

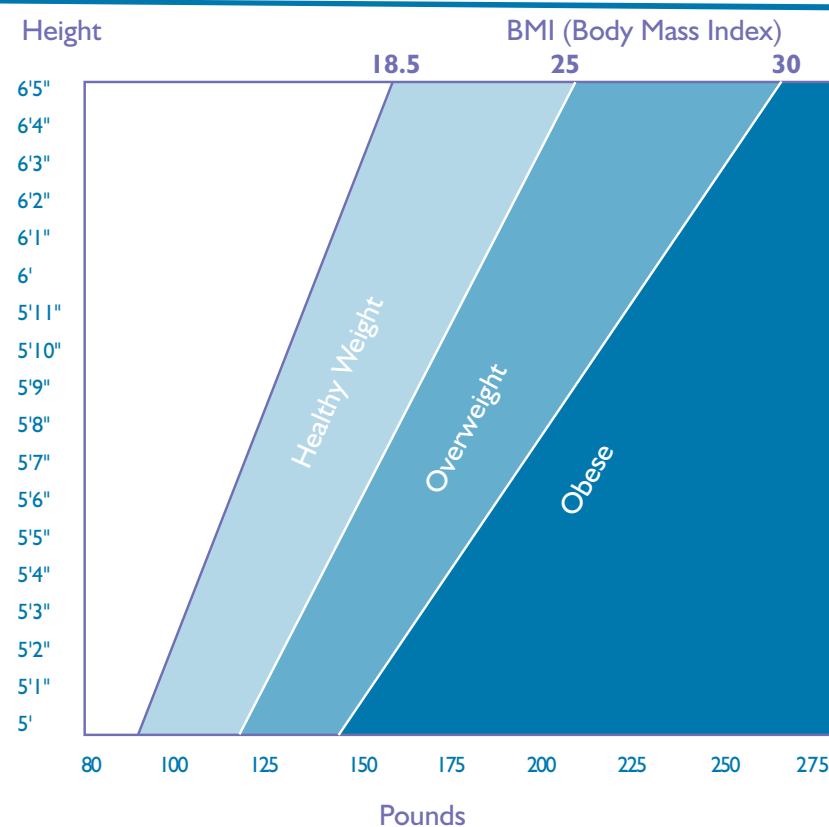
# All About BMI

Is your weight healthy? Your doctor can tell if your weight is healthy by figuring out your body mass index (BMI). BMI is a good way to tell how much fat is in your body. It looks at your height and your weight.

You can figure out your own BMI. Find your height and weight in the BMI Index Chart below.

BMI	Category	Recommendation
less than 18.5	Underweight	Talk to your doctor
18.5 to 24.9	Normal	Keep it up!
25.0 to 29.9	Overweight	Talk to your doctor
30.0 or higher	Obese	Talk to your doctor

Talk to your doctor if your BMI is not normal. He or she can tell you how you can get to a healthier weight. Being overweight can lead to diseases and other health problems.



## How to Get to a Healthy Weight

**Ask Yourself Why?** – People have many reasons why they want to get healthy. Write down why you want to lose the extra pounds.

**Talk to Your Doctor** – Your doctor can tell you what you should do first. This can be eating healthier or getting more exercise.

**Set Simple Goals** – Start with small goals that say what, when and how you will do something. You can build on these and set new goals later.

**Find a Buddy** – Sometimes asking your family, friends or coworkers to help you meet your goals can help. It can make it more fun when you have someone cheering you on.

**Check in with Yourself** – Put your goals on a checklist and cross them off as you reach them. If you are meeting all of your goals, challenge yourself and set some new ones!

Adapted from the CDC



SAN FRANCISCO HEALTH PLAN

201 Third Street, 7th Floor  
San Francisco, CA 94103  
www.sfhp.org

Prsrt Std  
US Postage  
Paid  
Fairfield, CA  
Permit No 8

# Your Health Matters!

winter 2011



19034-1/11

## It's cool to renew!

Keep your health insurance and stay healthy.

