

# WINTER 2018

## Page 2

Anxiety Disorders – Overcoming the Fear and Embracing Recovery

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

Estate Recovery

## Page 3

Member Consent to Share Protected Health Information

Grievance Reminder

Getting to Know You

Programs & Services

Member Rights and Responsibilities

Privacy Act Statement

Non-Medical Transportation

## Page 4

Multiple Sclerosis (MS) Month

My Doctor is the BEST!

## Page 5

Recipe: Greek Yogurt Chicken Salad

## Page 6

Health Education Classes & Support Groups

## Annual Disclosure Statement

*PHC recognizes that care and services may be under-used and takes steps to screen for this. Decisions made by PHC are based on appropriateness of care and if coverage is present. PHC does not give any sort of payment, incentive, or reward to providers, consultants, or staff to deny medically suitable services to members or to deny coverage.*

## Lab Services

*PHC and some PHC medical provider's 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 PHC's Member Services Department at (800) 863-4155.*

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



P.O. Box 15557  
Sacramento, CA 95852-5557  
(800) 863-4155  
(800) 735-2929 (TTY)

[www.partnershiphp.org](http://www.partnershiphp.org)

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## 2018 Member Satisfaction Survey

We value input from our members. We ask for member feedback thru 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 2018 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 us. We value your opinion! ❖

## The Results are In!

Every year we send member satisfaction surveys to a random sampling of our members. In early 2017, the survey was mailed to 6,000 members. The survey results below are based on an 18% response rate and represent the percent of members who gave a high rating (7 or above) on a scale of 1-10. We are proud to report a high level of member satisfaction based on the survey.

Survey Questions	Results
Overall satisfaction with Partnership HealthPlan	91%
Overall satisfaction with health care received	86%
Satisfaction with PHC Member Services customer service information or help given	87%
Satisfaction with PHC Member Services providing service with courtesy and respect	97%

Thank you to those members who participated. ❖



## Anxiety Disorders – Overcoming the Fear and Embracing Recovery

Anxiety includes conditions that cause worry. This can get in the way of work, school or sleep. It can disturb how you enjoy your life. Over time it can lead to other health problems. But the good news is that anxiety is treatable.

Common signs of anxiety include:

- Intense worry
- Feeling tired
- Panic
- Obsession
- Nightmares
- Muscle tension
- Headaches
- Sleep problems
- Rapid heart rate
- Shortness of breath
- Chest pain
- Sweating

### Facing Your Fears

A type of counseling called cognitive-behavioral therapy (CBT) is used to treat anxiety. It offers ways to point out bad thoughts and actions. You can then replace them with good ones.

CBT is often used along with medication. It works both for the person with the health problem and families.

Other benefits include:

- CBT helps people see bad thinking patterns. For example, interviewing for a job may cause much worry. CBT teaches you how to relax in stressful times.
- Relaxation and breathing exercises, meditation or prayer are some skills taught.
- Learning to have better social and interpersonal skills. You can learn to talk about your fears without feeling embarrassed or weak.

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

Within the first four months as a new member to Partnership HealthPlan, 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
- A 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.

## Medications

There are medications for anxiety disorders. They are highly safe and work for most people. Talk with your doctor about what may work for you.

## Changes to Make Your Health Better

Changes to make your health better can also be a big help. Here are a few things that you can do.

- Get moving. Exercise is a great stress reducer. Start slowly and then do more as you are able.
- Eat well. Avoid fatty and sugary foods.
- Avoid alcohol and other sedatives.
- Use ways to relax such as meditation and yoga.
- Get enough sleep.
- Quit smoking and cut back on caffeine. Both can make anxiety worse.

To cope with anxiety, here are some things you can do:

- Learn about it. Talk to your doctor or mental health provider. Look online, and talk to others who have the same problems. Find out all you can and what treatments are best for your illness.
- Involve your family. Asking family members you trust for help is a big part of coping.
- Join an anxiety support group. Support groups offer understanding. You may find support groups in your town. There are many groups online.
- Let it go. Don't dwell on past concerns. Change what you can and let the rest take its course.
- When you feel nervous, refocus your mind away from your worries. Think about positive things or things you are grateful for.
- Stick to your treatment plan. Take medicine as directed. Keep going to all therapy meetings.
- Don't let worries keep you from loved ones or what you like to do. Social interaction and caring relationships can lessen your worries.

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

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, please call us at **(800) 863-4155**. ❖

## Estate Recovery

The State of California must be repaid for Medi-Cal benefits from the estate of a deceased Medi-Cal member. This entails care received on or after the beneficiary's 55<sup>th</sup> birthday. For Medi-Cal members enrolled (either voluntarily or mandatorily) in a managed care organization, the State must be paid the total premium/capitation payments for the period of time they were enrolled in the managed care organization. Also, any other payments made for services provided by non-managed care providers will also be recovered from the estate. For further information regarding the Estate Recovery program **only**, call **(916) 650-0490** or seek legal advice.

