



Community health worker services

Contra Costa Health Plan offers community health worker (CHW) services. These services can help our members navigate the health care system. CHWs provide health services to:

- Prevent diseases and other health problems or stop them from getting worse.
- Prolong life.
- Promote physical and mental health.

CHW services require a written referral by:

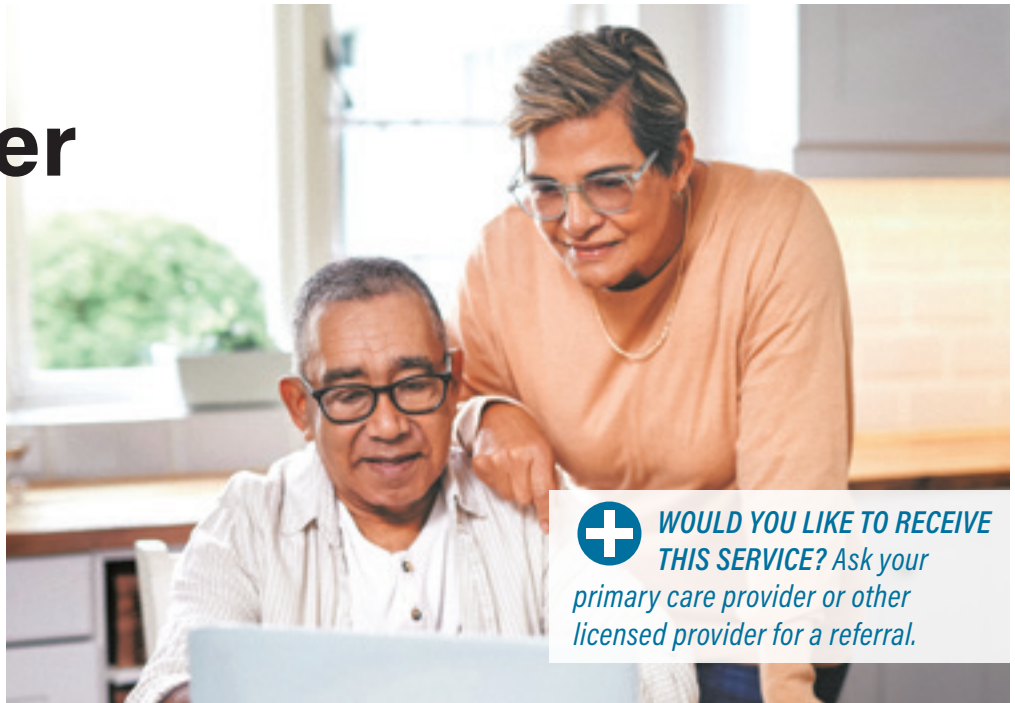
- A doctor.
- Another licensed provider.


The CHW provides services to one or more groups with that shared experience. The services include:

- Health education.
- Health navigation.
- Screening and assessment.
- One-on-one support or advocacy.

Are you eligible?

CHW services are medically necessary for certain members. These members have one or more chronic health conditions. This can include mental health issues. The referring provider will decide whether a member is eligible. There are no Place of Service restrictions for CHW services. CHWs can help in person, over the phone or via telehealth.



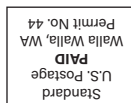
 **WOULD YOU LIKE TO RECEIVE THIS SERVICE?** Ask your primary care provider or other licensed provider for a referral.

Don't lose your Medi-Cal: Renew It!

If you get a yellow envelope in the mail from Medi-Cal, you need to take action to keep your Medi-Cal. You can renew:

- Online at [BenefitsCal.com](https://www.benefitscal.com).
- By filling out and returning the forms from the yellow envelope.
- By calling **866-663-3225** (TTY: 711).

Beware of scams! Contra Costa County and the state of California will never ask you to pay to apply for or renew Medi-Cal. Don't miss any important notices from Medi-Cal. Make sure the county Medi-Cal office has your up-to-date contact information. Check online at [BenefitsCal.com](https://www.benefitscal.com) or call **866-663-3225** (TTY: 711).





