

# WINTER 2020

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## 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. ❖*



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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*Together for your*  
**HEALTH**

## Announcing Wellness and Recovery - Substance Use Disorder Treatment Services

PHC is excited to announce its new Wellness and Recovery Program aimed at helping our members who need substance use treatment. Members will be able to get alcohol and other drug treatment from community providers.

If you live in Napa, Marin, and Yolo counties, you already can get these services. If you live in Del Norte, Lake, and Sonoma counties, you can use the county run substance use treatment services that already exist. If you live in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, Solano, and Trinity counties, you may be able to get these services starting in early 2020.

A full range of substance use treatment services include:

- Outpatient and intensive outpatient
- Withdrawal management (detoxification)
- Medication assisted treatment
- Residential services.

- Opioid Treatment Programs (OTP)
- Recovery Services

To learn more about the Wellness and Recovery and substance use disorder treatment services, call Member Services at **(800) 863-4155** or email the Wellness and Recovery team at [wellnessandrecovery@partnershiphp.org](mailto:wellnessandrecovery@partnershiphp.org). ❖

## Member Experience Survey

We want to hear from our members. We will be sending some of our members a survey asking them about how they feel about their health care. The questions will ask things like in the last 6 months:

- How you feel about talking with your doctor
- How well your doctor explains how to take your medications
- How easy or hard it was to make appointments

We will use your feedback to improve the care all our members receive. If you receive a survey, please complete it and return it as instructed. We value your feedback! ❖

## The Facts About Human Papillomavirus (HPV) and How to Protect Your Child

There is a lot of talk about the Human Papillomavirus (HPV) and how to protect young people from getting it. Ads on TV, online, and in magazines let parents know the importance of getting their children immunized to protect against this virus. HPV can lead to cancer. The Centers for Disease Control (CDC) says HPV is so common that almost all men and women who have not been immunized will get it at some point in their lives.

A person gets HPV by having sex of any kind with someone who already has the virus. The virus can lead to genital warts and many cancers like:

- cervical
- vaginal
- vulva
- penis
- some throat cancers

Parents can protect their children from HPV by making sure they get the HPV shot at the same time they get their shots for middle school. Boys and girls age 11 or 12 need 2 doses of the HPV shot. While it works best given at age 11 and 12, people up to age 26 can get the HPV shot. Vaccine delivered by the HPV shot needs time to develop a defense against the virus. For this reason, it is best to get the shot before sexual activity begins. The HPV shot helps protect children from getting cancer in the future. ❖

## Annual Checkups, the First Step to Staying Healthy

Life can get so busy, with taking care of our families and going to work, scheduling a yearly checkup is probably the last thing on your to-do list. It's easy to put off a checkup especially if you are not sick. But it is important to see your doctor at least once a year so he or she can help you stay healthy. These visits are called preventive health exams.

What happens at an annual checkup? Your doctor may have you fill out a health risk assessment. This gives your doctor a look into your daily activities and how they may affect your health. The assessment will ask questions about the food you eat, what kind of exercise you get, if you smoke, and other things. Your doctor will give you a physical exam that includes checking your weight and blood pressure. You will have the chance to talk about any problems that you may have. This may include having a hard time sleeping, frequent headaches, stress, or other concerns.

With this information, your doctor may want you to have blood tests to check for diabetes and other health problems. If you are a woman, your doctor will make sure you are up-to-date on your cervical cancer screening (Pap test) and mammogram. If you are a man, your doctor may want you to get a prostate exam. If you are a transgender man or woman, your doctor will make sure you are getting the screenings that are right for you. Your doctor also will make sure you are up-to-date on your shots. An important shot for adults is a yearly flu shot.

