

winning health®



Santa Clara
Family Health Plan
The Spirit of Care

Spring 2014



CHILDREN'S HEALTH

Keep fitness fun this summer

Kids play hard. They climb, swing, slide and chase. Fitness is fun for them.

For many kids, though, that joy can start to fade as years pass. During the summer months especially, it can be hard to get them to turn off the TV and see that there are lots of fun and active things they can do instead.

This summer, try to make fitness a family focus. It's good for your kids and good for you too! Here are a few ways to help kids keep busy and active:

Think sports. There's always football, baseball and basketball.

But those sports may not suit your child's personality or skills.

Other options are endless, such as:

- Soccer. ■ Tennis. ■ Karate.
- Swimming. ■ Skateboarding.

Help your child find an activity he or she likes. Also be sure kids

» **LOOK INSIDE** for changes to your Medi-Cal benefits!

wear proper safety gear and are supervised.

Be active at home. Plan short bouts of exercise into your family's day. You and your kids can enjoy music while getting active. Also, everyone can pitch in with tasks like yard work and dog walking.

Use activity as a reward. Reward kids' good behavior with a family bike ride, a game of ball or tag, or an outing to the park. You'll get in shape—and be a role model for an active life.

Aim for an hour. Kids—from toddlers to teens—need at least 60 minutes of exercise a day. It helps them:

- Sleep better.
- Beat stress and boredom.
- Have more energy.
- Build strong bodies.

That hour can be broken up into shorter chunks of time throughout the day.

Source: American Academy of Orthopaedic Surgeons

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SHARE SOME NEWS

We want to help everyone be healthy

Did you know that there are still uninsured children and adults in our county?

But there is good news! One out of five children in Santa Clara County is a member of our health plan. We are always trying to find new ways to reach children and adults who do not have insurance and need our help. If you have a local event in your neighborhood or church, let us know if we can attend and give people information about our health insurance programs—Medi-Cal, Healthy Kids

and Cal MediConnect. Email your local event’s date, time, location and contact information to outreach@scfhp.com.

Encourage your friends, family and neighbors to contact Covered California to find out about eligibility for Medi-Cal and premium assistance for coverage through Covered CA. Go to www.coveredca.com or call **1-800-300-1506**.

For information about Healthy Kids, call Santa Clara Family Health Plan at **1-877-688-7234**.

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 **1-800-260-2055**. 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.
- 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.

Sorting out the symptoms: Cold, flu or allergy?

		Cold	Flu	Airborne Allergies
Symptom	Fever	Rare	Typical and often high. Can be 102 to 104.	Never
	General aches and pains	Slight	Common. Can be severe.	Never
	Fatigue and weakness	Quite mild	Common. Can last two to three weeks. Also may be extreme.	Sometimes
	Sneezing	Common	Sometimes	Common
	Stuffy or runny nose	Common	Sometimes	Common
	Sore throat	Common	Sometimes	Sometimes
	Cough	Mild to moderate	Common. Can be severe.	Sometimes
Season	Fall and winter	October through May, peaking in January and February	Outdoor: February or March through October, depending on pollens. Indoor: dander, mold, etc., can be year-round.	
Treatment	Antihistamines and decongestants for symptoms	Antiviral medicines can shorten its course.	Antihistamines, decongestants and nasal steroids for symptoms	
Prevention	Frequent handwashing	Annual flu shot and frequent handwashing	Avoid the pollens, etc., that cause symptoms	

DIABETES

Dealing with burnout

If you have diabetes, you're likely to have it the rest of your life. That means every day there are steps you'll need to take to feel good and stay healthy.

Some of these include eating well, being active and checking your blood sugar. They're all important. But doing them again and again can get tiresome. And at some point, it might leave you feeling burned out.

Stay in charge. It's normal to grow weary of your diabetes from time to time. Just don't let your feelings keep you from taking good care of yourself. Here are some ideas for coping with self-care burnout:

1. Team up. You don't have to go through things alone. A good diet and exercise benefit everyone. So ask family members and friends to make lifestyle changes with you. Things are bound to seem easier when someone's by your side.

2. Don't expect perfection. When it comes to managing diabetes, it's tough to do everything right every time. Try your best. But go easy on yourself too. If you stumble, don't beat yourself up. Just start over.

