

WINTER 2023

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PARTNERSHIP



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Together for your
HEALTH

Reporting Changes in Circumstances during COVID-19 Public Health Emergency

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances. However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal.

Change in Circumstances

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

Reporting Contact Information

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

Requests for Information

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

Questions?

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

Cervical Cancer Screening

Cervical Cancer is a disease where the cells of the cervix (opening of the uterus or womb) grow out of control and can spread to other parts of the body.

What are some risks for Cervical Cancer?

- Having HPV (human immunodeficiency virus) infection
- Having sex
- Having multiple sex partners
- Using birth control for more than 5 years

How can I prevent Cervical Cancer?

- Get the HPV vaccine
 - The HPV vaccine is recommended for children between 9 and 13 years old.
 - The HPV vaccine is available for people up to age 26 if they did not get the vaccine when they were younger.
 - If you are between 27-45 years old, talk to your primary care provider (PCP) about getting the HPV vaccine.

How can I find Cervical Cancer early?

- Get routine exams and checkups with your PCP. This helps you understand your risk for cervical cancer.
- Start PAP tests at age 21. PAP tests screen for cervical cancer.
 - At age 30, you may get a PAP test and HPV test.

Cervical cancer screening is a covered PHC benefit! Talk with your PCP about cervical cancer screening. ❖



A Pap Test Takes 5 Minutes

A quick screening test can find abnormal cells so they can be treated before they turn into cancer.

The Pap test looks for changes in cells on the cervix that could turn into cancer if left untreated.

The human papilloma virus (HPV) test looks for the virus that causes these cell changes.

The only cancer the Pap test screens for is cervical.

HPV is the main cause of cervical cancer.

- HPV is a very common virus, passed from person to person during sex.
- Most people get it, but it usually goes away on its own.
- If HPV doesn't go away, it can cause genital warts OR lead to cancer.

Most women don't need a pap test every year. Have your first Pap test when you're 21. If your test results are normal, you can wait three years for your next pap test.

HPV tests aren't recommended for screening women under 30. When you turn 30, if your test results are normal, get a Pap test every three years, OR get both a Pap test and an HPV test every five years.

You can stop getting screened if:

- You're older than 65 and have had normal Pap test results for many years.
- Your cervix was removed during surgery for a non-cancerous condition like fibroids. ❖

Breast Cancer Screening

Breast cancer is the second most common cancer in women. It is a disease in which cells in the breast grow out of control and these cells can spread to other parts of the body. The goal of screening for early breast cancer is to find cancers early. Finding cancer early can prevent the spread of cancer and gives you a better chance of beating it!

Finding Breast Cancer Early:

- Get regular exams and checkups with your Primary Care Provider (PCP). This helps you understand your risk for breast cancer.
- Get routine mammograms. Mammograms are a type of x-ray that takes a picture of the breast to look for early signs of breast cancer when it's small and even before a lump can be felt.
 - Mammograms should start by age 50.
 - Some women should start mammograms between ages 40-49.

Steps you can take to lower your risk of breast cancer:

- Be physically active
- Keep a healthy weight
- Limit the amount you drink
- Get help to quit smoking

Risk factors for getting Breast Cancer that you cannot change:

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

Breast cancer screening is a covered PHC benefit! Talk with your PCP about breast cancer screenings. ❖

Are you pregnant? Have you had a baby recently?

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

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

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

A COVID-19 Toolbox

We have learned a lot about COVID-19 since it came out. We've learned how it spreads, and how it affects our health. However, the most important things we have learned are:

- How to help stop a bad infection
- How to help people get better if they have a bad case of COVID-19

Please take a look at Partnership HealthPlan of California's COVID-19 webpage. This webpage is full of the newest facts about vaccines, testing, and treatment. It also talks about how to find "test to treat sites." These sites let you go to just one visit to get a COVID-19 test and get care if you have COVID-19. The page has links to tools that will help you know if you are at high risk of developing dangerous symptoms from COVID-19. It also tells you the many steps you can take to reduce your risk of infection from the COVID-19 virus and reduce the risk of spreading it to others.

This virus is not going away anytime soon. Help everyone stay healthy and safe by using all of the tools we have in our COVID-19 toolbox.

