

winning health



Santa Clara
Family Health Plan

The Spirit of Care

Winter 2011/2012



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

Our commitment to you

The Spirit of Care is the guiding principle of the Santa Clara Family Health Plan. Our mission is to provide high-quality, comprehensive health care coverage to those who do not have access to, or are not able to purchase, good health care at an affordable cost.

We provide coverage for over 133,000 children and adults in our Medi-Cal, Healthy Families, Healthy Kids and Healthy Workers programs.

In 2011, Santa Clara Family Health Plan celebrated 15 years

of service to the community. We remain deeply committed to our mission of serving Santa Clara County families, and we look forward to many more years of service ahead.

Have you
moved
recently?



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

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Keep an eye on teens' emotions

The teen years can be tough. It's not easy to deal with school and peer pressure.

Add in changing hormones, and that can be a lot to deal with. That's why it's important to be there for your teen.

Teens may have moody outbursts or make poor decisions. They are human, after all.

But you'll want to watch out for signs that your teen is having a hard time. These might include:

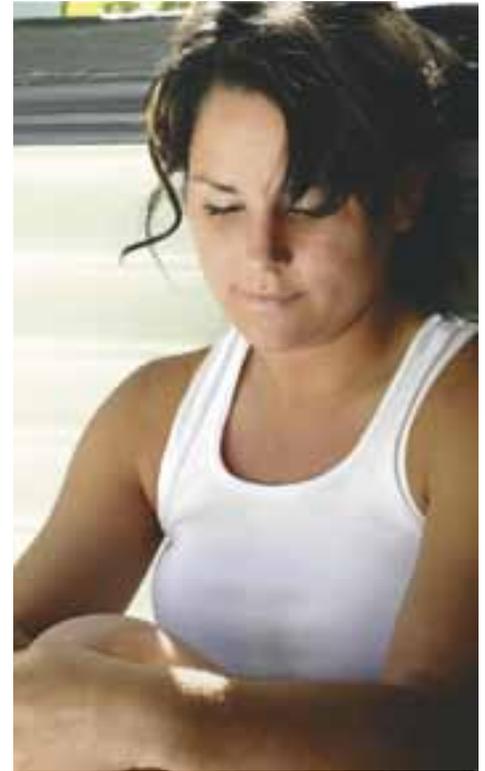
- Sleeping more than usual.

- Failing classes all of a sudden.
- Giving up favorite activities.
- Eating habits that lead to weight loss or weight gain.

If you're worried, talk to your teen. You can do a lot to offer support. Let your teen know that you care.

But what if your help is not enough? You might talk to a school counselor or your child's provider. They can direct you to more resources.

Source: American Academy of Pediatrics



Protect kids from the health dangers of lead

Peeling paint on a wall doesn't just look bad. It can contain a poisonous metal called lead.

Lead was used in paint before 1978. So it may be in some older homes. It can make its way into dust inside a home when paint chips and peels. It can also be in dirt or old water pipes. And it can be in some toys.

Lead can cause behavioral

and other problems, especially in children. To help keep kids safe:

- Keep them away from old windows and areas with crumbling paint. If you rent, tell your landlord about such areas.
- Don't let kids play in the dirt next to an old home.
- Don't let kids play with or chew on toys that might have lead paint.
- Wash your child's hands often.

Wash toys regularly too.

- Use cold tap water for drinking, cooking and making baby formula. If you live in an older home, run the water for several minutes before using it in the morning.

Your provider can tell you more about having kids tested for lead.

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



What is a personal representative?

Did you know you can have a family member or friend discuss your health and benefit information for you?

This person is called a personal representative. Your personal

representative can call Santa Clara Family Health Plan to select your new doctor, follow up on a referral to your specialist, help get your prescription filled, or ask your billing question.

To appoint your family member or friend, you need to fill out a Personal Representative Request form. Please call Member Services at **800-260-2055** and we will send you this form.

Mammograms save lives

More women now survive breast cancer than ever before. One reason for this good news is the use of mammograms.

These breast x-rays save lives. They can find tumors that are too small to feel. Finding breast cancer early means a better chance that treatment will work.

Are you a woman who is 40 or older? If so, you need a mammogram every year.

