

# health sense



Spring/Summer 2019

## Get your children screened

Dear parent or caregiver,

As your health plan, Contra Costa Health Plan (CCHP) wants to let you know that it is very important that your child get their Early and Periodic Screening, Diagnostic and Treatment services (EPSDT). These pediatric screenings for good health are timed to make sure your child stays healthy, happy and has a good life.

As parents it is our job to take care of our kids and make sure they get to the doctor's office for important screenings like hearing, vision, dental, lab work, immunizations and a well-child check.

Please call your child's doctor to make an appointment in the next 30 days to get these screenings. If you do not have a doctor for your child, please call Member Services at **877-661-6230 (press 2)** from the hours of 8 a.m. to 5 p.m. and they will help you make an appointment. Also, we can help with transportation to get your child to see his or her doctor.

Please call our Transportation Unit at **855-222-1218** from the hours of 8 a.m. to 5 p.m.

We want good health and a happy life for your child in Contra Costa County.

### Member focus groups

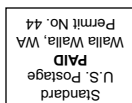
As your health plan, we also want to know how we are doing in assisting you to get good health care in Contra Costa County. We are inviting members who



are interested to participate in a focus group in the coming months. If you are interested, please call our Member Services Unit at **877-661-6230 (press 2)**. Our member advocates Judi Louro and Bob Sessler will be working with you to field your concerns and learn how we can make your health better.



**Sharron A. Mackey,**  
MHS, MPA  
CEO, Contra Costa  
Health Plan



# Access standards

The California Department of Managed Health Care (DMHC) has established target wait times for Contra Costa Health Plan and other California plans for access to care. Those standards are below.

**Telephone wait times.** As a member, you can call Advice Nurse Services 24 hours a day, 7 days a week. Call anytime you are worried about your health and do not know what to

do. Your call will usually be answered in less than 30 seconds, which is our goal. To contact Advice Nurse Services, call **877-661-6230 (press 1)**.

Member Services can answer questions about your benefits, your doctors and your eligibility. Call Member Services at **877-661-6230 (press 2)** during their business hours, 8 a.m. to 5 p.m. We are working to make the wait time to speak to

Member Services less than 30 seconds. Right now, the average wait time is longer than 3 minutes.

We know your time is important. We have good news! You do not need to wait on the phone. We have a new option that lets you choose to receive a call back instead. Read about our call-back system in “New Option for Members” in this issue of our newsletter.



Type of service	Wait time for appointment
Routine/follow-up	10 business days
Ancillary services, such as x-rays, lab tests and physical therapy	15 business days
Routine mental health	10 business days
Specialist	15 business days
Urgent care for services that do not require prior authorization	48 hours
Urgent care for services that do require prior authorization	96 hours
First prenatal visit	10 business days
Emergency	Immediate

## What is the CCHP Utilization Management (UM) Unit’s role?

UM’s role is to review your doctor’s medical requests so that we make sure the requested services match your benefits and assure that appropriate medical care is received. These include requests such as the need to see a specialist or approval getting a wheelchair or hospital bed.

We make decisions based on what care is needed to best support your health and what is covered through your insurance plan. Clinical guidelines are used to make these decisions and are available to you. Our doctors and staff are **not** rewarded



or given incentives to deny or to cover any of these requests.

If you have questions, call Member Services at **877-661-6230 (press 2)**

during business hours, 8 a.m. to 5 p.m.

If you call after work hours or on weekends or holidays, stay on the line to be directed to the Advice Nurse Unit.



## 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 can help you choose one who does. We have a lot of doctors who speak more than one language. But 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 Member Services at **877-661-6230, option 2**. Member Services is open Monday to Friday from 8 a.m. to 5 p.m.

## 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**.

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

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**.



# Watermelon fruit pizza

Preparation: 10 minutes

Ready in: 10 minutes

## Ingredients

- ½ cup unsweetened yogurt
- 1 teaspoon pure maple syrup
- ¼ teaspoon vanilla extract
- 2 large round slices watermelon (1 inch thick), cut from the center of the melon
- ⅔ cup sliced strawberries
- ½ cup halved blueberries, raspberries or blackberries
- 2 tablespoons toasted unsweetened coconut flakes (optional)

## Directions

1. Combine unsweetened yogurt, maple syrup and vanilla in a small bowl.
2. Spread ¼ cup of the yogurt mixture

over each watermelon round. Cut each round into 8 wedges. Top with strawberries and blueberries (or blackberries). Sprinkle with coconut.

## Nutrition information

Serving size: 2 wedges. Amount per serving: 70 calories, 2g fat, 15g carbohydrates, 1g protein, 11g sugar, 1g dietary fiber, 5mg sodium, 8mcg folate, 813 IU vitamin A, 20mg vitamin C, 47mg calcium, 0mg iron, 196mg potassium.

