

health sense

CONTRA COSTA
HEALTH



Summer 2024

Behavioral health virtual services platform launched!

The California Department of Health Care Services has made 2 no-cost, online behavioral (mental) health platforms. These platforms help families with kids, teens and young adults.

BrightLife Kids is designed for parents or caregivers and kids from birth to age 12. You can find it online at [hellobrightline.com](https://www.hellobrightline.com). You can also get it in the Apple App Store.

Soluna ([solunaapp.com](https://www.solunaapp.com)) is for teens and young adults ages 13 to 25. You can find it in both the Apple App Store and Google Play Store.

Both apps offer:

- Live, 1-on-1 sessions with qualified behavioral health coaches in English and Spanish.
- Telephone coaching in 19 languages.
- Articles, videos, podcasts and stories made for your age group.
- Tools to manage stress and check on your mental health over time.
- Help finding local resources.
- Places where you can talk to other people with similar experiences, watched over by experts.
- Emergency help if you need it.

These apps follow the rules to keep your information safe and private. Learn more about these apps and how to use them at [CalHOPE.org](https://www.CalHOPE.org).



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Is your child developing well?

Developmental delays are common. They come in many different forms. Language delays and disorders are the most common kind.

For any child with a delay, it is helpful to find delays as soon as possible. There are often effective ways to intervene and treat them.

This is why Contra Costa Health Plan (CCHP) is proud to work with all providers who see children. We can work together to make sure all young people are screened for developmental issues.

Screening all children is the best way to spot even mild cases. Screening means that your doctor will check your child even if you think things are OK.

When parents do have concerns about their child's learning, behavior or development, they are often right. Be sure to tell your child's provider if you have any concerns.

How the screening process works

Your health care provider will ask questions about your child's behavior. They may also ask you to fill out a paper form. The form is part of the screening questionnaire.

If your child screens "positive," more tests may be needed. Testing may include:

- A hearing test.
- A speech and language evaluation.

- Referral to an occupational or physical therapist.
- Referral to the Regional Center of the East Bay.
- Referral to a developmental specialist or a child psychologist.

Based on this testing, your doctor can make a plan. They can monitor and treat your child as needed.

If you have any questions, please talk to your provider. Ask about your child's screening and tests. Ask what treatment the provider recommends. Work together with your health care provider. That way, you can help your child make the best progress possible.

Find support

To learn more about how a child develops, check out the Help Me Grow programs! They offer support by:

- Helping you make sure your child is healthy and developing well.
- Connecting you to community resources, such as free playgroups.
- Giving families referrals to other community resources. These resources can support your child's development. They can also help with other needs of the entire family.


You can call the program at **800-830-5380**. Or just dial **211** and ask for Help Me Grow today! You can also learn more at helpmegrowcoco.org.




Your right to timely care and services

All health plan members have the right to timely appointments. The purpose of California's timely access law is to make sure you get the care you need.



 NON-URGENT CARE APPOINTMENTS	WAIT TIME LIMIT
Primary care provider	10 business days
Specialist	15 business days
Mental health with a non-doctor (first visit)—this includes therapists, substance use counselors and qualified autism service providers	10 business days
Follow-up mental health	10 business days from prior visit
Ancillary care (includes lab work, diagnostic tests like a mammogram or MRI, and physical therapy)	15 business days
First prenatal visit	14 days

 URGENT CARE APPOINTMENTS	WAIT TIME LIMIT
Prior authorization or approval not required	48 hours
Prior authorization or approval required by health plan	96 hours

Exceptions

- Sometimes you need a visit sooner than the law requires. In this case, your doctor can ask for a sooner appointment.
- Sometimes waiting longer for care is not a problem. If so, your provider must note in your record that a longer wait time will not harm your health.

Telephone wait times

- You can call 24 hours a day, 7 days a week, to talk to a qualified health professional. They can help you decide if your health problem is urgent. If they need to call you back, they must call you within 30 minutes.
- If you call Contra Costa Health Plan's (CCHP) Member Services phone number, someone should answer the phone within 10 minutes during normal business hours.

In-office wait times

- You should be taken to an exam room within 45 minutes of your scheduled visit.

