

# SUMMER 2021

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*PHC recognizes that care and services may be underused 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.* ♦



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*Together for your*  
**HEALTH**

## Where To Get Your Covid-19 Vaccine

There are many places you can get a COVID-19 vaccine. Those places are your doctor's office, health centers, county health department clinics, and even your local pharmacy. A local pharmacy can give you the COVID-19 vaccine even if you do not get your medicines at that pharmacy.

Many pharmacies, like Walgreens, CVS, Rite-Aid, and Safeway, give COVID-19 vaccines each day. Most pharmacies ask you to make an appointment on their website or mobile app. You can also call a pharmacy for help making an appointment.

Getting the COVID-19 vaccine at your local pharmacy is easy. Schedule your COVID-19 vaccine appointment today. Getting a COVID-19 vaccine helps keep you and your community safe! ♦



## Locking Safety Caps For Opioid Medications Will Be Available Soon

Opioid medicines are prescribed to treat pain. They can be used to safely treat short-term pain or long-term pain. Opioids can be used safely when the person who is prescribed the opioids is the only one who takes them. It is not safe for a person who is not prescribed opioid medicines to take them.

Having prescription opioids in the home can increase the risk for children or teenagers taking opioid medicines they are not supposed to take. Keeping your prescription opioids out of reach of others is a good practice. Locking prescription opioids in a safe or with a special vial cap lowers the risk of other people from taking opioids not meant for them. (Please Note: these locking caps are different from childproof caps often put on medicine bottles.)

Partnership HealthPlan of California (PHC) is working with MedImpact to give you locking caps or lock boxes when you get an opioid prescription at your pharmacy. We will let doctors and pharmacies know how they can order the locking caps and boxes for you to safely store your prescriptions. PHC plans to offer locking caps or boxes in pharmacies by Fall 2021. Ask your provider or pharmacy for updates on the availability of locking caps or boxes. ♦

# PHC Medical Equipment for Use at Home

Do you know that you can get medical equipment to treat your medical problems at home? Below are the types of equipment that you can get if your doctor thinks that your medical problem needs to be treated at home.

- **Blood Pressure Monitor:** used to check high blood pressure or other problems
- **Humidifier:** used to treat croup or other cold and flu symptoms
- **Nebulizer:** used to treat symptoms of Asthma, COPD or other chronic (life-long) breathing problems
- **Oximeter:** used to check chronic heart or lung problems
- **Baby Scale:** used for infants or toddlers up to 2 years and are under weight
- **Digital Scale:** used to check your weight gain or weight loss
- **Digital Thermometer:** used to check for signs of fever and infection
- **Vaporizer:** used to treat a stuffy nose and other breathing problems

Your doctor can ask PHC to send you new parts for your equipment when parts break or wear out. Your doctor can ask PHC to send you a blood pressure monitor cuff in your size if the one that you have does not fit. You will also get a "how to use" guide for your equipment in your preferred language.

When your doctor asks PHC to send you equipment, you should get it within 5 to 7 days. You may be able to get it sooner if your doctor thinks you need it sooner.

Please call your doctor to find out if you can get medical equipment from PHC! ♦

## What Should I Know About High Blood Pressure?

Blood pressure is the pressure of blood pushing against the walls of your arteries. Arteries move blood from your heart to other parts of your body. Blood pressure can rise and fall during the day based on what you are doing.

Blood pressure has two numbers. The first number is the pressure in your arteries when your heart beats. This is called **systolic** blood pressure. The second is the pressure in your arteries when your heart rests between beats. This is called **diastolic** blood pressure.

A normal blood pressure is 120 (systolic) over 80 (diastolic). If your blood pressure stays above normal a lot, you might have high blood pressure.

High blood pressure, also called hypertension, is blood pressure that is higher than normal. If you have high blood pressure, you may be at risk for other health problems like heart disease and stroke.

There are no symptoms of high blood pressure. One way to find out if you have high blood pressure is to have a health care provider take your blood pressure. **Talk to your health care provider about getting a home blood pressure monitor so you can take your blood pressure at home.**

Making lifestyle changes can help you lower high blood pressure:

- Keep a healthy weight
- Exercise
- Eat healthy foods
- Limit salt
- Stop smoking
- Manage stress

Some people need to take pills to manage their blood pressure. If you take pills for high blood pressure, it is important to see your health care provider more often. ♦



## Monitoring Equipment for Members Frequently Asked Questions (FAQs)

1. **What kind of equipment does PHC offer to members?**  
PHC offers Blood Pressure Monitors, Humidifiers, Nebulizers, Oximeters, Scales, Thermometers, and Vaporizers at no cost to PHC Members.
2. **How can members get equipment?**  
Members will need to call their primary care provider (PCP) to find out if they can get medical equipment. The PCP will then ask PHC for the equipment.
3. **Is the equipment available to all PHC members?**  
All PHC members can get equipment from PHC if they meet the rules listed below.

Equipment Type	Member Criteria
Blood Pressure Monitors	PHC members 6 years and older
Humidifiers	PHC members 12 years and under
Nebulizers	All PHC members eligible
Oximeters	PHC members 12 years and older
Baby Scales	PHC members under 2 years old and less than 40 pounds
Digital Scales	PHC members 330 pounds and under
Thermometers	All PHC members eligible
Vaporizers	All PHC members eligible

4. **What if I get equipment from my PCP and I need help on how to use it?**  
Each piece of equipment comes with a user manual and user instructions. If you have more questions or need help, please call your PCP and they will assist you.
5. **What should I do if I get broken equipment?**  
Please tell your PCP that your equipment is broken and that you need a new one. Your PCP will ask PHC to send you new equipment.
6. **What if I did not get my equipment?**  
Please tell your PCP that you did not get your equipment. Make sure your PCP has your current mailing address. Your PCP will call PHC and a new piece of equipment will be sent to you.
7. **What if I do not have a permanent address, can I still get equipment?**  
Yes, you can get equipment. Please let your PCP know and they will make sure you can pick it up from their office or clinic.
8. **How long will it take to get the equipment?**  
Equipment is sent by USPS mail and should arrive in 5 to 7 days.
9. **Will I get batteries for the equipment?**  
Each piece of equipment that needs batteries comes with batteries. You will need to buy your own replacement batteries.
10. **What type of batteries will my equipment need?**  
You can find the type of batteries your equipment needs in the user manual and user instructions. If you did not get a user manual or instructions with your equipment, please call your PCP. ♦

# Healthy Recipe to Try

## Vegetable Stew



A great way to use summer vegetables!  
Ready in 1 hr. Makes 8 servings

### Ingredients

3 cups Water  
1 Vegetable Bouillon Cube, low sodium  
2 cups White Potatoes cut in 2-inch strips  
2 cups Carrots sliced  
4 cups Summer Squash cut in 1-inch squares  
15 ounces Corn sweet, rinsed and drained if canned  
1 teaspoon thyme  
2 cloves garlic minced  
½ small, hot pepper, chopped (optional)  
1 cup onion, chopped  
1 cup tomatoes, diced

### Directions

1. Put water and bouillon in large pot and bring to a boil.
2. Add potatoes and carrots and simmer for 5 minutes.
3. Add the other ingredients, except for tomatoes.  
Keep cooking the ingredients for 20 minutes over medium heat.
4. Add tomatoes and cook for another 5 minutes.
5. Remove from heat and let sit for 10 minutes to let the stew thicken.

### Nutrition Information:

Serving Size: 1 cup  
Total Calories: 119  
Total fat: 1g  
Sodium: 196 mg  
Carbohydrate: 27 g  
Protein: 4 g

Recipe Source: [www.eatfresh.org](http://www.eatfresh.org) ♦

## Did You Know You Could Have a Telehealth Specialty Visit From Home?



When you get a referral from your primary care provider (PCP) to see a specialist, you might be able to have this visit from your home. This is a telehealth visit. Telehealth visits are done online with any PC, Laptop, Tablet or Smart Device. Telehealth visits are done online so that you can be at home and not have to go to a doctor's office.

During a telehealth visit with a specialty care doctor, they will help treat your health care needs. They will work with you to manage your symptoms.

Your health and safety matters!

### Ask your PCP if a telehealth specialty care visit from home is right for you!

Here is how it works:

- ① Your PCP refers you to a specialist
- ② The specialist calls you to set up your visit
- ③ The specialist office will call you and show you how to download the telehealth App for your visit
- ④ When it is time for your visit, log into the App to meet with the specialist
- ⑤ If you need medicine, the specialist will send it to the pharmacy of your choice

### If you are having trouble with the App or if you need to reschedule your visit:

Email [TM2UScheduling@telemed2u.com](mailto:TM2UScheduling@telemed2u.com)

Call: (855) 446-8628 ♦

## At-Home Telehealth Specialty Visits FAQs

### 1. What is an at-home telehealth specialty visit?

If you need to see a specialist, your primary care provider (PCP) will give you a referral to see one in person or by telehealth. An at-home telehealth specialty visit can be done from your home or anywhere a computer, laptop, tablet, or smart device can connect to the internet. You will need internet service for this type of visit. Your internet service provider may charge added fees.

### 2. Who is the specialty provider?

TeleMed2U is our telehealth specialty health care partner. Their specialty doctors will be able to see and treat you when you need specialty care.

