



LIVING HEALTHY

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A newsletter for the members of Central California Alliance for Health



Information at your fingertips

care doctors in the Alliance network. Seniors and persons with disabilities will continue to receive a printed copy of the provider directory.

It is important to be able to access these materials when you have questions about what your health plan covers or about which doctors accept new patients. You can find this information on our website at www.ccah-alliance.org. You may also submit an online request for a copy to be mailed to you.

The Alliance website also offers other great self-service tools, including the ability to:

- Order an ID card.
- Change your address or phone number.
- Change your primary care provider.
- File a grievance (complaint).

If you would like help, you can call Member Services at **800-700-3874**. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 7-1-1). We are here 8 a.m. to 5:30 p.m., Monday through Friday. The call is free. If you speak a language other than English, language assistance services are available to you at no cost.

How to electronically access member materials and online self-service

As of Jan. 1, 2021, the Alliance is no longer sending the following printed materials with New Member Welcome Packets:

- Member Handbook—explains your coverage under the Alliance.
- Provider Directory—lists all primary



The Alliance is now on Facebook!

Like our page to get health tips, Medi-Cal updates and local community information. Find us at www.facebook.com/TheAllianceForHealth.

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Central California Alliance for Health
1600 Green Hills Road, Suite 101
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Know the truth about COVID-19 vaccines

You might be hearing rumors about the COVID-19 vaccine, and you may have questions. It is important to get vaccine information from reliable sources. These include:

- The Centers for Disease Control and Prevention.
- Your county's public health department.
- Your primary care provider.

You can also check the Alliance website for COVID-19 information for Medi-Cal members.

Seven facts to know about the vaccine

1. Getting a vaccine will *not* give you COVID-19.

None of the vaccines contain the live virus. This means they cannot make you sick with COVID-19.

2. The COVID-19 vaccines do *not* have severe side effects in most people. Many people experience mild to moderate signs that their body is building protection after getting a vaccine. These can include muscle aches, tiredness, headache, fever or soreness where you got the injection. Side effects often last for a day or two. But since any new medication can cause an allergic reaction in a small number of people, you will be asked to stay for observation for a short period after you've received the shot.

3. When you get the vaccine, you will *not* be asked for information about your immigration status.

The vaccine is available to the public regardless of immigration status.

4. You should get vaccinated even if you've had COVID-19. Research shows that the consequences of COVID-19 can be severe. Even if you've recovered from having COVID-19, there is not enough information to know if you are protected from getting it again. Get the vaccine even if you've had COVID-19 in the past.

5. COVID-19 vaccines do *not* make people infertile.

None of the COVID-19 vaccines cause infertility. There is also no evidence that getting the vaccine can cause women to miscarry. If you are pregnant, talk to your doctor about the risks and benefits of getting the COVID-19 vaccine.



6. The COVID-19 vaccine will *not* change your DNA.

The COVID-19 vaccines are designed to give your body instructions to fight the coronavirus. There is no way the vaccine can change the DNA of your cells.

7. You should still practice safety measures after you've been vaccinated. The vaccine can prevent you from getting sick. However, there is not enough information to know whether you can still carry and give the virus to others. You should continue to cover your mouth and nose with a mask in public. Stay at least 6 feet away from people who don't live with you, avoid crowds and wash your hands often.

GETTING AN APPOINTMENT

How long should you have to wait?

We know it is important for you to get care when you need it. But it is not always possible for a doctor to see you right away. You may have to wait longer for some types of appointments than others. For example, you should be able to get an urgent care (care when you are sick) appointment sooner than an appointment for a regular checkup.

We work with the doctors and clinics in our network to make sure you can get care when you need it. We have always done this because we know it is important.

Health plans in California have to meet certain standards for access to care. The regulations to put this law into place are called the Timely Access to Non-emergency Health Care Services standards. There are different standards for different types of appointments.

In the chart at right are the standards for different types of appointments. The waiting times for an appointment may be longer if the provider feels that it will not harm your health.



IF YOU FEEL that you are not getting care when you need it, call Member Services at **800-700-3874** (TTY: Dial **7-1-1**).



Appointment type	Must get appointment within
Urgent care appointments that do not require pre-approval (prior authorization)	48 hours
Urgent care appointments that do require pre-approval (prior authorization)	96 hours
Non-urgent primary care appointments	10 business days
Non-urgent specialist appointments	15 business days
Non-urgent appointment with a mental health provider (non-doctor)	10 business days
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness or other health condition	15 business days
Telephone wait times during normal business hours	10 minutes
Triage	24/7 services—no more than 30 minutes

2021 Alliance member incentives



Central California Alliance for Health (the Alliance) cares about your health! Everyone has a different health need, and the Alliance is here to help you work with your primary care provider to stay healthy. With the **Alliance Health and Wellness Rewards Program**, you can get a reward for getting routine care.