We can help. If you have a problem getting timely access to care, call CCHP Member Services at **877-661-6230**.



CCHP's commitment to health equity

Contra Costa Health Plan has a new department. It's called the Health Equity Office.

The vision of this office is to work closely with our members, community and providers. We want to make sure our members have a fair chance to be healthy.

We will work to:

- Reduce health disparities.
- Partner with the community to create change.
- Promote diversity, equity and inclusion.
- Move toward equal and culturally sensitive care.

We look forward to working with you!

Do you need an interpreter who speaks your language?

Did you know that Contra Costa Health Plan has 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 can communicate clearly. 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** and follow the prompts to reach Member Services. We are open Monday through Friday from 8 a.m. to 5 p.m.

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

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 provider'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.

Keep up with well-child visits

Children, teens and young adults (under age 21) enrolled in Medi-Cal qualify for free services and support to stay or get healthy. This includes checkups; shots; health screenings; and treatment for physical, mental and dental health problems.

Well-child visits with your doctor are important. Why? They help keep your child healthy. And they can help catch any health problems your child may have early, when they are often easier to treat.

So what should you expect during a well-child visit? And what questions should you ask? Here's a quick overview.

How often should my child see their doctor?

In the first 2 years of your child's life, well-child visits are fairly frequent. This is because kids develop fast. Within the first month after your child is born, you may see your child's doctor several times. Then, visits are usually 2 to 3 months apart. As your child gets older, they will see their

doctor about once a year. Well-child visits generally last until age 21.

What things will my child's doctor check?

Every visit will include a physical exam. Your doctor will also:

- Check your child's weight and height.
- Offer the recommended vaccinations.
- Check your child's vision, hearing and other functions.
- Discuss any concerns you or your doctor have.

These steps help do 2 things: They ensure that any health concerns are tackled early. And they check that your child is developing as expected.

How should I prepare for a well-child visit?

Your child's doctor is a partner in your family's health. Prepare by making a list of questions. These could relate to your child's:

- Physical or mental health.
- Changes in behavior or routine.

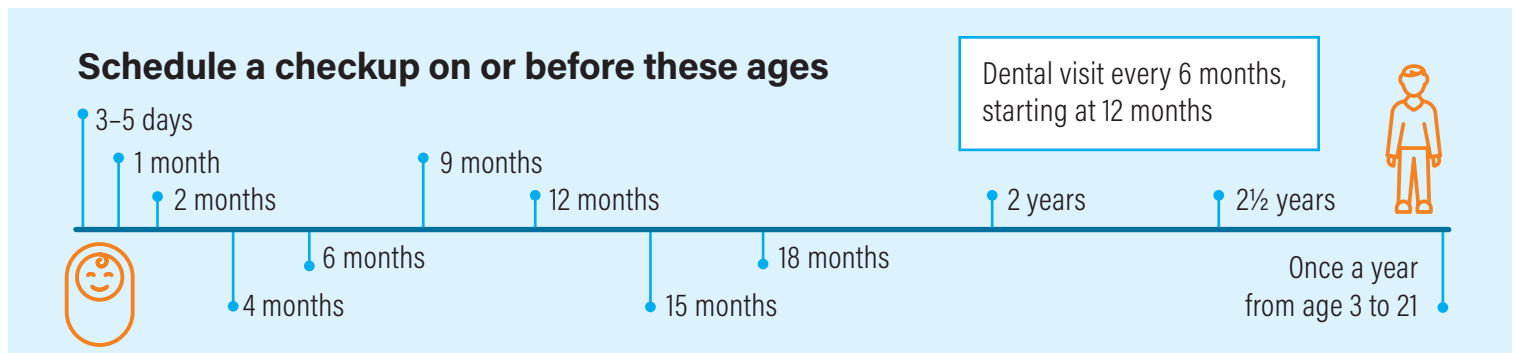


- Diet or sleep.
- School or social life.

You may also want to share your child's recent successes. Lastly, encourage your kids to ask questions of their own. This will help build trust between them and their doctor.

For more information, visit dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Pages/home.aspx.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention; National Institute of Child Health and Human Development



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 (TTY: 711).

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