

# SUMMER 2022

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### Medi-Cal Managed Care Ombudsman

*You can call the Department of Health Care Services Managed Care Ombudsman's office at (888) 452-8609 if you have any questions or a complaint regarding your Health Care Services. They can help you with managed care concerns. ❖*

PARTNERSHIP



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*Together for your*  
**HEALTH**

## Reporting Changes in Circumstances during COVID-19 Public Health Emergency

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances. However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information.

### Change in Circumstances

Please continue to report any changes in your household to your local county office. This includes changes to your income, disability status, phone number, or mailing address. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage after the end of the COVID-19 PHE.

### Reporting Contact Information

It is important for the county to have your current contact information. Please report any changes in your contact information so you don't miss important information about your Medi-Cal coverage. Please report all updated contact information, such as your phone number, email address, or home address, to your local county office online or by phone, email, fax, or in person. You can find a listing of county offices at <http://dhcs.ca.gov/COL>. You can also update your contact information online at [CoveredCA.com](http://CoveredCA.com) or [BenefitsCal.org](http://BenefitsCal.org).

### Requests for Information

If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it. This will help the county ensure that your Medi-Cal coverage remains active.

### Questions?

If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal was discontinued, please call us at **(800) 863-4155**, for TTY **(800) 735-2929** or **711** to be connected to your county Medi-Cal eligibility office. ❖

## Keeping Your High Blood Pressure in Control

High blood pressure, also called hypertension, is having blood pressure that is higher than normal. A normal blood pressure level is 120/80. The first number is the pressure of your heart when it beats. The second number is pressure in your arteries between the beats.

If you have high blood pressure levels, you may be at risk for other health problems like heart disease and stroke. Symptoms of high blood include headaches, chest pain and vision problems.

The good news is high blood pressure can be controlled!

**If you do have high blood pressure, you can help keep it in control it by:**

- Asking your primary care provider (PCP) to order an at home blood pressure monitor for you
- Checking your blood pressure weekly
- Talking to your PCP about medicines to help manage your blood pressure

**Here are other lifestyle changes that can help keep your blood pressure low:**

- Keep a healthy weight
- Get and stay active with exercise that fits your needs
- Eat a healthy diet, with lower salt intake
- Manage your stress
- If you smoke, call PHC for help quitting
- Avoid drinking alcohol
- Get enough sleep each night
- Take blood pressure medicines

Keeping your blood pressure in control can help protect yourself from heart disease and strokes. ❖



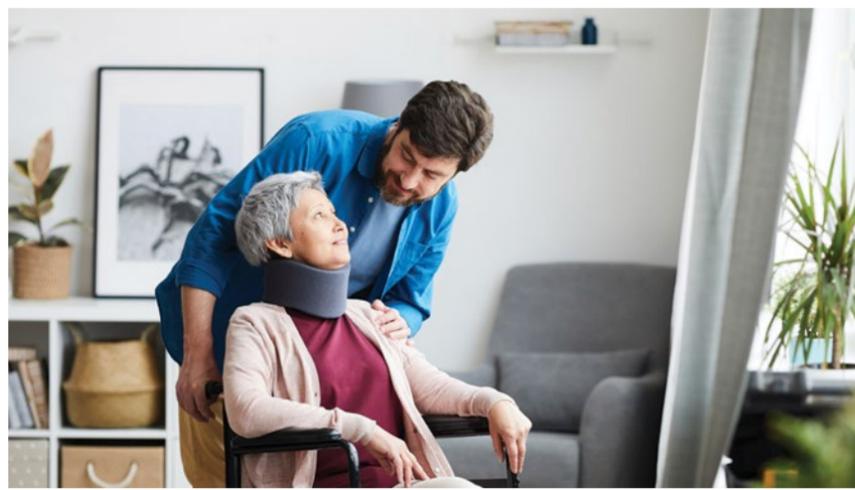
## Member Rights and Responsibilities

Do you know your rights and responsibilities as a PHC member? For a copy of our Rights and Responsibilities Statement, you can contact us at **(800) 863-4155** or visit our website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Rights-and-Responsibility.aspx>. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

### 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 <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Notice-of-Privacy-Practices---HIPPA.aspx>. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ❖



## 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**. You can also find information about the CC department on our website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Case-Management.aspx>. ❖

## Staying up-to-date with your Child's Vaccines (shots)

Keeping your children up-to-date on their shots is the best way to protect them from harmful diseases that can make them very sick. The timing and spacing of shots protects your child during important stages in their growth.