You also need a yearly breast exam done by your provider. That's because mammograms aren't perfect. Sometimes they miss cancers. A breast exam gives you extra protection.

Be sure to tell your provider

right away if you have any signs of breast cancer.

They include:

- A lump.
- Skin dimpling.
- Redness of a breast or nipple.
- Scaling of a breast or nipple.
- Thickening of a breast or nipple.
- Swelling in your breast.

Source: American Cancer Society



Better your blood pressure

Is high blood pressure getting you down? Add a little activity to your day.

Being more active can:

- Help lower blood pressure.
 - Help strengthen your heart.
 - Make it easier to manage your weight.
 - Help you feel less stressed.
- Managing stress is good for your heart health.

Even exercises such as brisk walking can help you control blood pressure. To get started:

- Do something you enjoy, like gardening, swimming or mall walking. You'll be more likely to stick with it if you pick an activity you like.
- Listen to music or an audio book while you work out. Time will pass in a flash.
- Change things up. It will help keep you from getting bored. Vary the time of day you work out. Call a friend to work out with you. This can help you stay motivated.

Sources: American College of Sports Medicine; American Heart Association

Care for moms-to-be

Pick out a crib. Stock up on diapers. There are a lot of to-dos before your baby is born.

The most important one? Take care of your health.

Regular prenatal care can help keep you and your baby healthy. Your provider can help prevent problems or find them early.

When to call

As soon as you think you're pregnant, call your provider. He or she will tell you how often to visit.

You'll most likely come in:

- Once a month for weeks 4 to 28.

- Twice a month for weeks 28 to 36.

- Once a week from week 36 until birth.

Some women may need to be seen more often.

What to expect

At each visit, your provider will:

- Weigh you.
- Take your blood pressure.
- Measure your belly.
- Listen to the baby's heartbeat.

Remember: It's important to go to every appointment, even if you feel fine.

Sources: March of Dimes; Office on Women's Health

Checkups

Good for kids and parents

Parents tend to like helpful tips on how to raise happy and healthy kids.

Here's an important one: Be sure to set up regular checkups for your child. Keep the appointments too.

These visits are essential. They help you get to know your child's provider. They also are the best way to make sure your child:

- Is growing and developing as expected.
- Gets the shots he or she needs. The shots help protect against childhood illnesses.
- Has his or her eyes, speech and hearing checked. All three are vital for learning.
- Is eating well.
- Stays healthy and safe.

Checkups also allow your child's provider to spot any possible health issues. Knowing about these things early on can help you decide what to do.

If all is well, you will have peace of mind. You and your child will be ready for the next stage of life.

Checkups are a good time to



learn more about parenting too. Be sure to keep a list of questions you have and take it along each time.

Staying on schedule

Your provider can tell you how often to plan visits. Many suggest this checkup schedule for kids:

- **Before age 1:** Two or three days after leaving the hospital, then at 1, 2, 4, 6, 9 and 12 months.
- **Between ages 1 and 2:** At 15, 18 and 24 months.
- **Toddlers and young children:** At 2, 3 and 4 years old.
- **Grade-schoolers:** Once a year from ages 5 to 10.
- **Teens and young adults:** Once a year from ages 11 to 21.

Source: American Academy of Pediatrics

Whooping cough: Is your family safe?

Pertussis (also called whooping cough) is an illness that begins like a cold. The trouble is that it can get much worse than a cold.

It can cause coughing fits. These can be very serious. This illness can be especially bad for babies. That's why it's important to get the shots to help prevent it.

Kids need a series of shots. They should have one at each of the following ages:

- 2 months.
- 4 months.

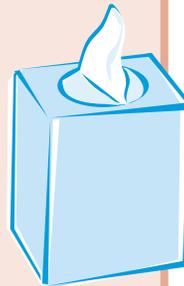
- 6 months.
- 15 to 18 months.
- 4 to 6 years.
- 11 or 12 years.

Adults may also need a shot if they've never had it.

Also, protection can wear off over time. You may need a shot even if you got the shots when you were a kid. This is very important if you're around a baby.

Your provider can help decide if you should get a shot.

Source: Centers for Disease Control and Prevention



» action

take Find a provider for your child at www.scfhp.com.