We value your input

Contra Costa Health Plan (CCHP) is re-introducing the Community Advisory Committee (CAC) to our Medi-Cal members. We want to encourage you to become a part of the committee. We look forward to meeting with our members! The committee will discuss ways in which the Health Plan can improve. The CAC will:

- Ensure that its members have insight into our policies.
- Help members learn how we make decisions.
- Help members become partners in the delivery of Medi-Cal services.

We are looking for members' thoughts on many topics. These include problems that might affect members who speak other languages. The issues could be related to culture, linguistics or education. As a part of this committee, our members can help improve health equity. They can help reduce health disparities in our area.



Meetings will be 6 times each year. We appreciate member involvement. That's why we offer a \$25 gift card per meeting. To join the CAC, fill out the form at forms.office.com/g/1SigDUB4np. Or scan the QR code with your smartphone.

For more information, call **800-211-8040** or email cchp-cac@cchealth.org.

Initial health appointment

Are you a new member? Then you need to complete an initial health appointment. We recommend that you make an appointment to see your provider within 120 days. At the visit, your provider can address any issues you may have. They can also make sure your preventive care is up-to-date.

This is a lot like a regular doctor visit. Your primary care provider (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 disease or other problems.

Do you not have a PCP? Or do you want to choose a different PCP?

If so, that's your first step. Call Member Services at **877-661-6230, option 2**.

Baby Watch program

Are you a new or existing Contra Costa Health Plan (CCHP) member? Are you pregnant or were you pregnant within the last 12 months? We want to support you. Baby Watch is part of CCHP's Perinatal Case Management Program for members. We want to make sure you can access quality care for you and your baby.

Our Baby Watch program offers many benefits. We can help connect you with:

- Prenatal care.
- Postnatal care.
- Doula services.
- Behavioral health services.

We can also help you with transportation to and from medical appointments. You may be eligible to receive a \$40 gift card incentive.

To enroll and learn more about our Baby Watch program, please call **925-313-6887**.



Taking care of your mental and behavioral health

We all get sad or nervous sometimes. But when those normal emotions turn into depression or anxiety, they can be crippling. They may keep us from enjoying the normal activities of daily life.

There is good news. Contra Costa Health Plan (CCHP) covers treatments for mental and behavioral health issues. All members can go to in-network providers without a referral. You can:

- Choose a behavioral health provider from our online directory.
- Call to set an appointment.
- Begin treatment.

The first 8 visits are covered. That includes an initial consultation and up to 7 follow-up visits.

If you're not sure what kind of treatment you need, we can help with that too. Medi-Cal members should call the County Access Line at **888-678-7277**. They will help you find the type of treatment you need and refer you to a provider. Commercial Plan members can call the CCHP Advice Nurse line at **877-661-6230, option 1**. The nurse will help you identify the type of care you need. As always, you can also talk with your primary care provider about your concerns.

We know that talking about these sensitive topics can be tough. But CCHP wants you to be healthy in all aspects of your life. Please feel free to reach out and get the help you need.

If you are in crisis and need help right away:

- Call 911.
- Dial 988 for the national Suicide & Crisis Lifeline.



Important message for new members with Medicare and Medi-Cal

Earlier this year, the state made changes for members who have both Medicare and Medi-Cal. The state required these members to get their Medi-Cal from a Medi-Cal health plan. That includes Contra Costa Health Plan (CCHP). This change does **not** affect any services you get from Medicare or your Medicare Advantage plan.

- You can still go see your Medicare doctors.
- You do not need approval from CCHP for services that Medicare covers.

Do you get Medicare from Kaiser? Do you want to get Medi-Cal services from Kaiser as well? Call us to let us know.

Are you running into problems seeing your regular doctors? Are you having trouble getting the care you need?