**PLEASE DO NOT CALL PHC OR YOUR ELIGIBILITY WORKER.** He or she does not have this information, so they cannot help you. ❖

## Member Consent to Share Protected Health Information

Having the right information at the right time, is critical in keeping you healthy. PHC has joined the Health Information Exchange system so those caring for you have the information they need.

How does it work? The Health Information Exchange makes your Protected Health Information (PHI) available to other medical providers. When you are receiving care, your doctor will be able to see your medical history and make a better plan for care.

You can say NO. If you don't want to share your Protected Health Information you can opt-out. Simply complete the opt-out form located on our website, or call us at **(800) 863-4155** for the form, and send it back. We will no longer include your information. If you ever want begin sharing again, let us know and we can help you.

### What is PHI?

PHI is Protected Health Information. This includes your medical information, like doctors' medical notes, labs, X-rays, prescriptions, payment information, and more.

Another type of PHI is sensitive health information like mental health diagnosis and treatment; drug or alcohol abuse diagnosis or treatment; sexually transmitted diseases; birth control; genetic test results; and HIV test results. **We will NOT share your sensitive PHI without your written approval.**

You can print the forms from our website at [www.partnershiphp.org](http://www.partnershiphp.org). Or we can mail the form to you by calling us at **(800) 863-4155** and ask for the Health Information Exchange Member Opt Out/ Opt In Form. ❖

## Grievance Reminder

You may file a complaint or an appeal any time you feel you have a problem. This includes us 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 Appeal or Complaint Form**. The form is available at your doctor's office. If you wish to file a complaint or an appeal, please call us at **(800) 863-4155**.

You have the option of filing for a state hearing, only after you have exhausted our appeal process. You can ask for a state hearing 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 also call the Department of Health Care Services' Managed Care Ombudsman office at **(888) 452-8609**. The Ombudsman office helps with managed care concerns. ❖

## Getting to Know You

When you join Partnership HealthPlan, we send you a lot of paperwork that welcomes you to the plan. One of these forms is a Health Information Form (HIF) or a Health Risk Assessment (HRA). Both of these forms are meant to help us get to know you better.

Also, to know what kind of care you may need right away. When you fill out and return the form, your answers are sent to our Care Coordination Department. We use your answers to reach out to you and help you link to care sooner. This includes if you have a need to see a doctor right away. You might get a call from one of our Health Care Guides to find out more details, or we might send you a letter telling you how to reach us for more help. Either way, we want to get you linked to the right care for your needs. Even if you have been with PHC for a while, you still can get help from Care Coordination. Our goal is to help you work better with your doctor(s) to get health care that meets your needs. You can call us at **(800) 809-1350**, Monday – Friday, 8 a.m. – 5 p.m. for more information. ❖

## 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 Program:

PHC offers a free Advice Nurse Program to its members. The PHC Advice Nurse Program 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

**Health Services**  
**(800) 809-1350 x4256**  
Health Education  
Cultural and Linguistic Services

**Case Management:**  
**(800) 809-1350**  
You can talk to a health care guide or a nurse about your treatment plan.

## Member Rights and Responsibilities

Do you know your rights and responsibilities as a member? For a copy of our Rights and Responsibilities Statement you can contact us at **(800) 863-4155** or visit our website at [www.partnershiphp.org](http://www.partnershiphp.org). ❖

## Privacy Act Statement

PHC is required by law to maintain the privacy of your health information. We are required to inform you of our legal duties and privacy practices where your protected health information (PHI) is concerned.

For a copy of our Notice of Privacy Practice you can contact us at **(800) 863-4155** or visit our website at [www.partnershiphp.org](http://www.partnershiphp.org). ❖

## Non-Medical Transportation

This benefit is for members who have no other means of transportation. You must qualify to be eligible. It will provide services to and from appointments for medical care. We now offer a non-medical transportation benefit. This service may include transportation by bus, taxi or car. If a qualifying relative, friend, caregiver or neighbor drives you to the appointment, mileage reimbursement may apply.

We have contracted with Medical Transportation Management, Inc., (MTM), they will assist you with accessing this service. To see if you qualify for a ride please contact MTM at **(888) 828-1254**, Monday-Friday, 8 a.m. to 5 p.m. ❖



## Multiple Sclerosis (MS) Month

Every year, March is set as National Multiple Sclerosis Month by the National Multiple Sclerosis Society (NMSS). The group is funded 100 percent by donations, fundraisers, events, and grants.

In Northern California, the area offices hold fundraising walks and activities from April to September.