### 3. Is an at-home telehealth specialty visit a good option for me?

If your PCP refers you to a specialist, ask if you can get an at-home telehealth specialty visit. This type of visit is a great option because you do not have to worry about travelling. Visits are scheduled with you and your family in mind. The visits are set for a day and time that works for you. You may be able to see a specialty doctor sooner with telehealth visits than an in-person visit.

### 4. Does PHC cover at-home telehealth specialty visits?

PHC covers this type of visit. You will not have to pay for this type of visit with TeleMed2U. PHC does not cover the cost of buying a computer, laptop, tablet, or smart device for you to complete the visit or any charges from your internet provider.

### 5. What if I cannot make my at-home telehealth specialty visit because I do not have a computer, laptop, tablet, or smart device?

If you cannot make your visit for any reason, call your PCP to let them know that an at-home telehealth specialty visit is not right for you. Your PCP will have other options for your visit.

### 6. How does this type of visit work?

- Your PCP will refer you to TeleMed2U
- TeleMed2U will call to schedule your visit
- TeleMed2U will show you how to get ready for your visit
- On the day of your visit, you will use your device to meet with the specialist
- If you need medicine filled, TeleMed2U will send it to the pharmacy for you

### 7. Who do I call if I have more questions or if I need to get a new appointment?

PHC members can call TeleMed2U at **(855) 446-8628**

### 8. Does PHC have any tips that will help me get ready for my at home telehealth specialty visit?

PHC members can find tips that will help your visit go smoothly on our website: [http://www.partnershiphp.org/Members/Medi-Cal/Pages/Telehealth\\_Members.aspx](http://www.partnershiphp.org/Members/Medi-Cal/Pages/Telehealth_Members.aspx) ♦

## Your Care Providers Working Together for Your Health

Your mental health is as important as your physical health. Your mental health helps you connect with others, make and keep relationships, and handle stressful life events.

Your primary care provider (PCP), nurses and other health care givers need to talk with each other to make sure you get the best care. Do your best to tell each of your health care givers about your current medicines and your physical and mental health.

It is easy to get your health care providers to talk with one another about your care. All you have to do is sign a Coordination of Care Authorization form. This form will let all your care providers work together as a team to take care of your physical and mental health.

You can find this form on Beacon Health Options website under the Treatment Coordination Forms section using this address: [www.beaconhealthoptions.com/providers/beacon/forms/clinical-forms/](http://www.beaconhealthoptions.com/providers/beacon/forms/clinical-forms/)

When your health care providers work with each other, they reach the same goal: giving you the best care possible. ♦

## 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 ♦

## 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. ♦

## Learning about Diabetes

Diabetes is a disease that makes it hard for your body to make energy from the food you eat. When you have diabetes, your body is not able to control sugar levels in your blood. This leads to problems in your heart, kidneys, eyes, blood vessels (veins) and nerves. Once you have diabetes, it does not go away.

There are 2 types of diabetes:

- Type 1 diabetes occurs when the body stops making insulin to control blood sugar. This type makes up less than 1 in 10 of the diabetes cases and is more common in children.
- Type 2 diabetes occurs when the body does not use the insulin that it makes. It is the most common type of diabetes and it is more common in adults. A person with type 2 diabetes is likely to weigh more than is healthy, may not exercise, and likely eats foods with a lot of fats and starches. The good news is you can prevent type 2 diabetes by keeping a healthy weight, getting regular exercise, and eating a balanced diet.

The harmful effects of diabetes can be reduced with blood sugar control by making changes in diet and exercise. Using diabetes medicines and getting routine blood tests will also help control diabetes.

Your primary care provider (PCP) can help you take steps to prevent diabetes and get the right care to avoid the harmful effects of this disease. Please talk with your PCP about diabetes screening and treatments. To help you plan healthy meals, visit the My Plate website at [myplate.gov](http://myplate.gov). If you need help getting healthy food, visit the Community Resources page for your county on our website at [partnershiphp.org](http://partnershiphp.org). ♦



## 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**. ♦

## 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/2020/PHC\\_Medi-Cal\\_Formulary%202020.pdf](http://www.partnershiphp.org/Providers/Pharmacy/Documents/Pharmacy%20Updates/2020/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> ♦



## What is an Initial Health Assessment?

An Initial Health Assessment (IHA) is a visit where your primary care provider (PCP) learns about your health care history and needs. This visit happens within the first 120 days of being a new PHC member or within the first 120 days of getting a new PCP.

During IHA visits, your PCP does a physical exam. They will ask you to fill out a form called the Staying Healthy Assessment. This form helps your PCP learn about your health needs. They will also ask you questions about your health in the past. This visit helps your PCP connect you to other resources if you need them.

IHA visits are important even if you do not have health concerns. IHA visits are the first step in starting a good relationship with your PCP to make sure you get the best care possible. ♦

## 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, you can call Member Services at **(800) 863-4155** Monday – Friday, 8 a.m. to 5 p.m. or TTY: **(800) 735-2929** or **711**. ♦

## Pediatric Specialty Telehealth Visits

Your child can now get pediatric specialty telehealth visits. Partnership HealthPlan of California (PHC) is working with UC Davis Health to offer pediatric (child) specialty telehealth visits for PHC members up to 20 years old.

### Pediatric specialty telehealth visits help with:

- Access to highly rated pediatric specialty doctors
- Faster access to specialty visits and services for your child
- Better communication between you, your child's primary care provider (PCP), and the specialist
- Less travel time because your child can be seen at the local PCP office

Talk with your child's PCP to see if a pediatric specialty telehealth visit is right for your child. ♦♦



## 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. ♦♦

## 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 (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. ♦♦

## 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](http://www.partnershiphp.org). ♦♦

## 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 [www.partnershiphp.org](http://www.partnershiphp.org). 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 [www.partnershiphp.org](http://www.partnershiphp.org). TTY users can call the California Relay Service at (800) 735-2929 or call 711. ♦♦

## PHC Drug Formulary

PHC's drug formulary is a list of drugs we cover. These drugs are picked by doctors and pharmacists who are part of our Pharmacy and Therapeutics (P&T) Committee. This committee makes sure that the drugs we choose work well and are safe.

The P&T Committee meets every 3 months to talk about drugs that should be added or taken off the formulary. Though all drugs on the formulary are covered by PHC, some drugs are special and are covered only for certain reasons. For example, some drugs are covered only if the member has a certain disease. Other drugs are covered for a certain amount, such as opioid medications.

Sometimes a drug is not on the PHC formulary or the prescription amount is more than the limit of what PHC covers. For these prescriptions, the doctor or pharmacy can submit a Treatment Authorization Request (TAR) to PHC. A TAR is a request for the prescription to be covered. PHC Pharmacy staff will review the TAR and let your doctor and pharmacy know if the prescription will be covered. If the TAR is denied, the member, pharmacy, and doctor will get a letter from PHC that says why the TAR was denied.

To learn more about PHC's drug formulary or to get a copy, please use the website below or call us at (800) 863-4155.

<http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx> ♦♦



## Protect Your Child From Lead Poisoning

Lead is a very toxic metal, mainly for young children. It can harm nearly every system in their bodies. Small amounts can cause learning disabilities and major health problems. High levels can harm their brain and even cause death.

### Tips to Protect Your Children from Lead Poisoning

- Tell your doctor if your child lives in, or spends a lot of time in a place built before 1978 and has peeling or chipped paint or has been remodeled lately.
- Tell your doctor if you recently came to the United States or adopted a child from a country that has high levels of environmental lead. Some of the countries with high lead are Egypt, China, India, Thailand, Mexico and Peru.
- Do not let your children put car or house keys into their mouths.
- If anyone in your house works where lead dust could get on their clothes, be sure that the person changes clothes before hugging your child.
- Keep your children away from peeling paint.
- Be careful when using items from other countries such as clay pots and dishes.
- Some candies, spices, health remedies and cosmetics made outside of the United States can have lead.
- Candies that have tamarind, chili powder, or salt that is from mines in certain parts of the world, may have high lead levels. Be alert. A high level of lead was found in a jar of La Tia Mana skin cream.
- Wash toys, pacifiers, and window sills often.
- Wash your children's hands before eating.

### If You are Pregnant

- Do not use imported spices, snack foods, health remedies, cosmetics or clay pots.
- Do not eat non-food items such as clay, pottery, soil, or paint chips.
- Get a blood test if you think you may have been exposed to lead. Your unborn baby will have the same lead level as yours.
- Children born to mothers with lead poisoning may have learning and behavioral problems

Lead has been removed from many household products and supplies in recent years. Still, it is a good plan to get a simple blood test at your doctor's office that can check for lead poisoning. Children ages 12 months and 24 months will be screened for lead. If testing is not done at these ages, you can still have your child screened up to the age of 6 years old. Sometimes older children can be tested as well. If lead is found in the blood, the doctor might do a second test. Other members in your home might need to be tested too.

It is vital to know that high levels of lead need medical care right away. Lead poisoning doesn't end there. You will need to find the source of the lead and get rid of it. Your doctor can help with this.

To learn more, call the National Lead Information Center at **(800) 424-5323**. You may be able to find lead detection kits at your local hardware store.

Source: State of California Department of Public Health ♦

## Get Ready For Emergencies: Helpful Tips

Summer is here and as the weather heats up, we want you to stay cool and drink lots of water. It is also time to get ready for wildfires. If you have an emergency kit, now is a good time to make sure it is ready to use, and items are not out of date. You should also update papers, like phone lists, that may have changed over the year. Getting ready for emergencies is very important if you have family members who have disabilities, use equipment that needs electric power, or take medicine (drugs) that needs to stay cold.

