

# winning health

Summer 2015



Cal MediConnect Plan  
(Medicare–Medicaid Plan)

## Welcome to Cal MediConnect!

We are excited to have you as a member of the Santa Clara Family Health Plan Cal MediConnect Plan. *Winning Health* is a newsletter just for you. It has important information about the Cal MediConnect plan and tips for keeping you healthy. Look for it in your mailbox three times a year!



## INDIAN HEALTH CENTER

# Diabetes prevention programs

**D**o you have diabetes? As a member of Santa Clara Family Health Plan, you can get services for free from the diabetes team at the Indian Health Center. They offer:

- Group diabetes classes led by a registered nurse, a certified diabetes educator and/or a registered dietitian.
- Group nutrition classes led by a registered dietitian.
- One-on-one diabetes counseling.
- Full fitness center services with certified fitness instructors.

Call **1-408-445-3400, ext. 278**, 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.

## Call us

### Member Services

8 a.m. to 8 p.m., 7 days a week,  
including holidays:

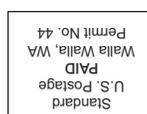
**1-877-723-4795**

### Member Services TTY/TDD:

**1-800-735-2929**

ME

Health and wellness or prevention information



# What is care coordination?



## LET US HELP

**H**ave you ever found it difficult to keep track of your medications; get appointments to see your doctor; or arrange transportation, meals and other services?

This can be especially hard when your health situation changes—like when you leave the hospital. Someone needs to make sure everything is set up before you go home, such as new equipment or in-home care.

You can get help from Santa Clara Family Health Plan (SCFHP) to manage these changes and coordinate your care. This is one of the benefits of your Cal MediConnect health plan.

Your SCFHP case manager works with you, family members or friends you may select, your

## How care coordination can help you



Here is one example of how care coordination helped a Santa Clara Family Health Plan (SCFHP) member.

**SUPPORT FOR MOM AND DAUGHTER.** Janet\* was trying her best to care for her 81-year-old mother, Mary,\* who has dementia and lives alone. Janet would sometimes get frustrated trying to help her mother and

keep track of all her mother's providers, caregivers, medications and services.

An SCFHP case manager spent time with Janet and Mary at home to learn how SCFHP could help coordinate Mary's care.

With the help of the case manager, Mary was able to increase her in-home supportive services hours, hire a caregiver and attend an adult day care more regularly. The case manager reconnected Mary with her primary

care doctor and helped organize important health care appointments that otherwise would have fallen through the cracks.

To support Janet as a caregiver, the case manager checks in frequently. She also referred Janet to a community organization to help her understand how to care for people with dementia.

Mary now has the support she needs to live safely in her own home.

*\*Identifying information has been changed for privacy.*

## Important updates to your Medicare coverage

From time to time, the Centers for Medicare & Medicaid Services makes changes to the services covered by Medicare. These changes are called national coverage determinations (NCDs).

The following NCDs have been added or updated since Jan. 1, 2015:

- Screening for lung cancer with low-dose computed tomography (LDCT).
- Microvolt T-wave alternans.
- Screening for the human immunodeficiency virus (HIV) infection.

For more information on the NCDs, visit [www.scfhp.com](http://www.scfhp.com) or call Santa Clara Family Health Plan Member Services.

caregivers, your doctor, and your other providers to make sure you get the medical and behavioral health care and long-term services and supports (LTSS) that are best for you.

### Care that's all about you.

When you work with a case manager, you're in charge. Your case manager helps you make decisions about your care, supporting what is important to you. Your case manager listens to you and helps find ways to connect you with the health and community resources you may need.

Your case manager can help you:

- Understand your health plan benefits.
- Find doctors and specialists within your network.
- Choose or change a doctor.
- Get referrals or authorizations that might be needed.
- Coordinate your health care appointments.

- Connect with community resources.
- Arrange for transportation.

### Getting care coordination.

When you first join SCFHP, you will be asked to complete a survey called a health risk assessment, or HRA. The HRA helps SCFHP get a good picture of your health, living situation, and any family or community support you are receiving. It's very important to complete the HRA. You can either talk with us on the phone or fill out a form and return it by mail to SCFHP.

We'll talk to you about your HRA and help you set goals to improve your health. Our case managers know how to find and connect you to resources in the community and will stay in touch with you as your needs change.

If you think you could benefit from the help of a case manager, call SCFHP Member Services for more information.



## Diabetes and your eyes

If you have diabetes, your eyes may be at risk. Most people with diabetes develop retinopathy. This is a problem that affects the back of the eye. Diabetes can also harm the front of the eye and the fluid inside.

Talk to your provider if you:

- Have blurry vision.
- Have double vision.
- See rings or floating spots.
- Have pain or pressure in your eye.
- Can't see out of the corner of your eye.

To help prevent eye problems:

- Control your blood sugar and blood pressure.
- Don't smoke.
- Have a yearly diabetes eye exam.

Source: National Institutes of Health

# Have a problem? We're here to help!

If you believe that you have been mistakenly billed for a covered service, call us as soon as possible. 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, hospital or pharmacy.
- The amount of the bill.
- The name and Santa Clara Family Health Plan (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.

Call us about other things you need help with too, like:

- Making sure your provider is in the SCFHP network.
- Filling a prescription.
- Getting a doctor's appointment.

## Notices

You can get this information for free in other languages. Call **1-877-723-4795**. TTY/TDD users call **1-800-735-2929**. The call is free.

Puede obtener esta información gratuita en otros idiomas. Llame al **1-877-723-4795**. Los usuarios de TTY/TDD deben llamar al **1-800-735-2929**. La llamada es gratuita.

Quý vị có thể nhận thông tin này miễn phí ở các ngôn ngữ khác. Xin gọi số **1-877-723-4795**. Những người sử dụng TTY/TDD nên gọi số **1-800-735-2929**. Cuộc gọi được miễn phí.

您可免费获得此信息的其他语言版本。请拨打免费电话 **1-877-723-4795**。TTY/TDD 使用者应拨打 **1-800-735-2929**。这是免费电话。

Makukuha mo nang libre ang impormasyong ito sa iba pang mga wika. Tumawag sa **1-877-723-4795**. Ang mga gumagamit ng TTY/TDD ay dapat tumawag sa **1-800-735-2929**. Libre ang tawag.

You can also ask for this information in other formats, such as Braille or large print.

Santa Clara Family Health Plan Cal MediConnect Plan (Medicare–Medicaid Plan) is a health plan that contracts

with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Enrollment in Santa Clara Family Health Plan Cal MediConnect Plan (Medicare–Medicaid Plan) depends on contract renewal. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call SCFHP Member Services or read the SCFHP Cal MediConnect Member Handbook. Benefits, List of Covered Drugs, and pharmacy and provider networks may change from time to time throughout the year and on January 1 of each year.

*winning*  
**health**

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.

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