

winning health



Santa Clara
Family Health Plan

The Spirit of Care

Summer 2011



Have you
moved
recently?



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

Welcome to SCFHP!

As part of a new state program, Santa Clara Family Health Plan (SCFHP) will expand our membership, welcoming seniors and people with disabilities into Medi-Cal managed care. SCFHP is one of the two Medi-Cal managed care plans that people can select in Santa Clara County.

SCFHP already cares for more than 5,000 seniors and people with disabilities, and we are excited to welcome this new membership.

Part of our preparation has been to revise our new-member orientation. You can expect a welcome phone call that may include some questions about your health.

As always, your first contact with SCFHP is through Member Services at **800-260-2055**. Our Member Services representatives are trained to guide you to the right place for services.

We welcome our new members and look forward to serving you.

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

HEALTHYWORKERS

may be right for your
business.

Contact us at:
408-874-1400

healthyworkers@scfhp.com

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Your health information stays private

It's your health. And details about it should stay private.

It's only for those involved in your care. Only they need to know what medicines you use or what conditions you have.

That's why there are laws to protect your privacy.

Know your rights

These laws limit who can see your health information. The laws protect:

- Your health records.
- Talks with your doctor.

- Insurance details.
- Billing details.

Unless you say it's OK, health information can't be shared with:

- Your place of work.
- Advertisers that send out marketing materials. This includes health plans and pharmacies.

It can be shared:

- With loved ones who take part in your care.
- With your doctor and health care team.
- With office staff who deal with medical bills.

Unsure what is a medical emergency?

Please contact our Nurse Advice Line at **877-509-0294** for assistance.



» more

learn

We want to protect your rights. If you have any concerns about privacy, contact Member Services.

- To protect public health in a flu outbreak or other serious event.
- The laws give you the right to:
- See copies of your health records.
 - Learn when and why your information is being shared.

How to know when it's an emergency

From time to time, we all get hurt or sick. It's usually something minor, solved with first aid and TLC.

But what about problems that go beyond a bandage and a kiss? How do we know which conditions are routine and which ones require a trip to the hospital?

It's best to call 911 if you think someone's life is in danger.

Experts say signs of serious trouble include: » Uncontrolled bleeding. » Trouble breathing.



- » Chest pain or pressure.
- » Fainting. » Changes in vision.
- » Confusion. » Sudden, severe or strange pains. » Severe vomiting.
- » Vomiting blood. » Coughing up blood. » Ongoing diarrhea.
- » Thoughts of suicide. » Trouble speaking.

Take special care with children.

Kids may not be able to explain how they feel. If you think a child is having a major health problem, see the doctor right away.

Remember that urgent care can be an option when you need treatment but it isn't an emergency.

If your doctor's office is closed, you might visit an urgent care center for: » Insect stings or animal bites. » Minor cuts that need stitches. » Fever. » Flu. » Earaches.

Source: American College of Emergency Physicians

Help your teen get in shape

Does your teen spend more time on the couch than on the court?

If so, look for ways to get your teen moving. Now is the time for kids to build strong bones and muscles. Regular exercise helps do that.

Being in shape can also:

- Reduce the risk of being overweight.
- Reduce the risk of developing serious health problems, such as diabetes and heart disease.
- Help teens feel good about themselves.

Get a move on

Any kind of regular activity can help your teen be healthy.

Have your teen join a sports team. Urge him or her to take part in gym class. These are good ways to stay active.

Not all teens are into team sports, though. There are lots of other ways to keep kids active. Walking, swimming and riding a bike are all good choices.

To help your teen get started, encourage him or her to:

- **Make it fun.** Teens are more likely to stick with an activity if it's fun for them.
- **Take small steps.** Little changes are the way to go. Suggest that your teen walk or ride a bike to school.
- **Work the heart and lungs.** Help



your teen choose activities that raise the heart rate and make breathing harder.

Teens should try to get in at least 60 minutes of physical activity every day.

Make smart choices

Regular exercise can help your teen get in shape. But he or she also needs to make good choices every day. Remind your teen to:

- Limit TV, computer and video game time. No more than two hours a day is best.
- Eat three healthy meals a day. Include plenty of fruits, vegetables and low-fat dairy products.
- Drink lots of water before, during and after exercise.

■ Cut back on junk food. It can be high in fat, salt and sugar.

■ Reach for healthy snacks. Keep carrot sticks, fresh melon and yogurt on hand.

■ Get 9 to 10 hours of sleep every night.

■ Avoid smoking, drinking alcohol and using drugs.

Do your best to help your teen stay fit. You'll be helping your son or daughter enjoy a healthy future.

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

» action

take Call the Santa Clara Family Health Plan at 800-260-2055 or TTY 800-735-2929 to enroll in our health education classes.

Share some news

We want to help everyone be healthy



The bad news: There are still uninsured children and adults in our county!

The good news: 1 out of 5 children in Santa Clara County is a member of our health plan. We are always trying to find new ways to reach the children and adults who need our help. If you have a local event in your neighborhood or church, let us know if we can attend.

We can give a talk that lets people know if they qualify for Medi-Cal, Healthy Kids or Healthy Families. Email your local event's date, time, location and contact information to outreach@scfhp.com.

Encourage your friends, family and neighbors to call Santa Clara Family Health Plan at **877-688-7234** to find out how we can help them. In these difficult times, everyone needs some good news.

We've moved!

Santa Clara Family Health Plan has moved our Family Resource Center (FRC) to the Children's Dental Clinic in the Tropicana Shopping Center located at 1153 South King Road in San Jose.

We will continue to offer application assistance there and at other locations throughout the county.

Application assistance is also available during business hours at our primary office at 210 E. Hacienda Ave., Campbell.

Call us at **877-688-7234** to



make an appointment for a new application or to renew your current coverage.

You have the right to know

The 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.

