

WINTER 2017

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IMPORTANT!

Be sure to call Member Services for any changes to your private health insurance plan through your work, private pay, or Senior Advantage health plan. Changes that are not reported could cause a delay when filling prescriptions or seeing your doctor.

**Has your address changed?
New phone number?
Let us know.**

PARTNERSHIP



HEALTHPLAN
of CALIFORNIA

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www.partnershiphp.org

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New Changes for the CCS Program

The California Children Services (CCS) is a state program for children with certain health problems. Children up to 21 years old can get the health care and services they need through this program. Each county's CCS program varies greatly by geography, size and funding.

The California Department of Health Care Services plans to make CCS services a Medi-Cal Managed Care Plan benefit. This approach is known as the Whole Child Model (WCM).

Under this new model, Partnership HealthPlan of CA (PHC) will manage the care provided to CCS children. The CCS program is not going away. This model will now allow CCS children to get care through one

system. This model will make it easier for CCS children to get the care they need. And it will result in better health outcomes. This change will happen January 1, 2018.

PHC will arrange and approve all care for the CCS children. Children will have the same covered benefits, which involves:

- Primary care
- Specialty care
- Pharmacy
- Ancillary and other services.

These services must be medically necessary and prescribed by the child's treating doctor.

Please call Member Services at **(800) 863-4155** if you have additional questions. ❖

2017 Member Satisfaction Survey

Partnership HealthPlan of CA (PHC) values input from our members. We ask for member feedback through annual satisfaction surveys. We also ask our Consumer Advisory Committee members to add their feedback.

We use the data from the surveys to improve our customer service. The 2017 member satisfaction survey will be mailed in the spring. A random selection of members will receive a survey. If you receive a survey, please fill it out and return it to PHC. We value your opinion! ❖

Lab Services

PHC and some PHC medical providers contract with specific lab vendors for lab services. When your doctor refers you for lab work, make sure you ask your doctor which lab you should use. If your doctor doesn't know, you can always call Member Services at **(800) 863-4155**. ❖

Healthy Recipe to Try!

Salsa Chicken Burrito Filling



Ingredients

- 2 skinless, boneless chicken breast halves
- 1 (4 ounce) can tomato sauce
- ¼ cup salsa
- 1 (1.25 ounce) package taco seasoning mix
- 1 teaspoon ground cumin
- 2 cloves garlic, minced
- 1 teaspoon chili powder
- Hot sauce to taste

Directions

1. Place chicken breasts and tomato sauce in a medium saucepan over medium high heat. Bring to a boil, then add the salsa, seasoning, cumin, garlic and chili powder. Let simmer for 15 minutes.
2. With a fork, start pulling the chicken meat apart into thin strings. Keep cooking pulled chicken meat and sauce, covered, for another 5 to 10 minutes. Add hot sauce to taste and stir together. (Note: You may need to add a bit of water if the mixture gets too thick.)

Transportation for the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program

The EPSDT benefit provides health care services for children under the age of 21 who are enrolled in Medi-Cal. EPSDT ensures that children and adolescents receive:

- preventive care
- mental health
- dental
- developmental, and specialty care.

The non-medical transportation (NMT) is now available for these visits. To ask for NMT services, call Care Coordination at **(800) 809-1350**, Monday thru Friday. Please allow at least one business day before your appointment. For any urgent appointments call as soon as you can. Please have your member ID card ready when you call.

If you have questions about the EPSDT program, call Member Services at **(800) 863-4155**.

For more details on this program, see PHC Member Handbook on www.partnershiphp.org. ❖



Depression: What Is It?

Depression is a word that can mean different things. The meaning depends on how the word is used. Most of us feel “down” or “blue” some days. You might say you are “depressed” when you are upset, angry, or sad about something. For many people, though, depression is much worse than having a bad day. More than one in 20 adults have this more serious and lasting depression at any given time. When depression hangs on for a long time and includes symptoms in addition to low mood, we call it a disorder or illness.

