

health sense



Spring 2023

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.

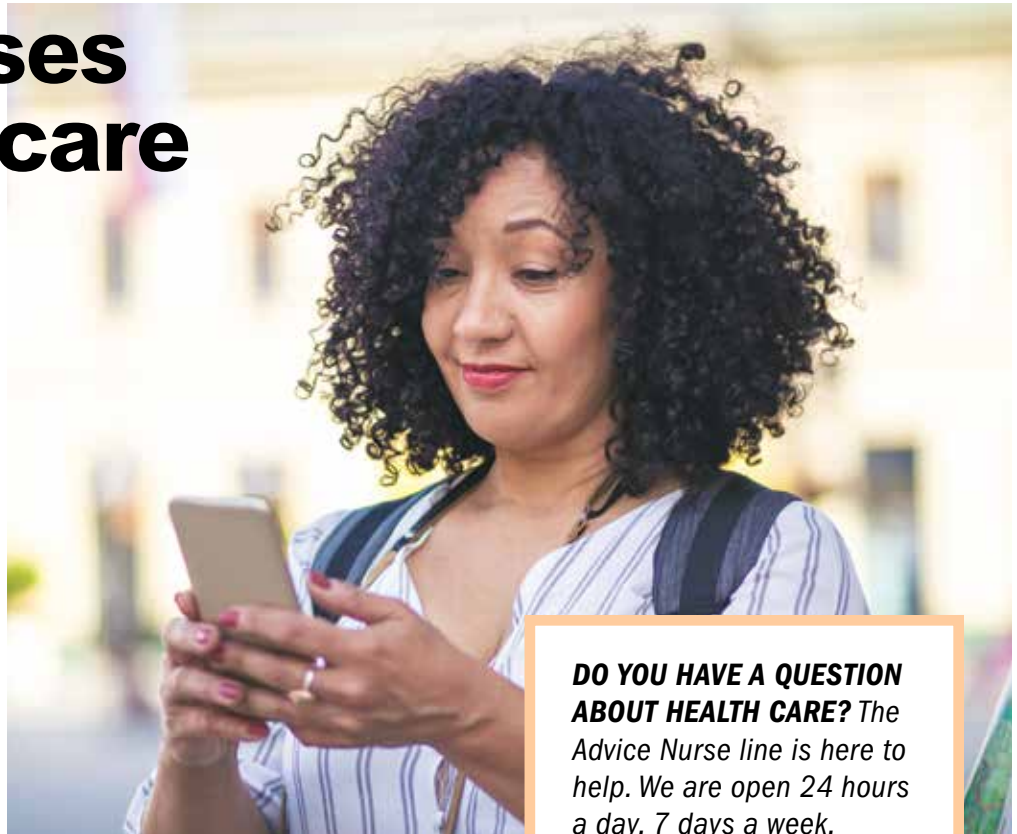
We're here to help Contra Costa Health Plan (CCHP) members. We are open 24 hours a day, 7 days a week, including holidays. Just call **877-661-6230, option 1**.

Once your call is answered, follow the instructions given on the phone. In order to decrease the time that you wait on the phone, we offer you the choice to either leave a message so the nurse can call you back or to have our phone system hold your place in line, and your call will be returned 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:

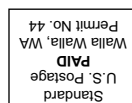
- An urgent care visit.
- A telephone call with a CCHP doctor.
- An order for meds.
- Home care advice.



DO YOU HAVE A QUESTION ABOUT HEALTH CARE? The Advice Nurse line is here to help. We are open 24 hours a day, 7 days a week, including holidays. Just call **877-661-6230, option 1**.

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.





Give your heart some X's and O's this month

Is your heart getting all the TLC it needs? If not, February, American Heart Month, is the ideal time to commit to giving your heart more love and attention. Here are 6 ways to spoil your body's most important muscle—and keep it pumping strong.

1. Take your heart for a walk.

Staying active by simply putting one foot in front of the other is one of the easiest ways to help protect your heart. Walking is free, simple to do and there's a low risk of injury.

Most adults should aim for 30 minutes of moderately intense activity, such as brisk walking, at least 5 days a week. But if you're pressed for time, you can break that up into 3 10-minute workouts. Get a doctor's OK before you start a walking program if:

- You have a chronic health problem like diabetes or high blood pressure.
- You're over 40 and haven't been active in a while.

2. Feed your heart smart snacks. Instead of snacks packed with unhealthy fats, sugar or salt, try heart-friendly options like these:

- Sprouted whole-grain toast with almond butter.
- Cherry tomatoes dipped in hummus.
- Whole-grain crackers with smoked salmon.
- A fruit or veggie smoothie.
- Fat-free popcorn.
- Low-fat yogurt topped with berries.

3. Test your heart. High blood cholesterol can raise your risk of heart disease, a heart attack or a stroke. But it usually doesn't cause symptoms, which is why all adults 20 and older need their cholesterol tested on a regular basis. Ask your doctor how often to get yours checked.

4. Stress your heart less. When tension mounts, talk out problems with a trusted friend, family member or counselor. And try to replace

negative thoughts with positive ones—for example, replace “I’ve really messed up,” with “Everybody makes mistakes,” or “I can’t do this,” with “I’ll give it my best shot.”

5. Tend to your heart with thanks. Research shows that practicing gratitude is good medicine for your heart and health. It can lower blood pressure and boost your immune system, and it can help you engage in healthy behaviors. To feel more thankful, try keeping a gratitude journal. Look for your blessings—large and small—and write them down.

6. Skip the meat and eat a few vegetarian meals a week. Plant-based eating is becoming popular because it's backed by more and more research. The benefits include lower rates of heart disease, high cholesterol and blood pressure, obesity, type 2 diabetes, and certain types of cancer.