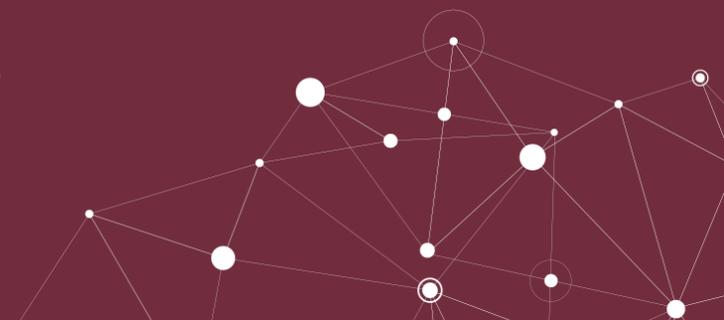
Some PHC staff families' and lives are touched by MS. For the past ten years, they have created teams and take part in fundraising walks and other events.

The Northern CA MS Society also supports Self Help Groups that meet regularly. The goal of these groups is to provide information about assistance such as energy bill discounts, free cooling gear, and other services to help those with MS.

More Information: <https://www.nationalmssociety.org/Chapters/CAN> ❖



# My Doctor is the BEST!



Is your doctor the BEST? We want to hear why. Nominate your doctor, nurse, physician assistant, or specialist. We will select the top responses, and publicly recognize those that provide exceptional medical care.

My Doctor: \_\_\_\_\_

My Name: \_\_\_\_\_

My Phone: \_\_\_\_\_

I live in \_\_\_\_\_ County.



Please cut along this line to submit your nomination

**To nominate your doctor please fill out one or more of the categories below. Please submit by March 31, 2018.**

**My doctor listens to me.** Provide a brief example of how your doctor listens to you.

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**Was the information clear?** Give an example of how your doctor explained your care in a way that you understood.

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**I received the care I needed.** Provide a brief example of how you received quality care from your doctor.

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**Other.** List any other reasons why your doctor is the BEST!

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Once completed, please fold the paper in half, with your responses on the inside and tape it closed.

# Healthy Recipe to Try

## Greek Yogurt Chicken Salad



**Yield:** about 6 cups | **Prep time:** 20 minutes | **Total time:** 20 minutes, plus chilling as desired

### Ingredients:

- 3 cups ½-inch-diced cooked boneless, skinless chicken breast
- 2 cups seedless red grapes, halved
- 3 medium stalks celery, diced
- 2 large green onions, thinly sliced
- ½ cup sliced or slivered almonds
- 1 cup plain Greek yogurt
- 2 tablespoons non-fat milk
- 2 teaspoons honey
- 1 teaspoon salt
- ½ teaspoon black pepper

### Directions:

1. Place the diced chicken, grapes, celery, green onions, and almonds in a large bowl. In another bowl, whisk together the Greek yogurt, milk, honey, salt, and pepper. Pour over chicken mixture and toss to coat. Taste and add additional salt and pepper as desired. If time allows, refrigerate for 2 hours or overnight.
2. Serve as filling for sandwiches, atop salad greens, as a dip with crackers, or alone.

fold first

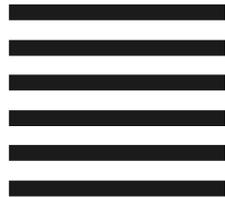


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MC2000

# Health Education Classes & Support Groups

## Del Norte

### **Childbirth Preparation Birth and Beyond**

A four week course designed to help new parents learn more about child birth, breast feeding and newborn care

Sutter Coast Community Clinic (707) 464-6715 or 464-0955

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 283

## 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

Nurse Family Partnership, Eureka (707) 268-2105

Safe Care, Eureka (707) 441-5075

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) 995-4500

## 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) 251-2687

**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

**Marin General Hospital Asthma Helpline** (888) 996-9644

### **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

### **Smoking Cessation Program**

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) 251-2050

OLE Health, St. Helena (707) 963-0931

OLE Health, Napa (707) 252-6541

### **Diabetes Wellness Program**

OLE Health (707) 254-1777

## Shasta

### **Childbirth Preparation**

Mercy Medical Center, Redding (888) 918-4879

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) 406-9678

### **Project EX**

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

### **Shasta County Tobacco Cessation Program**

Tips for Quitting (530) 229-8467

## Shasta (continued)

Tobacco Recovery Self-Management in Anderson, Redding and Shasta Lake (530) 229-5115

Quit for Good at Mercy Medical Center (844) 903-1980

Diabetes Self-Management FREE six week program in Anderson, Redding and Shasta Lake (530) 246-5710

## 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) 645-7316

### **Diabetes Academy Education**

Sutter Solano (707) 554-4045

### **Diabetes Classes**

Touro University Free Clinic (707) 653-6331

<http://tusrfc.org/services/health-education/>

### **Kick the Butts**

(707) 784-8900  
[www.tobaccofreesolano.org](http://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) 756-6440

### **Diabetes**

Woodland Healthcare (530) 668-2605 x6401

## Yolo (continued)

### **Warmline Family**

#### **Resource Center**

(916) 455-9500

(844) 455-9517

Para servicios en Español:

(916) 922-1490

## 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

### **Northern CA Multiple Sclerosis Society**

(415) 230-6677

MSconnection.org is a social networking website and community for people living with MS and their families.

Join a Local Support Group - <https://www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group>

National MS Society (800) 344-4867