### Your kit should have the basics like:

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



### Your kit should also have copies of:

- Medicine prescriptions
- Health plan cards
- Doctor phone numbers
- Family member phone numbers

You might want to get a medical alert tag that lists medicines and allergies. This can help if you are hurt and cannot talk during an emergency. If you use medical equipment, keep a list of the equipment and the serial numbers. This list can also go in your emergency kit. If you get care on a regular basis, talk with your provider to find other places that you can go to in case your care 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. Go over 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 helpful tips
- Visit <https://www.readyforwildfire.org/prepare-for-wildfire-go-evacuation-guide/> for information on evacuation plans, checklists, and items for your emergency supply kit ♦

## 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. ♦

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PHC Covered Drugs Update

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Also Known as Domestic Violence

## Annual Disclosure Statement

PHC recognizes that care and services may be underused 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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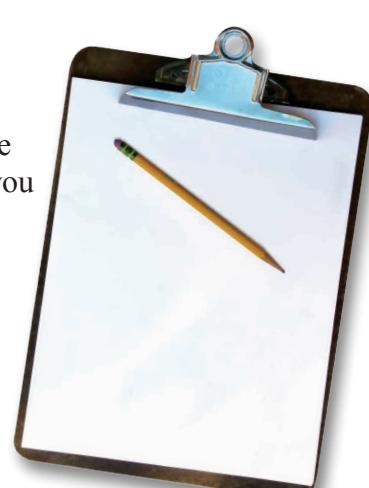
*Together for your*  
**HEALTH**

## 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 and
- 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! ♦



## Telehealth Visits: Medical Visits from the Safety of your Home

Due to COVID-19, many medical offices offer telehealth visits. Telehealth visits are a great way to keep up with your medical care without going into the office.

Many of PHC's contracted medical offices offer home-based telehealth visits. Telehealth visits let you see or talk to your provider from your home. You can use your computer, tablet, smart phone, or even a regular phone for a telehealth visit. Your provider's office can help you make the proper connection for the visit. You may need to go into the office for part of the visit based on some of the medical problems you have.

You will want to confirm the time of the visit and find out if the medical office will call you or if you will call them. You may be asked to check in early to make sure the system is working. Find a private, quiet spot (no TV or music) for the call. If possible, make sure children and pets are not in the room.

Call your provider's office to see if they offer telehealth visits. Go to PHC's website for more tips about telehealth visits. ♦

## The Results are In!

Each year Partnership HealthPlan of California (PHC) sends **Member Satisfaction** surveys to a random sample of our members. In early 2020, 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 15%	Results
Overall satisfaction with PHC	71%
Overall satisfaction with health care received	72%
Overall satisfaction with your personal doctor	81%
Overall satisfaction with a specialist	78%
Satisfaction with getting care quickly	78%
Satisfaction with getting care as needed	77%
Satisfaction with PHC Member Services (Excellent customer service and treated with courtesy and respect)	88%
Satisfaction with the care coordination provided	82%

Child Survey Questions – Overall Response Rate 16.5%	Results
Overall satisfaction with PHC	85%
Overall satisfaction with health care received	85%
Overall satisfaction with your personal doctor	91%
Overall satisfaction with a specialist	88%
Satisfaction with getting care quickly	89%
Satisfaction with getting care as needed	83%
Satisfaction with PHC Member Services (Excellent customer service and treated with courtesy and respect)	92%
Satisfaction with the care coordination provided	86%

Thank you to the members who answered the survey. ♦

## Well-Child Visits – Infants to Teens

Even when your child is healthy, well-child visits are important. During these visits, you can talk to your child's doctor about any concerns that you may have. Your child's doctor will go over your child's routine health, growth, and progress. Your child will also get needed health services, like:

- Head-to-toe exam
- Vision and hearing screening
- Blood lead screening, TB skin testing, and lab services
- Shots
- Tracking your child growth
- Sending your child to other doctors if needed

If you are new to PHC, it is very important for your child to see a doctor soon. This is a time to get to know your child's doctor and review your child's health.

Infants will have many well-child visits during the first and second years of life. After that, children and teens should get a well-child visit every year. At well-child visits, your child's doctor can address health problems before they get worse.

Make your child's appointments in advance. Write down questions you want to ask. These visits are the time to ask and get facts about:

- Health and safety
- Nutrition and diet
- Physical fitness and general health
- Sleep habits
- How well your child is growing
- Problems such as learning
- Concerns about the teen years

A doctor's visit when your child is sick does not leave enough time to do a full exam or cover important preventive health and education topics. To get your doctor's full attention, your child will need a well-child visit. Please make your child's appointment right away. ♦



## More than Physical Health: Getting Behavioral Health Care

Behavioral health, which includes mental health and substance use, is a vital part of your wellness. PHC supports behavioral health services for all of our members. You can get outpatient mental health services from Beacon Health Options. You can also get more in-depth mental health care from your county.

With our Wellness and Recovery program, you can get addiction treatment in some PHC counties. This program offers a range of substance use treatment options. This includes group counseling, residential care and detox. Members who live in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou or Solano counties can use this program. We can help connect you to substance use services in counties that are not part of Wellness and Recovery.

Almost all people need help for mental health or substance use issues at some point in their lives. PHC wants all members to reach out when they need help.

Here are some of the services that are now part of our network:

- Therapy, such as family therapy to support the mental health of children
- Wellness and Recovery Program
- Help with getting substance use services in the other counties
- Medication assisted treatment in all PHC counties for opiate and some other addictions

You can get some of these services in your home with telehealth (phone or video).

As with all health information, we work hard to make sure that information on your use of behavioral health services is kept confidential (private).

Here are the phone numbers to call to get services:

- Mental health services for Kaiser members: **(800) 464-4000**
- Mental health services for all other PHC members: **(855) 765-9703**, TTY **(800) 735-2929** or **711**.
- Substance use services for members in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou and Solano Counties: **(855) 765-9703**, TTY **(800) 735-2929** or **711**.
- Help in getting *any* service: **(800) 863-4155**, TTY **(800) 735-2929** or **711**. ♦

## 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 join the CAC, call us at (800) 863-4155. ♦*

# Healthy Recipe to Try

## Secret Ingredient Veggie Chili



1 tablespoon olive or canola oil  
1 Large Onion, chopped  
1 Large Green Bell Pepper, chopped  
2 cups butternut squash or sweet potato (or 1 cup each), peeled and chopped  
4 Garlic cloves, chopped  
2 teaspoons Chili Powder  
2 teaspoons Cumin Powder  
2 teaspoons Cocoa Powder, with no added sugar  
28 ounces canned Tomatoes, low salt and fire-roasted if you like  
60 ounces canned Beans, low salt pinto, black or your choice  
1 cup Water  
½ teaspoon Salt  
½ teaspoon Pepper

### Directions

In a large pot, heat oil and cook onion and bell pepper until soft. Add sweet potato, or butternut squash, garlic, chili powder, and cumin. Cook 2 more minutes. Add the rest of the ingredients. Bring to a boil, then lower the heat and simmer for 30 minutes. Stir during cooking to prevent sticking. You can also make this in a slow cooker. Add all the ingredients to the slow cooker and cook 7 to 8 hours on low or 4 hours on high. The cocoa powder gives the stew a rich flavor.

### Nutrition Information

Serving size: 2 cups  
Total calories: 289  
Total fat: 4 g  
Saturated fat: 1 g  
Carbohydrates: 50 g  
Protein: 15 g  
Fiber: 14 g  
Sodium: 367 mg



## After a Tough Year, the Answer is Connection

*How did you get through this past year?* At PHC, we know it was a tough year for a lot of our members. We also know our members have shown a lot of strength. Let that sink in for a moment.

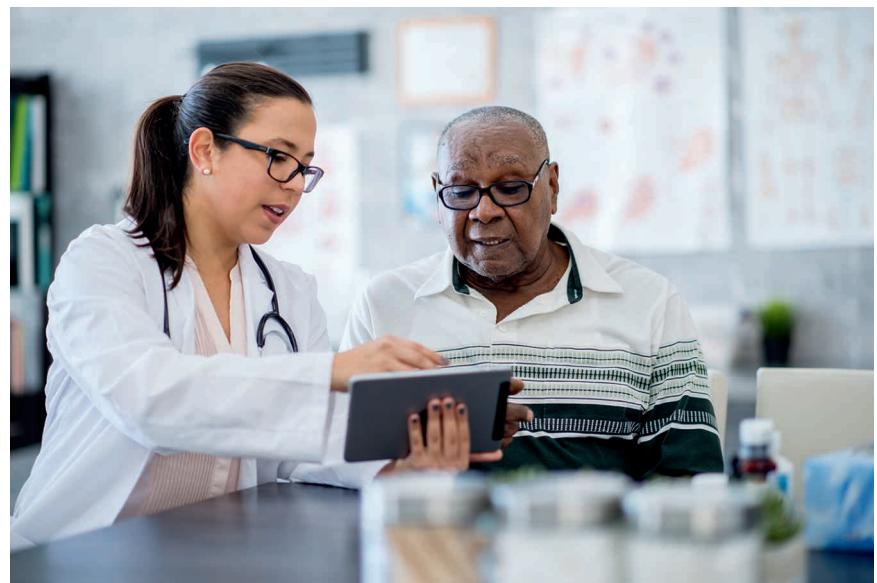
2020 was filled with stress and fear. Stress and fear can lead to changes in the brain. When stress and fear are harsh and last a long time, they can lead to depression and anxiety. Stress can also take a toll on our body.

