

# SPRING 2022

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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. ❖*

PARTNERSHIP



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*Together for your*  
**HEALTH**

## 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 was it 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! ❖



## Are you pregnant? Have you had a baby recently?

Our Growing Together Program (GTP) can help you and your baby get a healthy start. GTP offers:

- Up to \$100 in gift cards when you go to:
  - Early prenatal care visit
  - Postpartum visit
  - 4 well-baby visits with recommended vaccines
- Live phone support
- Help getting resources near you
- Referrals to Case Management

To learn more about GTP, call our Population Health Department at **(855) 798-8764**. ❖

## Intimate Partner Violence Also Known As Domestic Violence

Intimate Partner Violence (IPV) is a form of abuse. It can affect people of any age, race, religion, sexual orientation, or gender. Abuse can be emotional, verbal, financial, or sexual. Abuse can be threats, bullying, and physical.

**Do you feel that you are being abused? Ask yourself these questions. If the answer is yes to just 1, you are being abused.**

- Does my partner make me feel afraid?
- Does my partner act jealous when I am around other people?
- Has my partner ever threatened to harm me?
- Has my partner ever pushed or hit me, choked me, thrown things at me, or forced me to have sex?
- Does my partner control the household money or refuse to give me money?
- Does my partner threaten to have me deported?
- Does my partner keep me from seeing my loved ones or following my interests?

### YOU ARE NOT ALONE

The sad fact is abuse happens in all communities. When your partner abuses you, you may feel:

- Afraid
- Angry
- Ashamed
- Hopeless
- Upset
- Hurt
- Confused

Your partner can make these feelings worse by blaming you. No one deserves to be abused, threatened, or bullied. You can get help for yourself.

### WHAT YOU CAN DO

Call 911 if you are in danger.

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

Have an Emergency Exit Kit ready. The kit should have things you need if you have to leave quickly. Your kit should include ID, birth certificate, medicines, and some money. Add things that are important to you like pictures or jewelry. Keep your cellphone and car keys with you at all times.

For help finding shelters and programs in your area, call the National Domestic Violence Hotline at **(800) 799-SAFE (799-7233) or (800) 787-3224 (TTY)**. You can also find resources in your area in the Community Resource section of the PHC website.

Remember, you are the expert about your own life. You know what is right for you. There is no excuse for abuse. ❖

## Vaping is not safe for Young People

E-cigarettes are the most common tobacco product used by youth. Using an e-cigarette is often called “vaping.” Vaping and smoking are not safe for kids, teens or adults of any age.

Nicotine is an addictive drug and is in most e-cigarettes. It is found in other tobacco products like cigarettes and cigars. Nicotine can harm a young person’s brain. It can damage parts of the brain that control attention, learning, mood and impulse control. Using nicotine at a young age can lead to using other addictive drugs. E-cigarettes have other harmful things like cancer-causing chemicals, heavy metals and unsafe flavors. E-cigarettes are promoted as a better option than cigarettes, but tobacco products of any kind are not safe for kids, teens and adults of any age.

If you know a young person who vapes, encourage them to talk to their primary care provider about the facts and risks of vaping. PHC can also help. We cover counseling and FDA approved quit medicines. The Community Resources Page on PHC’s website also has resources to help members quit. Visit our website at [www.partnershiphp.org](http://www.partnershiphp.org). ❖

## Protect Your Family from Lead

Lead is a toxic metal added to many common things like gas, paint, pottery, dishware, candy, and makeup. Being exposed to lead over time can make people very sick and even die from the high lead levels in their body. Lead poisoning happens when lead is swallowed or breathed in. The lead particles then enter the blood stream and are passed through the body. There is no safe lead level.

Because babies and young children often put their hands and objects in their mouths, they are at higher risk of lead exposure. Any amount of lead exposure can harm the brain and slow growth. It can also cause hearing, speech, learning and behavioral problems. When lead is found in the blood, the source of lead must be found and removed to prevent further exposure to lead.