The illness of depression lasts more than two weeks at a time. If you have depression in this way, which is called major depressive disorder, you usually feel low every day. You sleep badly. Food does not taste as good to you. You do not have enough energy to do your usual chores. Depression makes you lose interest in things you used to like. It is hard to concentrate. You can feel nervous or “out of it.” You might wish you were dead. Depression is one of the main reasons that people kill themselves. When depression is especially bad, with what are called “psychotic features,” you might even hear voices that other people do not hear.

Depression can take different forms

The illness of depression can take different forms. The way it looks depends on who is depressed. Children, for example, may not know

how to talk about feeling depressed. They might show it instead with their behavior. They might cry more or get into more fights, or not do their schoolwork as well as they once did. Older people who may not be able to remember or think properly, too, might show depression with upsetting behavior.

Some people with depression get better and worse over days instead of staying depressed for weeks at a time. This kind of depression can be just as bad as the kind that lasts. The depression keeps coming back and that can be frustrating and painful. Some adults with this kind of depression eat more instead of less, and sleep more instead of less. If your depression is like this, you may think it is due to some disappointing thing in your life. This kind of depression, though, is more than a reaction to things in your life. This pattern of feeling better and worse all the time sometimes means that you have the illness of depression.

Some people who get depressed may not need much sleep. They get very busy. They may spend too much money. Sometimes they do risky or strange things. Severe behavior like this is called manic. People who get depressed and manic can have *manic depressive disorder* or *bipolar disorder*. That is a different type of mood issue. The treatments are not the same. Treating someone who is bipolar like someone with depression can be the wrong way to go.

Depression is treatable

If you do not treat depression, it might go away on its own. But it often stays the same or gets worse. This is dangerous because depression that lasts can affect a person’s health badly. It can take the fun out of life. It can make it hard or impossible to hold a job. It can put lots of stress on relationships. It can even lead to earlier death, from suicide or sickness.

But depression is very treatable. Talking to a trained therapist can really help. For people who need medication, there are now lots of good choices. Making healthy lifestyle choices, too, is helpful. Getting enough sleep, exercise, good food, and time with people is very important for helping depression. It is also important to reduce stress and make time for fun.

If you have depression that is serious, please make sure you talk with someone about how to get the help you need.

By James M. Ellison, MD, MPH

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Beacon Health Options provides mental health services for Partnership HealthPlan of California members. To access these services, please call (855) 765-9703. For Kaiser members, please call (800) 464-4000. ❖

Are you Confused by Chronic Pain?

Get on the Road to Feeling Better

You do not have to do it alone. It takes a team to help manage your pain and you are a very important member of the team. It is important to work with your primary care doctor and other health care providers to control and manage your pain.

It might be time to see your doctor if your pain interferes with:

- Sleeping
- Working, bathing, cooking, dressing yourself, driving or shopping
- Exercising
- Your enjoyment of the things you used to do
- Your peace of mind - do you feel anxious and irritable and find yourself unable to spend quality time with your family and friends?

What Can You Expect From Your Team?

- Talking and listening to you about your pain - but remember their time is limited. Write down what it is you want to say: what makes your pain worse? Better? What things have you tried to make the pain go away?
- They can help you decide on realistic treatment goals.
- They can decide with you the best ways to help reduce your pain and improve your ability to live a satisfying life.

You have as much responsibility, as your health care provider, for managing your pain. No one else is in your body; no one knows exactly how you are feeling. Living with chronic pain is like living on a roller coaster. Some days you feel like you can do anything and other days like you can't get out of bed.

What Can Your Team Expect From You?

If you are on pain medications, your team will expect you to sign a pain contract. This pain contract is an agreement between you and your team. The team will expect you to follow the agreement. The pain contract usually asks you to follow some simple rules:

- Get pain medicines only from your team.
- Use only one pharmacy.
- Tell your team about ALL the medicines you are taking (even over-the-counter, herbs and vitamins).
- Allow your team to get records from your other doctors.



