

health sense



Summer 2021



**Please
keep on
wearing
masks!**

After you or others have gotten the COVID-19 vaccine, can you stop wearing your mask?

NO!

Even though people are getting vaccinated, the COVID-19 virus is still everywhere. And lots of people have not gotten their shots yet.

So please wear your mask and social distance, even if you have had the vaccine, so that you don't accidentally spread the virus to others.

When can I stop wearing a mask?

If it has been two weeks since your second COVID-19 vaccine dose, you may be able to stop wearing a mask when:

- You are indoors with other fully vaccinated people.
- You are indoors with people from a single household who are at low risk for COVID-19—even if they are not vaccinated.

Otherwise, please keep on wearing your mask in public.

Please keep your mask on around people who are at high risk for COVID-19 who have not been vaccinated. People who are at high risk include:

- People who are older than 65.
- People with chronic medical conditions. That can mean people who have diabetes, who use an inhaler, who are on dialysis, who have had a heart attack or who take medications every day.

Thank you for wearing your mask and keeping everyone safe!



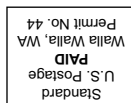
Go green!

Help us make a difference. Would you like to get this newsletter and other important information over email? Go to cchealth.org/green or scan the QR code.



f CCHP IS NOW ON FACEBOOK!
Come and join our community.

Find us at: facebook.com/ContraCostaHealthPlan



COVID-19 VACCINES

Why you should get your shots as soon as possible

By Dennis Hsieh, MD, JD
Medical Director

Millions of people in the U.S. have been vaccinated against COVID-19. But we still have a long way to go.

Contra Costa County has made vaccines available to all people age 12 and older for free. This is great news!

I would like to ask you to get your vaccine as soon as possible. As we have seen over the last year, COVID-19 has killed millions of people.

I am an Emergency Department (ER) doctor. I have spent the last year taking care of patients with COVID-19. I have seen how deadly COVID-19 is.

COVID-19 vaccines are safe, and they work

I know you may be worried about getting vaccinated after the U.S. Food and Drug Administration and the Centers for Disease Control and Prevention paused the use of the Johnson & Johnson vaccine.

Contra Costa County has both the Pfizer and Moderna vaccines available for you. Both of these vaccines have now been studied in thousands of people. Those studies showed that these two vaccines are safe and cause few side effects.

I personally got the Pfizer vaccine and had a sore arm for a few days after the first shot and felt a little tired for a day after the second shot.

The vaccines are very effective at preventing COVID-19. If you do get

sick after your shots, you will likely be sick for less time and feel less sick.

How to get your vaccine

To sign up to get your vaccine, you can do one of the three things below:

1. Go to cchealth.org and click on "COVID Vaccine."
2. Go to coronavirus.cchealth.org/get-vaccinated.
3. Call 833-829-2626.





Prevention is the best medicine!

It is recommended that everyone go to a well visit at least once a year, especially during important developmental years through age 21. Annual visits give you the best chance at getting the care you need and help avoid future complications.

During a well visit, you will get a routine physical exam and important shots to prevent disease, including the yearly flu shot. Your doctor will

also screen for problems and check for overall health. There is no cost for these preventive care services.

Call your or your child(ren)'s doctor today to make an appointment for a well exam. If you need help or have any questions, please call Contra Costa Health Plan Member Services Monday through Friday, 8 a.m. to 5 p.m., at **877-661-6230** and **press 2** (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 system 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.



Need help paying for your internet?

You could get up to \$50 a month to help cover internet costs during COVID-19. All Medi-Cal beneficiaries qualify, and it will not affect your health coverage. Funding is limited, so apply quickly, before the funds are gone. You can visit the website, **getemergencybroadband.org**, and apply online or print the application and mail to Emergency Broadband Support Center, P.O. Box 7081, London, Kentucky 40742.

The monthly discounted internet service will be available until funds are used up, or up to 6 months after the end of the COVID-19 pandemic.

Also, there is funding available toward certain devices, such as laptops, tablets or computers, up to \$100 if bought through your internet provider. This is expected to discount the internet services and/or the cost of the device you are purchasing. For more information, check the list of internet providers participating in California at **fcc.gov/emergency-broadband-benefit-providers#California**.