Be sure to check the COVID-19 webpage often to make sure you have all of the information you need. <http://www.partnershiphp.org/Members/Medi-Cal/Pages/COVID-19.aspx> ❖

Medi-Cal Rx: Restarting TAR Requirements in September 2022

Starting September 16, 2022, Medi-Cal Rx will require Treatment Authorization Requests (TAR) for certain medications.

The TAR requirements are for members 22 years of age and older. Children and youths 21 years of age and under will not need a TAR to keep taking these medications. Members 21 years and under will not need a TAR if:

- They are starting one of these medications for the first time or
- They started taking the medication within the past 15 months

If you are a member 22 years of age and older and you are taking one of these medications for the first time, your doctor will need to send a TAR to Medi-Cal Rx. Your doctor can also change the prescription to one that is covered by Medi-Cal Rx. Please talk to your doctor and pharmacist about the medicines you are taking.

If you have questions about which medications will need a TAR starting September 16, 2022, please call the Medi-Cal Rx Customer Service Center at **(800) 977-2273**. ❖

Getting Substance Use Treatment Services as a PHC Member

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

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

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

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

To get substance use treatment services, call:

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

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

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

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

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

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

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

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

Go to www.partnershiphp.org to see the W&R Member Handbook, view a list of providers, and learn more about the benefit. ❖



Spotlight on FAC!

PHC's Whole Child Model (WCM) Family Advisory Committee (FAC) focuses on the care and needs of members who are eligible for PHC's WCM program. WCM is a program developed by the State of California for California Children Services (CCS). The FAC is a space to work together to improve the WCM/CCS experience for all families.

Members of the FAC are:

- Parents
- Foster Parents
- Caregivers
- Community Groups
- Consumer Advocates

The FAC meets four times a year on Webex. During meetings, members share updates with PHC. Members also connect with others who share goals and concerns. The FAC aims to:

- Improve the quality of care that families get
- Make sure care is client and family centered, and
- Support patients and families in their journey through the WCM/CCS program

The FAC is looking for new members! If you are interested in joining the FAC, email FAC@partnershiphp.org or call Member Services at **(800) 863-4155**.

There is more information about the FAC on our website at www.partnershiphp.org. ❖

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. ❖

Lab Services

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



Seeking Members for the Consumer Advisory Committee (CAC)

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

What does the CAC do?

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

Who can join the CAC?

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

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

If you want to apply to join the CAC,

call us at **(800) 863-4155** or us email at MSCAC_SR@partnershiphp.org for Southern Region CAC (Lake, Marin, Mendocino, Napa, Solano, Sonoma, and Yolo Counties)

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

Keep Your Child Healthy Schedule a Well-Child Visit

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

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

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



Vaccines in Pregnancy: Good for Mama and Great for Baby

Vaccines prevent infections for pregnant moms. They also protect the baby from infections after birth.

Why vaccines matter for you and your baby

Babies do not build up protection (immunity) until they get vaccines in the first few months of their lives.

- Newborns and young infants are at high risk for infections.
- Vaccinating moms during pregnancy helps protect the baby in their first months of life when they are at high risk for sickness from infections.

Here are vaccines that prevent infections for both you and your baby:

- Tdap vaccine is given to pregnant moms in each pregnancy to protect the baby from getting Whooping Cough. This infection causes breathing problems and can be deadly for babies.
- Influenza (flu) vaccine is given to pregnant moms during flu season (October-March). Influenza is a viral infection that causes fever, stuffiness, and lung infection.
- COVID-19 vaccine and boosters are recommended for pregnant women. COVID-19 can cause infections for pregnant women. COVID-19 can also cause early births and problems for the baby.

Vaccines during pregnancy are a covered PHC benefit. Talk with your pregnancy care provider about the best time to get these vaccines. ❖



The Results are In!