If your doctor does find some concerns, you may need to get extra tests. The good thing is that PHC will cover the cost of your yearly checkup and any other tests you may need. So take some time for yourself and make an annual checkup appointment. If you don't know who your doctor is or want to change your doctor, call Member Services at **(800) 863-4155**. For TTY, call **(800) 735-2929 or 711**. If you would like an interpreter at your annual checkup, please call Member Services at least 5 days before the day of your visit. ❖



## Medi-Cal Has Dental Care Covered

Medi-Cal made it easier to get the dental care you and your family need. “Medi-Cal Dental” is the new name for “Denti-Cal.” SmileCalifornia.org is the new website. It is easy to use for information about what is covered and finding a dentist. You will even find an easy-to-read Member Handbook.

Getting dental care is needed at every age and stage of life. Just like your yearly check-up with your doctor, you should also have a yearly check-up with your dentist. Children up to age 21 can get a check-up every 6 months. And like health check-ups, dental check-ups are key to finding problems and treating them before they cause harm.

Here is helpful information about keeping teeth healthy for each stage of life.

- Babies need a dental visit when they get their first tooth or before they turn 1 year old. Baby teeth play a big role in learning how to eat. You can use a soft cloth to clean baby teeth. To help prevent cavities in baby teeth, it is best to not put a baby to bed with a bottle. Make sure babies only get breast milk, formula, or water in a bottle. It is best to not give your baby any sugary drinks at all.
- Young children will need help brushing their teeth to make sure they clean the surface of all their teeth. Using a toothpaste with fluoride will help their teeth grow strong. They can also get a dental check-up 2 times each year. As they lose their baby teeth and their permanent teeth come in, you can ask the dentist for molar sealants. Sealants are clear coverings to protect the teeth from cavities. Another way to protect your child's teeth is to avoid giving them candy and soda. Eating sugary foods is bad for their teeth and their body. Offer your child fruits and vegetables often.
- Teens and young adults up to age 21 can still get 2 dental check-ups each year. Since they have all their permanent (adult) teeth, keeping those teeth healthy and cavity free is important. Brushing teeth at least 2 times per day with fluoride toothpaste and using dental floss prevents both tooth decay and gum disease. Offering your teens lots of fruits and vegetables in place of sweet treats and drinks helps your teen's teeth and body stay healthy.
- Pregnant women should have a dental visit during their pregnancy. Hormone changes can lead to gum disease which can be bad for your growing baby. The best time to see a dentist is during your 2nd trimester (13 to 27 weeks). Brushing your teeth at least 2 times a day, eating healthy foods, and avoiding sweet treats and drinks is good for your teeth and your growing baby.
- Adults age 21 and over now have full dental benefits. You can have a dental check-up every year and care for dental problems like fillings and root canals. Since no one likes to have a cavity filled, it is very important for adults to take care of their teeth just like they do for their children. Brushing at least twice a day with fluoride toothpaste and using dental floss helps keep your teeth, gums, and mouth healthy. If you smoke, you should think about quitting. Smoking is not only bad for your lungs, it is bad for your oral health. Talk to your doctor about quitting or call the California Smokers' Hotline at **(800) NO-BUTTS (662-8887)**.

Find out more about Medi-Cal Dental benefits at SmileCalifornia.org or call **(800) 322-6384**. You can get interpreter services for the call and also for your dental visits. You may also get rides to and from your or your child's dental visits. Call us at **(800) 863-4155** to find out how to arrange for a ride. ❖

## Healthy Recipe to Try



### Cabbage and Meat Stew

**45 minute prep and cook time. Makes 4 servings.**

#### Ingredients

- 2 tablespoons oil
- 1 large onion, chopped
- 3 cloves garlic, crushed
- 1 pound ground beef
- 2 tablespoons tomato paste
- 1 teaspoon salt
- 2 teaspoons Arabian spice blend (or use coriander, cumin, curry powder, fennel, pepper, cayenne, chili, paprika)
- ½ head cabbage, chopped (you can also use carrots or cauliflower)
- 1 tablespoon dried mint

#### Directions

1. In a large skillet, heat oil over medium-high heat.
2. Sauté the onion and garlic until soft. Add the meat and cook until browned.
3. Add tomato paste, salt, and spice blend, and stir. Add the chopped cabbage and dried mint, then stir for 5 minutes.
4. Pour in 1 cup of water and simmer, covered, until the cabbage leaves become soft (about 20 minutes).
5. Serve with brown rice.

