chúng tôi sẽ giúp.



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# Falls and older adults

## RISK INCREASES WITH AGE

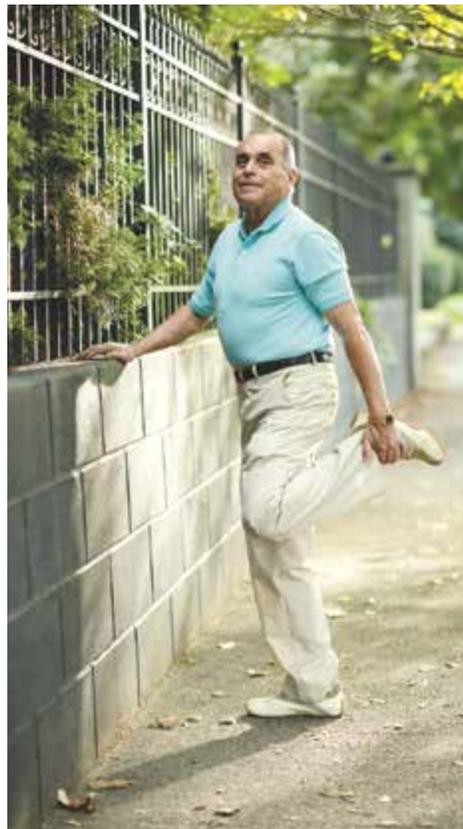
**M**any people have a friend or relative who has fallen. The person may have slipped while walking or felt dizzy when standing up from a chair and fallen. Maybe you've fallen yourself.

If you or an older person you know has fallen, you're not alone. More than 1 in 3 people age 65 years or older falls each year. The risk of falling—and fall-related problems—rises with age.

**Fear of falling.** Many older adults are afraid of falling. This fear becomes more common as people age, even among those who haven't fallen. It may lead older people to avoid activities such as walking, shopping or taking part in social activities.

If you're worried about falling, talk with your doctor or another health care provider. Your doctor may refer you to a physical therapist. Physical therapy can help you improve your balance and build your walking confidence. Getting rid of your fear of falling can help you stay active, maintain your physical health and prevent future falls.

**Tell your doctor if you fall.** If you fall, be sure to discuss the fall with your doctor, even if you aren't hurt. Many underlying causes of falls can be treated or corrected. For example, falls can be a sign of a new medical problem that needs attention, such as diabetes or changes in blood pressure, particularly drops in blood pressure



on standing up. They can also be a sign of problems with your medications or eyesight that can be corrected.

After a fall, your doctor may suggest changes in your medication or your eyewear prescription. He or she may also suggest physical therapy, use of a walking aid or other steps to help prevent future falls. These steps can also make you more confident in your abilities.

**Ways to prevent falls.** Exercise to improve your balance and strengthen your muscles helps to prevent falls. Not wearing bifocal or multifocal glasses when you walk, especially on stairs, will make you less likely to fall. You can also make your home safer by removing loose rugs, adding handrails to stairs and hallways, and making sure you have adequate lighting in dark areas.

Falls are not an inevitable part of life, even as you get older. You can take action to prevent falls. Your doctor or other health care providers can help you decide what changes will help.

Source: National Library of Medicine: nihseniorhealth.gov

## Resources to help prevent falls

Falls-related injuries are a big concern as we get older. If you are a senior, falls prevention programs can help you modify your

environment to reduce risks and increase your mobility, balance and strength. The Silicon Valley Healthy Aging Partnership, or SVHAP, works with community agencies to offer programs that can reduce your fear of falls and train you in proven

practices that help prevent falls.

Visit the SVHAP website, [www.svhap.org/evidence-based-programs/falls-prevention-program](http://www.svhap.org/evidence-based-programs/falls-prevention-program), to find falls prevention programs in Santa Clara County and other resources on falls prevention.

## MEDI-CAL AND MEDICARE BENEFICIARIES

# Health care changes

**C**hanges are coming! Here are some answers to common questions.

**Why are these changes happening?** Many people with Medi-Cal or with both Medi-Cal and Medicare get their health care and Long-Term Services and Supports (LTSS) from different providers who do not always work together. California's Coordinated Care Initiative brings your health care and LTSS into one managed care health plan so your benefits and services work better together. These changes should make it easier for you to get the care and services you need while helping you continue to live independently in your home and community.

