

Prevent flu and COVID-19

Now that kids are in school and outdoor events are taking place, the chances of getting the flu or COVID-19 have increased.

An annual flu shot and the COVID-19 vaccine are the best way to protect yourself, your family and others around you from getting severely ill. The shots do not cause the flu or COVID-19. Getting a flu vaccine each fall can cut your risk of getting the flu nearly in half. And getting vaccinated against COVID-19 significantly reduces your chances of getting “long COVID” or becoming hospitalized.



The flu and you

The Centers for Disease Control and Prevention (CDC) recommends flu shots for almost everyone 6 months and older. Flu shots are especially important for people at high risk of getting very sick, including:

- People 65 and older.
- People with certain chronic conditions.
- Pregnant women.
- Young children, especially those under 2 years.
- People from racial and ethnic minority groups.
- People with disabilities.

The CDC says that most people should get their flu shot in September or October.

Children 6 months to 8 years old who have not had a flu shot before need two doses given at least four weeks apart.

How to get the flu shot

CCHP members 3 years old and older can get the flu shot from any Rite Aid or Walgreens. Call the pharmacy first to avoid long waits. Please bring and show your CCHP member card.

CCHP members of all ages can go to their doctor to get the flu shot.

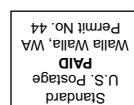
If you get care at the County Health

Centers, you can also:

- Go to the County Health Centers’ walk-in flu clinics beginning in October. Go to cchealth.org/flu for the schedule. Please bring and show your CCHP member card.
- See your doctor or call **800-495-8885** for a Treatment Nurse appointment.

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CPN



Keep your kids healthy

COVID-19 precautions shouldn't mean skipping your child's annual visits. Doctors' offices are taking steps to keep their patients safe during checkups and vaccine visits. Here are some shots that kids of different ages may need.



Infants and toddlers (birth to age 2 years)

- ✓ DTaP (diphtheria, tetanus and pertussis).
- ✓ MMR (measles, mumps and rubella).
- ✓ Chickenpox.
- ✓ Pneumonia.
- ✓ Hepatitis A and B.
- ✓ Polio.

Preschoolers and school-aged kids (ages 3 to 10)

- ✓ DTaP (diphtheria, tetanus and pertussis).
- ✓ MMR (measles, mumps and rubella).
- ✓ Chickenpox.
- ✓ Polio.

Preteens and teens (ages 11 to 18)

- ✓ HPV.
- ✓ Meningitis.
- ✓ Tdap (tetanus, diphtheria and pertussis).

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Get your COVID-19 shots too

If you've yet to get a COVID-19 vaccine, there are good reasons to include them in your plan too. The vaccines are safe and very good at protecting people from COVID-19. Plus, once you're fully vaccinated, you can start doing more, like getting together with friends while reducing your risk of getting very sick, suffering long-term symptoms or death.

The CDC recommends that most people 12 and older be vaccinated against COVID-19. And it's OK to get other shots at the same time. So ask your provider about getting up-to-date on all the shots your family needs.

How to get the COVID-19 vaccine

Go to one of the county clinics listed at right.

- Schedule an appointment online at bit.ly/ccvax or call **833-829-2626** (8 a.m. to 6 p.m. Monday through Friday).
- Walk in (no appointment necessary).

Or you can find a pharmacy or clinic near you at MyTurn.ca.gov and schedule an appointment or call **833-422-4255**.

Homebound people living in Contra Costa County can also request a home vaccination from the county's mobile team. Fill out the form at bit.ly/vaxhome or call **833-829-2626**.

Contra Costa Health Services COVID-19 Vaccine Clinics

Health Center walk-in hours: 8 a.m. to noon, 1 p.m. to 4 p.m.

- Antioch Health Center: 2335 Country Hills Drive
- Bay Point Family Health Center: 215 Pacifica Ave.
- Brentwood Health Center: 171 Sand Creek Road, Suite A
- Concord Health Center: 3024 Willow Pass Road
- Martinez/Miller Wellness Center: 25 Allen St.
- Pittsburg Health Center: 2311 Loveridge Road
- Richmond/North Richmond Center for Health: 1501 Fred Jackson Way
- San Pablo/West County Health Center: 13601 San Pablo Ave.

