

SUMMER 2020

Page 2

What is Care Coordination?

Why Do Teens Need Immunizations?

Your Friendly Neighborhood Pharmacist,
a Helpful Health Care Provider

PHC Member Handbook

Page 3

Healthy Recipe to Try

Preventing Sexually Transmitted
Infections (STIs)

Information about PHC Doctors

What is Population Health?

Page 4

PHC Member Services (800) 863-4155

Get Ready for Emergencies: Helpful Tips

Lab Services

Member Rights and Responsibilities

Privacy Act Statement

PHC Covered Drugs Update

Page 5

Transportation Benefits: Getting to Your
Medical Appointments

Programs & Services

Page 6

Whole Child Model

Join the Family Advisory Committee

Why is it Important for Your Child to
have a Well Child Visit?

Medi-Cal Fraud

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. ❖

PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency

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

www.partnershiphp.org

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Together for your
HEALTH

Partnership to Provide Substance Use Services in 7 Counties

PHC knows how hard it can be to get help with addictions for our members and their families. PHC can help you get expanded substance use treatment in 7 counties: Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano. This is our new Wellness and Recovery Program. The services will include withdrawal management, counseling in outpatient and intensive outpatient settings, medication assisted treatment and residential care. Services will be provided by substance use counselors and clinical staff.

In Marin, Yolo and Napa Counties a similar set of services are already available to PHC members, but through the counties, not PHC.

In the rest of the counties – Del Norte, Lake, Sonoma and Trinity – the county can help with a more limited set of services.

No matter what county you live in, if you need help in reducing your use of alcohol, getting free of opioids, or other addictions, PHC wants to help.

Here is how to get substance use services:

Del Norte County: **(707) 464-3191**

Lake County: **(707) 274-9101**

Marin County: **(888) 818-1115**

Napa County: **(707) 253-4063**

Sonoma County: **(707) 565-7450**

Trinity County: **(530) 623-1362**

Yolo County: **(888) 965-6647**

Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano County: Call Beacon Health Options, **(855) 765-9703**

Visit www.partnershiphp.org to access the Wellness and Recovery Member Handbook, view a list of providers, and to read more about the benefit. ❖

What is Care Coordination?

PHC has a department that helps members of all ages. This department is called Care Coordination (CC). The CC department helps you find doctors, health care services, resources, and other benefits. They connect you to the care you need. And if you are already connected to care, the CC department helps improve the coordination of that care between you, your providers and/or caregivers.

Care Coordination can help you with things like:

- Getting care with a doctor or specialist
- Leaving the hospital and going back home
- Health concerns
- Getting medical tests or equipment
- Medicines

Call Care Coordination when you need help getting care. The phone number is **(800) 809-1350**, Monday – Friday 8 a.m. to 5 p.m. TTY users can call the California Relay Services at **(800) 735-2929** or call **711**. ❖

Why Do Teens Need Immunizations?

Vaccines are the best way to protect teens from infections such as Meningitis, HPV cancers, Tetanus, and Whooping Cough. When teens get their shots, it protects them and the community by decreasing the spread of infection.

Which Immunizations Does my Teen need?

Tetanus, Diphtheria, and Pertussis (Tdap). This shot protects against infections that can happen from cuts or wounds. It also protects against germs that travel through the air by coughing, sneezing, or even talking. An example is whooping cough.

Meningococcal. This shot protects against a type of bacteria that can cause the brain and spinal cord to swell.

Human papillomavirus (HPV). This shot protects against some strains of the virus that have been known to cause certain cancers in both men and women.

Possible Side Effects:

Most common side effects from immunizations include redness and soreness at the injection site.

Fainting can happen and is more common in teens. Sitting or lying down at the time of injection and for 15 minutes after, can help prevent fainting.

Serious side effects are rare.

Getting the recommended immunizations protects your child and others as well. Certain germs have a harder time spreading from person to person when people get their recommended immunizations.

Talk to your primary care provider (PCP) about updating immunizations for your child at any office visit, including sports physicals or annual checkups. Call your PCP's office and ask to schedule a visit for your child. You can also call our Member Services Department for help at **(800) 863-4415**. TTY: **(800) 735-2929** or **711**.