Thankfully, you are part of a health plan that cares about you and your health. Our providers offer care from substance use disorder and mental health treatment to physical health care. If you are in physical pain or emotional pain, take your pain seriously. Call us at **(800) 863-4155** for help.

We hope 2021 allows you to (re)connect. May it also give you the strength to focus on the well-being of your families, your communities, and yourself. ♦

## 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**. ♦



## PHC Board of Commissioners: Consumer Representatives

Do you want to have an impact on health care in your community? Then you should become a PHC consumer representative. We are filling 2 consumer seats on our Board of Commissioners.

As a representative, you will represent the region you live in:

- Northern Region: Del Norte, Humboldt, Lassen, Modoc, Siskiyou, Shasta, and Trinity counties.
- Southern Region: Lake, Marin, Mendocino, Napa, Solano, Sonoma, and Yolo counties.

To be considered, you must:

- Be an eligible PHC member or represent an eligible PHC member.
- Turn in a complete application by the deadline.
- Commit to attend 6 PHC board meetings during each year of the 2-year term. You will get a stipend for travel costs.
- Commit to give an update of PHC board meetings at PHC Consumer Advisory Committee (CAC) meetings held 4 times each year.

**To find out more about how you could be a PHC Board of Commissioners consumer representative and to apply online, go to <http://www.partnershiphp.org/Community/Pages/default.aspx>.**

Call us at **(800) 863-4155** if you would like us to send you an application. Applications must be postmarked by Friday, May 14, 2021 at 5 p.m. ♦

## Caring for Asthma

Asthma is a lung disease that causes swelling in a person's airways. The swelling makes it hard for a person with asthma to breathe. People with asthma can have attacks of wheezing, sharp coughing or chest tightening. Asthma does not go away, but you can keep it under control with proper medicine.

If you have asthma symptoms like coughing, wheezing, or having a hard time breathing, or if you use a quick relief medicine more than twice a week, you may need other medicines to help control your asthma. These medicines are taken every day to lower asthma symptoms and prevent asthma attacks. They are:

- Inhalers that reduce swelling in your airways
- Medicines that stop your body's response to asthma triggers

Quick relief medicine alone is not the best way to treat asthma.

If you have asthma, talk with your doctor about your asthma symptoms. They will help you find the best way to control your asthma. ♦

## 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 ♦

## 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/2020/PHC\\_Medi-Cal\\_Formulary%202020.pdf](http://www.partnershiphp.org/Providers/Pharmacy/Documents/Pharmacy%20Updates/2020/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> ♦

## Attention members that have “Special Member” on your ID card

PHC is changing the “Special Member” name listed for primary care provider (PCP) to “Direct Member.” There will be no change to your PHC benefits or how you get care. This is only a name change. If you have a PHC member ID card that shows “PCP: Special Member,” you can still use this card. If you would like a new ID card with the new name, “Direct Member,” you can:

- Print a new Member ID card through our Member Portal at [www.partnershiphp.org](http://www.partnershiphp.org)  
Or
- Call Member Services, Monday through Friday 8 a.m. – 5 p.m. at **(800) 863-4155**, and choose option 2 ♦

## Getting Care During COVID-19

Your doctor's office may have new hours for patient visits due to COVID-19. Call your doctor's office to find out what hours they are open. You can also ask them if they have video or phone visits. It's a great way to get the care you need from the comfort of your home. Ask what safety steps your doctor's office is taking to keep you safe. Also, ask what you need to do when you go in for a visit.

If you cannot get in touch with your doctor's office, please call, PHC's Member Services at **(800) 863-4155**, TTY users can call the California Relay Service at **(800) 735-2929** or 711.

## Do you need help getting the COVID-19 Vaccine?

**Let us help. Call PHC today!**

If you want to get a COVID-19 vaccine, you have choices:

- **My Turn (myturn.ca.gov)** is a state website that lets you know about open vaccine appointments in your community.
- Check your county **Public Health Department** website to learn about public vaccine clinics.
- Some **pharmacies** are giving vaccines (CVS, Rite Aid, and Safeway). You can find open appointments on their websites.
- Some local clinics are giving vaccines.
- Visit our COVID-19 Resources on the **PHC website (partnershiphp.org)** for a list of vaccine events and locations in your county.

**Call us to get help finding a COVID-19 vaccine near you.**

**(800) 863-4155, Monday - Friday, 8 a.m. to 5 p.m.**

**TTY: (800) 735-2929 or 711** ♦



## 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, 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 estate recovery, call **(916) 650-0590**. ♦

Other tips to keep you and others safe when going to your visit:

- Wear a face cover that goes over your mouth and nose
- Stay at least 6 feet from other people
- Try to not touch your eyes, nose and mouth
- Cover your mouth and nose with a cloth or your elbow when you cough or sneeze
- Wash your hands often

PHC shares this information to help prevent the spread of COVID-19. If you need resources, please visit our Emergency Resource page on our website, [www.partnershiphp.org](http://www.partnershiphp.org). ♦

# 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 at the top of the home page. Click on your county to start looking for the resources you and your family may need. 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:

	<p><b><u>Emergency Response</u></b></p> <p>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.</p> <p>On this page you will find:</p> <ul style="list-style-type: none"><li>• Temporary evacuation points</li><li>• Animal evacuation services</li><li>• How to replace lost documents</li></ul>
	<p><b><u>Children and Families</u></b></p> <p>On this page you will find:</p> <ul style="list-style-type: none"><li>• Childcare resources,</li><li>• Family resource centers</li><li>• Foster and kinship support services</li><li>• Home visiting programs</li><li>• Youth enrichment services</li></ul>
	<p><b><u>Clothing and Personal Care</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• Places that offer clothes, blankets, and sleeping bags</li><li>• Places you can find mobile showers and laundry services</li></ul> <p>These services may be at no cost or low cost.</p>
	<p><b><u>Crisis</u></b></p> <p>You are not alone in a time of crisis. On this page, you will find help for:</p> <ul style="list-style-type: none"><li>• Mental health services</li><li>• Domestic violence and sexual assault</li><li>• Adult protective services</li><li>• Child abuse prevention</li></ul>

	<p><b><u>Food</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• CalFresh Program</li><li>• WIC (Women, Infants and Children)</li><li>• Senior meals</li><li>• Farmers markets</li><li>• Food banks</li></ul>
	<p><b><u>Housing</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• Emergency shelter</li><li>• Temporary housing</li><li>• Permanent supportive housing</li><li>• Help with paying for rent and utilities</li></ul>
	<p><b><u>LGBTQ+</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• Hotline phone numbers</li><li>• Legal resources</li><li>• Senior resources</li><li>• Teen resources</li><li>• Transgender resources</li></ul>
	<p><b><u>Perinatal</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• Pregnancy support services</li><li>• Home visiting programs</li><li>• Maternal mental health resources</li><li>• Postpartum services</li><li>• Breastfeeding support services</li></ul>
	<p><b><u>Transportation</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• Medi-Cal Transportation Benefit<ul style="list-style-type: none"><li>◦ Medical Transportation Management (MTM)</li><li>◦ Non-Emergent Medical Transportation (NEMT)</li></ul></li><li>• Senior transportation services</li><li>• Paratransit transportation services</li><li>• And more</li></ul>
	<p><b><u>National and Statewide Resources</u></b></p> <p>On this page, you will find:</p> <ul style="list-style-type: none"><li>• Crisis hotlines</li><li>• Disability services</li><li>• Disaster assistance</li><li>• Domestic violence resources</li><li>• Support group resources</li><li>• Substance use services</li><li>• Utility assistance</li></ul>

## Testing for Cervical Cancer

Cervical cancer is the fourth most common cancer for women in the United States. Things that raise the risk of cervical cancer are:

- HIV infection
- Human papillomavirus (HPV)
- Using birth control for more than 5 years
- Having many sex partners

Getting tested for cervical cancer can lead to finding cancer early and better treatment options.

Here are two tests that help find cervical cancer:

- The Pap test (or Pap smear) looks for changes in the cells on the cervix that might become cancer if not treated.

- The HPV test looks for the human papillomavirus that can cause cancer.

During a Pap test, the doctor will check the vagina and the cervix. The doctor will collect a few cells from the cervix and around it. The cells are sent to a lab to check for cancer.

There is a vaccine that protects against HPV. HPV is a common infection that can be passed from person to person during any kind of sex. This vaccine works best if given before a person starts having sex. The HPV vaccine can be given to children 9 to 13 years old. It can also be given up to age 26.

Testing for cervical cancer should start by age 21 years old. All women should talk to their doctor about cervical cancer testing to decide the best way to prevent and treat signs of cervical cancer. ♦♦

## 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. ♦

## 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. ♦



## 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**. ♦

## Screening for Breast Cancer

Breast cancer is the second most common cancer in women. It is also the second highest cause of death from cancer in women. Things that raise the chance of getting breast cancer are:

- Older age
- History of breast cancer or non-cancer breast disease
- Dense breasts
- Periods at a young age
- No pregnancies before 35 years old
- Starting menopause (your periods ending) after age 55
- Taking hormone pills after menopause
- Radiation treatment to the chest
- Family history of breast cancer
- Lifestyle factors like drinking alcohol or being obese

Screening can find breast cancer early, which can help with treatment options and success for beating cancer. A person's risk factors will help them know the age to start screening.