Sources: American Heart Association; National Institutes of Health; U.S. Department of Health and Human Services

Do you need an interpreter who speaks your language?

When you're sick, it's easier to talk to a doctor who speaks your language. Our Member Services staff can help you choose one who does. We have a lot of doctors who speak more than 1 language; however, their location may not always work for you.

A second option is interpreter services. We have trained interpreters who can help you by phone and sometimes in person. They speak many languages, including sign language. Interpreters make sure that you and your doctor know what each other is saying. With their help, you can get all your questions answered. This service is free and easy to use. If you think you need an interpreter at your next doctor visit, ask for one. If you have any problems getting an interpreter, call **877-661-6230** (TTY: 711) and follow the prompts to reach Member Services. Member Services is open Monday through Friday from 8 a.m. to 5 p.m.

We can also help you translate a document to a different language if you need it. Just ask our Member Services Department.



PHE termination/ redetermination

Important: Are you enrolled in Medi-Cal? Has your contact information (phone, address or email) changed in the past 2 years?

Give the Medi-Cal county office your updated contact information so you can stay enrolled. You can go online at ehsd.org/help or call **866-663-3225**.

Be sure to look out for any renewal packet you might get in the mail and turn it in to stay covered.

If you get SSI, report any contact information changes to Social Security by calling **800-772-1213** (TTY: **800-325-0778**). You can also make changes online or find a listing of local Social Security offices at ssa.gov/locator.

THANK YOU FOR CHOOSING CONTRA COSTA HEALTH PLAN. THIS IS YOUR ANNUAL NOTICE.

You can find information online through our member materials, listed below, at cchealth.org/CCHPmaterials.

- **Member Handbook:** has information on what benefits are covered, how to use services, your rights and responsibilities, and how to file a complaint.
- **Provider Directory:** lists the doctors, clinics, hospitals, pharmacies or labs you can go to. You can also use our online search tool.
- **Formulary:** lists the drugs that are covered under Medi-Cal Rx.

If you want a printed paper copy of any of these member materials mailed to you, go to the webpage to place an order or call us, Monday through Friday, 8 a.m. to 5 p.m., at **877-661-6230, option 2** (TTY: **711**).

Questions? Call CCHP Member Services **1-877-661-6230, Press 2** (TTY: 711)





COVID-19: The benefits of boosters

Vaccination is a great way to protect yourself from COVID-19. But once you're fully vaccinated, you might be asking: When should I get a booster dose? And do I need one?

Any adult can get a COVID-19 booster if it has been 2 months since they completed their primary vaccine series or received their last booster.

And anyone 6 to 17 years old can get a Pfizer or Moderna booster 2 months after completing their primary vaccine series. Children 5 years of age can get a Pfizer booster 2 months after completing their primary vaccine series.

Why booster shots are important

Here are some key reasons you should get a booster shot:

You may need the extra protection. The COVID-19 vaccine you may already have received is still working to protect you. But that protection can weaken over time, according to the Centers for Disease

Control and Prevention. You may not have as much immunity as you did months ago. An extra dose of either the Pfizer or Moderna vaccine can boost your immune response to the coronavirus, an analysis from the U.S. Food and Drug Administration showed.

Booster shots are safe. The shots use the same vaccines that millions of Americans have already received, but they have been updated to include components of the Omicron variant as well as the original strain of COVID-19. Many people have no side effects at all. If they do occur, they typically are mild. Common side effects include a sore arm, fever, headache and fatigue. Swollen lymph nodes may also occur. Serious reactions are rare.

Boosters are free and easy to get. It won't cost you anything to get a COVID-19 booster shot. Ask your doctor or pharmacist how to get one. Or call the local health department. You might even be able to get a walk-in appointment.

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)

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.
- 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 1-877-661-6230 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1-877-661-6230 (TTY: 711). 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 1-877-661-6230 (TTY: 711) 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 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.

When to start key screenings

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.

Age	Tests for WOMEN	Age	Tests for MEN
	CHLAMYDIA AND GONORRHEA. Be screened through age 24 if sexually active.	18	BLOOD PRESSURE. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
18	BLOOD PRESSURE. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.		
21	CERVICAL CANCER. Have a Pap test every 3 years.	35	DIABETES. Start screening based on risk factors.
25	CHLAMYDIA AND GONORRHEA. Continue screening if at increased risk for infection.	40	BLOOD PRESSURE. Be screened yearly. CHOLESTEROL. Start screening based on risk factors.
30	CERVICAL CANCER. Have a Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.*	45	COLORECTAL CANCER. Talk with your doctor about screening options.
35	DIABETES. Start screening based on risk factors.	50	LUNG CANCER. Be screened yearly based on your history of smoking.
40	BLOOD PRESSURE. Be screened yearly. CHOLESTEROL. Start screening based on risk factors.	55	PROSTATE CANCER. Ask your doctor about screening.
45	COLORECTAL CANCER. Talk with your doctor about screening options.	65	ABDOMINAL AORTIC ANEURYSM. Be screened once between ages 65 and 75 if you've ever smoked.
50	BREAST CANCER. Be screened every 2 years (or start earlier based on risk factors). LUNG CANCER. Be screened yearly based on your history of smoking.		
65	OSTEOPOROSIS. Start screening (or start earlier based on risk factors).		

**Women older than 65 may safely stop testing if they meet certain criteria.*



Call your primary care provider (PCP) to discuss the screenings you need. If you need a new doctor, call Member Services at 877-661-6230 (TTY: 711).



Keep your children safe

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 if more testing will be needed.