### Families can limit their lead exposure by:

- Keeping young children away from peeling paint in homes built or painted before 1978.
- Not cooking with pottery made outside of the United States.
- Avoiding giving candy from outside of the United States.
- Limiting the use of toys with paint from before 1978 or toys from outside of the United States.
- Getting other resources from your PCP if you need them.

Every child should get standard Blood Lead Screening tests before they are 6 years old. Children who are 0-6 months and 12-24 months should be screened for lead. Any child who is new to Medi-Cal should be screened if there is no record of a prior screen. Any child with a high risk for being exposed to lead and has not been screened should get a Blood Lead Screening test.

Any amount of lead can make it hard for children to learn, pay attention and behave. Most children with lead poisoning do not look or act sick. Children with high lead levels may have stomach problems, not want to eat, and headaches. They may also be cranky. Talk with your child’s primary care provider about lead screening tests. Find ways to lower your family’s exposure to lead in and around your home. ❖

## Grievance Notice

You may file a grievance, or an appeal, any time you feel unhappy with your health care. Grievances are also known as complaints. Appeals are when you ask to change a decision made by PHC or by PHC providers. File a grievance or appeal when you are not happy with PHC or any PHC providers.

### You can file a grievance by:

- Calling PHC at **(800) 863-4155**
- Writing a letter to PHC
- Going to a PHC office
- Filling out the **Online Grievance Form** found on PHC’s website
- Filling out the **Request for Appeal or Complaint** form found at your providers office

You have the right to file for a state hearing after going through PHC’s appeal process. Call the State Hearing Division at the California Department of Social Services (CDSS) to ask for a state hearing. Their phone number is **(800) 952-5253**.

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

Call the Department of Health Care Services’ Managed Care Ombudsman office if you have other concerns. This office helps with all managed care concerns. The phone number is **(888) 452-8609**. ❖

## Getting Substance Use Treatment Services as a PHC Member

Since July 2020, Partnership HealthPlan of California's (PHC) Wellness and Recovery (W&R) Program has worked to expand addiction treatment to our members in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano counties. PHC has helped over 3,000 members get services like withdrawal management (detox), counseling in outpatient and intensive outpatient settings, medication assisted treatment, and residential care. Substance use counselors and clinical staff provide the services.

In Marin, Yolo and Napa counties, services like these are offered to PHC members through the counties, not the W&R Program.

In Del Norte, Lake, Sonoma, and Trinity counties, the county can help with limited treatment services.

No matter what county you live in, PHC can help you get substance use treatment services.

### To get substance use treatment services, call:

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**

Go to [www.partnershiphp.org](http://www.partnershiphp.org) to see the W&R Member Handbook, view a list of providers, and learn more about the benefit. ❖



## PHC Offers Interpreter Services

PHC has real time interpreter services. You can call the Member Services department to use this service. Ask for a non-English language interpreter when you call us. You do not need children, friends or family members to interpret for you. You can have an interpreter at your health care visits, including a qualified sign language interpreter. We must approve this in-person service before your visit with your doctor. Please call us at **(800) 863-4155**, for TTY **(800) 735-2929** or **711** at least 3 business days before your doctor's visit. **This service is no cost to you or your doctor.**

PHC translates all member informing materials into Spanish, Russian, and Tagalog. Call us if you need these materials in a different language. You can also ask for materials in large print, braille or audio.

Let us know if your language needs have not been met. You have the right to file a complaint or an appeal. You can find out how to do this on PHC's website. Go to "Members" and click on "File a Member Complaint, Appeal or Hearing information" located under "Services Available Online." You can also call us at **(800) 863-4155** to file a complaint or appeal. We are here to help you get the best care. ❖

## Medi-Cal Rx: Your new pharmacy benefit from Medi-Cal

Medi-Cal announced in July 2021 that Medi-Cal Fee-For-Service will cover your prescription medicines instead of Partnership HealthPlan of California (PHC). Your new pharmacy benefit began January 1, 2022 and is called Medi-Cal Rx. You will still get your health services from PHC.