Talking with your doctor about your risk factors and family history of cancer will help decide when you should have a mammogram. A mammogram is a type of x-ray that takes a picture of the breast tissue. This type of breast cancer screening is usually done every one to two years.

Women at high risk may also need a breast MRI. The MRI can show a more detailed picture of the breast to find tumors. Women who have family members with breast and other cancers may take a blood test that looks for passed down genes (BRCA). BRCA genes are known to put women at a greater risk for breast cancer.

All women should talk to their doctor about their risk for breast cancer to decide the best screening plan for early detection. ♦

## 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   | • Upset    |
| • Angry    | • Hurt     |
| • Ashamed  | • Confused |
| • Hopeless |            |

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 program 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. ♦

# WINTER 2020

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### The Facts About Human Papillomavirus (HPV)

and How to Protect Your Child

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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
- penis
- vaginal
- some throat cancers
- vulva

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](http://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 gum
- Nicotine lozenge
- Nicotine nasal spray
- Bupropion
- 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 needs 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>  
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. ♦

# SUMMER 2020

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*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. ♦*



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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](http://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](http://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](http://www.eatfresh.org) ♦

# 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**. ♦



# 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. ♦

# 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. ♦

## 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
- Problems getting your prescriptions filled
- Interpreter services
- Information about your Referral or Treatment Authorization ♦

## Get Ready for Emergencies: Helpful Tips

Summer is here and as the weather heats up, we want you to stay cool and drink lots of water. It is also time to 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
- First aid kit
- Flashlights and extra batteries
- Food and water for your pets

Your kit should also have copies of:

- Medicine prescriptions
- Health insurance cards
- Doctor phone numbers
- Family member phone numbers

You might want to get a medical alert tag that lists your medicines and allergies, if you have any. This can help you if you are hurt during an emergency and cannot talk. If you use medical equipment, keep a list of the equipment and include the serial numbers. This list can also go in your emergency kit. If you get 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 helpful tips ♦



## 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**. ♦

## 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 [www.partnershiphp.org](http://www.partnershiphp.org). 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 [www.partnershiphp.org](http://www.partnershiphp.org). TTY users can call the California Relay Service at **(800) 735-2929** or call 711. ♦

## 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/2020/PHC\\_Medi-Cal\\_Formulary%202020.pdf](http://www.partnershiphp.org/Providers/Pharmacy/Documents/Pharmacy%20Updates/2020/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> ♦

# 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/para-transit 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](mailto: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](http://www.partnershiphp.org).

The dates for upcoming meetings in 2020 are September 16<sup>th</sup> and November 18<sup>th</sup>. 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. ♦

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## Best Doctor Contest 2018

PHC thanks all of our members who nominated their health care provider for the Best Doctor Contest this year. Northern Region (Del Norte, Humboldt, Lassen, Modoc, Shasta, Siskiyou and Trinity) members sent in 90 nominations. Southern Region (Lake, Marin, Mendocino, Napa, Solano, Sonoma and Yolo) members sent in 229 nominations. We will let all the nominated providers know how much their patients appreciate the care they provide. The Best Doctors of 2018 winners were Dr. Joe Villalobos from Shasta Community Health Center for our Northern Region and Dr. James Long from the NorthBay Cancer Center for our Southern Region. We congratulate both doctors and thank them for giving excellent care to our members. ♦

## Do You Have Other Health Coverage?

Call us at **(800) 863-4155** for any changes to your private health insurance plan through your work, private pay or Senior Advantage health plan. Changes that are not reported could cause a delay when filling prescriptions or seeing your doctor. ♦

## The Results are In!

Every year we send member satisfaction surveys to a random sampling of our members. In early 2018, the survey was mailed to 6,000 members. The survey results below are based on a 16% response rate and represent the percent of members who gave a high rating (7 or above) on a scale of 1–10. We are proud to report a high level of member satisfaction based on the survey.

### Survey Questions Results

Overall satisfaction with Partnership HealthPlan ..... **92%**

Overall satisfaction with health care received ..... **87%**

Satisfaction with PHC Member Services customer service information or help given ..... **88%**

Satisfaction with PHC Member Services providing service with courtesy and respect ..... **97%**

Thank you to those members who participated. ♦

# Prepare Your Family for a Healthy Future

Babies less than 6 months old can get diseases from other people. You can protect them from diseases by getting your immunizations, or shots, on time.

## Why Protection is Important

Babies younger than 6 months are too young to get all the immunizations that they need to be protected from some diseases. This includes the flu and whooping cough. Whooping cough is a serious and sometimes deadly disease for babies. You can help protect your young baby from the flu and whooping cough by making sure you and your family members get their shots.

Pregnant moms should get the Tdap shot between 27 to 36 weeks of pregnancy to help protect the baby from whooping cough. They should get the flu shot during the beginning of the flu season. Getting Tdap and flu shots gives short-term protection to the new baby. When babies are 2 months old, they can get the first whooping cough shot. When babies are 6 months or older, they can get their flu shot during the flu season.

Health care providers tell us that babies are more likely to get whooping cough and the flu from someone at home. This includes family members and caregivers. When the people around your baby get their immunizations, they are less likely to spread diseases such as whooping cough or the flu. You can build protection around your new baby from whooping cough and the flu. Make sure close family members and caregivers are up to date on their Tdap and flu shots.

Steps to protect your baby from diseases such as Whooping Cough and the Flu.

- Everyone in a baby's life needs to get their whooping cough shot.
- Everyone 6 months and older should get the flu shot every year.
- All children should get their whooping cough shot.
- All teens and adults should get a Tdap shot to be protected against whooping cough.
- Pregnant women should get a Tdap shot each time they are pregnant. This protects the mother and the baby.

Partnership HealthPlan of California and your doctor are here to help keep you healthy! Talk to your doctor about immunizations today. ♦

## 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? Then you may want to join the CAC!

### What does the CAC do?

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

### Who can join the CAC?

- Eligible PHC Medi-Cal members
- Authorized representatives of eligible PHC Medi-Cal members
- Meetings are held four times a year and are open to the public.

If you want to join the CAC, call us at (800) 863-4155. ♦

# PHC Member Services (800) 863-4155

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

- 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 ♦



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

Within the first four months as a new member to Partnership HealthPlan, you, or your child, should have a visit with your doctor. The first visit is called an **Initial Health Assessment (IHA)**. You do not have to be sick for this first visit to your doctor. During the IHA, talk with your doctor about your health and what you feel is important for your doctor to know. Your doctor will review your health record and decide if you need other health care services.

### Those services may be:

- Referral to a specialist
- Prescription or medicine refill
- Tips for staying healthy
- Health education classes
- Immunizations/shots, child or adult
- Dental screening and referrals to a dentist

During this visit, we ask your doctor to have you fill out a **Staying Healthy Assessment (SHA)** form.

The SHA has questions about how you live your life, such as the types of food you eat, how much you exercise, and if you smoke. Some of the questions may be personal. You may choose not to answer some or all of the questions if you don't want to.

If you choose to answer the questions, be honest when filling out the form. It will help your doctor better understand your health needs. The SHA is different for age groups, from birth to adult. It also comes in many languages.

If you have not filled out the SHA before, please ask the person in the front office area to give you one to fill out. For children, this SHA should be filled out at different times based on your child's age. The doctor will review it at each well-child visit. As an adult, you should complete the SHA every 2–3 years.

If you have questions or problems making appointments, please call us at (800) 863-4155. ♦

## Healthy Recipe to Try

### 20 Minute Meat Loaf



35 minutes prep and cook time. Makes 6 servings.

#### Ingredients

1. 1 egg
2. 1/4 cup rolled oats, crushed crackers or bread crumbs
3. 1 pound ground turkey (or other lean ground meat)
4. 1/2 cup onion, finely chopped
5. 1/2 cup carrot, finely chopped or grated
6. 1/2 cup tomato sauce, about 1 small can
7. 2 teaspoons brown sugar
8. 1 teaspoon mustard or 1/4 teaspoon mustard powder
9. 1/4 teaspoon salt
10. Black pepper to taste

#### Directions

- In medium bowl mix egg and crackers, oats, or bread crumbs. Add turkey, onion, carrot, and salt and pepper. Mix well.
- In separate bowl, make sauce by mixing tomato sauce, brown sugar, and mustard.
- Add half of the sauce to the meat mixture. Shape into a loaf and place in a microwave-safe dish. Spoon the sauce mixture over top of the meatloaf, just until covered. Cover with waxed paper or a paper towel.
- Cook 5–6 minutes. Turn dish in microwave and cook 5 minutes more. Repeat until cooked through. Let stand for 10 minutes. Total cooking time depends on your microwave.

#### Nutrition Information

Makes 3 servings Serving size: 1 cup Total Calories: 335  
Total fat: 16 grams Saturated Fat: 4 grams Carbohydrates: 14 grams Protein: 35 grams Fiber: 2 grams  
Sodium: 406 grams. ♦

## Is Your Pharmacy Still in the Partnership HealthPlan Network?

As of January 1, 2019, pharmacies not enrolled with Medi-Cal will not be able to serve Medi-Cal members. This includes Partnership HealthPlan members. We have started to remove pharmacies not enrolled with Medi-Cal from our pharmacy network. This includes all Northern California Costco pharmacies in our service area (24 stores).

