



# Living **Healthy**

A newsletter for the members of Central California Alliance for Health



**March 2025 | VOLUME 31, ISSUE 1**

## **Get a digital copy of your member ID card!**

Did you know that you can call Member Services to get a digital copy of your ID card sent to your cellphone? It can take up to 10 days to get a printed ID card in the mail, but you can get a digital copy right away. You can also get a digital copy of your child's ID card.

Note: If you opted out of text messages from the Alliance, you need to opt back in to get the digital ID card. To do this, text **START** to **59849**.

To get a digital copy of your ID card, call **800-700-3874** (TTY: Dial **711**), 8 a.m. to 5:30 p.m., Monday through Friday.

**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

[www.thealliance.health](http://www.thealliance.health)

## **About your Provider Directory and Member Handbook**

The Provider Directory and Member Handbook have important information about your health plan.

**Provider Directory:** lists all the primary care doctors in the Alliance network.

**Member Handbook:** tells you about the coverage that the Alliance provides for you.

You can view the Provider Directory and the Member Handbook on our website at

**[www.thealliance.health/for-members](http://www.thealliance.health/for-members)**. Call Member Services if you want a copy mailed to you, need help finding a provider or have benefits questions.

To talk to our Member Services team, please call **800-700-3874**. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial **711**). We are here from 8 a.m. to 5:30 p.m., Monday through Friday. The call is toll-free. If you speak a language other than English,

language assistance services are available to you at no cost.

The Member Handbook is a helpful guide. It has information about getting continuity of care, your rights, and how to get help with appointments. You can also learn how to file a grievance or appeal. If you need the handbook in another language, you can ask for that. The handbook is updated every year.

### **Important phone numbers to know**

Alliance Member Services: **800-700-3874** (TTY: Dial **711**).

24/7 Alliance Nurse Advice Line: **844-971-8907**.

Alliance Language Assistance Services: **800-700-3874**, **ext. 5580**.

Mental Health Services: Carelon Behavioral Health, **855-765-9700**.

Vision Services Plan (for routine vision services): **800-877-7195.**

Medi-Cal Dental Program (for dental services): **800-322-6384.**

24/7 Medi-Cal Rx (for pharmacy services): **800-977-2273**  
(TTY: Dial **711**).

Alliance Care Management Line: **800-700-3874, ext. 5512.**

Alliance Health Education Line: **800-700-3874, ext. 5580.**

Alliance Transportation Services: **800-700-3874.**

## **Prescription drugs**

If you are a Medi-Cal member, your prescription drugs that are filled at a pharmacy are covered by Medi-Cal Rx and not the Alliance. To find out if a drug is covered, call **800-977-2273** (TTY: Dial **711**) or go to [www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov).

If you are an IHSS member, pharmacy services are managed by MedImpact. You can view the list of covered drugs at [www.thealliance.health/prescriptions](http://www.thealliance.health/prescriptions). You can also request a mailed copy by calling Member Services at **800-700-3874** (TTY: Dial **711**). You can also call Member Services if you have questions about whether a drug is covered.

### **Drugs given in a doctor's office or clinic**

These are considered physician-administered drugs (PAD). You can view the list of covered drugs and any changes to the list at

[www.thealliance.health/prescriptions](http://www.thealliance.health/prescriptions). If you would like a mailed copy, please contact Member Services at **800-700-3874** (TTY: Dial **711**).

## **Ask the doctor**

### **Are you up to date with checkups?**

Dr. Dianna Myers is a Medical Director at Central California Alliance for Health. She practiced pediatrics in Monterey County for 12 years and has almost 20 years of experience in the medical field.

### **Why are checkups important?**

Checkups are a key part of keeping you and your family healthy. At a checkup, your doctor will check your health, which can help find any problems early so you can get the right care before things get worse. For Alliance members, checkups are available at no cost!

### **What happens at a checkup?**

The doctor will ask you about your health and your family's health. You can also ask the doctor any questions you have. They will do some tests based on your age and provide any vaccines you may be due for.

They will look at any medicines you take. If you need to see other doctors, they can help with that too.

### **How do I prepare for a checkup?**

Before you go to the doctor, make a list of all the medicines you take. Tell the doctor if anyone in your family has been sick or has a condition like diabetes or heart disease. If you have any questions for the doctor, write them down so you don't forget.

### **How often should I get a checkup?**

It depends on how old you are. Babies need to see the doctor a lot in their first years. They go three to five days after they're born and then at 1, 2, 4, 6, 9, 12, 15, 18, 24 and 30 months old. It might seem like a lot, but our bodies change as we grow, so it's important. For grown-ups and kids over 3 years old, once a year is good.