#### Nutrition Information

Serving size: 1 cup  
 Total calories: 240 Total fat: 9 g Saturated fat: 3 g  
 Carbohydrates: 16 g Protein: 26 g Fiber: 6 g Sodium: 755 mg ❖

## Diabetic Foot Exam

People who have diabetes often have problems with their feet. During a diabetic foot exam, a doctor will look for things like infections, bone problems, injuries, and nerve damage. Nerve damage, also called neuropathy, and poor blood flow are the most common foot problems for people with diabetes. These problems can make it very hard for a person with diabetes to heal from a foot injury and can lead to infections. Foot infections that are not treated can end in the loss of the foot.

If you have diabetes, it is important for you to get a foot exam at least once a year. You may need to get a foot exam more often if you have some of these foot problems:

- Tingling
- Swelling
- Numbness
- Pain and trouble walking
- Burning

Your primary care provider (PCP) can do your foot exam. Or your PCP may want you to see a foot doctor, also called a podiatrist. A podiatrist is a specialist who helps keep feet healthy and treats foot problems. Besides looking for problems you may have with your feet, the podiatrist will also make sure that your shoes fit you well. Shoes that do not fit well can lead to more problems for your feet. Your PCP or podiatrist may ask if you smoke. Smoking slows the blood flow to your feet and that makes it hard for wounds to get better. Losing a foot or both feet is common in people with diabetes who smoke.

Getting a foot exam every year and caring for your feet at home can help keep your feet healthy. If you notice any changes in your feet, call your doctor right away. ❖

## Need help quitting smoking? Vaping is not the answer

Many people who smoke cigarettes would like to quit. They may have tried to quit many times without success. Vaping is promoted by the companies that make vape pens and e-cigarettes as a way to help people quit smoking. The problem is there is not enough proof to show that vaping helps a person quit smoking. Many vaping and e-cigarette products have nicotine in the liquid. Nicotine is the addictive part of cigarettes and many e-cigarettes. The Centers for Disease Control (CDC) shows a trend that people who vape to quit smoking often end up both smoking and vaping. This means that people are actually getting more nicotine as well as other harmful parts of both cigarettes and vape liquids. On top of that, we are learning that people are getting very sick from vaping.

PHC can help you quit smoking. We cover 6 quit treatments:

- Nicotine patches
- Nicotine nasal spray
- Nicotine gum
- Bupropion
- Nicotine lozenge
- Chantix

Talk to your doctor about these options and which one might be best for you. Your doctor will write a prescription for you to take to the pharmacy. Even though you can get some of the treatments over the counter, you will need the prescription so that PHC can cover the cost.

PHC can also help you find counseling services. Many of the counties we serve have in-person programs that can be one-on-one or group counseling. If going to counseling is hard to fit into your schedule, the California Quit Line is a telephone counseling program. Your counselor will work with you on a day and time that works best for you. They also have Saturday hours. And if you like to text, you can text with your counselor. The number is **(800) NO-BUTTS (662-8887)**.

We know quitting smoking can be hard. If you want help finding in-person counseling or help connecting to the Quit Line, call PHC's Care Coordination team at **(800) 809-1350**. ❖

## The Results are In!

Each year Partnership HealthPlan of California (PHC) sends **Member Satisfaction** surveys to a random sample of our members. In early 2019, we sent out 1,755 Adult Surveys and 2,145 Child Surveys. We are proud to report a high level of member satisfaction based on the surveys.

