

# YourHealth Matters

SAN FRANCISCO HEALTH PLAN™



WINTER 2017

## All Adolescents, Teens, and Young Adults Should Get the HPV Vaccine



**A**ll boys and girls should get the HPV vaccine starting at age 11. If you're a teen or young adult who hasn't had the vaccine, there is still time. It can be given up to age 26. Human Papilloma Virus (HPV) can cause cervical cancer and cancer of the penis.

It can also lead to cancer in the rectum and throat. It is important to get the HPV vaccine before being exposed to the virus. This will help keep your child healthy as they get older. The vaccine is usually given in 2-3 shots over 6 months. Talk to your child's PCP if you have questions about the HPV vaccine.



## Taking Care of Your Mental Health

Taking care of your emotional health is just as vital as taking care of your physical health. Talking to a trained counselor can help you deal with the ups and downs in your life.

### **Medi-Cal Members –**

Call Beacon Health Strategies at **1(855) 371-8117**.

### **Healthy Kids and Healthy Workers –**

Call San Francisco Community Behavioral Health Services (CBHS) at **1(888) 246-3333**.





## Do You Want Extra Help with Your Health Care Needs?

Do you or someone you care for need more attention with their health care? We have a program for Medi-Cal members who would like to better control their health issues.

Our Complex Medical Case Management (CMCM) program can help you:

- Learn about your health
- Find the right support for you
- Coordinate your care
- And more

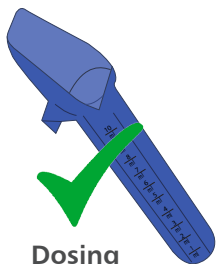
Call us at **1(415) 615-4515**. Our staff will review your health record to see if the CMCM program is the right fit for you. If some other program better serves your needs, then we will connect you to it. This help is **FREE** and private to you as a member of San Francisco Health Plan.



## A Safer Way to Give Medicine to Children



Using a dosing syringe is the safest way to measure your child's medicine. A recent study shows that when parents give medicine using a cup, they make 5 times more mistakes. They either give too much, or not enough medicine. The next time you need to give medicine to your child, ask the pharmacy for a dosing syringe instead of a cup. A dosing spoon is also a good option.



Dosing spoon



Cup



Dosing Syringe

## IMPORTANT

### Healthy Workers Members: Pharmacy Changes

Starting on **December 1, 2016**, if you have questions about your pharmacy benefit, please call SFHP Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555** (toll free).

Your healthcare provider may need to prescribe a medication for you and may ask for your preferred pharmacy. You can select a pharmacy from the Pharmacies section of

the San Francisco Health Plan

Healthy Workers Provider Directory or you can find a full list of Healthy Workers pharmacy locations at

**www.sfhp.org**. To obtain your medication, show your member ID card to the pharmacist at your selected preferred pharmacy.

Your Healthy Workers Combined Evidence of Coverage and Disclosure

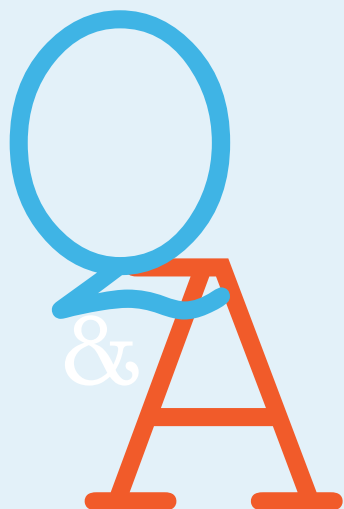
Form Errata has more information on your prescription medicine benefits.





## 8 Questions to Ask Your Pharmacist

Many people don't use their medications correctly. This can make them less safe and effective. There are many reasons why these mistakes happen. The instructions you receive can be complicated. They may not be written in your language. To make sure you know how to take your medicines, ask your provider or pharmacist these 8 questions. Ask about new prescriptions, and even about medications you've been taking for a long time.