Young children have developing immune systems and can be exposed to the germs that make them sick. Vaccines teach our bodies to fight off deadly germs, which helps us not get sick in the future when we come in contact with germs. Some vaccines need more than one dose at different ages.

### How do I make sure my child is up-to-date on their shots?

The best way to make sure your child is getting the protection from vaccines is to take them to well-child visits starting at birth. Your child's primary care provider (PCP) will advise you on the shots your child is due to get, for example:

- From birth to age 2, they will get a series of shots to help their immune systems develop
- When your child starts school, they will also need shots. Some of them will be boosters of shots they already had
- When your child reaches middle school and high school, they will continue to need shots that protect them from diseases
- Starting at 6 months, children can get a flu shot each year

Well-child visits are a covered PHC benefit. Call your child's PCP today to schedule a well-child visit and find out what shots your child may need. Your child's PCP phone number is on your child's PHC ID card. ❖

## We Want to Hear from You

You have the right to be healthy. Your PHC Medi-Cal benefits and services are designed to help you be healthy. If you have problems while using your benefits or service, we want to know. If PHC denied, limited or stopped a benefit, you can file an appeal. A grievance or appeal case can be filed to research the problem.

### We will try to fix the problem. Examples of problems include:

- If you have to wait a long time to see a doctor
- If you were denied interpreter services to speak in your preferred language
- If you were not treated fairly or kindly

We want you to have the best care and service possible. When you tell us about a problem, it helps us improve care for all members. Call our Member Services Team today at **(800) 863-4155** to file a case.

### New Grievance & Appeals Website

Our website has been updated! The grievance and appeal pages are bright and friendly. These pages give you easy steps to follow to file a grievance, appeal, or state hearing in language you can understand. You can also file a case online. Here is a summary of what to find in each section on the website.



#### File Now

- Sign into the member portal
- File an appeal or grievance case online



#### Who Can File

- Learn who can file a case
- Learn how you can ask someone else to file your case



#### Types Of Cases

- Describes what a grievance is
- Describes what an appeal is



#### What To Expect

- Describes the grievance and appeal process
- Explains how and when you will hear from us



#### Timeframes

- Describes the timeframe to research a case
- Explains how to ask for a fast review if your health is at risk



#### How To File

- Explains all of the ways to tell us about the problem
- We want to hear from you!



#### State Hearings

- Describes what a state hearing is
- Explains how to file a state hearing ❖



## 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 <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Member-Handbooks.aspx>. ❖

## 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](http://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**. ❖



## Diabetes

Diabetes is a disease that makes it hard for your body to control blood sugar levels. Blood sugar levels change with the foods we eat. Foods high in starches, like bread and fast foods, or foods high in sugar, like sodas and desserts, can make blood sugar levels go up. If we eat foods like these a lot, our body becomes less able to control blood sugar levels over time, and they start to stay high. Your doctor will test your blood sugar level using a Hemoglobin A1c (HbA1c) test. If your result is between 5.7% and 6.4%, you may have prediabetes, and if your result is over 6.5%, you may have diabetes.

If you have diabetes or prediabetes, you will want to see your doctor for regular appointments every 6 months. Your care team will work with you to keep your diabetes in control. During COVID, many people were not able to make regular doctor appointments, so it is important to start going to the doctor again. Your doctor may even be able to do some appointments over the phone or computer!

Your doctor may have you work with a Diabetes Educator, a Dietician, or a Pharmacist to help you manage your diabetes through healthy eating, exercise, and medicine. Your doctor may also order regular blood sugar tests, urine screens, and other tests to see if your diabetes is in control. Finally, your doctor may want you to have an eye exam and a foot exam to make sure diabetes is not doing damage to your eyes and feet.

Working with your doctor and care team to manage your diabetes will help you live a long and healthy life. Call your doctor to make an appointment today! Your doctor's phone number is on your PHC ID card. ❖



## Protect the ones you love.

The COVID-19 vaccine is safe and effective.

Choose to Be Vaccinated

## Breast Cancer Screening FAQs

### What is breast cancer?

Breast cancer is the second most common cancer in women. Finding it early gives you the best chance of beating it!