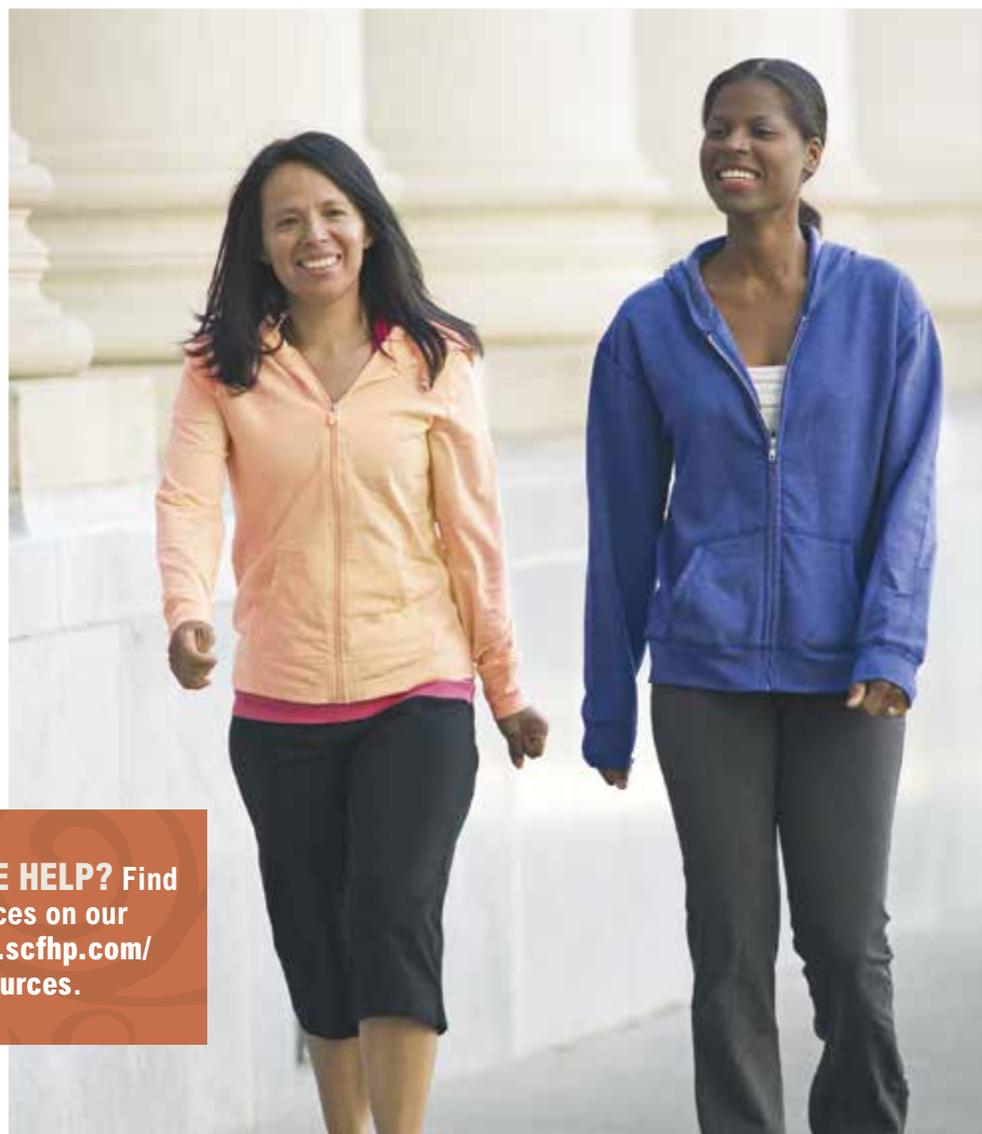
3. Plan a break now and then. Do you check your blood sugar like clockwork? Always skip dessert? Get up at the crack of dawn to walk every day? An occasional break from your normal routine may reenergize you. Check with your health care team to see if there are adjustments you can make once in a

while. Perhaps you could have that food you don't normally eat, for example. Or maybe you could sleep in and skip your walk once a week.

4. Ask for help when you need it. Diabetes affects your body. But it takes a toll on your sense of well-being too. If caring for yourself ever feels overwhelming, let others know, starting with your health care team. Their support can help keep you on track.

