



LIVING HEALTHY

JUNE 2019
Volume 25, Issue 2

A newsletter for the members of Central California Alliance for Health

DOES YOUR CHILD HAVE THE **VACCINES** REQUIRED TO START SCHOOL?



Preschool

Kindergarten

7th Grade

*Ask your doctor now
so your child doesn't miss any school days!*

www.shotsforschool.org



and your child had to miss the first day of school?

Don't repeat last year's experience. Get a head start on the school year. If you are unsure whether your child needs vaccines, or if you have not received notice from your child's school, it is best to call your child's doctor to schedule an appointment. Your child will need vaccinations, starting as early as preschool, throughout their educational journey.

As of 2016, parents are unable to file an immunization exemption for their child to enter school.

New school requirements for 2019!

- **Kindergarten:** In addition to polio, DTap, Hep B, and MMR, an additional varicella (chickenpox) vaccine is needed for entry to Kindergarten.
- **7th grade:** In addition to all vaccines above, Tdap and proof of varicella (chickenpox) will be required to start 7th grade.

For more information and resources, visit shotsforschool.org.

Get a head start on the school year

Add vaccines to your checklist

The school year has now ended, but think back to last year. Do you remember the weeks leading up to the start of the school year? Were you caught by surprise to learn that your child could not start school without

certain vaccines? Were you stuck on your child's doctor's phone line the week—or day!—before school, waiting to get an appointment to get your child vaccinated? Or maybe your doctor ran out of appointment slots

Important notice

Member Services will not be available on the following date and time due to a company meeting:

- September 12, 2019, from 12:30 p.m. to 4:15 p.m.

Standard
U.S. Postage
PAID
Merced, CA
Permit No. 1186

Central California Alliance for Health
1600 Green Hills Road, Suite 101
Scotts Valley, CA 95066

We are committed to your satisfaction

We want you to be happy with your health care and our service. But sometimes you might not be. When that's the case, we want to hear about it.

If you are not happy with a provider or the provider's office, it's best to talk to them first. Let someone in the office know what happened. Ask him or her for help fixing the problem.

The same goes if you are not happy with your experience in a hospital or other facility. Ask to speak with a nurse, social worker or patient advocate.

If you are getting a bill for services covered by the Alliance, call the

billing department at the number on the statement. Let them know what insurance you have (the Alliance), and ask them to forward the bill to us.

You may file a complaint with us if you are not happy with:

- The care your doctor is providing or how you were treated in the office
- Being able to get the care you need
- The services you get from the Alliance

There are other reasons you might file a grievance or complaint with us. These

are listed in your Member Handbook.

You may file an appeal with us if you are not happy with:

- A decision we have made to change or deny services. This can be done in writing or through our website as stated below.

Once you let us know about your complaint or appeal, someone will look into it. We'll do all we can to help you. If you are still unhappy after we try to resolve your case, we will tell you what steps you can take next.

IF YOU WOULD RATHER talk to us about the problem, we're here to help. Call our Member Services Department at **(800) 700-3874**. You can also file a complaint or appeal in writing through our website, www.ccah-alliance.org. Go to the "Members" page, and click on "Grievance Form."



Sign up for a Healthier Living Program workshop

The Alliance offers free Healthier Living Program (HLP) workshops near you! 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.

What our members are saying about the HLP workshops:

“It helped me to learn

how to take better care of myself.”

“What I enjoyed about this workshop is learning I’m not alone.”

“I liked having a place to come where others share the same questions.”

“This workshop was wonderful, I loved everything about it.”

The Alliance invites you to join an HLP workshop. Call the Alliance’s Health Education Line at **(800) 700-3874, ext. 5580** to sign up for a workshop near you.