Call us so we can help. You can reach CCHP Member Services Monday through Friday, 8 a.m. to 5 p.m. Just call **877-661-6230, option 2** (TTY: 711).



What is a grievance?

A *grievance* is a complaint that is:

1. An expression of dissatisfaction by a member or someone authorized to speak for a member.
2. About the health plan or a health care provider. (See CA Health and Safety Code Section 1300.68.)

A grievance is different from an *appeal*. An appeal happens when a member asks the health plan to review a decision it made—such as a denial or change of service. (See 42 CFR § 438.400.)

When can you file?

You can file a grievance when:

- You have a problem with a service you received.
- You are not happy about a service you received.

The best way to file a grievance is by completing our Member Grievance Form. You can find it online at cchealth.org/healthplan/cchp/#online_form. This allows you to clearly give us all the information about what happened.

You can also call Member Services at **877-661-6230, option 2**, Monday

through Friday, 8 a.m. to 5 p.m. If your complaint may be an urgent clinical matter, call our Nurse Advice Line at **877-661-6230, option 1**. The Nurse Advice Line is open 24 hours a day, even on weekends and holidays.

What happens after you file?

You will get a letter to let you know we received your complaint. We will review and resolve your case within 30 calendar days and send you a letter. You can ask for a fast review to get an answer within 72 hours if you or your doctor believes that 30 days would be too long because:

- You have severe pain.
- Waiting might put your life, limbs or major bodily functions in danger.

Our medical directors will review your request. They will decide if your complaint needs to be fast.

You can find more information about grievances and appeals in your Member Handbook or Evidence of Coverage (EOC).

Go to cchealth.org/healthplan/member-publications.php.

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)

New case management (CM) services for children and youth

Starting this summer, children and youth up to age 21 may be able to get more services if they:

- Are without a home.
- Have had three or more ED visits or hospital stays in the last year.
- Have mental health needs.
- Are enrolled in California Children Services.
- Are in or used to be in foster care.

- Have been in the justice system.

The Plan also has long-term CM services for members who want to transition from living in facilities to living safely in their community. Our hope is to help members move back to their families or a healthy and suitable place in the community. We believe that members heal faster and thrive when they are in their own homes and feel part of the community.

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 (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 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.



Disease management and community supports

Chronic health conditions require ongoing management. This helps prevent worse problems and helps you maintain a good quality of life. Such conditions include diabetes, heart disease, hypertension and asthma. Here are some tips.

Get regular checkups

Regular checkups can help you manage your health. They can help detect any complications early. Be sure you make and attend all recommended appointments. Your health care team includes your doctor, nurse and pharmacist. They can give you information and support. Talk to them about:

- Your symptoms and your medications.
- Any concerns you have.

Monitor your health

Keep track of your symptoms, medications and vital signs. That includes blood pressure and blood sugar levels. This information can help you and your health care team make decisions about your care. Then they can adjust your treatment plan as needed.

Maintain a healthy lifestyle

A healthy lifestyle can help you manage your condition. It can help prevent additional problems. Eat a balanced diet. Exercise regularly. And avoid smoking and excessive alcohol use. These habits can help you:

- Maintain a healthy weight.

- Control your blood sugar and blood pressure levels.
- Improve your overall health.

Take your medications as prescribed

Medications are an important part of managing chronic conditions. Make sure you take your medications as prescribed by your health care provider. Do you have trouble remembering to take your medications? Talk to your doctor or pharmacist about strategies to help you stay on track.

Use CCHP education and resources

Contra Costa Health Plan resources can help you manage your condition. Visit our website at cchealth.org/healthplan/health-ed.php. There you will find:

- Classes.
- A resource guide.
- Online tools.

Are you a Medi-Cal member? You can also talk to your doctor about other available services. They can help address things like food, housing and transportation.

Take care of yourself. Make sure to keep your health in mind. You deserve to be healthy and happy.

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.

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particular benefit plan, please see your Evidence of Coverage booklet or call Member Services at 877-661-6230 (TTY: 711).

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