Adult Survey Questions – Overall Response Rate 18%	Results
Overall satisfaction with PHC	73%
Overall satisfaction with health care received	73%
Overall satisfaction with your personal doctor	80%
Overall satisfaction with a specialist	83%
Satisfaction with getting care quickly	80%
Satisfaction with getting care as needed	78%
Satisfaction with PHC Member Services (Excellent customer service and treated with courtesy and respect)	91%
Satisfaction with the care coordination provided	84%

Child Survey Questions – Overall Response Rate 18%	Results
Overall satisfaction with PHC	86%
Overall satisfaction with health care received	83%
Overall satisfaction with your personal doctor	90%
Overall satisfaction with a specialist	89%
Satisfaction with getting care quickly	87%
Satisfaction with getting care as needed	82%
Satisfaction with PHC Member Services (Excellent customer service and treated with courtesy and respect)	89%
Satisfaction with the care coordination provided	86%

Thank you to the members who answered the survey. ❖

## PHC Member Services (800) 863-4155

If you have problems or questions about your medical care, you should call us. We are available Monday – Friday, 8 a.m. – 5 p.m. We can help you with:

- General information about medical benefits
- Selecting or changing your 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 prescriptions filled
- Interpreting services ❖



## Living with asthma

Every day in the U.S., 40,000 people miss school or work due to asthma. Asthma is a chronic disease that causes swelling in a person's airways. The swelling makes it hard for a person with asthma to breathe. There is no cure for asthma, but there are things a person can do to manage their asthma. To control your asthma you should avoid triggers, take drugs to prevent symptoms, and be ready to treat asthma attacks if they occur.

If you have asthma, avoiding triggers is one of the best ways to help control and prevent asthma attacks. Triggers are things like smoke, pollen, chemicals, dust mites, and even stress. The trigger can cause your airway to swell and fill with mucous. This makes the airway narrow and makes it hard for you to breathe. In bad asthma attacks, you may feel like you are breathing through a straw. Knowing what your triggers are and avoiding them is one of the best ways to manage asthma.

Using asthma drugs the right way is also an important part of managing asthma. Most of the drugs are “inhaled” or “breathed in” because the drugs need to reach the airways in the lungs. There are different types of inhaled drugs:

- **Reliever drugs** are used to treat symptoms when they occur, like shortness of breath and wheezing. They work very fast and can make you feel better right away.
- **Controller drugs** do not work right away but are used every day to prevent your symptoms.

Using these drugs how your doctor tells you to is vital to controlling and treating your asthma. Reliever drugs are used only when you need help breathing right away. Using too much of your reliever drug can make your asthma worse.

Living with asthma can be a challenge but by working with your doctor, avoiding triggers, and using drugs like your doctor tells you to can help you control your asthma and breathe easier. ❖

## PHC Covered Drugs Update

PHC meets with doctors and pharmacists every 3 months to talk about the list of drugs PHC covers. Drugs are sometimes added or taken away from this list. You can use the links below to see changes to covered drugs or to see PHC's full list of covered drugs. If you have any questions, please call us at **(800) 863-4155**. Members who cannot get our covered drug list online can call and ask for a printed copy. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

PHC's full list of covered drugs: [http://www.partnershiphp.org/Providers/Pharmacy/Documents/Pharmacy%20Updates/PHC\\_Medi-Cal\\_Formulary%202020.pdf](http://www.partnershiphp.org/Providers/Pharmacy/Documents/Pharmacy%20Updates/PHC_Medi-Cal_Formulary%202020.pdf)

PHC's changes to covered drugs (P&T changes): <http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx> ❖

## Lab Services

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

## Intimate Partner Violence, Also known as Domestic Violence

Intimate Partner Violence is a form of abuse. It can affect anyone of any age, race, sexual orientation, religion, or gender. Abuse can be emotional, verbal, financial, sexual, threats and even intimidation.