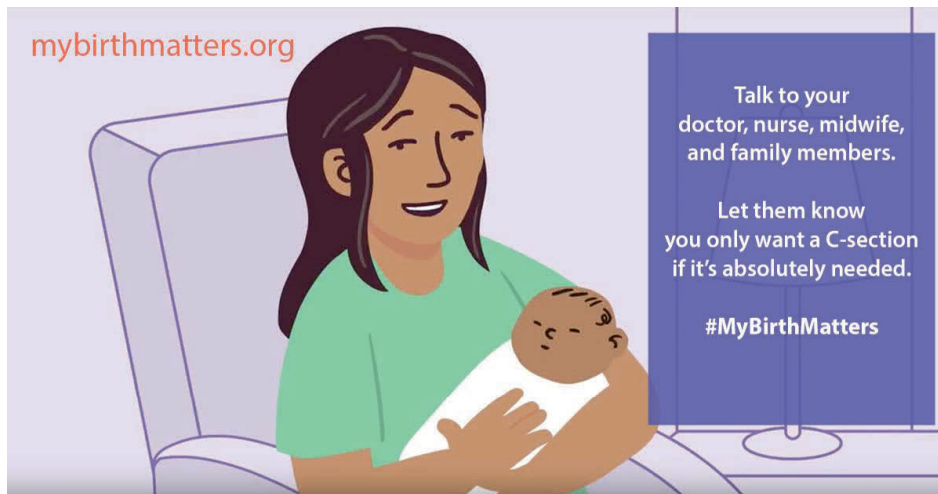


Your birth matters

EXPLORE YOUR BIRTHING OPTIONS

Did you know that hospitals are doing more C-sections now than ever before? In many cases, C-sections are lifesaving and necessary. But some hospitals are quicker to perform a C-section than others—even when they could have been avoided. This matters because having a C-section can increase the risk of complications, like infections and heavy blood loss. Also, it is a major surgery, and it can take longer for the mother to heal.

It’s your birth. Talk to your doctor, nurse, midwife and family members. Let them know you only want a C-section if it’s absolutely needed. Ask how you can work together to reduce your chances of a C-section.



Your voice matters. By taking early steps, you can make a big difference for yourself and your baby. Educate yourself. Talk to your health care team today.

For more information, go to **mybirthmatters.org**.

How to find an in-network pharmacy online

Step 1:

Go to the Alliance's online Provider Directory by clicking on "Find A Doctor" at www.ccah-alliance.org, select a health plan (Medi-Cal or IHSS) and follow the links, or add this address to your favorites:

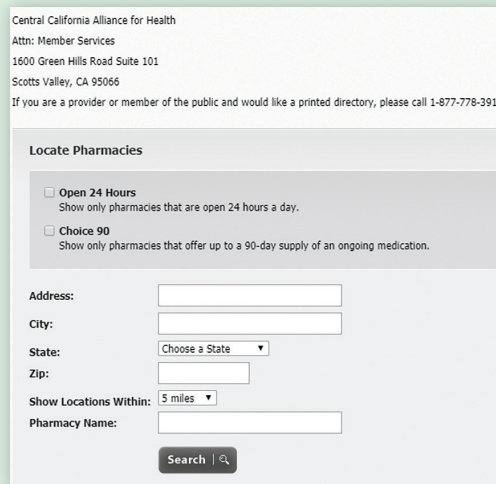
● <https://provider.portal.ccah-alliance.org/providerdirectory/>



The screenshot shows the website's navigation menu with 'Find a Doctor' highlighted. Below the menu, there's a 'Find a Doctor' section with a note about Adobe Reader and a 'How do I find a doctor or health provider?' section. A red box highlights the first step: '1. Search the online Provider Directory' with a link to 'Click here for the Online Provider Directory'. Below this, there are three bullet points: 'Make sure to select your plan in the Health Plan drop-down menu.', 'Select Primary Care Physician (PCP)', and 'Check the box for "Accepting New Patients".'