- When you need refills call your pharmacy unless your doctor has told you something different.
- Be honest, tell your team if you get pain medications from other doctors or emergency room visits.
- Call the doctor's office 24 hours in advance if you need to cancel an appointment.
- When your team asks you to give a urine sample, do so without excuses.
- You must agree not to share, sell or trade your pain medicine with anyone.
- You must not use someone else's medications.
- Do not use street drugs (crystal meth, cocaine and marijuana) or drink alcohol.
- Do not ask for early refills.
- Do not ask for extra refills if your prescription is misplaced, lost or stolen.

What Can Happen If I Don't Follow the Rules?

- Your team may no longer order any pain medications for you.
- You may be asked to find another pain management team.

Remember, when you are driving on unfamiliar roads you take a number of precautions to stay safe. When you drive a car you follow the rules of the road. It is important that you use the same caution and have the same respect for safety rules to manage your pain management journey. The prescription pain pills in the bottle may look innocent but they can be as dangerous as a car accident if used improperly. The pain contract is meant to keep you safe. If you have any questions, talk with your primary care doctor. ❖

Taking your Medications Safely

“Drugs don't work in patients who don't take them.” C. Everett Koop, former U.S. Surgeon General.

Taking medicine can sometimes be difficult. Some medicines can be taken with food, while others on an empty stomach. Some medicines are taken once a day while others are taken two to three times a day. Make sure you understand the following points before you start taking any medicines:

- Why you need the medications?
- How and when to take the medications?
- How to store the medications?
- What might happen if you don't take the medications as prescribed?

When you have questions about your medicines, talk to your doctor or pharmacist. They can tell you how to take your medicines and how it will help you.

If you do not take your medicines the right way, it will not help treat your health condition(s). It can also harm you if you take too much of it.

Your doctors do not know if you are not taking your medicines the right way. They may change the dose or the medicine without needing to. Your doctor might think the medicine is not working for you.

As a patient, you play an important role in your health care. Following your doctor's and pharmacist's orders is one of the most important things you can do for managing your care. When you take your medicines correctly, you are giving yourself the best chance to stay healthy.

Remember, you are an important player on the team of doctors, nurses, pharmacists, and all others who care for you. ❖



HUMOR: The Best Medicine!

“I went to the doctor and he said I had acute appendicitis, and I said compared to who?”

Have you heard the slogan “An apple a day keeps the doctor away?” The same is true for humor and laughter! Laughter and humor lead to improved well-being, boosted morale, increased communication skills and an enriched quality of life. Research finds that humor can help you cope better with pain, enhance your immune system, reduce stress and help you live longer! It is an essential part of a healthy, happy life! Laughter burns about 5 calories in 1 minute! Enjoy each and every day – have laughter in your life!

“The worst time to have a heart attack is during a game of charades.” ❖

Source: Demetri Martin, Comedian

Members with Hearing or Visual Impairments

Members with hearing or visual impairments can request this newsletter and other written materials in larger print, audio, Braille or electronic versions like CD's. Hearing and/or speech impaired members can call the California Relay Service at **(800) 735-2929**. ❖



Are you Pregnant?

Partnership HealthPlan of California can help you and your baby get a healthy start with:

- Up to \$50 in free gift cards for early prenatal care and post-partum visits
- Live phone information & support throughout your pregnancy
- Referrals to community resources
- Case management services

For more details call **(800) 809-1350**. ❖

PHC Member Services (800) 863-4155

If you have problems or questions about your medical care you should call Member Services. We are available to help you Monday – Friday, 8:00am – 5:00pm. We can help you with issues like:

- General information about medical benefits
- Selecting or changing your primary care doctor or medical group
- Requesting a new PHC ID card
- Problems with medical bills
- Problems or complaints about your medical care
- Problems getting appointments
- Problems getting your prescription filled
- Interpreting services ❖

Grievance Reminder

You may file a complaint or an appeal any time you feel you have a problem. This includes Partnership HealthPlan of CA (PHC) or any of our contracted providers. An appeal is a request to change a decision made by us or one of our doctors.