- Does your partner make you feel afraid?
- Does your partner act jealous?
- Has your partner ever threatened to harm you?
- Has your partner ever pushed or hit you, thrown things at you, or forced you to have sex?
- Does your partner threaten to have you deported?
- Does your partner keep you from seeing your loved ones or following your interests?

### You Are Not Alone

Abuse happens in all communities. If you are being abused, you may feel:

- Frightened
- Angry
- Hurt
- Ashamed
- Confused
- Hopeless
- Disappointed

Your partner can make these feelings worse by blaming you. No one deserves to be abused, threatened, or bullied. You may not be able to stop your partner's abuse, but you can get support for yourself.

### What You Can Do

Talk with someone you trust: a friend, family member, your doctor, or a member of the clergy.

Put together an Emergency Exit Kit. The Kit should have things you would need if you had to leave quickly. Include your ID, birth certificate, medicines, and some money. Add things that are really important to you like pictures or jewelry. Keep your cell phone and car keys with you at all times.

Call the National Domestic Violence Hotline at **(800) 799-SAFE (799-7233)** or **(800) 787-3224 (TTY)** to find out about domestic violence shelters and programs in your area. Call 911 if you are in danger.

Remember, you are the expert about your own life. Don't let anyone talk you into doing something that is not right for you. There is no excuse for intimate partner violence. ❖

## Cervical Cancer Screening

Cervical cancer screening is part of a woman's health exam for those between the ages of 21 and 65. The Pap test is a way to screen for cervical cancers and infections such as the Human Papillomavirus (HPV). During the Pap test, your doctor takes some cells from your cervix. The cells are sent to a lab to look for cells that are not normal. If your Pap test is positive, that means the lab found cells that are not normal. This does not mean you have cervical cancer, but your doctor will want to follow up with you. If your Pap test is negative or normal, your next Pap test will be in 3 years.

HPV is spread by having sex with a person who has the virus. It is the most common sexually transmitted disease in the United States. HPV can lead to many types of cancer in both men and women. It can even cause throat cancer. Women who have HPV, HIV, or have sex with more than one partner need to have a Pap test more often.

If you are 21 or older and have not had a Pap test, call your doctor today to set up a health exam and ask for a Pap test. You do not need to get a Pap test if you've had a hysterectomy and your cervix was removed or if you are over 65 and had normal Pap tests. ❖

## Grievance Reminder

You may file a grievance, sometimes called a complaint or an appeal, any time you feel unhappy with your health care. This can be if you are unhappy with PHC or any PHC providers. An appeal is when you ask to change a decision made by PHC or one of your PHC doctors.

You can tell us why you are not happy over the phone or in person. You can also write a letter or fill out a form called **Request for Appeal or Complaint**. You can get this form at your doctor's office. If you wish to file your grievance over the phone, please call us at **(800) 863-4155**.

You can also file for a state hearing. You can do this after you have gone through PHC's appeal process. You can ask for a state hearing by calling **(800) 952-5253**. This is the State Hearing Division at the California Department of Social Services (CDSS) at **(800) 952-5253**.

An administrative law judge (ALJ) from CDSS will hear your case at a state hearing. The ALJ will look at facts from you, your provider, and PHC to make a final decision about your appeal.

If you have other concerns, you can also call the Department of Health Care Services' Managed Care Ombudsman office at **(888) 452-8609**. This office helps with all managed care concerns. ❖

## 2020 Census and You

The 2020 Census is almost here! It begins April 1, 2020. By filling out your Census form, you help bring funds to your community.

What is a census and how does it help you? A census is done every 10 years. The census count helps the U.S. government figure out how to share federal tax dollars across the U. S. It also gives you a voice in Congress.

What are the federal tax dollars used for? These dollars help fund support services like: schools, health care, fire protection, roads, highways, veteran and senior services, and many other programs. Filling out the census also helps decide the number of representatives in Congress and the number of electoral votes for each state.