When your pharmacy benefits changes to Medi-Cal Rx, you will most likely not have a change in how you get your medicines. You should be able to use the same pharmacy you do now. If your pharmacy does not work with Medi-Cal Rx, you may need to choose another pharmacy. You should be able to get the same medicines you take now. Some of the drugs covered by Medi-Cal Rx may be different from PHC. If your current medicine needs prior approval, work with your doctor. Your doctor may need to get approval from Medi-Cal Rx for your prescription starting January 1, 2022.

PHC continues to work with doctors, pharmacies, and Medi-Cal to serve you with your new pharmacy benefit. Your health and health care is our first priority.

Call the Medi-Cal Rx Call Center at **(800) 922-2273**, 24 hours a day, 7 days a week, or **711** for TTY, Monday through Friday, 8 a.m. to 5 p.m. ❖

## 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**. ❖



## Seeking Members for the Consumer Advisory Committee (CAC)

Are you a Partnership HealthPlan of California (PHC) member who cares about quality health care for yourself and others? If so, we invite you to join the CAC!

### What does the CAC do?

- Makes sure that PHC is meeting the health care needs of all members
- Gives input on member satisfaction survey results
- Helps point out consumer concerns
- Gives input on current and potential benefits

### Who can join the CAC?

- Eligible PHC Medi-Cal members
- People who represent eligible PHC Medi-Cal members

Meetings are held 4 times a year and are open to the public.

### If you want to apply to join the CAC,

call us at **(800) 863-4155** or email at **MSCAC\_SR@partnershiphp.org**

for Southern Region CAC (Lake, Marin, Mendocino, Napa, Solano, Sonoma, and Yolo Counties)

**mscacnr@partnershiphp.org** for Northern Region CAC (Del Norte, Humboldt, Lassen, Modoc, Shasta, Siskiyou, and Trinity Counties) ❖

## Keep Your Child Healthy Schedule a Well-Child Visit

Did you know that your child can see their Primary Care Provider (PCP) every year for a well-child visit? These visits are important to your child's growth and development. Well-child visits are at no cost to you.

Your child's PCP will screen for development, oral health, vision, hearing, and nutrition. Well-child visits also include recommended vaccines to protect your child from getting sick, and blood lead screenings at 12 and 24 months of age. If your child is under 6 years old, they may need to do a catch up screening for blood lead levels.

Call your child's PCP today to schedule a well-child visit. If you have questions, call us at **(800) 863-4155**. We are here to help you. Call Monday through Friday, 8 a.m. to 5 p.m. TTY/TDD users can call the California Relay Service at **(800) 735-2929** or call **711**. ❖



## Keep your child's smile healthy. Ask for a fluoride varnish!

Good dental health is a part of your child's overall health. Getting a fluoride varnish for your child can prevent about 1 in 3 cases of tooth decay (cavities) in their baby teeth!

Fluoride varnish is a dental treatment that can help prevent tooth decay, slow it down, or stop it from getting worse. It is a quick, and safe step that doctors and dentists can do for children. Fluoride varnish is painted on the tops and sides of each tooth with a small brush. It does not hurt when the varnish is put on your child's teeth.

### Good Dental Health Includes:

- Brushing your child's teeth two times a day with fluoride toothpaste
- Flossing your child's teeth once a day
- Taking your child to a dentist two times a year
- Giving fruits and vegetables instead of sugary foods
- Asking for a fluoride varnish

Fluoride varnish is a covered PHC benefit from your child's first tooth to the age of 6. For questions, call PHC's Member Services at **(800) 863-4155**. TTY users can call the California Relay Service at **(800) 735-2929** or **711**. ❖



## The Results are In!

Each year Partnership HealthPlan of California (PHC) sends **Member Satisfaction** surveys to a random sample of our members. In early 2021, we sent out 2,025 Adult Surveys and 3,300 Child Surveys. We value your feedback as it helps us improve the way we provide services to our members.