### What are the risk factors for getting breast cancer?

#### Risk factors you cannot change:

- Getting older
- Starting your period before age 12
- Starting menopause after age 55
- Having breasts with more dense tissue than fatty tissue
- Family history of breast or ovarian cancer

#### Risk factors you can change:

- Physical Activity – Be more physically active
- Weight – Keep a healthy weight
- Alcohol – If you drink alcohol, limit the amount you drink
- Smoking – If you smoke, get help to quit

Talk to your primary care provider (PCP) about how to lower your risk for breast cancer.

### What can I do to find breast cancer early?

Regular exams and check-ups can help find health issues before you know something is wrong. Getting a mammogram can find early signs of breast cancer. A mammogram is an x-ray picture of the breast.

### When should I get a mammogram?

If you are 50 and older, you can get a mammogram every 2 years.

If you are between the ages of 40 and 49, talk to your PCP about risk factors and find out if you need a mammogram before turning 50.

Early detection for breast cancer is an important step for your health. ❖



## Getting Mental Health Support

Are you feeling sad or nervous? Struggling with your feelings? Overwhelmed by the events around you? If you are, getting mental health support is a great option.

Taking care of your mental health is just as important of taking care of your physical health. Your mental health impacts how you think, what you feel and how you act.

PHC has partnered with Beacon Health Options (Beacon) to offer mental health services to our members. Beacon links you to counseling services to address your mental health concerns.

#### When you call Beacon, a representative will:

- Go over your counseling needs and treatment options
- Find a counselor for you in your area
- Refer you to other kinds of help if needed

Your mental health matters! Call Beacon any time at (855) 765-9703. ❖

## PHC's "Medical Drug Benefit"

You likely get most of the drugs your doctor prescribes at a pharmacy. You might get some drugs at your doctor's office or a hospital. Most of the time, your doctor will give you an injection (shot) of these drugs. Drugs you get at the doctor's office or hospital are covered by Partnership HealthPlan of California's (PHC's) medical drug benefit. Medi-Cal Rx covers drugs you get from a pharmacy.

PHC decides which drugs and how much of each are covered by the medical drug benefit. PHC reviews Treatment Authorization Requests (TARs) for these medicines. If you have questions about drugs you get at the doctor's office or hospital, or the PHC medical drug benefit, please call us at **(800) 863-4155**.

If you want a copy of what PHC needs to cover the drugs you get at your doctor's office, please call us at **(800) 863-4155**.

You can find updates and changes to the Pharmacy & Therapeutics (P&T) Drug Benefit on the Drug Benefit Updates webpage. Updates are posted 4 times each year at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx>

You can find the PHC Covered Drug Lists webpage at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx>

On this page, you will find: (1) Changes to the drugs you get at your doctor's office, clinic or hospital; (2) the list of Medi-Cal covered medical drugs; and (3) the State Medi-Cal RX covered drug lists.

You can find TARs for both PHC medical drugs and Medi-Cal Rx pharmacy drugs at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Prior-Authorization-Forms.aspx> ❖

## Protect Yourself and Others from the Flu

Influenza (flu) and colds are common in the fall and winter months from October to March. For most people, the flu and colds cause mild symptoms like body aches, coughing and feeling weak. Most symptoms can be treated with over the counter medicine or home care. For very young children, older adults, and people with weak immune systems, getting the flu carries a higher risk for serious illnesses. People with lung conditions like COPD or asthma and those who take medicines for chronic conditions like diabetes should call their primary care provider (PCP) if they start to have flu symptoms.

**Stopping the spread of flu and other infections is important. We can all do our part to stop the spread of infections by:**

- Washing hands often with soap and water
- Covering coughs and sneezes
- Staying at home when you feel sick
- Not touching eyes, nose and mouth
- Getting a flu vaccine (flu shot)

The flu shot helps reduce your risk of getting the flu and spreading it to others. The California Department of Public Health recommends all people over the age of 6 months get the flu shot each year. Getting the flu shot is a covered benefit for all PHC members.