In March 2020, you will get information about how to access the secure 2020 Census website. Filling out the census online is fast and private. You can do the census online from your home, at select locations, or by calling an 800 number. The 2020 Census is the easiest way to bring federal funds back to your county for services to help your community. ❖



## 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 free 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 Programs: **(800) 809-1350**

PHC 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 ❖

## Preventive Care for Children under Age 21

PHC wants to help our young members stay healthy. One way we do this is by making sure families know that they can take their children to preventive care visits, also called well-child visits. During well-child visits, your child will get a head-to-toe exam from the doctor to make sure they are growing up healthy. Besides checking your child's overall health, the doctor also will check your child's eyes, ears, and mouth to make sure there are no problems. Your child also may get shots that are needed for their age.

If problems with your child's health, growth, or development are found, the doctor will do some testing and screening to find out what may be causing them. When the tests or screenings show that there is a problem, the doctor will order treatment. Your child also may be referred to a doctor that specializes in certain health problems for more screening and treatment. All of these steps help to make sure your child gets all the care they need to grow up healthy. PHC covers the added visits for health and development screenings and treatment.

PHC can help you schedule your well-child visits and visits to specialists. We also can help you get to and from your child's medical, vision, and dental visits. Our Care Coordination team can help arrange your child's visit and work with you on other concerns you may have. Please call us at **(800) 809-1350**. Let us know if you need an interpreter when you call. ❖

# 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) 464-5974

### **Tobacco Use Prevention Program (TUPP)**

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

## Humboldt

### **Childbirth Preparation**

Mad River Comm. Hospital,  
Arcata, (707) 822-1385

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 Birth  
Center, Lakeport (707) 262-5085

Adventist Health, Clearlake  
Bright Start (707) 995-4594

## Lassen

### **Childbirth Preparation**

Northeastern Rural Health,  
Susanville (530) 251-5000

### **Promises Perinatal 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

Marin General Hospital Healthline/  
Physician Referral (888) 996-9644

### **Diabetes Wellness Program**

Marin Health Medical Network,  
Braden Diabetes Center  
(415) 925-7370

### **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

### **Behavioral Health**

(530) 233-6312

## Napa

### **Childbirth Preparation**

Queen of the Valley

(707) 251-2050 or

(707) 252-4411

OLE Health, St. Helena

(707) 963-0931

OLE Health, Napa

(707) 254-1770 or

(707) 252-6541

### **Diabetes Wellness Program**

OLE Health

(707) 254-1770

## Shasta

### **Childbirth Preparation**

Mercy Medical Center,  
Redding (877) 300-6301

### **Perinatal Drug and Alcohol Program**

1506 Market Street, Redding  
(530) 245-6411

### **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

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

Tobacco Recovery 6-week  
program at Mercy Medical  
Center (844) 857-7661

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) 842-3507

## Solano

### **Childbirth Preparation**

La Clinica Great Beginnings,  
Vallejo (707) 645-7316

### **Diabetes Prevention Program**

Sutter Solano (707) 638-5970

### **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

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

## 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 Classes**

Woodland Healthcare

(530) 576-0298

Classes in Español (530) 669-5531

### **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) 662-8887 (for teen smokers)
- (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](https://www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group)  
National MS Society  
(800) 344-4867 ❖

## Community Resources

Looking for resources for you or your family can feel like you are running around in circles. We can help. Our website now has a Community Resource page for all 14 counties we serve. We have a team that works with our county partners to collect helpful resources that people need. The resources are arranged by topics like “Children and Families,” “Food,” “Housing,” and “Seniors.”

All resources are checked at least once a year to make sure they are still open for business. To find the Community Resources Page on our website, [www.partnershiphp.org](http://www.partnershiphp.org), select the “Community” tab in the blue bar. Pick Community Resources located on the left side of the page, then select the county you live in and start your search for resources.

If you know of a resource that has been helpful to you but is not on our list, please call Care Coordination at **(800) 809-1350** and ask to speak with an Education Specialist to tell them about the resource. ❖