**What's not changing?** Your benefits and services under

Medi-Cal, Medicare and/or LTSS will not change.

**What is changing? Will it affect me?** The changes will affect you depending on:

**If you have Medi-Cal only.** As of July 1, 2014, your Medi-Cal covered benefits now include LTSS. LTSS includes In-Home Supportive Services, Community-Based Adult Services, Multipurpose Senior Services Program and long-term care. Santa Clara Family Health Plan (SCFHP) is now responsible for working with your providers to coordinate all of your Medi-Cal benefits, including nursing facility care.

You may have recently joined SCFHP when you were required to enroll in a managed care plan to continue receiving LTSS benefits. If so, we welcome you and look forward to serving you.

» **TAKE ACTION.** Do you have questions about:

- Your choices? Call the Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222.
- Enrolling in Cal MediConnect? Call Health Care Options at 1-844-580-7272.

**If you have Medi-Cal AND Medicare.** You will soon have a new health care option called Cal MediConnect—beginning in January 2015. Cal MediConnect is a voluntary program that coordinates all the services and benefits you currently receive through Medicare and Medi-Cal, including LTSS, under one health plan. Additional benefits include: a care manager and a care team, if needed; transportation; and vision care.

You are not required to join Cal MediConnect, and you can choose to keep your Medicare the way it is today. Beginning in October 2014, dual-eligible individuals will begin receiving notices about enrollment into the Cal MediConnect program. These notices will explain how to choose to enroll in a Cal MediConnect plan or how to opt out and remain enrolled with SCFHP for your Medi-Cal benefits and with your current Medicare plan for your Medicare benefits. If you do NOT make a choice, the state will enroll you in SCFHP's Cal MediConnect plan.

For more information, please visit [www.scfhp.com/healthcareplans/medi-cal](http://www.scfhp.com/healthcareplans/medi-cal).



## 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 Member Services at 1-800-260-2055 or visit our website at [www.scfhp.com](http://www.scfhp.com).

## SCFHP awarded for service

Santa Clara Family Health Plan's focus on customer service excellence was recently recognized with two awards.

SCFHP received certification as a Center of Excellence. This recognition is based on efficiency, service-level standards, customer satisfaction and employee training. It is one of the most prestigious awards in the customer service industry. SCFHP was also recognized as one of the top 100 small call centers in North America. Both achievements were awarded by BenchmarkPortal, a global leader in the contact center industry.

"We have a dedicated call center team whose standard of excellence elevates the entire organization," says Pat McClelland, Vice President of Member Operations for SCFHP. "Recognition by industry leaders such as BenchmarkPortal highlights our commitment to providing excellent customer service to our members and providers."

Your care is important to us. If you need assistance, our Member Services Department is ready to help you.

## Join us to quit smoking!

Thousands of Medi-Cal members are quitting smoking. You can too! We can help.

Get free nicotine patches and a \$20 gift card bonus\*.

Call the California Smokers' Helpline today! **1-800-NO-BUTTS (1-800-662-8887)**.

When you call, have your Medi-Cal ID card ready. Nicotine patches are mailed directly to your home. Remember to ask about the gift card bonus.

For more information, visit [www.nobutts.org/medi-cal](http://www.nobutts.org/medi-cal).

\*Some conditions apply. One gift card per person, per year. While supplies last.



## 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.



## Denti-Cal update

*Some Denti-Cal benefits have been restored for Medi-Cal beneficiaries age 21 and older. The restored benefits include coverage for cleanings, fillings, full dentures and root canals in front teeth. For more information, call Denti-Cal at 1-800-322-6384 or go to [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov).*

## INDIAN HEALTH CENTER

### Lose weight before the holidays!

Don't wait to look and feel great!

Come have fun getting in shape at the Indian Health Center Wellness Center. We've got:

- Free open gym membership. Membership includes individual fitness classes and youth group fitness classes for ages 13 to 18.
- Free diabetes education and nutrition counseling services by health professionals.

Walk-ins are welcome, and we have monthly door prizes!

Call **1-408-445-3400, ext. 266**, or go to [www.indianhealthcenter.org](http://www.indianhealthcenter.org) for more information.

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

