

# health sense



Fall 2022



## Catch up on preventive care

Early on in the COVID-19 pandemic, many people put off in-person doctor visits in order to help slow the spread of the coronavirus. For you and your family, that may have meant avoiding some routine care. But now it's time to catch up on any preventive health services you missed.

### A good way to stay healthy

Preventive care includes screening tests, vaccines and wellness checkups that help you stay healthy. It includes things like:

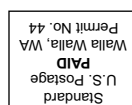
- Mammograms and Pap tests for women.
- Screenings for heart disease and cancer.

- Childhood vaccines and well-child visits.
- Flu and pneumonia shots.
- Routine checkups where you can get advice about diet, exercise and safety.

CCHP covers preventive care services like this at no cost to you. So don't put them off. It's safe to visit your doctor again—and doing so helps keep you and your family healthy.

Sources: American Academy of Family Physicians; HealthCare.gov

NdP



# Tips for a healthy immune system

Think of your body like a castle with its own army—your immune system. When germs try to invade your body, your immune system starts a defense. First, your skin tries to stop germs from getting inside your body. Your mucous membranes trap the germs. And your body makes white blood cells to kill them.

## Keep a strong immune system

You can keep your immune system healthy in many ways.

**Practice good hygiene.** Wash your hands often to stop germs from spreading. Wash produce before eating it. And clean your dishes well to prevent the growth of bacteria.

**Reduce stress.** Find ways to manage stress. You could practice deep breathing or listen to music.

**Get moving.** Exercise can help your body make more immune cells.

**Make sleep a priority.** Adults should try to get 7 to 9 hours of sleep a night. Children need 8 to 14 hours of sleep, depending on their age.

**Eat well.** Go for foods that have nutrients like these:

- **Protein.** It's found in foods such as fish, beef, chicken, eggs, beans, lentils, and nuts and seeds.
- **Vitamin A.** It is found in foods like sweet potatoes, carrots, broccoli, spinach, goat cheese and watermelon.
- **Vitamin C.** Citrus fruits, tomatoes, kale, kiwi, strawberries, mango, cantaloupe and bell peppers are all good sources.
- **Vitamin E.** You'll find it in salmon, sunflower seeds, Brazil nuts, avocado and almond butter.

● **Zinc.** Good sources include lean meat, poultry, fish, whole grains, beans, seeds and nuts.

● **Vitamin D.** Spend time outdoors early in the day, and eat fish, kefir or plain yogurt, mushrooms, and cod liver oil.

● **Probiotics.** These good bacteria are in cultured dairy products, like yogurt, and in fermented foods, like kimchi.

**Get vaccinated.** Talk to your primary care provider about what vaccines you might need. Experts recommend that all adults get a flu shot each year. Depending on your age and health history, you may also need shots for shingles, pneumonia or Tdap (tetanus, diphtheria and pertussis).

Sources: Academy of Nutrition and Dietetics; American Heart Association; Centers for Disease Control and Prevention; National Institutes of Health

## WITHOUT DELAY!

### 7 GREAT REASONS TO GET YOUR FLU VACCINE



#### 1 Immunization is the No. 1 best way to prevent the flu.

With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.



#### 2 Spare yourself.

The flu can bring miserable symptoms and lead to missing work or school.



#### 3 Influenza makes some people seriously ill.

Every year, flu complications lead to hospital stays—and even deaths.



#### 4 Viruses tend to change each flu season.

Scientists review U.S. flu vaccines yearly to make sure they best match circulating viruses.



#### 5 Influenza spreads.

Be ready—get vaccinated as promptly as possible.



#### 6 Flu vaccines have a solid safety record.

Vaccines can't give you the flu—and serious side effects are very rare.



#### 7 Shot or spray? You can have it your way.

Flu vaccines are available as shots or nasal sprays.\*

\*The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.

Source: Centers for Disease Control and Prevention

# Accessing mental health and substance misuse services

All Contra Costa Health Plan (CCHP) members have the right to testing, treatment and support for a wide range of mental and emotional needs. These include:

- Depression or anxiety.
- Signs of autism.
- Substance misuse.
- Eating disorders.

We can help you get the care you need.

**Important! If you, or a family member, are having a life-threatening emergency, call 911 right away.**

**If you are having a mental or emotional crisis, call the county's 24-hour Access Line at 888-678-7277 for resources. Or call the Contra Costa Crisis Center at 800-833-2900 for 24-hour crisis support.**

Members do not need approval to get care for mental health issues. All members may have a first visit, plus up to 7 more visits (8 visits total) with any mental health expert in our network without approval first. If ongoing treatment is required, your provider will submit a treatment plan and a request for approval to CCHP for more visits.