For more information, you may also check out the following links:

Vaccine Information: <http://www.vaccineinformation.org/hpv/>

Center for Disease Control and Prevention (CDC): <https://www.cdc.gov/hpv/parents/vaccine/six-reasons.html> ❖



Your Friendly Neighborhood Pharmacist, a Helpful Health Care Provider

About 7 out of 10 people go to the drugstore once a month. Most of the time, people go there to pick up their prescriptions (drugs). Pharmacists make sure the drugs that are prescribed to you are safe. The pharmacist can give shots to help keep people safe from illness like the flu and whooping cough. They also provide drugs to people who want to stop smoking and give medicines to help make opioid treatment safer.

Pharmacists work closely with doctors, patients, and the public. Sometimes people ask the pharmacist questions about their health or health problems. People trust pharmacists to answer questions about over-the-counter treatments for common problems like coughs and colds, minor rashes, and allergies. When the pharmacist thinks a person has a problem that needs medical care, they will tell the person to see their doctor.

Pharmacists play a big role in our health care system by working with nurses, doctors, and other health care workers. The next time you are at a drugstore, remember the pharmacist can help you stay healthy. ❖

PHC Member Handbook

Your Member Handbook has information you need. It explains the services and benefits that you get as a member of Partnership HealthPlan of California (PHC). It also lets you know about your rights and responsibilities as a PHC member.

Information you can find in your Member Handbook:

- How to get health care services and medicines
- What to do when you need to get care quickly
- How we review new medical technology
- What limits PHC has on services
- How to ask for a second opinion
- How to file a grievance or appeal
- How to get information about primary care
- How to get information about specialty care and other providers in the network
- What to do when you are out of the area
- What to do if you need help after hours
- How to get assistance in other languages
- What to do if you have a question about a claim or cost of service
- And much more

All new members get a copy of the Member Handbook when they are enrolled in PHC for the first time. If you want another handbook, call us at **(800) 863-4155**. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. You can also find the handbook on our website at www.partnershiphp.org. ❖

Healthy Recipe to Try

Three Sisters Salad



The “three sisters” are corn, beans, and squash (like zucchini). Native Americans planted these vegetables together in the garden because they help each other grow. The “three sisters” also give your body a healthy meal.

Serves 4, quick to make

Ingredients

- 1, 15-ounce can low sodium beans of your choice
- 1, 11-ounce can corn or 1 cup fresh or frozen corn
- 1 small zucchini, chopped
- 1 tablespoon chopped cilantro
- 2 tablespoons lime juice
- 1 jalapeno pepper finely chopped, seeds removed (optional)

Directions

1. For more color, add some chopped red, orange and green pepper
2. Drain beans and add to a medium bowl. Add corn, zucchini, cilantro, lime juice, and peppers.
3. Stir to mix. Serve right away or refrigerated for later. This recipe can be a side dish, used as a topping to tacos, added to salads, and more.

Nutrition Information

Serving size: 1 cup

Total calories: 220 Total fat: 1 g Saturated fat: less than 1 g
Carbohydrates: 43 g Protein: 11 g Fiber: 13 g Sodium: 331 mg

Recipe Source: www.eatfresh.org ❖

Preventing Sexually Transmitted Infections (STIs)

STIs are passed from person to person through close physical contact, like having sex. This includes having vaginal, oral, or anal sex. STIs are common in the United States. There are about 20 million new cases each year. Half of all new cases are in young people between the ages of 15 to 24. Anyone who has sex can possibly get an STI.

Some groups of people have a higher risk of getting STIs. These groups of people include:

- People who have Human Immunodeficiency Virus (HIV)
- Men who have sex with men
- Sex workers and their clients
- People with more than one partner **or** with partners from other high-risk groups

STIs seem scary, but many STIs can be treated and many can be cured. The good news is that STIs are preventable. Taking these steps can keep you and your sex partner(s) healthy:

- Use condoms for oral, vaginal, and anal sex.
- Get appropriate shots to help protect you from some STIs.
- Get tested for STIs often and ask your partners to get tested.
- Talk to your PCP about a pill called PrEP to prevent HIV.