Call your PCP or local pharmacy to learn how and where to get your flu shot this season! ❖

## Medi-Cal Rx-The New Pharmacy Benefit

Starting January 1, 2022, you may have noticed changes when you picked up drugs at the pharmacy. Medi-Cal is now your pharmacy benefit provider instead of Partnership HealthPlan of California (PHC). The new Medi-Cal pharmacy benefit is called Medi-Cal Rx. Medi-Cal Rx will decide which drugs and how much of each drug are covered. You may need a TAR (Treatment Authorization Request) for some drugs to be covered. Magellan Medicaid Administration Inc. works with Medi-Cal to review and approve TARs.

It is important to work with your doctor and pharmacy. If your drugs are not covered by Medi-Cal Rx, your doctor or pharmacy will send TARs to Magellan. A big change is with Magellan member services. You can call Magellan 24 hours per day, 7 days a week at **(800) 977-2273**. They can answer your questions and solve any problems you have with getting your drugs at the pharmacy. If you have problems reaching Magellan or need more help with pharmacy issues, PHC will always be here to help you work with Magellan on any pharmacy questions or problems. Please call us at **(800) 863-4155**. ❖



## PHC Offers Interpreter and Translation Services!

PHC has interpreter services for our members at no cost to you or your doctor! You do not need children, friends, or family members to interpret for you.

When you call our Member Services Department, ask for an interpreter and tell us the language you need. You can also get an interpreter or services for people who are hearing impaired when you need to speak to the Utilization Management (UM) staff.

You can have an interpreter at your health care visits, including a qualified sign language interpreter. You can get interpreter services over the phone, video remote, or in-person. To get an in-person interpreter, please call us at least 3 business days before your appointment.

PHC translates all our member materials into Spanish, Russian, and Tagalog. If you need materials in another language, call us. 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, <http://partnershiphp.org>. Go to "Members" and click on "File a Grievance or Appeal" located under "Services Available Online."

To find out more about these services or to file a complaint or appeal, please call us at **(800) 863-4155**, for TTY **(800) 735-2929** or **711**. ❖



## Get Ready for Emergencies: Helpful Tips

Summer is here! As the weather heats up, we want you to stay cool and drink lots of water, and get ready for wildfires. If you have an emergency kit, now is a good time to make sure it is ready to use. You should also update papers, like contact lists, that may have changed over the year. Getting ready for emergencies is very important for households with family members who have disabilities, use equipment that needs electric power, or take medicine that needs to be kept cold.

### Your kit should have the basics like:

- Food and water for at least 3 days for each person
- First aid kit
- Flashlights and extra batteries
- Food and water for your pets

### Your kit should also have copies of:

- Prescription medicines you take
- Health insurance cards
- Doctor phone numbers
- Family member phone numbers

If you have any allergies, medical needs, or medicines, you can get a medical alert tag that lists them. This can help you if you are hurt during an emergency and cannot talk. If you use medical equipment, keep a list of that you use and include the serial numbers. This list can also go in your emergency kit. If you get any treatment on a regular basis, find other places that you can go to in case your treatment center is closed during an emergency.

Talk with your family members and make a plan in case you need to leave your home during an emergency. Practice your plan before you need to use it.

### Learn more:

- Visit your county's Office of Emergency Services website or Facebook page
- Visit [www.ready.gov](http://www.ready.gov) for other helpful tips ❖

## 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. ❖

## 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, 8a.m – 5p.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 ❖

## 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**. ❖



## Healthy Recipe to Try

### Zesty Asian Chicken Salad



This salad is packed with colorful veggies.

Makes 4 servings

Prep time: 20 minutes

### Ingredients

**3 boneless, skinless chicken breasts, cooked and chilled**

**3 green onions, sliced**

**1½ cups small broccoli florets**

**2 medium carrots, cut into strips**

**1 red bell pepper, cut into strips**

**2 cups shredded red cabbage**

**½ cup fat free Asian or sesame salad dressing**

**¼ cup 100% orange juice**

**¼ cup chopped fresh cilantro**

### Preparation

Cut chicken breasts into small strips and place in a medium bowl with onions, broccoli, carrots, bell peppers, and cabbage. In a small bowl, stir together dressing and juice. Pour over salad and toss well to coat. Stir in cilantro. Serve at room temperature.

### Nutrition Information:

Serving size is 1 cup Calories – 184

Total Fat 5g

Saturated fat 1g

Cholesterol 55mg

Protein 22g

Total Carbohydrates 13g

Dietary fiber 4g

Sodium 456mg

Courtesy of Feeding America ❖