Note: For a vegan alternative, use unsweetened coconut milk yogurt.

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# Spring tuna salad

## Ingredients

- 1 (6-ounce) can water-packed albacore tuna
- ¾ cup finely chopped Honeycrisp, Gala or Fuji apple
- ½ cup finely chopped green bell pepper
- ½ cup finely chopped scallions, green and white parts
- 2 tablespoons fresh lemon juice
- Salt and ground black pepper to taste
- 1 tablespoon canola oil
- ⅓ cup chopped fresh dill
- 2 teaspoons grated lemon zest
- 4 butter or Boston lettuce leaves
- 4 slices European (English) cucumber
- 2 lightly packed cups watercress sprigs

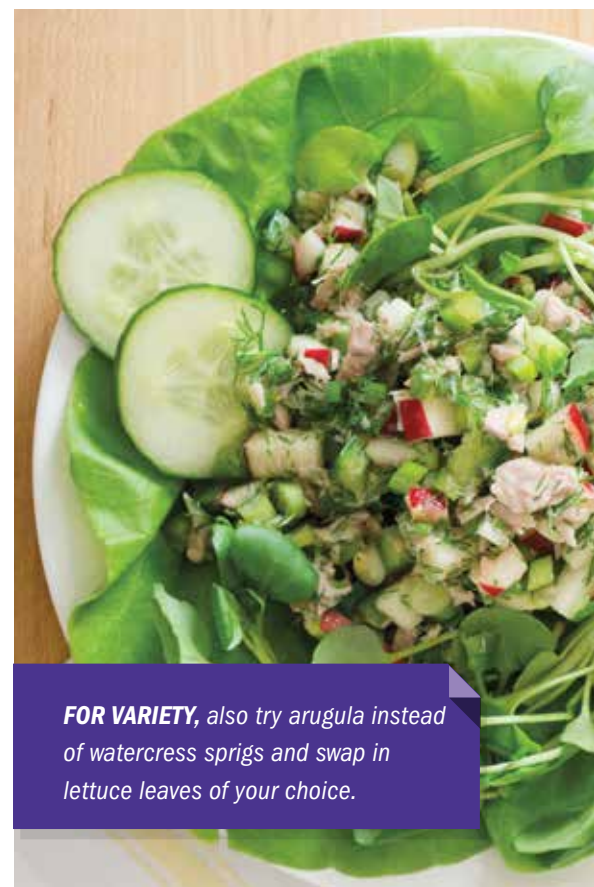
## Directions

1. In mixing bowl, finely flake tuna with fork. Mix in apple, green pepper and scallions. Add lemon juice, salt and pepper to taste, and toss to combine. Mix in canola oil. The salad may be covered and refrigerated for up to 4 hours.
2. When ready to serve, mix in the dill and lemon zest. Line 2 salad plates each with 2 lettuce leaves and add 2 cucumber slices. Mound ½ of the tuna salad on each plate. Surround with watercress sprigs, and serve.

## Nutrition information

Serving size: ½ recipe. Amount per serving: 220 calories, 10g total fat (1g saturated fat), 12g carbohydrates, 22g protein, 3g dietary fiber, 55mg sodium.

Source: American Institute for Cancer Research



**FOR VARIETY,** also try arugula instead of watercress sprigs and swap in lettuce leaves of your choice.

# Want to improve your health?

We're here to help you be healthier. To do that, we need to know you. And telling us about your health is as easy as filling out an online assessment. You can do it on paper too. Or over the phone.

*My Health Discovery™* is our health assessment and improvement tool for our Adult Medi-Cal members. It's personalized for you based on information you provide. And it's free!

The assessment is simple. Just answer a few questions about yourself and your lifestyle. Visit [cchealth.org/healthplan/health-ed.php](https://cchealth.org/healthplan/health-ed.php) to get started. Or call 925-313-6019.



## Initial health assessment

Are you a new member? Then you need to complete an initial health assessment (IHA). We recommend that you make an appointment to see your provider within 120 days to address any conditions you may have and to make sure your preventive services are up-to-date.

Your primary care provider (PCP) will perform the assessment. It's a lot like a regular doctor visit. Your PCP will:

- Take your medical history.
- Examine you.
- Give you any vaccines you need.
- Do any preventive screenings you need.
- Discuss any concerns you have.
- Help you make a plan to address chronic diseases or other problems.



**DO YOU HAVE A PCP OR WANT TO CHOOSE A DIFFERENT DOCTOR?**  
If not, that's your first step. Call Member Services at **877-661-6230, option 2.**

## Mental health: Key to your well-being

Wellness is a lot more than not being sick. Yes, your body's health is important. But so is the health of your mind. Mental health is how your thoughts and feelings affect your life. People with good mental health tend to make decisions that they are happy with. They deal more easily with life's hurdles.