Watch for a letter and renewal form in the mail. Fill out the renewal form and return it immediately. If you did not receive your renewal form, or need help with the form, call us at **(415) 547-7800**.



## SOME GUM IS GOOD

The next time you pull out a stick of gum, check to see if Xylitol is listed as the first ingredient.

Xylitol looks and tastes like sugar, but it can help you be cavity free. Cavities are holes in your teeth. They are made by bacteria that eat away at teeth. Xylitol can help you keep your teeth healthy. It helps take out some of the bacteria in your mouth.



To keep your teeth and gums healthy, you should:

- Brush and floss after each meal and snack.
- Don't eat too many sweets.
- Stay away from sticky sweets like caramels and taffy.
- Drink more water. San Francisco tap water has fluoride that protects teeth and rinses away acid. Acid can make your teeth weak.
- See a dentist. Children can start seeing a dentist at age one.
- Chewing gum with Xylitol three to five times a day can help keep cavities away. Stop chewing gum with Xylitol if your stomach starts to hurt. Talk to your doctor.

## Pregnant? Get care, get a gift

The first three months of your pregnancy are very important for you and your baby. Your first prenatal visit is a great time to ask questions. You can learn about eating healthy. You can find out about your growing baby. San Francisco Health Plan wants to help you get the services you need. That's why we're offering you a \$25 gift card for seeing a doctor during the first three months of your pregnancy.

Three to eight weeks after you give birth, it is really important for you to see your doctor. This is a different appointment from the one for your baby.

To get a \$25 Target, Walgreen's or Old Navy gift card, call **(800) 288-5555** between 8:30 am and 5:30 pm. You will be sent a form that your provider will need to fill out at your appointment. Bring this form to your visit and have your provider sign it after your exam. The exam must be within the first three months of your pregnancy to get a gift card. Send the signed form back to us. We will send you the gift card of your choice!

Remember, contact your provider to schedule your appointments.

- First exam within first three months of pregnancy
- Follow-up visit three to eight weeks after delivery



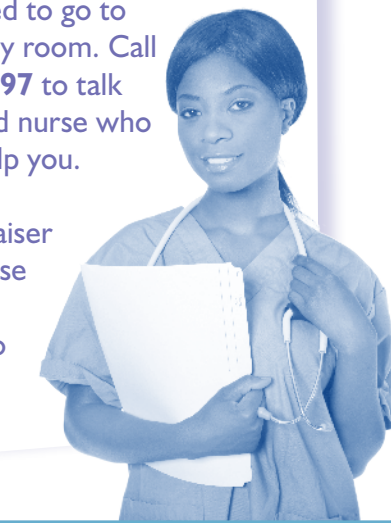
24/7 Nurse Advice Line  
**(877) 977-3397**

toll free

## Our New Nurse Advice Line

You don't know when an accident is going to happen. If you or your child has a health problem and you are not sure if you should go to the emergency room, call our new Nurse Advice Line. Call 911 if your emergency is serious. San Francisco Health Plan's Nurse Advice Line is a 24-hour, seven-day a week service. You don't have to pay to get our nurse's advice. Our nurses can talk to you in your language. The nurse will answer your questions and give you advice. The nurse can even tell you if you need to go to the emergency room. Call **(877) 977-3397** to talk to a registered nurse who is ready to help you.

If you are a Kaiser member, please call Kaiser's Call Center to speak to an advice nurse.