You can tell us about your problem over the phone or in person. You may also write a letter or fill out a **Request for a Complaint or an Appeal Form**. The form is available at your doctor's office. If you wish to file a complaint or an appeal, call Member Services at **(800) 863-4155**.

You also have the option of filing for a State Hearing. You can ask for a State Hearing at any time by calling the State Hearing Division at the California Department of Social Services (CDSS) at **(800) 952-5253**.

A State Hearing is when your appeal is heard by an Administrative Law Judge (ALJ). The ALJ will look at information from you, your provider, and PHC to decide what needs to happen with your appeal. You can choose to file an appeal through a State Hearing, PHC, or both. If your appeal has been denied by PHC and you wish to file a State Hearing, call Member Services at **(800) 863-4155**.

You can also call the Department of Health Care Services' Managed Care Ombudsman office at (888) 452-8609. The Ombudsman office helps with managed care concerns. ❖

Autism Spectrum Disorders (ASD)

What is it? ASDs are a group of developmental disabilities that can cause speech and behavior problems. Some people with ASD have limited social skills. People with ASDs handle information in their brain differently than other people.

ASDs affect people in different ways. It can range from very mild to severe. People with ASDs share some similar symptoms, such as problems with social interaction.

Signs and Symptoms

ASDs begin before the age of 3 and last a life-time. Some symptoms may improve over time. Some children with ASD show hints of future problems within the first few months of life. For others, symptoms might not show up until 24 months or later. Some children develop normally until around 18 to 24 months of age. They may stop gaining new skills, or lose skills they once had. Treatment and services can improve a person's symptoms and ability to function.

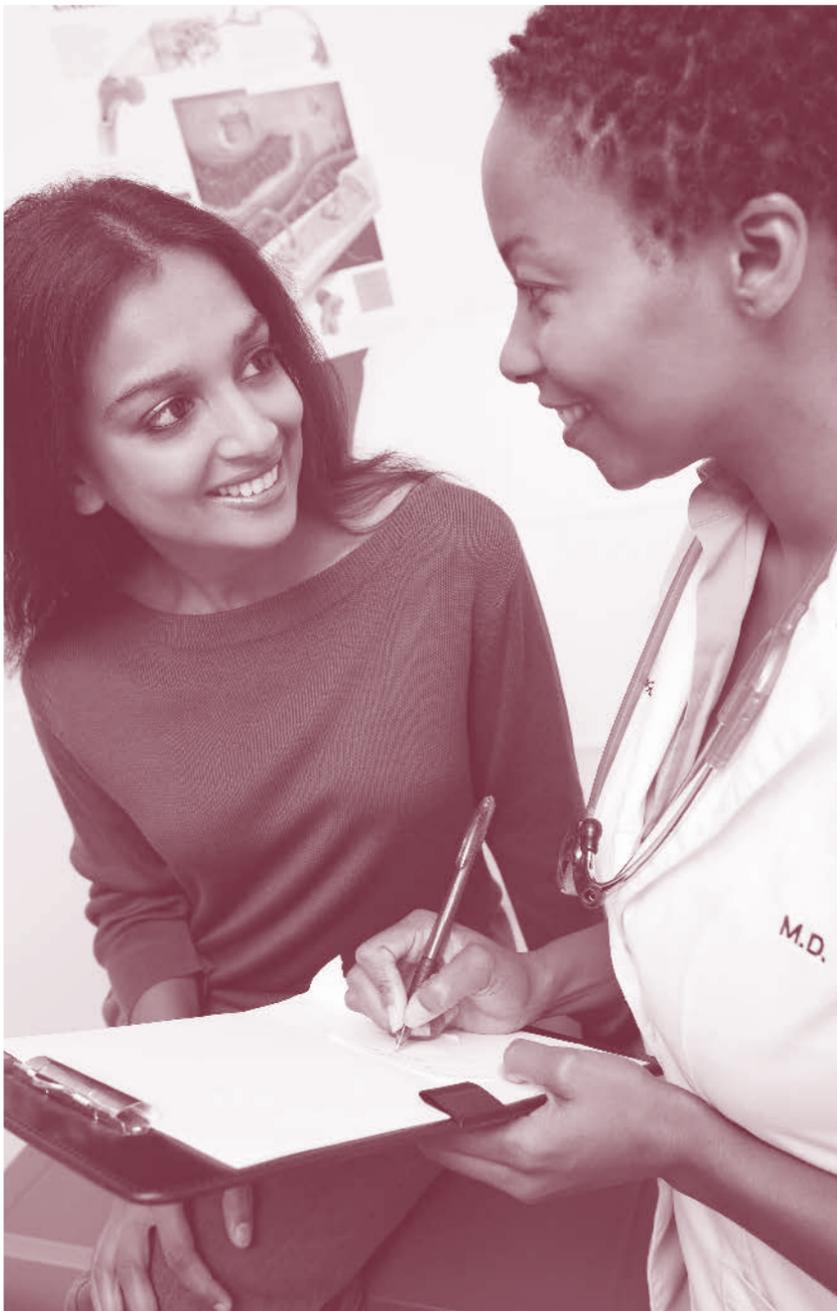
A person with an ASD might:

- Not respond to their name by 12 months
- Not point at objects to show interest (point at an airplane flying over) by 14 months
- Not play "pretend" games (pretend to "feed" a doll) by 18 months
- Avoid eye contact and want to be alone
- Have delayed speech and language skills
- Repeat words or phrases over and over
- Give unrelated answers to questions
- Get upset by minor changes
- Have obsessive interests
- Flap their hands, rock their body, or spin in circles
- Have unusual reactions to the way things sound, smell, taste, look, or feel

If you have concerns – Act Early!

If you think there could be a problem with your child, contact your child's doctor as soon as possible, and share your concerns. ❖





Staying Healthy Assessment (SHA) and Initial Health Assessment (IHA)

Within the first four months as a new member, you should have a visit with your doctor. The first visit is called an **Initial Health Assessment (IHA)**. You, or your child, do **not** have to be sick for this first visit to your doctor. During the IHA, talk with your doctor about your health and what you feel is important for your doctor to know. Your doctor will review your health record and decide what types of services you need.

A few of the services may be for a:

- Referral to a specialist
- Prescription or medicine refill
- Preventive health tips
- Tips for staying healthy
- Health Education classes
- Vaccines/Shots, child or adult
- Dental screening and referrals to a dentist for children under 21 years of age

During this visit, we ask your doctor to have you fill out a **Staying Healthy Assessment** form.

The form has questions about how you live your life, such as the types of food you eat, how much you exercise, and if you smoke. Some of the questions may be personal. You may choose not to answer any of the questions, if you don't want to. If you choose to answer the questions, be honest and complete when filling out the form. It will help your doctor understand your health needs better. The form is different for age groups, from birth to adult. It also comes in many languages.

If you have never filled out the survey before, please ask the person in the front office area to give you the survey to fill out. For children, this survey should be filled out at different times, based on your child's age and reviewed by the doctor at each well visit. As an adult, you should complete this survey every 2-3 years.

If you have any questions or problems with appointments call Member Services at **(800) 863-4155**. ❖

Programs & Services

Confidential Mental Health Services:

Out-patient services

- Members assigned to Kaiser contact Kaiser's Member Services at **(800) 464-4000**
- Members with Medicare Part B only contact 1-800-MEDICARE **(1-800-633-4227)**
- All other members contact Beacon at **(855) 765-9703**

In-patient services

The County Mental Health Department will continue to provide inpatient mental health services.

