



LIVING HEALTHY

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A newsletter for the members of Central California Alliance for Health

CARE MANAGEMENT SERVICES

Take charge of your health!

The Alliance's Care Management department is here to support your health care needs. We want to make sure our members get the services they need to stay healthy. Our team is made up of nurses, case managers, social workers, health educators and care coordinators. The team's focus is to work with you, your family, your doctors and other programs to help you get the care and tools you need to manage your health.

Care Management Services offer:

- Case Management services to assist members who have complex health issues and need help to manage their illness
- Care Coordination services to assist members who have less complex health issues and connect them to local community resources
- Health education and chronic disease management programs to help you get healthy and stay healthy

To learn more about Alliance Care Management Services, please call the:

- Case Management Line at **1-800-700-3874, ext. 5512**, or
- Health Education Line at **1-800-700-3874, ext. 5580**



**IF YOU
NEED LANGUAGE
ASSISTANCE**, we have
a special telephone line to
get an interpreter who speaks
your language. For the Hearing
or Speech Assistance Line, call
1-800-735-2929 (TTY: Dial 7-1-1).



Important notice

Member Services will not be available on the following dates and times due to companywide or departmental meetings:

- December 13, from 10:45 a.m. to 3:45 p.m.

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

WIC services at your fingertips!

Alliance members automatically qualify

Women, Infants, and Children (WIC) is a public health nutrition program that helps families to eat well and stay healthy. Participants must meet income guidelines and be:

- A pregnant woman
- A woman breastfeeding a baby under 1 year of age
- A woman who had a baby in the past 6 months
- The parent or primary caregiver of an infant(s) up to their first birthday
- The parent or primary caregiver of a child(ren) up to their fifth birthday, including guardians or foster parents

Have you used the WIC Mobile website yet? The WIC Mobile

website makes it easy for participants to get information they need about WIC right from their smartphones.

Visit m.wic.ca.gov to learn more!

The WIC Mobile website is simple and easy to use. It can help you:

- Find a market near you that accepts WIC food checks
- Look up the date of your next WIC appointment
- Know which food checks have been issued to you
- Take online education classes
- Search for approved food items
- Try out the WIC eligibility calculator to find out if you are eligible



CONTACT YOUR LOCAL WIC PROGRAM at m.wic.ca.gov or call them at:

Merced County 209-723-4565
Monterey County 831-796-2888
Santa Cruz County 831-722-7121

Get the whooping cough vaccine while you are pregnant

If you are pregnant, you can protect your baby against whooping cough before your little one is even born. With each pregnancy, make sure you

and your unborn baby are protected by getting the whooping cough vaccine, also known as the pertussis or Tdap vaccine.

When is the best time to get the whooping cough vaccine?

When pregnant women get the vaccine in their third trimester (27 to 36 weeks) of pregnancy, they pass on the protection to their unborn baby. If you are not sure, ask your doctor if you had the whooping cough vaccine during this pregnancy.

Why is the whooping cough vaccine important?

A baby without this protection could

be in danger of catching whooping cough. In some cases, whooping cough is a serious disease that can be deadly for babies if they are unprotected.

If you have recently given birth and did not get the whooping cough vaccine during your pregnancy, visit your doctor today to get it. It is also important to have your family members get the vaccine. A mild case of whooping cough in an adult could be deadly to an infant, especially if the infant did not receive protection during pregnancy. An infant does not get the first dose of pertussis vaccine until 2 months of age. This is a long time to be without any protection. Protect your baby now!



Flu vaccines are covered for all Alliance members

Protect yourself and your family from getting sick. Illness from influenza usually peaks in the winter months. With last year's flu season bringing high rates of hospitalizations and deaths, the flu vaccine is your best protection.

The flu vaccines are arriving at your doctor's office. Call your doctor's office now to schedule an appointment with your doctor or a nurse to get the flu vaccine. Besides your doctor's office, all Alliance adult members can get the flu vaccine at their local pharmacy at no cost. Be sure to have your Medi-Cal and Alliance card with you.

Please note: Children getting the flu vaccine for the first time will need two doses at least one month apart. Children should get their flu vaccine at their doctor's office, and they should start as soon as possible. It takes about two weeks after the vaccine is given for antibodies to start working to protect them from the flu.