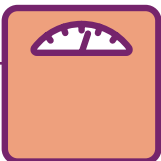
Who is eligible?

Only Medi-Cal members are eligible for these rewards. If you have other health insurance, you will not be eligible to receive these rewards.



Questions?

Call the **Alliance Health Education Line** at **800-700-3874, ext. 5580**. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language, available to you at no cost. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 7-1-1).



The Wellness that Works Program is available virtually

The Alliance's Wellness that Works Support Program (WWSP) provides scholarships for Alliance members to participate in the Wellness that Works (formerly Weight Watchers) Program (WWP). **The Alliance now offers this program virtually!**

During the Wellness that Works virtual meetings, members will learn about healthy eating, staying active and creating health and wellness goals.

Because of COVID-19, the Alliance is only offering virtual

participation in the WWP. Call the **Alliance's Health Education Line** at **800-700-3874, ext. 5580** for information on how to sign up. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 7-1-1).

What are some ways that you can earn a reward for you and your family?

Program or Service	Details	Incentive(s)
Alliance Nurse Advice Line	When you call the Alliance Nurse Advice Line about your health questions, you will be entered into a raffle.	Get entered into a monthly raffle for the chance to win a \$50 Target gift card.
Healthy Moms and Healthy Babies Program	See your doctor within the first 13 weeks of being pregnant or 6 weeks of joining the Alliance.	Get entered into a monthly raffle for the chance to win a \$50 Target gift card.
	See your doctor 3 to 8 weeks after having your baby.	Get a \$50 Target gift card.
Healthy Weight for Life Program	When you attend a 10-week workshop, you can receive a gift card.	Get a Target gift card with a value of \$50 or \$100. If you attend the 10-week workshop, your child will get entered into an annual raffle for the chance to win a bike.
Immunizations	When your child completes all their childhood immunizations before age 2, he or she will be entered into a raffle.	Get entered into a raffle for the chance to win a \$100 Target gift card.
	When your child completes all their adolescent immunizations before age 12, he or she will be entered into a raffle.	Get entered into a raffle for the chance to win a \$50 Target gift card.
Well-child visit—15 months and younger	Every time your child completes a well-child visit in the first 15 months, they will be entered into a raffle.	Get entered into a monthly raffle for the chance to win a \$25 Target gift card.
	When your child completes 6 or more well-child visits before 15 months of age, he or she will get entered into an annual raffle.	Get entered into an annual raffle for the chance to win a \$150 Target gift card.



How to avoid missing your doctor's appointments

Patients often do not show up for their scheduled doctor's appointments (called a no-show).

The reason might be because they:

- Forgot about the appointment.
- Do not have a way to get to their appointment.
- Are not able to go to the appointment and did not call the doctor's office to cancel.

When members do not show up to an appointment, their health care is delayed. It is important for our members to receive care at the right time!

How to avoid being a no-show:

- Update your contact information with your doctor's office to make sure

they have your current information. This will ensure that you receive your appointment reminders.

- If you cannot make it to your appointment, please call your doctor's office to let them know you will need to reschedule.

Here are some resources to help you get the care you need at the right time:

Language assistance. You do not have to use family or friends to interpret for you. Your doctor can call a special telephone line to get an interpreter who speaks your language. Then you and your doctor will talk through the interpreter. You do not have to pay for this service.

For help with getting an interpreter or understanding something we send you in writing, please call Member Services at **800-700-3874, ext. 5505.**

Nurse Advice Line. If you or your child is sick or has medical questions, call your doctor. If you can't reach your doctor, call the Alliance Nurse Advice Line. The service is available to members 24 hours a day, 7 days a week. A registered nurse is ready to answer your health care questions, help you with what to do next and connect you with a doctor. Call **844-971-8907** (TTY: Dial 7-1-1).

Transportation. If you have a transportation challenge, please call Member Services at **800-700-3874.**

Sign up for a telephonic Healthier Living Program workshop

The Alliance now offers Healthier Living Program (HLP) workshops over the phone! The HLP workshops are health and wellness sessions where members learn how to manage pain, fatigue, stress, anxiety and sleep loss. Members also learn about healthy eating, staying active, improving quality of life and building relationships.