ADULT SURVEY QUESTIONS – OVERALL RESPONSE RATE 16%	RESULTS
Overall satisfaction with PHC	74%
Overall satisfaction with health care received	78%
Overall satisfaction with your personal doctor	84%
Overall satisfaction with a specialist	81%
Satisfaction with getting care quickly	80%
Satisfaction with getting care as needed	82%
Satisfaction with PHC Member Services <i>(Excellent customer service and treated with courtesy and respect)</i>	86%
Satisfaction with the care coordination provided	89%

CHILD SURVEY QUESTIONS – OVERALL RESPONSE RATE 17.4%	RESULTS
Overall satisfaction with PHC	85%
Overall satisfaction with health care received	83%
Overall satisfaction with your personal doctor	87%
Overall satisfaction with a specialist	79%
Satisfaction with getting care quickly	81%
Satisfaction with getting care as needed	81%
Satisfaction with PHC Member Services <i>(Excellent customer service and treated with courtesy and respect)</i>	89%
Satisfaction with the care coordination provided	84%

Thank you to the members who answered the survey. ❖

## Do You Have Other Health Coverage?

When you have changes to your private health insurance plan, call us at **(800) 863-4155**. This includes changes with your work, private pay, or Senior Advantage health plans. Changes that are not reported could cause a delay. This can delay filling your prescriptions or seeing your doctor. ❖

## Some PHC Meetings are Open to the Public

We have meetings monthly and every other month. These meetings are with our board members, staff, contracted providers, and members like you. Some of these meetings are open to the public. If you would like to attend one of these meetings, call us at **(800) 863-4155**. We will give you information about meeting times and locations. ❖

# Community Resources for You and Your Family

Looking for resources and not sure where to start? Now you can start by using the Partnership HealthPlan of California (PHC) website. We share resources for each of the 14 counties we serve. This is just one way we can help our members be safe and healthy.

To find the Community Resources page, go to our website at [www.partnershiphp.org](http://www.partnershiphp.org). If you are using a computer, hover over the “COMMUNITY” tab in the blue bar. If you are using a smart phone, select the “COMMUNITY” tab from the menu. Click the region you live in then select your county.

Here are some of the resources you can find:

## EMERGENCY RESPONSE



This page is in response to wildfires and other emergency events. When an event happens, this icon will be added to the affected county’s page. This icon will be on the page and updated for 90 days.

On this page you will find:

- Temporary evacuation points
- Animal evacuation services
- How to replace lost documents

## CHILDREN AND FAMILIES



On this page you will find:

- Childcare resources,
- Family resource centers
- Foster and kinship support services
- Home visiting programs
- Youth enrichment services

## CLOTHING AND PERSONAL CARE



On this page, you will find:

- Places that offer clothes, blankets, and sleeping bags
- Places you can find mobile showers and laundry services

These services may be at no cost or low cost.

## CRISIS



You are not alone in a time of crisis.

On this page, you will find help for:

- Mental health services
- Domestic violence and sexual assault
- Adult protective services
- Child abuse prevention

## FOOD



On this page, you will find:

- CalFresh Program
- WIC (Women, Infants and Children)
- Senior meals
- Farmers markets
- Food banks

## HOUSING



On this page, you will find:

- Emergency shelter
- Temporary housing
- Permanent supportive housing
- Help with paying for rent and utilities



## LGBTQ+

On this page, you will find:

- Hotline phone numbers
- Legal resources
- Senior resources
- Teen resources
- Transgender resources

## PERINATAL



On this page, you will find:

- Pregnancy support services
- Home visiting programs
- Maternal mental health resources
- Postpartum services
- Breastfeeding support services

## TRANSPORTATION



On this page, you will find:

- Medi-Cal Transportation Benefit
  - Medical Transportation Management (MTM)
  - Non-Emergent Medical Transportation (NEMT)
- Senior transportation services
- Paratransit transportation services
- And more

## NATIONAL AND STATEWIDE RESOURCES



On this page, you will find:

- Crisis hotlines
- Disability services
- Disaster assistance
- Domestic violence resources
- Support group resources
- Substance use services
- Utility assistance ❖

## Get your Initial Health Assessment!

Initial Health Assessments (IHA) are visits where your primary care provider (PCP) learns about your health care history and needs.

