

winning health®



Santa Clara
Family Health Plan
The Spirit of Care

Summer/Fall 2012



Welcome, new members

If you've recently joined us, welcome! We know this change can be difficult. But we are here to help. Three times a year we will send you this newsletter. In it you will find:

- Health information.
- Helpful tips.
- Resource information.

We value all of our members and look forward to helping you. If you have any questions, please call us:

- Member Services: **800-260-2055**.
- Nurse Advice Line (available 24 hours a day): **877-509-0294**.

Using an interpreter

Santa Clara Family Health Plan can get you an interpreter if English is not your preferred language. This will make it easier for you to talk to your doctor in your own language. A family member or friend won't have to interpret for you.

You can ask for free interpreter services:

- When you get medical care or advice on the phone or at your

provider's office.

- When you contact the health plan.

When you make an appointment, tell the doctor's office you need an interpreter. We can also help you find a doctor who speaks your language or has an interpreter in the office. For interpreter services assistance, call Member Services at **800-260-2055**.

Have you moved recently?



If so, please call Member Services at **800-260-2055** so we can update your personal information.

» **CAN YOU READ THIS LETTER?** If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call us at **800-260-2055**.

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Back to school

A CHECKUP CHECKLIST

It's back to school time. And that means it's time for you to do a little homework.

Don't panic! It won't take much effort. All you have to do is pick up the phone. By making appointments for health and dental checkups for your child, you'll help start the school year right.

Here's a checklist.

Schedule:

A well-child checkup. A yearly exam is important—even when your child isn't sick. It may help spot problems early. And it gives your child's primary care provider a chance to offer advice to your child about how to stay healthy. It's also the time to:

- Make sure that immunizations



Get your child's eyes checked before school starts. Seeing well is part of being able to do well in school.

are up-to-date. See the chart on page 3.

■ Get answers to questions you or your child might have.

■ Have the physical that may be needed for your child to take part in school sports.

An eye exam. Seeing well can be key to doing well in school. The

sooner you find vision problems, the better.

A hearing screening. Good hearing makes it easier to perform well in school too. It also helps kids interact with others. Things like infections and high noise levels can affect hearing. So it's good for kids to be tested on an ongoing basis.

A dental checkup. Trouble with your child's teeth can make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child's smile.

If these visits reveal health concerns, you may have one more call to make—to your child's school. Staff there should know about your child's health conditions and what they can do to help.

Billed by mistake? Here is what to do

If you believe that you have been mistakenly billed for a covered service, call us as soon as possible at **800-260-2055**. Make sure to have a copy of the bill with you when you call. We will need the following information: the date of the medical service, the name of the doctor or hospital, the amount of the bill, and the name and SCFHP member ID number of the person who received

the service. We also need a copy of the itemized bill.

We will review the bill once we receive a copy of it. If you were eligible for the service, we will send the payment to the provider.

Always carry your SCFHP member ID card with you. Show your card at every doctor's visit to make sure services are covered and to avoid getting billed by mistake.

Sources: American Academy of Otolaryngology—Head and Neck Surgery; American Academy of Pediatrics

Getting started with a new doctor

Have you just joined our health plan? Have you changed doctors? If so, you need to:

- Choose a doctor from our directory.
- Call the doctor's office. Ask if he or she is taking new patients. If not, choose someone else.
- Make an appointment.

At your first visit, your doctor may give you a physical exam. He or she will also ask about any health problems you and close family members have or have had.

This will help your doctor know more about your health now and what to watch for in the future.

Also, take a list of:

- All prescription medications you are taking.
- All supplements you are taking.
- Shots you've had and when you had them.
- Any allergies or drugs that have given you bad reactions.
- Questions you want to ask.

To find a doctor, call Member Services at **800-260-2055**.



When do children and teens need vaccinations?

Age	HepB Hepatitis B	DTaP/ Tdap Diphtheria, tetanus, pertussis (whooping cough)	Hib <i>Haemophilus influenzae</i> type b	IPV Polio	PCV Pneumococcal conjugate	RV Rotavirus	MMR Measles, mumps, rubella	Varicella Chickenpox	HepA Hepatitis A	HPV Human papillomavirus	MCV4 Meningococcal conjugate	Influenza Flu
Birth	✓											
2 months	✓ (1-2 months)	✓	✓	✓	✓	✓						
4 months	✓	✓	✓	✓	✓	✓						
6 months		✓	✓		✓	✓						
12 months	✓		✓	✓	✓		✓	✓	✓✓ (2 doses given 6 months apart at age 12-23 months)			
15 months		✓										
18 months												
19-23 months		Catch-up	Catch-up	Catch-up	Catch-up		Catch-up	Catch-up				✓ (One dose each fall or winter to all people ages 6 months and older)
4-6 years		✓		✓			✓	✓				
7-10 years		Catch-up										
11-12 years	Catch-up	✓ Tdap		Catch-up			Catch-up	Catch-up	Catch-up	✓✓✓	✓	
13-15 years		Catch-up (Tdap)								Catch-up	Catch-up	
16-18 years											✓	

What is "catch-up"? If your child has missed vaccinations, get your child vaccinated as soon as possible. If children have not completed a series of vaccinations on time, they will need only the vaccinations left in the series. There's no need to start over.

Source: www.immunize.org/catg.d/p4050.pdf

TEENS AND VACCINES

Older kids need shots too

Many things change as kids grow up.

But there's one thing that doesn't change. Older kids still need to get shots. Shots can help keep them from getting sick.

Kids pass around lots of germs. And some of the things they can catch could make them very sick.

So talk with your child's provider. You can find out which shots your child needs. These may include:

Meningococcal. This shot helps prevent a serious illness called meningitis. Boys and girls can get the shot. It is for kids and teens ages 11 to 18.

Human papillomavirus (HPV). This shot protects against the types of HPV that most often cause:

» Cervical cancer. » Genital warts.

Girls can get this shot at age 11 or 12. Your provider may also offer it for boys.

Flu. This shot helps prevent the flu. Most people should get this shot. Kids should get one every year. They can get it starting at 6 months old.

Tdap. This is a booster shot. It



Your provider can help decide which shots your teen needs.

helps protect kids from: » Tetanus. » Diphtheria. » Pertussis (whooping cough).

This shot can be given at the 11- or 12-year checkup. Remember, all students entering seventh grade in Santa Clara County schools must show proof of a Tdap booster.

Keep shots current

Also check that your teen has had all other needed shots. Shots they should already have had include: » Hepatitis B. » Polio. » Chickenpox. » Measles, mumps and rubella (MMR).

If your teen has missed certain shots, it's possible to catch up. Your

teen's primary care provider can help you with this.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention

Do you own a small business that can't afford health coverage?

HEALTHYWORKERS

may be right for your business.

Email us at:
healthyworkers@scfhp.com

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