Step 3:

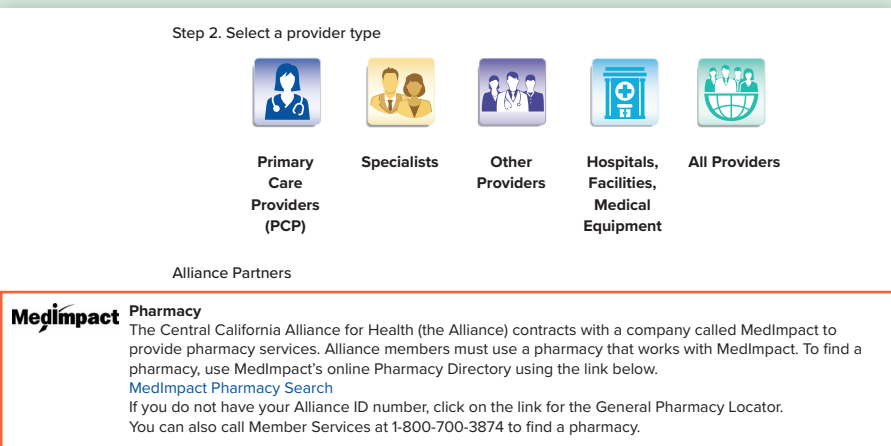
Enter your address and select the distance you are willing to travel to a pharmacy, then click "Search."



The screenshot shows the 'Locate Pharmacies' section of the website. It includes two checkboxes: 'Open 24 Hours' (with a note 'Show only pharmacies that are open 24 hours a day.') and 'Choice 90' (with a note 'Show only pharmacies that offer up to a 90-day supply of an ongoing medication.'). Below these are input fields for 'Address:', 'City:', 'State:' (with a dropdown menu set to 'Choose a State'), 'Zip:', and 'Show Locations Within:' (with a dropdown menu set to '5 miles'). There is also a 'Pharmacy Name:' field and a 'Search' button with a magnifying glass icon.

Step 2:

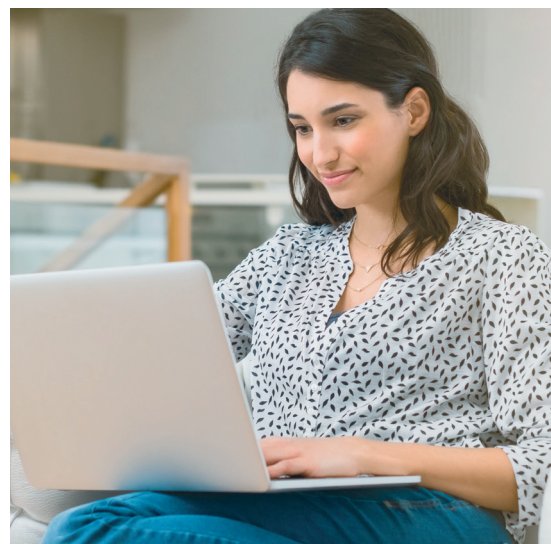
Click "MedImpact Pharmacy Search."



The screenshot shows the 'Step 2. Select a provider type' section. It features five icons representing different provider types: 'Primary Care Providers (PCP)', 'Specialists', 'Other Providers', 'Hospitals, Facilities, Medical Equipment', and 'All Providers'. Below these icons is the 'Alliance Partners' section, which includes the 'MedImpact Pharmacy' link. A red box highlights the 'MedImpact Pharmacy' section, which contains the following text: 'The Central California Alliance for Health (the Alliance) contracts with a company called MedImpact to provide pharmacy services. Alliance members must use a pharmacy that works with MedImpact. To find a pharmacy, use MedImpact's online Pharmacy Directory using the link below. [MedImpact Pharmacy Search](#) If you do not have your Alliance ID number, click on the link for the General Pharmacy Locator. You can also call Member Services at 1-800-700-3874 to find a pharmacy.'

Step 4:

The search results will display all pharmacies based on the information you just entered. Pick your new pharmacy from this list.



LOOKING FOR A NEW PHARMACY? Follow the four easy steps listed above to see your options.