The only way to know if you have an STI is to get tested. Testing and treatment for STIs are covered at no cost to you with your benefits. Talk to your primary care provider (PCP) about ways to protect you and your partner(s) from getting STIs. ❖

Information about PHC Doctors

You can contact us or click into our online directory at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx>, if you would like to obtain the following practitioner information:

- Name, address, telephone numbers
- Professional qualifications
- Specialty
- Medical school attended*
- Residency completion*
- Board certification status

**If you would like information about your practitioner or a physician’s education and/or training, you can locate the information on the Medical Board of California website at www.mbc.ca.gov under License Search. We can also provide you with this information by calling the number below.*

You can also request a copy of a Provider Directory by calling us at **(800) 863-4155**. TTY Users: Call the California Relay Service at **(800) 735-2929** or call **711**. ❖



What is Population Health?

Population Health is a way of thinking about the health of all people living in an area, like a community, zip code, city, or county. People who work in Population Health look for differences in health within groups of people living in an area and then plan ways to get rid of the differences and help everyone be healthy.

PHC wants all its members to be as healthy as they can be. So, PHC now has a Population Health department. You might be wondering how PHC will find health differences in the 14 counties we serve. There are a number of ways we will try to find differences, like looking at reports from our claims and case management work. We can also look at data from our county partners like Departments of Public Health and from the state of California. This data can tell us things like which PHC zip codes have a lot of people living with asthma or diabetes. We can also find out about behaviors that can hurt your health, like smoking and vaping.

One way we can learn about our members is by reaching out to you by mail or in person at health fairs so that we can ask questions about what is important for you to be healthy. You can tell us about the things in your community that help you stay healthy and the things that can harm your health. Helping us understand how PHC can improve your health and well-being is very important to us.

The Population Health department will use what you tell us to build programs that address the health differences in your community. We will also work with community leaders, agencies, and health care providers to make sure all our members know about new or current programs and services that can improve their health. Rather than helping one person at a time, Population Health helps communities get healthy and stay healthy. ❖

Transportation Benefits: Getting to Your Medical Appointments

Did you know that you might be able to get transportation for your Medi-Cal covered services?

There are four types of transportation services you can get as a Partnership HealthPlan of California (PHC) member:

Emergency Transportation Services

We cover ambulance services. If you need emergency transportation, call 911 right away. You do not need to ask your doctor.

Non-Emergency Medical Transportation (NEMT)

We cover non-emergency medical transportation services. This is for when you have a physical or medical condition that makes you unable to get to your medical appointment by car, bus, train or taxi. You need to ask for NEMT services from your doctor. Your doctor will know what kind of transportation you need for your medical condition. If you need help getting out of your house, getting into a vehicle, and getting into the medical office, you may be able to get NEMT services. Types of NEMT services are: ambulance, wheelchair van, gurney van, and air transport.

To ask for NEMT services that your doctor has prescribed, please call Care Coordination at least 5 business days before your appointment. Call **(800) 809-1350**, Monday-Friday, 8 a.m.-5 p.m. For urgent appointments, call as soon as possible.

Non-Medical Transportation (NMT)

PHC lets you use a car, taxi, bus, or gas mileage reimbursement to get to medical appointments. You may be able to get: gas mileage reimbursement when a family member or friend takes you to appointments (members cannot be paid directly), bus passes/paratransit tickets, taxi vouchers, and train tickets.

We will pay the lowest cost NMT service that meets your medical needs. For example, if there is a bus route near you and your medical appointment, you may get a bus pass but not a taxi.

To get NMT services, call Medical Transportation Management (MTM) at **(888) 828-1254**, Monday-Friday, 8 a.m.-5 p.m. Call MTM at least 5 business days before your appointment. If your appointment is urgent, please call as soon as possible.

Added Transportation-Related Benefits for Members Under 21

PHC may cover meals, tolls, lodging, and parking. You must ask MTM for these services before the appointment. To get these added benefits, please call MTM at **(888) 828-1254**, Monday-Friday, 8 a.m.-5 p.m. Call MTM at least 5 business days before your appointment. If your appointment is urgent, call as soon as possible. ❖

Programs & Services

Confidential Mental Health Services:

Out-patient services

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

In-patient services

Your county Mental Health Department continues to provide inpatient mental health services. For the phone number to your county's Mental Health Department, call us at **(800) 863-4155**. For TTY, call **(800) 735-2929** or 711.