### **What rewards do Alliance members get for checkups?**

Alliance members can earn gift cards for going to checkups, managing health conditions and making healthy choices. You can learn more at [www.thealliance.health/health-rewards](http://www.thealliance.health/health-rewards).

Checkups and staying up to date with immunizations are a simple way to take charge of your health!

## **Doula services for new moms**

Pregnant or just had a baby? Congratulations! As an Alliance member, you can get help from a doula!

### **What is a doula?**

A doula is a person who helps you before, during and after you have your baby. Some doulas offer support during a miscarriage, stillbirth or abortion. Doulas work with your doctor to give you the best possible care.

### **What does a doula do?**

- Answers your questions about pregnancy, helps you relax and helps you make a birth plan.



- Gives you ongoing support, shows you ways to breathe and move, and makes sure your wishes are heard.
- Helps you learn how to feed and care for your baby.

## **How to get started**

Call Alliance Member Services at **800-700-3874** (TTY: Dial **711**), Monday through Friday, from 8 a.m. to 5:30 p.m. You can also find a doula in the Provider Directory online at **[www.thealliance.health/find-a-doula](http://www.thealliance.health/find-a-doula)**.

## **Chlamydia screenings keep teen girls healthy!**

Taking care of your teen's health is one of the best things you can do for them! One important way to keep teen girls healthy is by getting them screened for chlamydia.

### **Why are screenings important?**

- Chlamydia is a sexually transmitted infection (STI).
- People often don't know they have it because they don't feel sick.

- If not treated, it can cause big health problems later.
- Chlamydia might make it hard for women to get pregnant later in life.

### **What should teen girls do?**

- Get tested once a year starting at age 16.
- Getting tested often helps catch chlamydia early.
- Finding it early keeps teens healthy!

### **Screening for chlamydia is easy!**

- The doctor will ask for a urine test to check for chlamydia.
- There is no cost for this test.

Contact your doctor with questions about your teen's health and to schedule a chlamydia screening.

## **Dental health and pregnancy**

Taking care of your dental health during pregnancy is very important for you and your baby! Studies show that if a mom-to-be doesn't take care of her teeth, it can cause the baby to be born too early or too small. Also, cavity-causing bacteria can be passed to the baby once they are born.

People who are pregnant are more likely to have gum disease and cavities than people who are not pregnant. That's why it's very important to get dental care if you're expecting a baby. Doctors and dentists say that x-rays, cleanings and dental treatments are safe and recommended during pregnancy!

## **Dental health tips during pregnancy**

- Schedule a checkup with a dentist early in your pregnancy! You have dental coverage for exams, cleanings, fillings and more through Medi-Cal.\*

- Complete recommended dental treatment while pregnant. It's safe and important for you and the baby!
- Brush twice a day with a fluoride toothpaste and floss daily.
- Eat a balanced, healthy diet. Your health care provider can help you choose foods that can keep you and your baby healthy.
- If you throw up from morning sickness, rinse your mouth with water or a fluoride mouthwash. Don't brush right away—wait 30 minutes.
- Bring your baby to the dentist when they turn 1 year old or when they get their first tooth!

\*If you have Medi-Cal because you are pregnant, you can get dental care for up to a year after your baby is born. If you still qualify for Medi-Cal for other reasons, you can also get dental care whether you are pregnant or not.

## **Benefit spotlight**

### **Alliance members have dental benefits!**

Your Medi-Cal plan offers dental benefits for both children and adults. The services are covered by the Medi-Cal Dental Program and not by the Alliance. You will need to show your Medi-Cal Benefits Identification Card (BIC) to your dental provider to receive dental services.

For more information, or to find a dentist near you, you can:

- Call the Medi-Cal Dental Program at **800-322-6384** (TTY: **800-735-2922**).
- Visit the Medi-Cal Dental website at **[www.dental.dhcs.ca.gov](http://www.dental.dhcs.ca.gov)**.

## **Timely access to care**

As an Alliance member, it is your right to have timely access to network providers, but sometimes a provider can't see you right away. Some appointments might take longer to schedule than others.

We work with the providers and clinics in our network to make sure you can get care when you need it.

Health plans in California must follow rules to make sure you can get care when you need it. These rules are called the "Timely Access to Non-Emergency Health Care Services" standards.

This chart shows the different waiting times for different types of appointments. If the provider thinks that waiting longer will not harm your health, the wait time might be longer, and they must note it in your medical record.