Here are some helpful tips if your pharmacy is no longer in our network:

- Call Member Services at **(800) 863-4155** and ask for help finding a new pharmacy.
- Tell all your doctors who prescribe medicine for you the name and phone number of your new pharmacy.
- If you have prescriptions at a pharmacy that is not in our network, call them to have your prescriptions moved to your new pharmacy. Give them the name, phone number, and fax number of your new pharmacy.

Please call us at **(800) 863-4155**. We can give you more information on this change. We can also help you find network pharmacies near you. ♦

## Your Member Portal is Here!

What is a Member Portal? It is an interactive tool that can give you access to your Partnership HealthPlan benefits and services. You can use it anytime of the day or night.

What can I do on the Member Portal? The portal has many features to meet your needs. Some of the things you can do are:

- Change your Primary Care Provider (PCP)
- Order a Member ID card
- Look at your eligibility
- View your referrals
- View your prescription history and authorizations
- Set reminders to refill prescriptions
- File a complaint

How can I get on the Member Portal? The Member Portal is on our website: [www.partnershiphp.org](http://www.partnershiphp.org). You will need to register to begin using all the great features. If you have any questions, call us at **(800) 863-4155**.

Register today and take advantage of your Member Portal. If you have any questions, call us at **(800) 863-4155**. ♦

## PHC Board of Commissioners: Consumer Representatives

Do you want to have an impact on health care in your community? Then think about being a PHC consumer representative. We are filling 2 consumer seats on our Board of Commissioners. As a representative, you will represent the region you live in.

One representative will cover our Northern Region counties: Del Norte, Humboldt, Lassen, Modoc, Siskiyou, Shasta, or Trinity.

One representative will cover our Southern Region counties: Lake, Marin, Mendocino, Napa, Solano, Sonoma, or Yolo.

#### To be considered, you must:

- Be an eligible PHC member or representative of an eligible PHC member.
- Submit a completed application by the deadline.
- Commit to attend 6 PHC board meetings during each year of the 2-year term. A stipend for travel costs will be given.
- Commit to give an update of PHC board meetings at PHC Consumer Advisory Committee (CAC) meetings held every 3 months.

For more information on how you could be a consumer representative on the PHC Board of Commissioners, go to [www.partnershiphp.org/Community/Pages/default.aspx](http://www.partnershiphp.org/Community/Pages/default.aspx).

Call us at **(800) 863-4155**. Let us know you would like to apply to join our Board of Commissioners. An application will be sent to you. Applications must be postmarked by Friday, July 19, 2019 at 5 p.m. ♦

## When something like a natural disaster or traumatic event happens, it can take time to feel safe and secure again.

**There are steps people can take to build resiliency and regain control.**

#### Find support.

When bad events occur, people may want to turn to their friends and family for support. When your community has been affected, you may need to look elsewhere. Meeting with others in a support group is helpful. Stay connected with other people.

**Continued on page 4**

Even if you were not directly affected, it is important to protect yourself against “vicarious trauma,” or “secondary traumatic stress.” This means being exposed to the pain and hard luck of other people. When a community is affected, you may feel bombarded by scary information. If this happens to you, look into support groups for “families of” or “friends of” people who have gone through trauma. Talk with a friend outside of the situation.

Take advantage of any resources like on-the-spot counseling. Social services and aid are there to help.

#### **Re-establish your routine.**

Get back into your routine as soon as possible. You may not be able to have the exact same routine as before. Get back to work in some way. Recreate another home, if needed. Keep small things the same.

#### **Practice self-care.**

Practice deep breathing when you feel anxious. List things you are grateful for. Get rest. As long as you are feeling better each day, you are making progress. If feelings of helplessness, despair, or anxiety continue, or if it is hard to get through your day, think about seeing your doctor or a mental health specialist.

#### **Resources:**

American Red Cross. “Family Preparedness Made Easy,”  
[www.redcross.org/prepare/location/home-family/preparedness](http://www.redcross.org/prepare/location/home-family/preparedness).

American Psychological Association. “Building Resilience to Manage Indirect Exposure to Terror,”  
[www.apa.org/helpcenter/terror-exposure.aspx](http://www.apa.org/helpcenter/terror-exposure.aspx) ♦

## **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 when 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. ♦



## **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 **(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. ♦



## **Immunizations – Not Just for Kids**

You may know about children getting immunizations, or shots, to prevent illnesses like chicken pox or measles. Many adults do not know they need shots, too. Besides the more common shots for measles and the flu, there are other shots. These shots can help prevent life-threatening illnesses.

There are shots for young adults to block some forms of cancer. There is also a shot to help prevent meningitis, a serious brain infection. For older adults, there is a vaccine to protect against shingles, a very painful rash. Some people need shots to help prevent serious liver infections.

For older adults and some younger ones who have health problems like asthma, heart disease, or HIV infection, there is a shot to prevent a type of life-threatening pneumonia, a lung infection. The pneumonia shot helps children 5 years and under, and adults 65 and over. Why those age groups? Because those two groups can suffer the most. The infections can be bad at any age, but the very young and older people have more trouble with pneumonia.

The pneumonia bug is spread by being in close contact with someone who has the infection. Not everyone who is coughing and has a fever has pneumonia. It is a good idea to avoid someone with those symptoms even if they just have a common cold or flu.

So, why is this shot so vital? It can protect you from very serious illnesses. It can also protect you from other bad infections such as:

- Brain infections
- Blood stream infections
- Ear infections

Antibiotics can help, but the pneumonia bug is learning how to resist many antibiotics. It is always better to prevent the infection in the first place. Bad pneumonia infections can cause loss of hearing or loss of a limb. You can also die from an infection caused by the pneumonia bug. The shot helps to make it less likely to get these bad infections.

The pneumonia shot is usually given once to be useful. Sometimes people need to get a second shot. Check with your doctor. By getting the shot, you can avoid a lot of problems later in life. Do not wait till you get the infection and then try to treat it. Did you know 9 out of 10 people who get the pneumonia shot are protected from the infections caused by the bug? Getting the shot can save your life.

No one likes to get shots, but they might save your life or the life of those you love.

These types of shots are safe. Prepare yourself and your family for a healthy future. Ask your doctor which shots are right for you. ♦

# Information about PHC Doctors

You can call or go to our online directory. Check out <http://www.partnershiphp.org>, 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 request a copy of a Provider Directory by calling us at **(800) 863-4155**. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦

## Are you Pregnant?

Partnership HealthPlan of California can help you and your baby get a healthy start with:

- Up to \$50 in gift cards for early prenatal care and post-partum visits
- Live phone information & support throughout your pregnancy
- Referrals to community resources
- Case management services



For more details call **(800) 809-1350**. ♦

## 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 survey will be coming from SPH Analytics on our behalf.

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!



## 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 threats that can be emotional, verbal, financial, sexual, and even intimidating.

- 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?

# 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 an Advice Nurse Program to its members. The PHC Advice Nurse Program is available at no cost, 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 ♦

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. ♦

## You Are Not Alone

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

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

# 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,  
Lakeport (707) 262-5085  
Bright Start (707) 995-4594  
St. Helena Family Health Center (707) 995-4500

## Lassen

### **Childbirth Preparation**

Northeastern Rural Health,  
Susanville (530) 251-5000

### **Promises 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 Asthma Helpline (888) 996-9644

### **Diabetes Wellness Program**

Prima Medical Foundation Meritage Medical Network (415) 884-1875

### **Bay Area Community Resources and the Tobacco Program**

(415) 444-5580

## Mendocino

### **Childbirth Preparation**

Mendocino Coast Clinic  
(for clinic patients),  
Fort Bragg (707) 964-1251  
Mendocino Community Clinic,  
Ukiah (707) 468-1010 option #3

### **Smoking Cessation Program**

Frank R. Howard Memorial Hospital (707) 540-4208

### **Diabetes Wellness Program**

Ukiah Valley Medical Center  
(707) 463-7527

## Modoc

### **Childbirth Preparation**

441 North Main Street  
Alturas (530) 233-6311

### **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

### **Tobacco Cessation**

A FREE eight session program to help you quit all types of tobacco. For more information and to register for classes, call (530) 246-3729

### **Second Wind Smoking Cessation Program**

An eight session program to help you quit all types of tobacco. In collaboration with local tribal members, participants will learn the difference between commercial and traditional tobacco use. For more information, call (530) 406-9678

### **Project EX**

A FREE eight session program to help TEENS quit all types of tobacco. For more information, call the Youth Violence Prevention Council (530) 244-7194

## Shasta County Tobacco Cessation Program

Tips for Quitting (530) 229-8467  
Tobacco Recovery Self Management in Anderson, Redding and Shasta Lake (530) 229-5115  
Tobacco Recovery 6-week program at Mercy Medical Center (877) 300-6310

### **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**

CMC Dixon, (707) 635-1600  
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  
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

### **Warline 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**

[www.nationalmssociety.org/](http://www.nationalmssociety.org/)  
Resources-Support/Find-Support/  
Join-a-Local-Support-Group  
National MS Society  
(800) 344-4867 ♦



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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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## Member Portal: Answers at your fingertips.

Did you know we now have an online tool just for members? It is called PHC Member Portal. The Member Portal can help members find information about their PHC benefits. You can still call us for help to answer your questions. To use the Member Portal, all you have to do is sign up and answer a few questions. The answers you give will be kept safe. Your privacy and health records are very important to us. We will protect them.

When you sign into the Member Portal you can:

- Change your mailing address
- Print your own PHC ID card
- Look up your health records such as:
  - Immunization records
  - Lab results
  - Pharmacy records. Learn about the drugs you are taking.