Advice Nurse Line:

PHC offers a free Advice Nurse Line to its members. This is a free service available 24 hours a day, 7 days a week.

You can reach the PHC's Advice Nurse by calling **(866) 778-8873**.

Care Coordination Programs:

(800) 809-1350

Partnership HealthPlan of California can help you with:

- Accessing Care
- Coordination of Care
 - Complex Conditions
 - Coping With New Diagnoses
- Health Education
 - Autism/Autism Spectrum Disorders
- Community Services
- California Children Services (CCS)
- Regional Services
- Applied Behavioral Health
- Mental Health Access
- Prenatal & Postpartum Care
- Palliative Care
- Chronic Pain Care
- Transportation to medical appointments

Case Management:

(800) 809-1350

You can talk to a health care guide or a nurse about your treatment plan.

Cultural and Linguistic Services

(800) 809-1350 x4256

FREE Specialized Phones

The California Telephone Access Program offers free specialized phones. These phones makes it easier to hear, dial, and call. Over half a million Californians are now enjoying California Phones. To apply for a California Phone, call (800) 806-1191 or go to www.californiaphones.org.

To apply:

1. Fill out an application online
2. Print and deliver or email the application to your doctor to sign
3. Sign and send your application by mail, email, fax, or in person

You are eligible if:

1. You live in California
2. You have a phone service*
3. Your doctor approves your need

**Equipment connects to your existing phone service.*

Your current phone service charges still apply. The Free Specialized Telephone does not raise your service costs. ❖



Health Education Classes & Support Groups

Del Norte

Childbirth Preparation Birth and Beyond

A six week course designed to help new parents learn more about Child Birth, Breast Feeding and Newborn Care

Sutter Coast Community Clinic (707) 465-6715

Baby Steps for Pregnant & Parenting Teens (707) 464-3191 ext 2730

Tobacco Use Prevention Program (TUPP)

For further information please contact (707) 464-3191 x 2831

Humboldt

Childbirth Preparation

Mad River Comm. Hospital, Arcata, (707) 826-8263

St Joseph Hospital, Eureka (707) 445-8121

Redwood Memorial Hospital, Fortuna (707) 725-3361

Tobacco-Free Humboldt

Humboldt County Department of Health and Human Services Public Health Branch (707) 268-2132

Lake

Childbirth Preparation

Sutter Lakeside Hospital, Lakeport (707) 262-5085

Bright Start (707) 995-4594

St. Helena Family Health Center (707) 995-4537

Lassen

Childbirth Preparation

Northeastern Rural Health, Susanville (530) 251-5000

Promises Prenatal Program

Outpatient recovery program for pregnant, postpartum and parenting women (ages 16 years and older). (530) 251-8112

Lassen County Alcohol & Drug Program

(530) 251-8112

Marin

Childbirth Preparation

Marin Community Clinic (for clinic prenatal patients only) (415) 448-1500

Marin General Hospital, Greenbrae (415) 925-7000 (888) 996-9644 (Helpline)

Diabetes Wellness Program

Prima Medical Foundation Meritage Medical Network (415) 884-1875

Bay Area Community Resources and the Tobacco Program

(415) 444-5580

Mendocino

Childbirth Preparation

Mendocino Coast Clinic (for clinic patients), Fort Bragg (707) 964-1251

Mendocino Community Clinic, Ukiah (707) 468-1010 option #3

Freedom from Smoking

Frank R. Howard Memorial Hospital (707) 540-4208

Diabetes Wellness Program

Ukiah Valley Medical Center (707) 463-7527

Modoc

Childbirth Preparation

441 North Main Street, Alturas (530) 233-6311 or (530) 233-7317

Behavioral Health

(530) 233-6312

Napa

Childbirth Preparation

Queen of the Valley (707) 251-2000

Clinic Ole, St. Helena (707) 252-6541

Diabetes Wellness Program

Ole Health (707) 254-1777

Shasta

Childbirth Preparation

Mercy Medical Center, Redding (888) 628-1948

Childbirth Educator (530) 225-7474

Perinatal Drug and Alcohol Program

1506 Market Street, Redding (530) 245-6411

Tobacco Cessation

A FREE eight session program to help you quit all types of tobacco. For more information and to register for classes, call (530) 246-3729