## inside



ALL ABOUT BMI

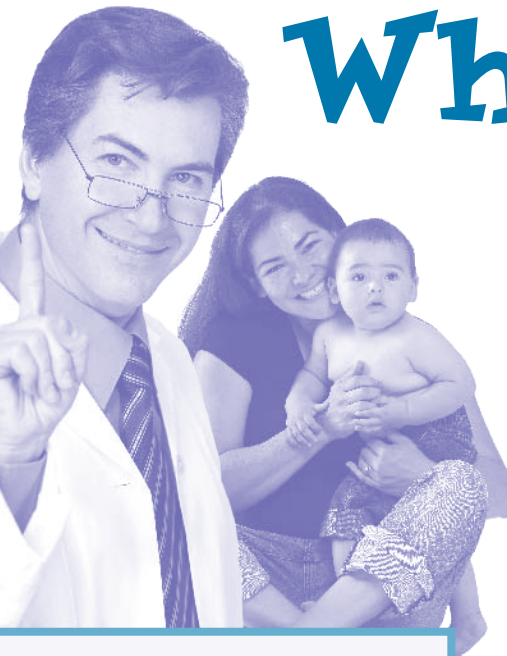


IS IT AN EMERGENCY?



HOW TO BE CAVITY FREE

# Protect Your Baby from Whooping Cough



**W**hooping cough (pertussis) can affect anyone. It is really bad for babies. It makes them cough and it can make it hard for them to breathe. Each year in California, hundreds of babies are taken to the hospital because of whooping cough. Sadly, some babies die from the infection.

Most babies get whooping cough from a family member. It spreads through tiny drops in someone's cough or sneeze. It can spread when someone talks too. People who are infected have bad coughs that make a "whoop" sound. The coughs are deep and sound like they are painful.

There is a shot that can stop whooping cough before it starts. Adults, pregnant women and people over age 10 can get the Tdap booster shot. Babies cannot get the shot. Make sure anyone who is 10 years old or older gets the Tdap booster shot two weeks before coming around your baby.

**You can protect your baby from whooping cough. Here are some ways you can keep your baby healthy:**

- Ask your doctor about the Tdap shot if you are pregnant or just had a baby.
- Let your baby's doctor know if you have been around someone with a bad cough.
- Call your doctor if you or your baby has a cold.
- Wash your hands after coughing or sneezing.



## What You Need to Know about Your Appointments

The doctors and clinics you go to usually set up your appointments by the times listed below.

If your health care provider thinks your problem can wait, your appointment may be later than the time listed in the table. If your health care provider thinks your problem cannot wait, your appointment may be sooner than the time listed in the table.

Call us if you have problems setting up an appointment. Call **(415) 547-7800** or **(800) 288-5555**, Monday – Friday, 8:30 am to 5:30 pm.

Type of Appointment	Your Appointment Should Be Made:
First Appointment – Adults	Within 120 calendar days of request
First Prenatal Appointment	Within 14 calendar days of request
Emergency	Right away
First Appointment – Child 18 months or younger	Within 60 days or less of request
Urgent Care – (no approval required)	Within 48 hours after you call
Urgent Care – (approval required)	Within 96 hours after you call
Non-Urgent Primary Care	Within 10 business days after you call
Non-Urgent Specialist	Within 15 business days after you call
Non-Urgent Appointments with Non-Physician Mental Health Care Provider	Within 10 business days after you call
Non-Urgent Services (for tests or treatment)	Within 15 business days after you call

Wait time for telephone screening not more than 30 minutes

Wait time to talk to SFHP customer service (during normal business hours) not more than 10 minutes



## 8 Signs You Might Need an Eye Exam



**I**t is important to get eye exams. These checkups help keep your eyes healthy as you get older. You may need more eye checkups if someone in your family has eye disease. **People with diabetes should have their eyes checked by a doctor every 12-24 months.** Ask your eye doctor when you should get your eyes checked.

**Here are eight ways you can tell if it's time for you to see an eye doctor:**

1. You feel pain in your eye
2. You have headaches or blurry vision when looking at something for a long time
3. You can't see at night

4. You have a hard time driving
5. Your eyes are red, dry, itchy or you see spots floating
6. You squint when you are looking at something
7. You get sick when you look at something that is moving
8. You have a hard time reading words that are close or far away

Learn more about your vision benefits. Call SFHP Customer Services Department if you have questions. SFHP Customer Services **(800) 288-5555** Monday – Friday 8:00 am to 5:30 pm, Pacific Time

VSP members can get help finding an eye doctor. Call VSP Member Services Department if you have vision benefits with VSP.