Additional community sites:

- Antioch: Nick Rodriguez Community Center, 213 F St. Tuesday through Saturday, 8 a.m. to 11:30 a.m., 12:30 p.m. to 3 p.m.
- Concord–Monument: 1034 Oak Grove Road Tuesday, noon to 3:30 p.m., 4:30 p.m. to 7 p.m.; Wednesday through Saturday, 8 a.m. to noon, 12:30 p.m. to 3 p.m.
- Richmond Memorial Auditorium: 403 Civic Center Plaza Tuesday through Saturday, 8 a.m. to 11:30 a.m., 12:30 p.m. to 3 p.m.



CASE MANAGERS

Guides for your good health

Would you like help with your health care needs? That's what our case managers do. We are a team of nurses and social workers. Our health care experts can help you get the care you need. They will work with you, your family and your doctor to improve your health. In addition, they can connect you to needed local resources. The service is free for Contra Costa Health Plan members. This service is offered over the phone. Ask for a case manager if you have:

- A hard time getting to your doctor visits, taking your meds as you should or eating well.
- Gone to the emergency room a lot (more than 3 times this year).
- Gone to, or had to stay in, the hospital a lot (more than 2 times this year).
- Difficulty with stable housing, lack of transportation to get to medical appointments, lack of food, or another situation that may hinder your health.
- Changes in your memory, mood, personality or behavior.
- Health issues that need to be watched closely.
- Any worries about caring for yourself or your loved ones.

Call now

Get in touch with a case manager. Call **925-313-6887**. Please leave a message. Be sure to tell us what time we can reach you. We will return your call. You have the right to decline or stop this service at any time.

Behavioral health services

As a member, you have access to our services. These are part of your Medi-Cal benefits program. You can get mental health help from a therapist or behaviorist. Contra Costa Health Plan works with Contra Costa Behavioral Health Services. This includes mental health services and support. You can get help with:

- Mental health.
- Substance use.
- Culturally specific treatments.
- Peer and family support services.

Outpatient mental health services are covered. These are things like:

- Psychiatric services and consultation.
- Lab work, medications and supplies.
- Monitoring drug therapy.
- Therapy.

You can use the behavioral health access line too. Call **888-678-7277**. Contra Costa Commercial Plan members should call **877-661-6230, option 4**.





Nondiscrimination notice

Discrimination is against the law. Contra Costa Health Plan (CCHP) follows State and Federal civil rights laws. CCHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CCHP provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages.

If you need these services, contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. If you cannot hear or speak well, please call TTY: **711**. Upon request, this document can be made available to you in braille, large print, audio cassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Contra Costa Health Plan
595 Center Ave., Suite 100
Martinez, CA 94553
877-661-6230 (TTY: 711)

Managing anxiety naturally

Anxiety can show up in our lives in many forms. Symptoms can come as:

- Muscle tension.
- Headaches.
- Restlessness.
- Sweating.
- Stomach pain.
- Feeling grouchy.
- Difficulty sleeping.

To start feeling better, try some of the following:

A breathing exercise called 4-7-8. Breathe in while counting to 4. Hold your breath for 7 seconds. Then let the air out while counting to 8. Do this four times twice a day. Breath work can offer an immediate relief and a sense of calm.

Be mindful of the present. Train your mind to focus on the here and now. Meditate on a regular basis.

Eliminate caffeine. Drink more water and try calming

teas such as chamomile and passionflower.

Improve your diet. Cut out sugar and add foods like fish, turkey, nuts, seeds, fermented vegetables, berries, oatmeal, dark leafy greens, and dark chocolate 70% or higher.

Spend time in nature daily. Go outside and take a brisk walk. Notice the flowers, trees, and birds.

Media pause. Take a news or media break.

Start a yoga practice. Yoga is a gentle exercise that has additional benefits for reducing anxiety. Those with anxiety issues need an opportunity to slow down their lives so that it feels more manageable. Yoga also helps us breathe more and breathe deep.

Sleep routine. Go to sleep at the same time and reduce electronics use before bed.

Sources: WebMD; DrWeil.com

HOW TO FILE A GRIEVANCE

If you believe that CCHP has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CCHP's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. Or, if you cannot hear or speak well, please call TTY/TDD: **711**.
- In writing: Fill out a complaint form or write a letter and send it to: CCHP Civil Rights Coordinator, Member Grievance Unit, 595 Center Ave., Suite 100, Martinez, CA 94553 or fax it to **925-313-6047**.
- In person: Visit your doctor's office or CCHP and say you want to file a grievance.
- Electronically: Visit CCHP's website at **www.contracostahealthplan.org**.