Best practices for taking medications

Taking medicine as directed by your doctor is an important way to stay healthy. It is important to take medications on schedule and in the amounts directed for the best results. Many medications might not have

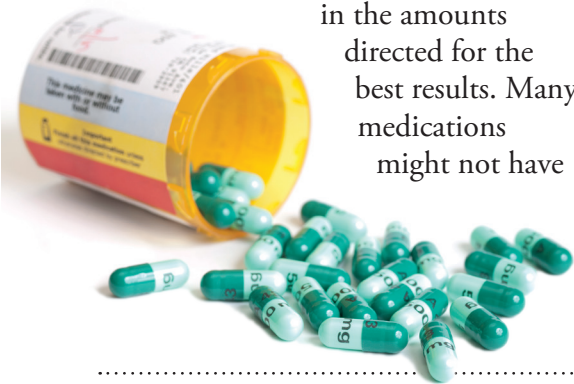
effects that you can feel immediately, but keep in mind that it is still important to take them regularly for their long-term benefit.

Check with your doctor before stopping a medication. If you are feeling any side effects, call your doctor's office. They can assist you with planning what to do next. You can also check in with your local pharmacists if you have any questions about the medications you have been prescribed.

A few helpful ways to help remind

you to take your medications are:

- Make a medication chart or calendar where you can check off the medicines you have taken on a daily, weekly or monthly basis.
- Put your medications in a weekly pill box. Before the week starts, put all your daily medications in the box for each day.
- Put your medications next to something you do or see every day. For example, put your medication bottle next to your toothbrush, coffeepot, etc.



Formulary changes

DRUG NAME	USED FOR	ACTION
Cyclosporine modified solution, Mycophenolate mofetil suspension	Transplant rejection prophylaxis	Added to the formulary for children under 12 years of age
Xatmep, Cyclosporine modified solution	Cancer, psoriasis, rheumatoid arthritis	Added to the formulary for children under 12 years of age
Heparin, Heparin flush, Lovenox	Anticoagulant	Added to the formulary
Nexplanon implant	Contraception	Added
Methergine (brand name)	Uterine bleeding after giving birth	Added
Climara (estradiol once-weekly patch), Yuvaferm and generic estradiol vaginal tablet	Menopausal symptoms	Added
Premarin cream	Labial adhesion (in babies and very young children)	Added for patients ages 3 and under
Fyavolv	Contraception	Requires prior authorization
Diclofenac-misoprostol, Meclofenamate	Pain	Requires prior authorization
Trospium ER capsule	Overactive bladder	Requires prior authorization
Oxytrol for Women patch	Overactive bladder	Added
Potassium citrate-citric acid, sodium citrate-citric acid	Modification of urinary pH	Added
Butalbital/acetaminophen 50/325mg tablet, Butalbital/acetaminophen/caffeine 50/325/40mg tablet	Migraines	New quantity limit
Nalocet	Pain	Removed from formulary



How to safely and effectively manage acute and chronic pain

What's the difference between acute and chronic pain? Isn't all pain the same? Believe it or not, they are quite different! Acute pain usually occurs suddenly and has a known cause like an injury, surgery or infection. You may have experienced acute pain, for example, from a wisdom tooth extraction, an appendix removal or a broken arm. Acute pain goes away as your body heals. Chronic pain, on the other hand, can last weeks or months—past the normal time of healing. Successful pain management doesn't always mean taking away your pain completely.

Good pain management allows your body and mind to heal.

Prescription medicine

Prescription opioid medicine (like hydrocodone, oxycodone, codeine and morphine) is one of the many options for treating severe acute pain.

Doctors usually prescribe them after a surgery or injury or for certain health problems. While these medicines can reduce pain for a short time, they come with serious risks. You might get addicted to the medicines or die from an overdose when you take

them for a long time, at high doses or with other strong medicines.

There is very little evidence that prescription opioid medicines effectively manage chronic pain. These medicines usually do not take away all of the pain. In the beginning, they may help with pain, but over time, they may also make pain worse and make you more sensitive to pain. Your mental and physical condition can get worse if you take them for a long time as well. How these medicines affect you depends on your unique situation.