**How's your mental health?** Some signs can point to a problem that could get better with medical help. Examples of these signs are:

- Finding little joy in life or feeling worthless or guilty.
- Crying without knowing why.
- Intense worries or fears.
- Low energy or anger flare-ups.
- Mood swings—feeling very high, then very low.
- Seeing or hearing things that aren't there.

If you have symptoms like these, let your provider know. He or she will help you get care that can help you feel better. That might include talking with a mental health expert and taking medicine.

Some people think they should be able to handle these types of issues on their own—and that it's a sign of weakness if they don't. But thinking that way only makes it harder to get healthy. The sooner you get help, the sooner your outlook will improve.

We are here to help you. Contra Costa Health Plan Medi-Cal members should call the Behavioral Health Access Line at **888-678-7277**. Contra Costa Health Plan Commercial Plan members should call **877-661-6230, option 4.**

Sometimes people need emergency help. If you or someone you are with feels the need to do harm to anyone, including him- or herself, call 911.

Sources: American Psychological Association; Mental Health America

# Discrimination Is Against The Law

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Contra Costa Health Plan (CCHP) follows Federal civil rights laws. CCHP does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

## 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 and information written in other languages. If you need these services, contact CCHP between 8 AM - 5 PM by calling **1-877-661-6230**. Or, if you cannot hear or speak well, please call (TTY: **1-800-735-2929**.)

## HOW TO FILE A GRIEVANCE

If you believe that CCHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with CCHP. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact CCHP between 8 AM - 5 PM by calling **1-877-661-6230**. Or, if you cannot hear or speak well, please call TTY/TDD **1-800-735-2929**.

**In writing:** Fill out a complaint form or write a letter and send it to: CCHP Member Appeals/Grievance Resolution Unit, 595 Center Avenue, Suite 100, Martinez, CA 94553 or fax it to **1-925-313-6047**

**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**. Go to: Member Services, click on Grievance Form.

## OFFICE OF CIVIL RIGHTS

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 **1-800-368-1019**. If you cannot speak or hear well, please call TTY/TDD **1-800-537-7697**.

- **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 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>**

# Language Assistance/ Asistencia Lingüística

## English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-877-661-6230 (TTY: 1-800-735-2929).

## Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-661-6230 "2" (TTY: 1-800-735-2929).

## Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-661-6230 (TTY: 1-800-735-2929).

## Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-661-6230 (TTY: 1-800-735-2929).

## 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-661-6230 (TTY: 1-800-735-2929)번으로 전화해 주십시오.

## 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-661-6230 (TTY: 1-800-735-2929)。

## Հայերեն (Armenian)

Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցություններ: Ձանգահարեք 1-877-661-6230 (TTY (հեռատիպ)՝ 1-800-735-2929):

## Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-661-6230 (телетайп: 1-800-735-2929).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما 1-877-661-6230 (فارسی فراهم می باشد.) (TTY: 1-800-735-2929)

## 日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-661-6230 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

## Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-661-6230 (TTY: 1-800-735-2929).

## ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-877-661-6230 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।

## العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-661-6230 (رقم هاتف الصم والبكم: 1-800-735-2929).

## हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मु त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-661-6230 (TTY: 1-800-735-2929) पर कॉल करें।

## ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-877-661-6230 (TTY: 1-800-735-2929).

## ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិត ល គឺអាចមានសំរាប់បើអ្នក។ ចូរ ទូរស័ព្ទ 1-877-661-6230 (TTY: 1-800-735-2929)

## ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-877-661-6230 (TTY: 1-800-735-2929)



# As kids grow up

Transitioning from pediatric to adult care

As kids grow up, they switch from pediatricians to doctors who see adults. Many Contra Costa Health Plan (CCHP) pediatricians see teens until they reach 18 years of age. A few treat patients until they turn 21. If you have a pediatrician, CCHP will send you a letter 30 days before your 18th (or 21st) birthday. The letter will:

- Include the name of your current pediatrician.
- Identify a new primary care provider (name, address and appointment phone number) who cares for adults.

This provider will be effective on your birthday. We encourage you to call them as soon as possible. Make an appointment to establish medical care.

What if you are not happy with

this change? If you want to choose a different doctor:

- Ask your current pediatrician for a referral.
- View our list of providers at [cchealth.org/healthplan/provider-directory.php](http://cchealth.org/healthplan/provider-directory.php).
- Call Member Services at **1-877-661-6230 (press 2)**, from 8 a.m. to 5 p.m., Monday through Friday.

Member Services staff can answer your questions about our providers. They will assign you to a provider of your choice.

Teens and young adults with a family practice doctor will not need to switch. They will continue seeing their doctor. If they see a pediatric specialist, that specialist will refer them to a specialist who sees adults.