Each year Partnership HealthPlan of California (PHC) sends **Member Satisfaction** surveys to a random sample of our members. In early 2022, we sent out 2,700 Adult Surveys and 4,125 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 14.1%	RESULTS
Overall satisfaction with PHC	69.9%
Overall satisfaction with health care received	70.0%
Overall satisfaction with your personal doctor	77.6%
Overall satisfaction with a specialist	82.3%
Satisfaction with getting care as needed	76.0%
Satisfaction with getting care quickly	72.9%
Satisfaction with the care coordination provided	81.3%
Satisfaction with PHC Member Services <i>(Excellent customer service and treated with courtesy and respect)</i>	87.2%

CHILD SURVEY QUESTIONS – OVERALL RESPONSE RATE 14.5%	RESULTS
Overall satisfaction with PHC	82.2%
Overall satisfaction with health care received	83.7%
Overall satisfaction with your personal doctor	89.0%
Overall satisfaction with a specialist	81.6%
Satisfaction with getting care as needed	79.6%
Satisfaction with getting care quickly	84.1%
Satisfaction with the care coordination provided	85.3%
Satisfaction with PHC Member Services <i>(Excellent customer service and treated with courtesy and respect)</i>	89.4%

Thank you to the members who answered the survey. ❖

Do You Have Other Health Coverage?

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

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 from 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! ❖

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. 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:



EMERGENCY RESPONSE

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

On this page you will find:

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



CHILDREN AND FAMILIES

On this page you will find:

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



CLOTHING AND PERSONAL CARE

On this page you will find:

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

These services may be at no cost or low cost.



CRISIS

You are not alone in a time of crisis.

On this page you will find help for:

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



FOOD

On this page you will find:

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

HOUSING



On this page you will find:

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



LGBTQ+

On this page you will find:

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



PERINATAL

On this page you will find:

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



TRANSPORTATION

On this page you will find:

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



NATIONAL AND STATEWIDE RESOURCES

On this page you will find:

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

Medi-Cal Managed Care Ombudsman

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

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. ❖

Programs & Services

CONFIDENTIAL (PRIVATE) MENTAL HEALTH SERVICES:

Outpatient Services

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

Inpatient Services

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

ADVICE NURSE PROGRAM:

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

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

POPULATION HEALTH: (855) 798-8764

Population Health can help you with:

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

CARE COORDINATION: (800) 809-1350

Care Coordination can help you with:

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



PHC Member Services (800) 863-4155

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

We can help you with:

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

Notice about Estate Recovery

The Medi-Cal program must seek repayment from estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes fee-for-service and managed care premiums and capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was in inpatient in a nursing facility or was receiving home and community-based services. Repayment cannot exceed the value of a member's probated estate.

To learn more, go to the DHCS estate recovery website at <http://dhcs.ca.gov/er> or call **(916) 650-0590**. ❖

Healthy Recipe to Try

Chicken and Sausage Jambalaya



A hearty meal you can share with friends and family.
Makes 6 servings Ready in: 1 hour 15 minutes

INGREDIENTS

- 2 tablespoons Vegetable Oil
- ¼ pound Chicken Sausage cut into ½-inch slices
- 1 Onion, chopped
- 2 Bell Peppers (about 1 ½ cups) chopped
- 1 cup Corn fresh or frozen
- 2 stalks of Celery, chopped
- 1 clove Garlic finely chopped
- 1 ¾ cups Low-sodium Chicken Broth
- 8 oz. can of low-sodium chopped tomatoes, drained
- ¼ cup Tomato Sauce
- 1 Bay Leaf
- ¼ teaspoon Chili Powder
- ½ teaspoon Red Pepper Flakes
- ¼ teaspoon Dried Oregano
- 1 cup Instant Brown Rice, Uncooked
- 1 Chicken thigh Boneless, skinless cut in 2-inch strips

DIRECTIONS

1. In a large pot, heat vegetable oil over medium-high heat. Add sausage, onion, bell pepper, corn, celery, and garlic. Stir together and cook for 5 minutes or until vegetables are soft.
2. Stir in chicken broth, tomatoes, tomato sauce, bay leaf, chili powder, red pepper flakes, and oregano. Bring to a boil.
3. Reduce heat and simmer for 10 minutes, stirring often. Stir in the rice. Simmer for 10 minutes, stirring occasionally.
4. Add chicken. Simmer for 5 more minutes until chicken is cooked and rice is soft. Remove from heat and let stand for 10 minutes. Take out the bay leaf before serving.

NUTRITION INFORMATION:

Serving size is 1 cup Calories – 290
Total Fat 10g Total Carbohydrates 38g
Saturated fat 2g Dietary fiber 5g
Sodium 240mg Protein 15g

Recipe Source: www.eatfresh.org ❖