OFFICE OF CIVIL RIGHTS—CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call TTY/TDD: **711** (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:
Deputy Director, Office of Civil Rights
Department of Health Care Services Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Complaint forms are available at **www.dhcs.ca.gov/Pages/Language_Access.aspx**.
- Electronically: Send an email to **CivilRights@dhcs.ca.gov**.

OFFICE OF CIVIL RIGHTS—U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **800-368-1019**. If you cannot speak or hear well, please call TTY/TDD: **800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509E, HHH Building
Washington, D.C. 20201
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.
- Electronically: Visit the Office for Civil Rights Complaint Portal at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

TAGLINES

English Tagline

ATTENTION: If you need help in your language call 1-877-661-6230 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-661-6230 (TTY: 711). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ (TTY: 711) 1-877-661-6230. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ (TTY: 711) 1-877-661-6230. هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-661-6230 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-877-661-6230 (TTY: 711): Այդ ծառայություններն անվճար են:

ប្រាសាទកម្ពុជា (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-661-6230 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-661-6230 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-661-6230 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 1-877-661-6230 (TTY: 711)。这些服务都是免费的。

(Farsi) مطلب به زبان فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با (TTY: 711) 1-877-661-6230 تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با (TTY: 711) 1-877-661-6230 این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-661-6230 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-661-6230 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nge Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-661-6230 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-661-6230 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-877-661-6230 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-877-661-6230 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນມີການ ເຊັນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເລິມໃຫຍ່ 1-877-661-6230 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-661-6230 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-661-6230 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-661-6230 (линия TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-661-6230 (линия TTY: 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-661-6230 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-661-6230 (TTY: 711). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-661-6230 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-661-6230 (TTY: 711). Libre ang mga serbisyong ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-661-6230 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-661-6230 (TTY: 711). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-661-6230 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-661-6230 (TTY: 711). Các dịch vụ này đều miễn phí.

Advice Nurses and urgent care

If you are sick or hurt, you may need urgent care. That means you need quick care, but it's not an emergency. Not sure what kind of care you need? Call the Advice Nurse line.

We're here to help Contra Costa Health Plan (CCHP) members. We are open 24 hours a day, 7 days a week, including holidays. Just call **877-661-6230**. Spanish-speaking members: Please press **option 2**, then choose **option 1** to speak with an Advice Nurse. English-speaking members: Please press **option 1**, then choose **option 1** to speak with an Advice Nurse.

In order to decrease the time that you wait on the phone, we now offer 2 phone options.

Option 1: You may choose to leave a message for the nurse to call you back.

Option 2: You can choose to have the phone system hold your place in line, and the system will call you back

when a nurse is available to answer your questions.

When calling about your child, please make sure your child is with you at the time of your call. The Advice Nurse must be able to obtain the most up-to-date description of your child's symptoms to be able to safely refer your child to the appropriate level of care.

Depending on your symptoms, you may be eligible for the following:

- An urgent care visit.
- An order for meds.
- A telephone call with a CCHP doctor.

Nurses can also give you advice on:

- Questions on health care and meds.
- Infectious disease exposure.
- Caring for yourself or a family member.
- If a visit to the emergency room is required.
- Current vaccine info for you or your child.



- Health resources in your community.
- Contacting your doctor.

WE'RE HERE TO HELP Contra Costa Health Plan members. We are open 24 hours a day, 7 days a week, including holidays. Just call **877-661-6230, option 1**.



CCHP Health Education webpage

Did you know that we have health education tools for you to use? Check them out at **cchealth.org/healthplan/health-ed.php**.

Use our education tools on many health topics, such as:

- Nutrition, healthy recipes and smoothies.
- Activities like Pilates, yoga and salsa dancing.
- Asthma, diabetes, heart health and hypertension.
- Children's health, prenatal care and breastfeeding.
- Videos on many health topics.
- Community resources, the latest newsletter and more.

GO TO CONTRACOSTAHEALTHPLAN.ORG. Then go to "For Members." Click on "Health Education."

health
sense

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HEALTH SENSE may also contain general information about plan benefits. Plan benefits vary, and for information about your

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particular benefit plan, please see your Evidence of Coverage booklet or call Member Services at 877-661-6230.

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Si desea este folleto en español, llame al **877-661-6230 (oprima 2)**.