## YOUR BIRTH MATTERS

### Videos and website for pregnant women

By *Beccah Rothschild*

In many cases, C-sections are lifesaving and necessary. But some C-sections are not necessary.

**Why does this matter?** It matters because if a woman has a C-section, there are more chances for complications, like infections and heavy blood loss. And it's major surgery, so it takes longer for the mom to heal.

**It's your birth.** Talk to your doctor, nurse, midwife and family members. Ask how you can work together to reduce your chances of a C-section.

**Your voice matters.** Taking early steps can make a big difference for yourself and your baby. Educate yourself and talk to your health care team today.



**FOR MORE INFORMATION,** go to [MyBirthMatters.org](http://MyBirthMatters.org)



## When to start key screenings



Age	Tests for <b>WOMEN</b>
20	<p><b>BLOOD PRESSURE.</b> Be screened at least every 2 years.</p> <p><b>CHLAMYDIA AND GONORRHEA.</b> Test yearly through age 24 if sexually active.</p> <p><b>CHOLESTEROL.</b> Start screening if at risk.</p> <p><b>CERVICAL CANCER.</b> Have a Pap test every 3 years.</p>
25	<p><b>CHLAMYDIA AND GONORRHEA.</b> Continue screening if at increased risk for infection.</p>
30	<p><b>CERVICAL CANCER.</b> Have a Pap test plus an HPV test every 5 years (preferred) or a Pap test every 3 years.*</p> <p><b>DIABETES.</b> Ask your doctor about screening if your blood pressure is greater than 135/80 mm Hg.</p>
45	<p><b>CHOLESTEROL.</b> Be screened every 4 to 6 years.</p>
50	<p><b>BREAST CANCER.</b> Start having mammograms.</p> <p><b>COLORECTAL CANCER.</b> Talk with your doctor about screening options.</p>
55	<p><b>LUNG CANCER.</b> Be screened yearly based on your history of smoking.</p>
65	<p><b>OSTEOPOROSIS.</b> Routine DEXA exam.</p> <p><i>*Women who have been screened regularly and had normal results may choose to stop screening at age 66.</i></p>

These recommendations are for most women. Talk with your doctor about what's right for you.

Sources: American Cancer Society; American Diabetes Association; American Heart Association; U.S. Preventive Services Task Force

# Do you need a bone density test?

Are your bones strong? Or are they getting weak? It can be important to know these things.

Why? As we age, or if we have other risk factors, we may be at risk for a disease called osteoporosis. That's when the hips, spine and other bones become so weak that they may easily break if you fall or bump them.

You can't feel it if you have weak, thin bones. But there is a test to help you find out so they can be treated: It's called a dual-energy x-ray absorptiometry (DEXA) test. It measures the strength of your bones. But not everyone needs this test. In fact, most younger people do not.

## Who should have their bones tested?

Many experts advise women age 65 and older to get tested for osteoporosis. Some younger women (and some men) also may need to get tested if they are at risk for weak bones. For example, you may be at risk if you smoke cigarettes. Your doctor can help you decide what's right for you.

If you have an osteoporosis screening, it's like getting an x-ray. It won't hurt. For the test, you may lie on a table or sit behind a DEXA machine. When it's done, your doctor should explain the results to you.

Source: UpToDate





# New option for members

Contra Costa Health Plan (CCHP) is happy to say that members have a new option when calling us. We now have a phone call-back system. Members can choose to get a call back when calling Member Services or the Advice Nurse. They don't need to wait on the phone to speak with a CCHP staff member.

**How does this system work?** When a member calls and there are other calls ahead of them, the system will ask them if they would like to leave a phone number where they can be reached. The member will have the option to stay on the line or receive a call back. If you choose to be "called back" you will retain your original place in the phone queue. Remember, you still need to be available to receive the call back.

Currently, members have access to Advice Nurse Services 24 hours a day, 7 days a week. Members are encouraged to call us anytime they feel worried about their health and are not sure what to do. Contact Advice Nurse Services by calling **877-661-6230 (press 1)**.

In addition, Member Services is available to:

- Answer any questions about your benefits.
- Tell you how to find a doctor or change your doctor.
- Check your eligibility.

You can call Member Services at **877-661-6230 (press 2)** during regular business hours, 8 a.m. to 5 p.m.

**ADVICE NURSE SERVICES** 24 hours a day, 7 days a week. You may contact Advice Nurse Services by calling **877-661-6230 (press 1)**.



health  
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HEALTH SENSE is published for the members of CONTRA COSTA HEALTH PLAN, 595 Center Ave., Suite 100, Martinez, CA 94553, telephone 925-313-6000, website [contracostahealthplan.org](http://contracostahealthplan.org).

HEALTH SENSE contains educational health information of general interest. It is not intended to be medical advice and cannot be relied upon as medical advice.

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)**.