The Member Portal is a great tool to use when you want to answer your questions or need help staying healthy. If you have questions, call us at **(800) 863-4155**. ♦

## Introducing Whole Child Model

We are excited to serve our child members who have CCS (California Children Services) with a new program called the Whole Child Model (WCM). The WCM program started January 1, 2019.

WCM helps child members and their families with CCS and non-CCS benefits and services. We have nurse case managers ready to help coordinate care for children with CCS. Families can ask for help with things like:

- Access to care
- Leaving the hospital and going back home
- Health concerns
- Getting medical testing approved
- Medicines

We want each child to have a medical home. A medical home helps a child get regular health care like:

- Well child visits
- Immunizations
- Sick visits (not related to CCS)\*

To learn more about WCM, call Member Services at **(800) 863-4155** or Care Coordination at **(800) 809-1350**. ♦

## Managing Your Pain Safely

Did you know opioid pain medication can often cause more harm than good? Using opioid pain medication has serious risk of addiction, overdose, and death. This is especially true with long-term use. By taking more medication you higher the risk of overdose and death. Opioid pain medicines also cause other health problems including:

- Tolerance - meaning you will need to take more medication to treat the same amount of pain
- Physical dependence - meaning you will feel withdrawal symptoms if you stop taking these medications
- Feeling more pain
- May have a hard time going to the bathroom
- Nausea, vomiting, and dry mouth
- Feeling dizzy
- Feeling confused
- Feeling sad
- Increased risk of heart attack
- Bone fractures
- Low energy and feeling weak
- Itching and sweating

Your health is important to us! We understand that endless pain can be too much. We want to work with you and your doctor. We want to provide the best, safest treatment for your health problem.

### Some things to think about:

- Work closely with your doctor to set clear pain management goals and a treatment plan.
- Think about the risks of opioid medication use. If you take more than one month of pain medication, there is a chance you may stay on these medications for life.
- Many non-opioid treatments have been proven to work better to control pain with fewer side effects.
- Taking opioid pain medication and benzodiazepines (such as Xanax or Valium to treat anxiety) is not safe. Taking these medications at the same time should be avoided.
- If you are taking opioid pain medication, ask your doctor for Naloxone medication. Naloxone is an emergency medicine. It can save your life if you have too much opioid pain medicine in your body. ♦

## Failure to Return Your Medi-Cal Renewal Packet can be Harmful to Your Health!

As a Medi-Cal beneficiary, you may know there is a Medi-Cal renewal process. You will get a Medi-Cal re-evaluation packet from your Eligibility Worker (EW). To keep your Medi-Cal benefits, you may be asked to send documents to verify things like your address or income. Your EW or case worker looks at your case every year to see if you are still eligible for Medi-Cal. If you see this packet or get a phone call from your EW, please be sure to respond.

You will need to read and fill out your packet. Then send it back to your EW before the due date. If you do not complete or return the packet on time, your Medi-Cal benefits may stop. This could keep you or your family from getting health care. You and your family could be turned away from doctor appointments.

You also could be unable to get prescriptions. ♦



## What is Care Coordination?

PHC has a department that helps members. This department is called Care Coordination (CC). CC helps you find doctors, services, resources and other benefits. We connect you to the care you need.

You can ask for help with things like:

- Access to care
- Leaving the hospital and going back home
- Health concerns
- Getting medical testing approved
- Medicines

Call us when you need help getting care. Our phone number is **(800) 809-1350**. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦



## Well-Child Visits – Infants to Teens

Even when your child is healthy, check-ups are important. They will help keep your child healthy. During check-ups you can talk about any concerns that you have. Your child's doctor will go over your child's routine health, growth, and progress. Your child will also get needed health services, like:

- Health visits (head to toe physicals)
- Vision, hearing and TB skin testing and lab services
- Shots
- Tracking your child's growth
- Sending your child to other doctors if needed

If you are new to PHC, it is very important for your child to see a doctor soon. This is a time to get to know each other and review your child's health.

Infants will have many well-child visits during the first and second years of life. Children and teens should get a well-child visit once a year. With the help of on-going well-child visits, your child's doctor can often find and address health problems before they get worse.

Make your child's appointments in advance. Write down questions you want to ask and talk about. Well-child visits are the time to ask and get facts about:

- Health and safety
- Nutrition and diet
- Physical fitness and general health care
- Sleep habits
- How well your child is growing
- Problems such as learning
- Concerns about the teen years

A visit when your child is sick will focus on the problem. Your child's doctor will not have enough time to do a full exam and cover all important preventive health and education topics. To get your doctor's full attention, your child will need a well-child visit. Please make your child's appointment right away. ♦

# Healthy Recipe to Try

## Half-Veggie Burgers



25 minutes prep and cook time. Makes 8 servings.

### Ingredients

3 cups cooked lentils or beans  
1 cup finely chopped bell pepper or mix of your favorite vegetables  
1 pound lean ground beef (or other ground meat like chicken)  
1 egg (optional)  
½ teaspoon salt  
1 teaspoon ground black pepper  
8 whole wheat hamburger buns  
Your favorite hamburger dressings – tomato, lettuce, mustard, etc.

### Directions

1. In a large bowl, mash lentils or beans with a fork.
2. Add veggies, meat, and salt and pepper to the bowl and mix with your hands. For grilling, add egg to keep them from crumbling.
3. Form 8 patties.
4. Cook on a barbecue or in a skillet on the stove set to medium-high heat. Cook to dark brown on one side. Flip them and cook other side to dark brown.
5. Serve on toasted buns with your favorite dressings.

### Nutrition Information

Serving size: 1

Total Calories: 365 Total Fat: 7 g Saturated Fat: 2 g  
Carbohydrates: 49 g Protein: 27 g Fiber: 6 g Sodium: 451 mg

Visit <https://eatfresh.org> for more healthy recipes. ♦

## 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. ♦

## 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 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 link below to see changes to what drugs are covered. If you have any question, please call us at **(800) 863-4155**. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

Member Service link: <https://member.partnershiphp.org/>. PHC covered-drugs changes link, <http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx> ♦

# 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
- 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**. You can also find the handbook on our website at [www.partnershiphp.org](http://www.partnershiphp.org). ♦



## PHC Offers Interpreter Services

We have services that provide real time interpreters. You can call the Member Services Department for access to 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. We must approve this in-person service before your visit with your doctor. Please call us at **(800) 863-4155** 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 get materials in large print or braille. 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 that meets your needs. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦

## 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 ♦



## Ready to Quit Smoking?

Smoking is the biggest cause of sickness and early death. It does not matter how old you are or how long you have smoked, it is important to quit. Quitting smoking lowers your risk of lung cancer, heart disease, stroke and other lung diseases. Your health starts to get better as soon as you quit smoking!

- After 20 minutes - your blood pressure starts to lower
- After 24 hours - your chance of having a heart attack is less
- After 1 year - your risk of heart disease is lowered
- After 5 to 15 years - your risk of stroke is lowered

There are many ways to quit smoking. You may even have to try a few ways before you quit for good, but do not get discouraged! The important thing is that you quit. Keep in mind that it is never too late - especially if you are living with a chronic illness.

Partnership HealthPlan of California can help! We can refer you to in-person and telephone counseling at no cost. We also cover all of the FDA approved medicines that help people quit smoking. Call Care Coordination for a referral at (800) 809-1350. TTY users can call the California Relay Service at (800) 735-2929 or call 711.

### Tips to Help You Quit:

- Admit the problem to yourself and your family, friends, and coworkers.
- Keep track of when and why you smoke.
- Set a quit date.
- Limit the time you spend with people who smoke.
- Write down a list of reasons to quit smoking. Keep the list with you as a reminder of the reasons you want to quit.
- Talk to your doctor about treatment options.

### California Smokers' Helpline (CSH)

CSH has telephone counseling and self-help materials to help you quit smoking. Their expert services are no cost to you. Learn more about how CSH can help you quit for good by calling 800-NO-BUTTS (800-662-8887). ♦

Visit the website at [www.nobutts.org](http://www.nobutts.org). ♦

## TOPS (Take Off Pounds Sensibly)

TOPS (Take Off Pounds Sensibly), is a common sense approach to managing weight. TOPS also promotes maintaining good health. Enrolled members attend weekly meetings. They share tips on losing weight. They also exchange recipes. They encourage and support each other. The staff is all volunteers. The TOPS weight loss program is non-profit and non-commercial.

This program is offered to all eligible PHC members. Are you ready to stop dieting and start making real life changes?

PHC will pay your membership for one year. Some TOPS locations charge a chapter fee (on average \$5.00 per month). PHC does not pay chapter fees.

To join TOPS or get more facts, call PHC's Member Services Department at (800) 863-4155. ♦

## 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 [www.partnershiphp.org](http://www.partnershiphp.org). 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 [www.partnershiphp.org](http://www.partnershiphp.org). TTY users can call the California Relay Service at (800) 735-2929 or call 711. ♦

## 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. ♦

## Injury Prevention

Injuries are the leading cause of death in children, teens, and adults up to age 45. Many more people survive their injuries but have health problems for the rest of their lives. The good news is most injuries can be prevented.

There are two major kinds of injuries, unintended and intentional. Unintended injuries are things that just happen. Intentional injuries are meant to cause harm to a person or group of people.