Write the answers to the questions in the white space provided.

Q1. What is the name of my medication, and what is it for?

*write your answer here*

Q2. How and when do I take it, and for how long?

*write your answer here*

Q3. Should I avoid any other medications, food or drinks?

*write your answer here*

Q4. Should I expect any side effects?

*write your answer here*

Q5. What's the best way to store my medication?

*write your answer here*

Q6. What if I miss a dose?

*write your answer here*

Q7. Are there any interactions with other medications I am taking?

*write your answer here*

Q8. When should I follow up with my doctor or pharmacist?

*write your answer here*

Source: *US News and World Report*

## Winter Is Flu Season! Get your vaccines at the pharmacy

Influenza can lead to serious illness. Protect yourself and others by getting the influenza (flu) shot. Adults with Medi-Cal can get their flu shot and other vaccines right from the pharmacy.\* If you're not sure, ask your doctor's office what vaccines you need. Children and teens 18 years and younger should still get vaccines through their provider's office.

**The following vaccines are available to adults at the pharmacy:** influenza, measles/mumps/rubella (MMR), meningitis, tetanus/diphtheria/pertussis or whooping cough (Tdap), varicella (chicken pox), pneumonia, human papilloma virus (HPV), herpes zoster (shingles), and rabies.

\* Members who get care from Kaiser should still get their vaccines from Kaiser.





# How Much Sleep Does Your Child Need?

Children need enough sleep to be healthy and happy and learn well in school.

Sleep experts suggest your child get the following amount of sleep every day

- Babies 4 to 12 months:  
12 to 16 hours of sleep (including naps)
- Children 1 to 2 years of age:  
11 to 14 hours (including naps)
- Children 3 to 5 years of age:  
10 to 13 hours (including naps)
- Children 6 to 12 years of age:  
9 to 12 hours
- Teens 13 to 18 years of age:  
8 to 10 hours



Talk to your child's provider if your child is having trouble getting to sleep, staying asleep, snoring or anything that leads to disrupted sleep and daytime tiredness.

Source: American Academy of Sleep Medicine, [www.aasmnet.org](http://www.aasmnet.org)

## Choose a PCP for Your Adult Care

Turning 18 brings more opportunities and more responsibilities.



It can mean changing your school, your job, where you live, and how you handle your money. It also means taking a more active role in your health. When you turn 18, it's time to choose a new primary care provider (PCP) who takes care of adults. You may be able to stay with your PCP if he or she

is a family physician. But if you have been going to a pediatric clinic, you will need to switch to a PCP who works with adults. Talk to your PCP about your choices for transitioning to adult care. For more help in finding a PCP for adult care please call SFHP Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555**.

To view a digital flipbook newsletter, visit [www.sfhp.org/newsletter](http://www.sfhp.org/newsletter)

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[www.sfhp.org](http://www.sfhp.org)

Each program administered by San Francisco Health Plan has its own offerings and eligibility rules. Some services and goods described in this newsletter are not available to all members. Contact SFHP to see what services and goods are available to you.

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## Make an Appointment

Our Service Center can help you fill out and submit your Medi-Cal application. Call Customer Service at **1(415) 777-9992** to get started. The Human Services Agency determines who qualifies for the Medi-Cal Program.



**Changes have been made to the San Francisco Health Plan Medi-Cal, Healthy Workers and Healthy Kids pharmacy formularies.**



To view our most recent updates, please go to **[www.sfhp.org](http://www.sfhp.org)**. If you cannot access the internet or have any questions about which medicines are covered, please call Customer Service at **1(800) 288-5555** or **1(415) 547-7800**.

## SF Benefits Net Enrollment Site

Find out if you are eligible for Medi-Cal, Food Stamps, School Meals, and other benefits.

1440 Harrison St.  
Monday – Friday  
8:00am to 5:00pm  
Walk-Ins welcome.  
Call SF BenefitsNet at  
**1(855) 355-5757**.