Because of COVID-19, the Alliance is offering the HLP over the phone so members can participate without leaving home. Call the **Alliance's Health Education Line at 800-700-3874, ext. 5580** to sign up. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 7-1-1).

2020–2021 POPULATION NEEDS ASSESSMENT

Our plans to keep meeting member needs

As the Alliance plans for its 2021 Population Needs Assessment (PNA), we want to assure our members that we are committed to improving our programs and services from our 2020 PNA findings. The PNA is a new yearly requirement from the Department of Health Care Services. The goal is to improve the health outcomes of

our members and ensure that we are meeting member needs.

We promised to share our action plan and strategies to address member needs. Below is a table to show a few main strategies that the Alliance will work on throughout the year to improve health outcomes for all members.

Action plan	Strategies
Access to care	Promote our Nurse Advice Line and urgent care visits.
Behavioral health	Work with local partners to address access to behavioral health services.
Cultural and linguistic	Develop and share tools with providers on how to effectively communicate with members through provider trainings.
Health education	Increase member referrals to Alliance Health Services programs by working with our network providers.
Quality improvement	Increase member education on seeking pediatric preventive care.

If you have questions about the Alliance 2020–2021 PNA action plan and strategies, please call the **Alliance Health Education Line** at **800-700-3874, ext. 5580**. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language available to you at no cost. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 7-1-1).

Alliance language assistance services



Central California Alliance for Health (the Alliance) is committed to treating our members equally. The Alliance does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability or sex. We follow federal civil rights laws.

The Alliance provides the following services to our Alliance members to ensure this:

1. Aids and services to people with disabilities to help them communicate better at no cost, such as:
 - ▶ Qualified sign language interpreters.
 - ▶ Written information in other formats (large print, audio, accessible electronic formats, other formats).
2. Language assistance services at no cost to people whose primary language is not English, such as:
 - ▶ Qualified interpreters.
 - ▶ Written information in other languages.



IF YOU NEED these services, please call the **Alliance Health Education Line** at **800-700-3874, ext. 5580**. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language, available to you at no cost. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 7-1-1).



What is lead screening for children and why is it important?

Lead can be found in many places inside and outside your home. Lead can hurt your child, making it hard to learn, pay attention and behave. Most children who have lead poisoning do not look or act sick.

Your child's doctors should screen for risk factors that may result in lead exposure and test your child's blood lead level at their 12-month and 24-month visit. **The only way to know for sure if your child has been exposed to lead is with a blood test.** If you think that your child has been exposed to lead, ask your child's doctor about the lead test.

Risk factors for lead exposure can include:

- Dishes, pots and water crocks that are worn or very old.
- Items to cook or store food in that are from a discount or flea market, made of crystal, or made outside the USA.
- Food or spices like imported chapulines (grasshoppers), roasted black ants or turmeric.
- Candies containing tamarind, chili powder or salt that are imported from Mexico, Malaysia, China or India.
- Some traditional remedies, like Azarcon, Greta or Ayurvedic remedies.
- Cosmetics such as kohl, suma or kajal.
- Ceremonial powders.
- Some toys, jewelry or other objects.
- Soil found near older homes.

Steps to make your home safer from lead

- 1. Keep your children away from old windows, old porches and areas with chipped or peeling paint.** If you rent your home, let your landlord know if paint is chipped or peeling. Landlords are legally required to repair lead problems found on their property.
- 2. Use cold-flushed tap water for mixing formula, drinking or cooking.** If you are in an older home, run the water for several minutes before using it in the morning, and start with cold water for drinking or cooking.
- 3. Clean your home regularly.** Wipe down floors and other level surfaces with a damp mop or sponge. Take shoes off at the door to help reduce bringing dirt inside.
- 4. Teach your children to wash their hands, especially before eating.** Wash pacifiers and toys regularly.
- 5. Keep clean.** If your work or hobbies involve lead, change your clothes and shoes and take a shower when finished.
- 6. Eat healthy.** A good diet can help your child absorb less lead.

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LIVING HEALTHY is published for the members and community partners of CENTRAL CALIFORNIA ALLIANCE FOR HEALTH, 1600 Green Hills Road, Suite 101, Scotts Valley, CA 95066, telephone 831-430-5500 or 800-700-3874, ext. 5505, website www.ccah-alliance.org.

Information in LIVING HEALTHY comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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Quality and Health Programs Supervisors

Desirre Herrera
and Mao Moua

Quality and Health Programs Manager

Deborah Pineda

www.ccah-alliance.org