Second Wind Smoking Cessation Program

An eight session program to help you quit all types of tobacco. In collaboration with local tribal members, participants will learn the difference between commercial and traditional tobacco use. For more information, call (530) 224-2700

Project Ex Teen Smoking Cessation

A FREE eight session program to help TEENS quit all types of tobacco. For more information, call the Youth Violence Prevention Council (530) 244-7194

Tobacco Recovery Self-Management

Anderson, Redding and Shasta Lake (530) 229-5115
Quit for Good at Mercy Medical Center (888) 628-1948

Diabetes Self-Management

FREE six week program in Anderson, Redding and Shasta Lake (530) 229-5115

Siskiyou

Childbirth Preparation

Mercy Medical Center, Mt Shasta (530) 859-2155

Fairchild Medical Center, Yreka (530) 841-6285

Solano

Childbirth Preparation

CMC Dixon, (707) 635-1600

La Clinica Great Beginnings, Vallejo (707) 551-1816

Diabetes 101

Sutter Solano (707) 554-5288

Diabetes Classes

Touro University Free Clinic (707) 653-6331
<http://tusrfc.org/services/health-education/>

Kick the Butts

(707) 784-8900
www.tobaccofreesolano.org

Sonoma

Childbirth Preparation

Alliance Medical Center, Healdsburg (707) 433-5494

Pregnancy Counseling Center, Santa Rosa (707) 575-9000

Diabetes Wellness Program

Southwest Community Health Center (707) 547-2222

Trinity

Health and Human Services

Childbirth Preparation

(530) 623-8209

Human Response Network

(530) 623-2024

(800) 358-5251

Trinity County Behavioral

Health (530) 623-1362 (Weaverville); (530) 628-4111 (Hayfork)

Mental Health Services

(888) 624-5820 (530) 628-4111 Hayfork office

Alcohol and Other Drugs Services

(530) 623-1362

Yolo

Childbirth Preparation

Woodland Healthcare (530) 669-5540

Davis Community Center (530) 204-5317

Sutter Davis Medical Foundation (916) 887-4039

Diabetes

(530) 668-2605 x6401

Warmline Family

Resource Center

(916) 455-9500

Para servicios en Español:

(916) 922-1490

(800) 660-7995

All counties

Help is a Four-Legged Word™

Canine Companions for Independence® provides highly-trained assistance dogs for children and adults with disabilities, free of charge. The most advanced technology capable of transforming the lives of people with disabilities has a cold nose and a warm heart! (800) 572-2275

California Smoker's Helpline

- (800) NO-BUTTS (English)
- (800) 844-2439 (for chewing tobacco)
- (800) 45-NO FUME (Spanish)
- (800) 933-4-TDD (Deaf/Hearing Impaired)

Epilepsy Foundation of

Northern California

(800) 632-3532

(510) 922-8687

Health Insurance Counseling

and Advocacy Program

(HICAP)

(800) 434-0222

Domestic/Intimate Partner

Violence - Hotline

(800) 799-SAFE (7233)

(800) 787-3224 TTY

New Medi-Cal App

The Medi-Cal App from the Department of Health Care Services (DHCS) is a new tool for current and future Medi-Cal members. You can use it to apply for Medi-Cal coverage. You can search and receive services. It works on most phones. Here are some ways to use the app:

You can use it for:

- Finding local help
- Mental Health contacts
- Mental Health numbers
- County telephone numbers

It has links to health services for:

- HIV and STD testing
- Help to Quit Smoking
- Vaccines (Shots)
- Talking to doctors ❖