5. Get regular checkups. It's important to see your doctor on a regular basis. Your doctor will check your cholesterol, hemoglobin and blood pressure levels. Annual eye exams are also an important checkpoint to never miss. Knowing how your health is doing can encourage you to keep up the good work or motivate you to do better. Your doctor can advise you about the best ways to keep you on track to stay healthy and avoid burnout.

Source: American Diabetes Association



» NEED SOME HELP? Find diabetes resources on our website at www.scfhp.com/community/resources.

Camp Superstuff

A SUMMER CAMP FOR KIDS WITH ASTHMA

Do you have a child with asthma? He or she will love Breathe California's Camp Superstuff—an annual camp designed for 6- to 12-year-old kids with asthma.



Camp Superstuff's trained staff and volunteers teach campers important techniques for managing asthma, including:

- Understanding different aspects of asthma.
- Recognizing the triggers of asthma attacks.
- Knowing when and how to take medication.
- Learning how to support peers with asthma.

Camp Superstuff offers education and fun traditional camp activities. Throughout the week, children enjoy field trips, games, arts and crafts, skits, songs, and more!

When: Monday through Friday, July 28 through Aug. 1, 9 a.m. to 5 p.m.

Where: Mayfair Community Center, 2039 Kammerer Ave., San Jose, CA 95116.

Sign up your child. To enroll, contact Breathe California. The deadline to enroll is Friday, July 11, 2014. You can enroll your child in person, by phone or online.

Address: 1469 Park Ave., San Jose, CA 95126. Open 9 a.m. to 5 p.m., Mondays through Fridays.

Phone: 1-408-998-5865.

Online: Go to www.lungsrus.org and click on "Asthma" under "Services" to access the application.

Mandatory parent education night is Friday, July 18, 2014, from 6 p.m. to 8 p.m. at the Valley Specialty Center Basement at 751 S. Bascom Ave., San Jose, CA 95128.

INDIAN HEALTH CENTER

Lose weight before the summer!



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. 278, or go to www.indianhealthcenter.org for more information.

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

You have the right to know

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.





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Important information

The way you get your Medi-Cal services is changing. You are getting this letter because you will get your Medi-Cal Long Term Services and Supports (LTSS) from Santa Clara Family Health Plan starting on July 1, 2014, or August 1, 2014.

The reason for this change is to make your benefits and services work better together.

Please read this notice carefully. This notice is for your information only. You do not need to do anything.

What are Long Term Services and Supports, and what is the role of the Medi-Cal health plan? Your Medi-Cal health plan will cover the following Long Term Services and Supports:

■ **In-Home Supportive Services (IHSS)** are personal care services for people who need help to live safely in their homes. If you currently get IHSS, you do not have to change your IHSS providers, and you can still hire, fire, and manage your providers. There will be no change in how your provider is paid. Begins July 1, 2014.

■ **Community-Based Adult Services (CBAS)** is daytime health care at centers that provide nursing, therapy, activities and meals for people with certain chronic health conditions. If you get CBAS, nothing will change. Begins July 1, 2014.

■ **Multipurpose Senior Services Program (MSSP)** provides social and health care coordination services for people age 65 and older. If you currently get MSSP, you do not have to change your MSSP provider. Begins August 1, 2014.

■ **Nursing home care.** If you get care in a nursing home, your health plan will work with your doctor and nursing home to better coordinate your care. If you are currently in a nursing home, you do not have to change your nursing home. Begins July 1, 2014.

—Continued on back

Medi-Cal update

—Continued from front

What if I am already getting Long Term Services and Supports? It is important that you continue to receive these services. This is called continuity of care.

If you are already getting one or more of these services, you will still get these services as you do today. This notice is for your information only.

If you have questions about continuity of care or about receiving these services, call Santa Clara Family Health Plan Member Services toll free at **1-800-260-2055**.

What if I am not getting Long Term Services and Supports? Should you ever qualify for any Long Term Services and Supports, they will be covered by your Medi-Cal health plan.

How does this help me? This change helps to better coordinate your medical care and Long Term Services and Supports.

For help or more information

- If you have questions about this notice or your services, call your Medi-Cal health plan.
- If you have questions about IHSS, call your IHSS social worker at the county social services office. They know about this change and can help you.

Santa Clara Family Health Plan
210 E. Hacienda Ave., Campbell, CA 95008
Member Services: Weekdays (except holidays) 8:30 a.m. to 5:00 p.m.
Toll-free: **1-800-260-2055/TTY 1-800-735-2929**
www.scfhp.com