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.

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.

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 NEED A PCP OR WANT TO CHOOSE A

DIFFERENT DOCTOR? If so, that's your first step. Call Member Services at **877-661-6230**, and **press 1**, then **press 2**.

Are you a Medi-Cal member who needs help getting a ride to your medical or dental appointments?

Call our Non-Medical Transportation (NMT) Unit for help at **855-222-1218**, Monday to Friday, 8 a.m. to 5 p.m.



VISIT OUR WEBSITE
for more information.


Be prepared for a power shutoff

During hot, dry summers, your power company may need to shut off your electricity to help prevent wildfires. These safety shutoffs can last for days. So it's important for every family to be prepared.

Here are eight steps you can take to get ready:

- 1. Sign up for alerts.** Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.
- 2. Create a supply kit.** Stock it with enough water and non-perishable food to last for a week. Plan on 1 gallon of water per person per day. Be sure to refresh your kit at least once a year.
- 3. Keep cash on hand.** ATMs may not work during a shutoff.
- 4. Gas up.** If you have a car, make sure your tank is full before the power goes off.
- 5. Stock up on batteries.** You'll need these for things like flashlights and radios. It's a good idea to have two extra sets on hand in various sizes.



 **ARE YOU READY?** Visit cchealth.org/power-shutoff to see more tips and sign up for alerts.

- 6. Have flashlights handy.** Steer clear of candles. They can be a fire hazard.
- 7. Prep your phones.** Find out if your landline will work without power. If you have a cellphone, keep it charged.
- 8. Talk with your doctor if needed.** Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare.

Sources: Pacific Gas and Electric Company; Ready.gov



Did you know you can reach us online?

You don't need to wait on the phone. Visit us at contracostahealthplan.org to:

- Find doctors, clinics, hospitals, labs and pharmacies you can go to.
- File an appeal if you disagree with a decision that the Health Plan made.
- Request to change your primary care provider (PCP). If you are a Medi-Cal member and a recent Kaiser member, you can request to change your PCP to Kaiser.
- Learn about your covered plan benefits by referring to your *Member Handbook/Evidence of Coverage*.
- File a complaint or grievance.
- Search our formulary for covered medications.
- Get a new ID card mailed to you.
- Get tips and info on how you can **stay healthy!**



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.

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 at **877-661-6230, option 2** (TTY: **711**).

Discrimination is against the law

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 a.m. and 5 p.m. 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 a.m. and 5 p.m. 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 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 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)

ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: 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 (Farsi) 1-877-661-6230 (TTY: 1-800-735-2929) فراهم می باشد.)

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।

عربي (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)

ប្រសិនបើ ប្រើសិទ្ធិអ្នកនិយាយ ភាសាខ្មែរ, បសវាជំនួយខ្លួនកភាសា បោយមិនគ្រឹក ល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-877-661-6230 (TTY: 1-800-735-2929)

ພາສາລາວ (Lao)

ໄປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການຮ່ວມມືການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-877-661-6230 (TTY: 1-800-735-2929)



CCHP strives to keep our members healthy and make health equity a priority!

Contra Costa Health Plan (CCHP) is committed to reducing health disparities

CCHP has been working to reduce health disparities for several years. Yearly, we conduct a Population Needs Assessment to look at the needs of our members by race/ethnicity and language. CCHP also looks at disparities in quality reporting data we analyze. We make sure that our quality improvement projects are in line with the needs of our members. Some areas we are working on are:

For members

- Improving diabetes care in Hispanic members who are at higher risk.
- Offering asthma education and in-home remediation services for members living in areas with higher air pollution.
- Increasing prenatal education for African American women who are at risk for poor birth outcomes.
- Creating a Health Education Council and getting community input in expanding our Health Education Program.
- Providing Care Management to support the health outcomes of our members.

For providers

- Ensuring that the CCHP provider network is reflective of the languages and race/ethnicities of the members they serve.
- Educating providers and their staff about health disparities and cultural humility.
- Including equity and disparities metrics in clinical and quality outcomes reporting.
- Providing access to interpreter and translation services at provider locations.

health
sense

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.

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).