VSP Member Services **(800) 877-7195** Monday – Friday 5:00 am to 7:00 pm, Pacific Time

### Your Health Matters!

winter 2011

#### PRODUCTION

**Robert Menezes, Editor**  
Marketing & Communications Director

**Lisa Luke**  
Manager of Marketing & Creative Planner

**Megan Petrich**  
Coordinator of Health Education & Cultural Linguistic Services

**Alex Garcia-Orozco**  
Production Coordinator

**Joe Zesiger**  
Communications Specialist

Permission to reprint all or part of an article must be obtained from San Francisco Health Plan.

San Francisco Health Plan  
Attn.: Bob Menezes  
**Your Health Matters** Editor  
201 Third Street, 7th Floor  
San Francisco, CA 94103  
Member Services (415) 547-7800  
bmenezes@sfnhp.org

Visit San Francisco Health Plan online at [www.sfnhp.org](http://www.sfnhp.org).

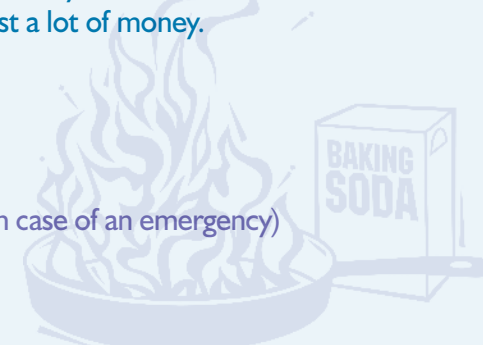
Published by  
Wax Custom Communications  
[www.waxcom.com](http://www.waxcom.com)

## Clean with Baking Soda

Baking soda is not just for cooking. Cleaning products from a store can help you keep your house tidy. But they can harm your health and the environment too. Baking soda is safe and does not cost a lot of money.

**Use baking soda to:**

- Clean fresh fruits and vegetables
- Give your dog a dry bath
- Put out small kitchen fires (call 911 in case of an emergency)
- Clean tile grout (add water)



## When to Go to the Emergency Room

If you are not sure if you are having an emergency, call your doctor's office. The number is listed on the back of your ID card or call San Francisco Health Plan's Nurse Advice Line at **(877) 977-3397**. The nurse will tell you if you need to go to the emergency room.

### GO TO THE EMERGENCY ROOM IF YOU HAVE

- Trouble breathing
- Broken bones
- Bad head injury
- Heavy bleeding during pregnancy
- Fainting
- Seizures
- Bleeding that won't stop
- Poisoning
- Overdose

### GO TO YOUR DOCTOR IF YOU HAVE

- Ear pain
- Sore throat
- Cough
- Cold
- Flu
- Diarrhea
- Fever



## DO YOU HAVE DIABETES?

See Your Doctor and Stay Healthy This Year

If you have diabetes, it is important to get a checkup every year. This will help stay on top of your diabetes. You can get a \$25 gift card if you get the tests listed below in 2011. If you have questions about this program, call us at **(800) 288-5555**.



Test Type	Why is it Important?	Goal
Blood Pressure	High blood pressure can cause problems in the kidneys, eyes, and heart	Less than 130 over 80
A1C (HbA1c)	Tells how well your blood sugar control was in the past three months	Less than seven or eight (ask your doctor what's right for you)
LDL – Cholesterol	Cholesterol blocks the flow of blood through your heart. It can lead to heart problems	Less than 100
Kidney Protection	Shows if there are any changes or problems with your kidneys	Test every year and take medicine daily
Eye Exam	Tells if there are any changes or problems with your vision	Once a year (diabetic eye exam is covered)
Foot Exam	Tells if the nerves in your feet are healthy	At least once a year