**During an IHA, you:**

- Get a complete physical exam
- Fill out a form about your current health needs
- Share your past health history
- Get other resources from your PCP if you need them

**You might need an IHA if you:**

- Became a PHC member after December 1, 2019
- Have not been connected to a PCP, or
- Changed your PCP

IHA visits are the first step in starting a good relationship with your PCP. To learn more, call Member Services at **(800) 863-4155** Monday-Friday, 8 a.m. to 5 p.m. TTY: **(800) 735-2929** or **711** ❖

# Programs & Services

## CONFIDENTIAL (PRIVATE) MENTAL HEALTH SERVICES:

### Outpatient Services

- Members who have 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**

### Inpatient Services

Your county Mental Health Department provides 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:

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

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

## POPULATION HEALTH: (855) 798-8764

### Population Health can help you with:

- Moms Growing Together with incentives for early prenatal care and postpartum care
- Healthy Babies Growing Together connects your baby to a doctor
- Keeping you healthy with preventive care visits and testing
- Staying healthy using our Healthy Living Tools on PHC's website in the Member Portal
- Health education
- Community resources

## CARE COORDINATION: (800) 809-1350

### Care Coordination can help you with:

- Getting care
- Case Management
  - Coordinate care
  - Complex health problems
  - Coping with new health problems
- Health education
- Community resources
- California Children Services (CCS)
- Regional services
- Applied behavioral health
- Mental health access
- Palliative care
- Chronic pain care
- Getting to medical appointments ❖



# PHC Member Services

## (800) 863-4155

If you have problems with or questions about your medical care, please call us. We are ready to help Monday – Friday, 8 a.m – 5 p.m.

### We can help you with:

- General information about your medical benefits
- Picking or changing your doctor or medical group
- Getting a new PHC ID card
- Medical bill issues
- Problems or complaints about your medical care
- Getting appointments
- Interpreter services
- Information about your Referral or Treatment Authorization
- Questions about claims or cost of service ❖

## Notice about estate recovery

The Medi-Cal program must seek repayment from the estates of certain deceased Medi-Cal members from payments made, including managed care premiums for nursing facility services, home and community-based services, and related hospital and prescription drug services provided to the deceased Medi-Cal member on or after the member's 55th birthday. If a deceased member does not leave an estate or owns nothing when they die, nothing will be owed.

To learn more about the estate recovery, go to <http://dhcs.ca.gov/er>. Or call **1-916-650-0490** or get legal advice. ❖

## Healthy Recipe to Try

### Turkey and Barley Soup



Makes 5 servings

### INGREDIENTS

- 1 tablespoon olive oil**
- 1 medium onion - peeled and diced**
- 2 medium carrots - diced (about 1 1/2 cups)**
- 2 stalks celery - diced**
- 8 ounces sliced mushrooms**
- 1/2 cup quick cooking barley**
- 4 cups fat-free, low-sodium chicken broth**
- 2 cups water**
- 2 cups cooked turkey breast - shredded or diced**  
Try substituting roasted chicken in place of the turkey
- 1/2 teaspoon salt and 1/2 teaspoon ground black pepper**

### DIRECTIONS

1. Add the olive oil to a soup pot over medium-high heat.
2. Add the barley, broth, and water. Bring to a boil, then reduce the heat and simmer for 15 minutes.
3. Add the turkey. Season with the salt and pepper. Cook until the turkey is heated, then serve.

### NUTRITION INFORMATION:

Serving size is 2 cups Calories – 220

Total Fat 4.5g	Total Carbohydrates 21g
Saturated fat 1g	Dietary fiber 4g
Cholesterol 45mg	Totals sugars 5g
Sodium 440mg	Protein 25g
Potassium 720 mg	Phosphorus 280 mg

### Diabetes Exchanges

1 Starch, 1 Nonstarchy vegetable, and 3 lean protein

From Diabetes Food Hub - [www.diabetesfoodhub.org](http://www.diabetesfoodhub.org) ❖