## How do I find a mental health provider?

There are many ways to get care for mental health or substance misuse issues.

- **Start by talking to your primary care provider.** They understand your issues and concerns. They can also guide you to a therapist with whom they are familiar.
- **You can also just contact a mental health provider directly.** You can find providers in the CCHP network by going online at [cchealth.org/FindAProvider](https://cchealth.org/FindAProvider).
- **Call for help finding a provider.**
  - » **Medi-Cal members.** Your first call should be to the Contra Costa Access Line: **888-678-7277**. They will listen to your concerns and help you see the right care provider.
  - » **Commercial plan members.** Call CCHP Member Services at **877-661-6230**. They can give you a digital or printed list of available providers. After hours, call the Advice Nurse line at **877-661-6230, option 1**. They can offer the same information. You can also find the list online at [cchealth.org/FindAProvider](https://cchealth.org/FindAProvider).

Need help connecting with one of the care providers on the list? You can contact the Behavioral Health



Authorization Unit at [CCHPBHAU@cchealth.org](mailto:CCHPBHAU@cchealth.org). They will help you find the right care option.

When you call a provider's office, always check that they take your specific health plan.

It is the law that mental and behavioral health issues are treated the same way as physical health. Your CCHP plan covers care for when you are struggling with these issues or dealing with substance misuse issues.

You wouldn't wait months to see a doctor if you broke your hand, so don't suffer in silence when you have mental health issues! Reach out and let us help you get the care you need.





## 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, audiocassette 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**)

# Keep your child safe from lead

Did you know that lead can get into our bodies in many ways other than lead paint? Lead can be especially dangerous to children under the age of 6. Their growing bodies absorb more lead, and their brains and nervous systems are more sensitive to the damaging effects of lead.

If you think your child has been exposed to lead, talk to your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2.
- Children or other family members who have been exposed to high levels of lead.
- Children up to the age of 6 who have not yet had a blood lead test.

Your doctor can explain what the test results mean and how you can keep your child safe from lead exposure.

## 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 **contracostahealthplan.org**.

## OFFICE OF CIVIL RIGHTS—CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

If you have Medi-Cal, you can also file a civil rights complaint with the California Department of Health Care Services, Office of 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 [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).
- Electronically: Send an email to **CivilRights@dhcs.ca.gov**.

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

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, 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 Ave., SW  
Room 509F, 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

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 بريـل 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: Չանգահարեք 1-877-661-6230 (TTY: 711): Այդ ծառայություններն անվճար են:

## ហ្លួសម្ពុលជាភាសាខ្មែរ (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，例如盲文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 1-877-661-6230 (TTY: 711) تماس بگیرید. 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।

## Nqe 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 hluc 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 serbisyon ng 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.

# Make the connection

Changing how you think may change how you feel

Maybe this question has been on your mind: Can my mental state affect my physical health?

Doctors have suspected for centuries that there is a strong tie between mind and body. And modern medical studies prove them right. Researchers now know that unhealthy levels of stress, depression and anxiety can cause problems in your body. They can mess up your hormones, immune system, heart health and blood pressure.

When your emotional health is off, many physical symptoms can appear. Just a few of those signs may be:

- Back pain.
- Chest pain.
- Headaches.
- Extreme fatigue.
- Diarrhea.
- A stiff neck.
- A racing heart.

Tending to your emotional health can improve your quality of life. It also may help your body fight infections, recover from an illness and prevent chronic disease.

What helps the mind-body balance grow strong? Thankfully, research has answered that question too. These top the list:



**1. Getting a move on.** Exercise changes how the body responds to stress. It improves mood too.

**2. Finding healthy ways to relax.** Some people use music, art, prayer, woodworking, reading or even 10-minute walks to lower stress in their life.

**3. Expressing yourself.** Negative feelings and fears that are bottled up may flow out as aches, pains and problems. A trusted friend, partner or religious adviser may be able to help you focus on positives and work through challenges. Some people

keep a gratitude journal. Others write down goals and things they have accomplished. Professional counseling is advised if you are stuck or feeling overwhelmed.

Finally, remember these words of wisdom: Be honest with your doctor about the stresses and challenges you face. Ask for help if you think you're feeling depressed. Your doctor can suggest many ways to improve your health and wellness—both mental and physical.

Sources: American Academy of Family Physicians; American Psychological Association; National Institutes of Health

**GET HELP FOR MENTAL HEALTH.** Services and support from Contra Costa Behavioral Health Services are covered by your plan. Call the behavioral health access line at **888-678-7277**. Contra Costa Commercial Plan members should call **877-661-6230, option 4**. Learn more on page 3.

health  
sense

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