Advice Nurse Program:

PHC offers a no cost Advice Nurse Program to its members. The PHC Advice Nurse Program is available 24 hours a day, 7 days a week.

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

Care Coordination Program:

Call the CC team at **(800) 809-1350**, they can help you with:

- Accessing Care
- Case Management
 - Coordination of Care
 - Complex Conditions
 - Coping With New Diagnoses
- Health Education
- 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 ❖





Whole Child Model

Have you heard of the Whole Child Model (WCM)? If your child gets California Children's Services (CCS) then the WCM program is a benefit for your child. The WCM program helps members and their families get their CCS and non-CCS benefits in one place! PHC has nurse case managers in our Care Coordination (CC) department ready to help plan care for members in this program. The CC department helps you find doctors, health care services, resources and other benefits. They connect you to the care your child needs. And if you are already connected to care, the CC department can help improve the coordination of services between you and your providers, caregivers, and/or other community agencies.

The CC department can help you, or your family, with things like:

- Getting care from a doctor or specialist
- Leaving the hospital and going back to home
- Health concerns
- Getting medical tests or equipment
- Medicines
- Changing your care to an adult provider or adult specialist
- Getting preventive care from your Medical Home

Call the CC department when you need help getting care or to learn more about the WCM. The phone number is **(800) 809-1350**, and we are available Monday – Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Services at **(800) 735-2929** or call **711**. ❖

Join the Family Advisory Committee

The Whole Child Model (WCM) Family Advisory Committee (FAC) is a PHC committee that focuses on the care and needs of members who are in PHC's WCM and get California Children's Services (CCS).

The FAC members include parents/caregivers, foster parents, community groups, and/or consumer advocates. During the meetings, the members share information, advocate and connect with other FAC members who share similar goals and concerns. The group's goal is to improve the quality of care and services for members and families in the WCM program.

The FAC is currently looking for new members! If you would like to be a part of the FAC or just attend a meeting to learn about it, please email FAC@partnershiphp.org or call Member Services at **(800) 863-4155**. There is more information about the FAC on our website at www.partnershiphp.org.

The dates for upcoming meetings in 2020 are September 16th and November 18th. The FAC hopes to hear from you! ❖

Why is it Important for Your Child to have a Well-Child Visit?

As your child grows, it may seem like they are changing every day. A yearly well-child visit with your child's primary care provider (PCP) is a time for you to talk about their overall health, growth, and progress. You or your child will fill out a Staying Healthy Assessment (SHA) form or review the one from last year's well-child visit. This is also a time to ask questions you may have about your child's health or learn about what to expect in the coming year.

This visit is good for both you and your child. It gives you time to talk about any issues you may have noticed, and learn about milestones your child should be meeting through the year. Milestones are things your child should be able to do as they grow.

What Happens at a Well-Child Visit?

- Health history
- Physical Developmental History
- Mental Developmental History
- Physical Exam
- Immunizations (shots), if needed
- Health Education
- Guidance about other health needs based on your child's age

How Do I Schedule a Well-Child Visit?

The best time to schedule a well-child visit is when the child is well, and near their birthday. Call your PCP's office and ask to schedule a well-child visit. You can also call our Member Services Department for help at **(800) 863-4415**.

TTY: **(800) 735-2929** or **711**. ❖

Medi-Cal Fraud

Medi-Cal fraud costs taxpayers millions of dollars each year. This prevents us and the state from providing more services.

All of the PHC family (members, doctors, and PHC staff) need to help lower this costly issue. When members let family and/or friends use their Medi-Cal ID card for care it raises the cost for Medi-Cal. It is a crime to let someone else use your Medi-Cal ID card. To reduce fraud, your doctor's office staff will ask for a picture ID. If you think fraud is occurring, you can call our fraud hotline number at **(800) 601-2146**. The state also has a fraud hotline number at **(800) 822-6222**. Both handle anonymous information. You don't have to give your personal information to report suspected fraud. Remember, with your help we can stop this high taxpayer cost. ❖