Unintended injuries include things like car or bike accidents, playground or sports injuries, and water-related injuries. Poisonings and drug overdoses are often unintended, too. Intentional injuries include things like child abuse and neglect, elder abuse, youth violence, intimate partner or sexual violence, and suicide.

You can learn a lot about preventing injuries on the Centers for Disease Control (CDC) website. The main page is [www.cdc.gov/injury/index.html](http://www.cdc.gov/injury/index.html). Here are 10 CDC tips to prevent injuries:

- Wear your seatbelt
- Place children in the proper car seats or boosters in the back seat of the car
- Walk on sidewalks
- Wear the proper helmet for your or your child's activity
- Learn how to swim
- Wear a life jacket when on the water, and for children when near the water and on the water
- Get rid of dangers in your home that can lead to tripping like loose rugs
- Store medicines out of reach of children and teens
- Take medicines only as told to you by your or your child's doctor
- Have your eyes checked ♦

# Ask Your Doctor About Telehealth Specialty Care Services!

Do you need specialty care? Do you find it hard to get to a specialist office? Will shorter travel time to see a specialist help your health care needs?

Partnership HealthPlan of California (PHC) wants you to have easier access to specialists. PHC and Telemed2U (TM2U) are working together to give PHC members access to telehealth specialty care services. You can get these services from your doctor's office. Ask your doctor if telehealth is right for you.

TM2U provides services to members by giving you the ability to visit with a specialist in a real-time video setting. Real-time video gives you a chance to talk face-to-face with a specialist about your care. Our telehealth program is helping members get specialty care in areas like:

- Dermatology
- Endocrinology
- Gastroenterology
- Infectious Disease
- Neurology
- Nutrition
- Rheumatology

What could this mean for you? No more long hours traveling, no more waiting on referrals, and you may save on travel costs. Our telehealth program is focused on getting members the specialty care they need. The program is growing but some services may not be offered in all areas. Telehealth services are open to members 21 and older. We are working on widening our provider network to be able to offer the telehealth program to all members. For more details about the telehealth program, ask your doctor at your next visit or give them a call today. ♦

## Adolescent Immunizations

It is that time of year again. We are beginning to think about the upcoming school year. That first day of school checklist. What backpack to use? Which outfit to wear? There is another important question we tend to forget. Is my child up to date with immunizations?

### During middle school years, your children are due for three immunizations:

1. **Meningococcal immunization.** This shot protects against a type of bacteria that can cause the brain and spinal cord to swell.
2. **Human papillomavirus (HPV) immunization.** This shot protects against some strains of the virus that have been known to cause certain cancers in both men and women.
3. **Tetanus, Diphtheria, and Pertussis (Tdap) immunization.** 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 would be whooping cough.

When people are not given the recommended immunizations, some germs can spread fast. Germs can spread through families, friends, schools, and communities. This makes a lot of people sick. This is why immunizations are so important.

If most people get their recommended immunizations, then certain germs will have a harder time spreading from person to person. This is known as "herd immunity." Herd immunity protects babies as well as family members who cannot have certain immunizations. They also protect people who have an immune system that cannot fight off some germs.

Getting the recommended immunizations not only protects your child, but it helps protect others as well. ♦



## Breast Cancer Screening

### Why do I need to be screened for breast cancer?

Breast cancer is common. About 1 out of 8 women will get breast cancer in their life. Women die from breast cancer more than any other cancer except for lung cancer. More than 8 out of 10 women who get breast cancer have no family history of breast cancer. The 2 biggest risk factors for breast cancer are being a woman and getting older.

Regular breast cancer screening can help find breast cancer early. Finding it early helps you get early treatment for your best chances of beating breast cancer.

### What is breast cancer screening?

At your yearly wellness check-up, you will get a clinical breast exam. Your provider will use his or her hands to check for lumps on your breasts and under your arms. They can also teach you to do a self-breast exam. If you find lumps, have pain, or find other changes, you should see your provider as soon as possible.

Mammograms are another way to screen for breast cancer. A mammogram is an x-ray of the breast. It is the best way to find cancer in the early stages before you can feel it or have signs from it. Early treatment is key to helping you beat cancer.

### When can I get a mammogram?

Women who are 50 to 74 years old and have no family history of breast cancer should get a mammogram every 2 years. If you are 40 to 49 years old, talk to your provider during your yearly wellness check-up about when it would be best for you to get one.

Partnership HealthPlan of California pays for your mammogram. If your provider wants you to get one, we also want you to get one. Call Care Coordination at **(800) 809-1350** if you do not know where to get a mammogram. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦

## Notice About Estate Recovery

The State of California must seek repayment from the estate of a deceased PHC member for:

- Services the member got on or after his or her 55th birthday and who own assets at the time of death.
- Payments made including; managed care premiums, nursing facility services, home and community based services, and related services received when the member was inpatient in a nursing facility or received community-based services.
- Any other payments for services the member got from providers not with PHC.

To learn more about estate recovery, call **(916) 650-0590**. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**. ♦



## Protect Your Child from Lead Poisoning

Lead is a very toxic metal, mainly for young children. It can harm nearly every system in their bodies. Small amounts can cause learning disabilities and major health problems. High levels can harm their brain and even cause death.

### Tips to Protect Your Children from Lead Poisoning

- Tell your doctor if your child lives in, or spends a lot of time in a place built before 1978 and has peeling or chipped paint or has been remodeled lately.
- Tell your doctor if you recently came to the United States or adopted a child from a country that has high levels of environmental lead. Some of the countries with high lead are Egypt, China, India, Thailand, Mexico and Peru.
- Do not let your children put car or house keys into their mouths.
- If anyone in your house works where lead dust could get on their clothes, be sure that the person changes clothes before hugging your child.
- Keep your children away from peeling paint.
- Be careful when using items from other countries such as clay pots and dishes.

- Some candies, spices, health remedies and cosmetics made outside of the United States can have lead.
- Candies that have tamarind, chili powder, or salt that is from mines in certain parts of the world, may have high lead levels. Be alert. A high level of lead was found in a jar of La Tia Mana skin cream.
- Wash toys, pacifiers, and window sills often.
- Wash your children's hands before eating.

### If You Are Pregnant

- Do not use imported spices, snack foods, health remedies, cosmetics or clay pots.
- Do not eat non-food items such as clay, pottery, soil, or paint chips.
- Get a blood test if you think you may have been exposed to lead. Your unborn baby will have the same lead level as yours.
- Children born to mothers with lead poisoning may have learning and behavioral problems

Lead has been removed from many household products and supplies in recent years. Still, it is a good plan to get a simple blood test at your doctor's office that can check for lead poisoning. It is recommended that children ages 12 months and 24 months get screened for lead. If testing is not done at these ages, you can still have your child screened up to the age of 6 years old. Sometimes older children can be tested as well. If lead is found in the blood, the doctor might do a second test. Other members in your home might need to be tested too.

It is vital to know that high levels of lead need medical care right away. Lead poisoning doesn't end there. You will need to find the source of the lead and get rid of it. Your doctor can help with this.

To learn more, call the National Lead Information Center at **(800) 424-5323**. You may be able to find lead detection kits at your local hardware store.

Source: State of California Department of Public Health ♦

## Controlling Your Asthma

Asthma is a disease in your lungs that makes it hard for you to breathe. Asthma does not go away. The good news is asthma can be controlled and you can live a healthy and active life.

### What do I need to do to keep my or my child's asthma under control?

The first step to controlling asthma is to work closely with your doctor. Make sure to have a wellness exam every year. This visit is your time to talk to your doctor about your health and how to stay healthy.

To make sure you can keep your asthma under control, your doctor will prescribe asthma medicines. There are two types of asthma medicines. One is called a controller medicine and the other is called a quick-relief medicine.

- Controller medicines cut down on the swelling and mucus in your lungs and help improve asthma control. You will take these medicines every day even if you do not have signs of asthma. These medicines are inhaled steroids and airway medicines (like fluticasone or salmeterol) or allergy medicines (like antihistamines or montelukast). They work best when you take them at the same time every day. To help you remember to take them at the same time, take them with a daily activity like brushing your teeth.
- Quick relief medicines (like Albuterol or Ventolin) are used when you are having signs of an asthma attack. These signs can be coughing, tightness in your chest, and having a hard time breathing. Your quick relief medicines do not take the place of your controller medicines. Be sure to continue taking your controller medicines as your doctor told you when you also need your quick relief medicines. If you are taking your quick relief medicines more than 2 times a week, or 2 or more nights in a month, your asthma is not in control. This is a good time to talk to your doctor.



Your doctor will work with you to find the right medicine or combination of medicines to manage your asthma. Your doctor may change the kind of medicine or how much you take based on your asthma symptoms. The goal is to have you feel your best taking the smallest amount of medicine.

### Other tips for controlling asthma

- Make an Asthma Action Plan with your doctor. This plan can help you keep track of what you need to do every day to control your asthma and help you when you are having signs of an asthma attack. If your child has asthma, make sure you give your child's school a copy of the plan. Your doctor should have Asthma Action Plan forms. If not, call Care Coordination at **(800) 809-1350** and ask to have one mailed to you. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.
- Talk to a pharmacist about how best to use your inhaler to get the most from your medicines.
- Know what triggers your or your child's asthma. Triggers are things like smoke from tobacco or fires, dust, mold, pollen from flowers and grass, and even pets.

Remember, Partnership HealthPlan of California and your doctor are here to help keep you healthy! Talk to your doctor about how you can keep your or your child's asthma in control. ♦