(Continued on next page)

<b>Appointment type</b>	<b>You should be able to get an appointment within:</b>
Urgent care appointments that do <u>not</u> require pre-approval (prior authorization).	<b>48 hours</b>
Urgent care appointments that <u>do</u> require pre-approval (prior authorization).	<b>96 hours</b>
Non-urgent (routine) primary care appointments.	<b>10 business days</b>
Non-urgent (routine) specialist care appointments.	<b>15 business days</b>

Non-urgent (routine) mental health provider (non-doctor) care appointments.	<b>10 business days</b>
Non-urgent (routine) mental health provider (non-doctor) follow-up care appointments.	<b>10 business days of last appointment</b>
Non-urgent (routine) appointments for ancillary (supporting) services for the diagnosis or treatment of injury, illness or other health condition.	<b>15 business days</b>
<b>Other wait time standards</b>	<b>You should be able to get connected within:</b>



Member Services telephone wait times during normal business hours.	<b>10 minutes</b>
Telephone wait times for Nurse Advice Line.	<b>30 minutes</b> (connected to nurse)

If you feel you are not getting care when you need it, call Member Services at **800-700-3874** (TTY: **800-735-2929**; **800-855-3000** for Spanish or **711**).

## **Wellness for all**

### **The Alliance offers health education programs**

At the Alliance, we care about your health! That's why our health education programs give Alliance members the tools they need to get healthy and stay healthy. There is

no cost for Alliance members to participate. Programs are offered in-person, online or over the phone.

If you would like to sign up for a program or have questions, 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 at no cost to you. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial 711).

<b>Program</b>	<b>Who is it for?</b>
<i>Live Better with Diabetes</i> Program	Adult members who have diabetes or prediabetes.
<i>Healthier Living</i> Program	Adult members who have chronic conditions like asthma, heart disease, high blood pressure, obesity or depression.

<i>Adult Weight Management Program</i>	Adult members who are overweight or have obesity.
<i>Healthy Weight for Life</i>	Parents of members ages 2 to 18 who want to help their child reach a healthy weight.
<i>Healthy Moms and Healthy Babies</i>	Members who are pregnant or who had a baby in the last 12 months.
Tobacco Cessation Support	Members who want to stop smoking and/or using tobacco products.

The Alliance also has a Health Rewards Program that rewards you and your family for taking actions that support your health! Check out our rewards at [\*\*www.thealliance.health/healthrewards\*\*](http://www.thealliance.health/healthrewards).

## **Alliance language assistance services**

If you have trouble talking to your doctor, we can help! You do not have to use family or friends to interpret for you at doctor visits. The Alliance offers interpreting services in person and by phone.

For help with getting an interpreter or written information in your language, please call the Alliance Health Education Line at **800-700-3874, ext. 5580**. We have a special telephone line to get an interpreter who speaks your language, available at no cost to you. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial **711**).

## **What to know about colorectal cancer screenings**

### **What is a colorectal screening? Why is it important?**

At a colorectal screening, your doctor checks to see if you have any precancerous polyps (small clumps of

cells) or signs of colorectal cancer. The screening checks for disease even if you don't have symptoms. It is important to check for cancer through regular screenings. Early treatment works best to help prevent serious health issues!

Screening tests are as simple as a stool test. The test is usually done every one to two years in people 45 to 75 years old as part of an annual exam. Some people need a colonoscopy. This is when the doctor sees the inside of the intestine using a flexible tube. It is important for a doctor to decide the best screening test for you.

### **Am I at risk for colorectal cancer?**

Colorectal cancer is more commonly found in adults ages 65 to 74. However, there has been an increase in colorectal cancer in adults 40 to 49 years old.

You might be more likely to develop colorectal cancer if:

- You have inflammatory bowel disease.

- Someone in your family has had colorectal cancer or polyps.
- Your lifestyle can also affect your risk level for colorectal cancer. This can include diet, exercise and the use of alcohol and tobacco products.

### **When should I get screened for colorectal cancer?**

If you are 45 to 75 years old, you should be screened for colorectal cancer.

### **Does the Alliance cover colorectal screening?**

Yes. You can be screened for colorectal cancer at no cost to you.

### **How do I set up a screening?**

Talk to your doctor. Let them know if you have questions.

## **We are texting members!**

The Alliance texts members to help them keep up to date on Alliance benefits and services. Alliance texts are from the short code **59849**. To learn more, visit our website at **[www.thealliance.health/member-texting](http://www.thealliance.health/member-texting)**.