Other options for pain relief

The good news is that there are many ways to relieve your pain that do not involve prescription opioid medicines. These treatments may actually work better and have fewer risks and side effects.

The Alliance covers many other options that can help with pain:

- ▶ Other over-the-counter pain relievers, such as acetaminophen (Tylenol), ibuprofen (Advil, Motrin) or naproxen
- ▶ Physical therapy and exercise
- ▶ Cold or heat pads
- ▶ Lidocaine® or Icy-Hot patches
- ▶ Acupuncture or chiropractic care
- ▶ Working with a counselor to help learn ways to change the triggers of pain and stress
- ▶ Learning relaxation or meditation techniques
- ▶ Other non-opioid medicines that are also used for depression or seizures, which can help

By adding other pain control options to your daily routine, you may be able to take fewer doses of medications to relieve pain.

Ask your doctor which ones would be best for you to keep you safe and healthy.

Have you heard about prediabetes?

Important facts you should know

Chances are you know someone with type 2 diabetes. It's the most common form of diabetes—millions of Americans have it. But have you heard of something called prediabetes?

It's a condition that also affects millions of Americans—and one that everyone should learn about.

Here are three things you need to know about prediabetes:

1. It isn't the same as diabetes—yet. Prediabetes is a serious warning that type 2 diabetes is on its way. If you're told you have prediabetes, it means your blood sugar (glucose) level is higher than normal, but not quite high enough to be type 2 diabetes. But if your glucose level continues to go up—and you don't take steps to bring it down—you'll probably develop type 2 diabetes.

2. You could have it, but not know it. There are no symptoms of prediabetes to warn you of the condition. The only way to know for sure is to talk to your doctor about having your blood sugar level measured.

Your doctor may recommend that you be tested for the condition if you're 45 or older. Even if you're younger than 45, your doctor might also want you to get tested if you are overweight and have other risk factors. These other risk factors include having a family history of diabetes; being of African American, Asian American or Hispanic/Latino descent; having high blood pressure; or not being physically active.

3. Small steps can go a long way toward reversing it. The good news is changes in your lifestyle can often reverse prediabetes. Losing weight, exercising regularly, and eating less fat and calories can help prevent or delay type 2 diabetes.

The Alliance offers diabetes and prediabetes education classes for all ages. There you can learn tools to prevent diabetes or keep it under control. Topics covered include how to eat the right foods, be more active and lower stress



**YOU
CAN CALL**
the Alliance Health
Education Line at **(800)
700-3874, ext. 5580** for
more information.



levels. You will also learn how to test your blood sugar and use medicine, if needed. Education is provided through individual and group settings. Members with other health coverage must use all benefits provided through their primary insurer before using Alliance benefits.

Sources: American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases



Talking with your primary care provider

When it comes to health care, patients play a major role. Practicing good communication with your primary care provider is an important way to embrace your personal health care journey.

Clear and honest communication between you and your primary care provider can help you both build a safe connection. This

means you can voice your concerns and make informed choices about your health care.

We know that talking with your primary care provider is not always easy. Below are some examples of questions to discuss with your primary care provider if you have health concerns during your visit.

Other tips

- ▶ Bring a list of all the medications that you are taking.
- ▶ Consider asking a friend or family member to go with you for support.
- ▶ If you have any medical needs, such as wheelchair access, or require language assistance or interpreting services, let the office staff know.
- ▶ Ask what the office policy is for missed appointments.

Question	Example
What am I seeing or feeling that I want the primary care provider to check?	My left ear aches each time I blow my nose.
When did it begin?	It started about a week ago when I first caught a cold.
What makes it better or worse?	It feels worse when I blow my nose and feels better in the morning after I shower.
What questions do I have and what worries me?	When will I start to feel better? Does the medicine have side effects?



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.

Models may be used in photos and illustrations.

Editor
Health Programs Supervisors
Health Programs Manager

Erin Huang
Desirre Herrera
and Mao Moua
Deborah Pineda

www.ccah-alliance.org