Flu vaccines:

- Can keep you from getting sick with the flu
- Can reduce the risk of flu-related hospitalizations among children and older adults
- Are very important for people with chronic conditions like diabetes and heart and lung disease
- Help protect both pregnant women and their babies from the flu for several months after birth
- May make your illness milder if you get sick



VISIT [cdc.gov/flu/index.htm](https://www.cdc.gov/flu/index.htm).



WHOLE CHILD MODEL (CCS INTEGRATION)

Family Advisory Committee

As of July 1, the Alliance became responsible for covering most of the care of its members who are also enrolled in the California Children's Services (CCS) Program. As part of this change, the Alliance formed a Family Advisory Committee (FAC). The role of the FAC is to represent the interests and needs of CCS members and their families. The committee is made up of CCS members and/or their family members, county CCS staff, representatives from community organizations, and Alliance staff and Board members. The FAC provides feedback to the Alliance's Board and to the Alliance on how things are working and can make recommendations and suggest changes.

How can you get involved?

- **Apply for membership.** Download or print an application form from the Alliance website, www.ccah-alliance.org/WCM_members.html. Or call 1-800-700-3874 and ask for an application.
- **Come to a meeting.** You don't have to be a member to attend the meetings. To see the meeting schedule, go to the Alliance website, www.ccah-alliance.org/boardmeeting.html.
- **Contact the FAC with questions, concerns or suggestions.** You can contact the FAC by email at tneves@ccah-alliance.org or by calling 831-430-5556.

Confused by referrals and authorizations?

Many terms are used in health care, and it can be confusing to understand them all. We want to make sure you know how to get services that are covered by your plan, so here is some information that should help.

Referral. If you are assigned to an Alliance Primary Care Provider (PCP), you must have a referral to see another doctor. There are some exceptions to this. See “Chapter 3: How to get care” in your Member Handbook for a complete list of services.

If your doctor thinks you need to see another doctor, he or she will fill out what is called a Referral Consultation Form. Your doctor sends a copy to the doctor you are being referred to and a copy to the Alliance. The referral is how the other doctor and



the Alliance know your PCP has approved the visit. If we don't have a referral, we will not pay the claim from the other doctor.

Authorized referral. In most cases, your PCP will refer you to a doctor in our service area. Our service area includes Santa Cruz, Monterey and Merced counties. If your PCP refers you to a doctor out of our service area, he or she will need to get approval from us in advance. This is called

an authorized referral. It is called this because we have to authorize (approve) the referral before you can see the other doctor.

If you are an Alliance IHSS member, you will also need an authorized referral if your PCP is referring you to a doctor who is not contracted with the Alliance—even if the doctor is in our service area. Alliance members who are enrolled in the California Children's Services Program

will also need an authorized referral for specialty care.

Prior authorization.

The Alliance has to approve some services, procedures, medications and equipment before you get them. This is called prior authorization. The provider who is going to perform the service must send us a request for prior authorization, letting us know what you need and why. The provider can send it electronically, by fax or by mail. We will review the request and any medical records the provider sends. If the service, procedure, medication or equipment is medically necessary and a covered benefit, we will approve the request. We will let the provider know, and then you can get the service. If we deny a request, we will let you and the provider know. You will be able to file an appeal if you disagree with our decision.



Alliance's Language Assistance Services

To help members communicate better with their doctors and us, the Alliance provides both telephone and face-to-face interpreting services, and translation of written member information, at no cost.

Members can ask for:

- ▶ A trained sign language interpreter
- ▶ A trained language interpreter
- ▶ Written information in braille, large print or audio format
- ▶ Information written in a language they can understand

If you need or have questions about the Alliance's Language Assistance Services, please call the Alliance Member Services at **1-800-700-3874**. For the Hearing or Speech Assistance Line, call **1-800-735-2929** (TTY: Dial 7-1-1).

What is a PCP?

Think of your Primary Care Provider (PCP) as your gateway to good health.

Your PCP will see you for checkups and immunizations and will help you manage any chronic conditions you have, such as diabetes. Your PCP will also be your first stop when you're sick and when you need advice about staying well.

A PCP can be a general practice or family medicine doctor, a pediatrician or an internal medicine doctor. Your PCP may be a clinic or medical group. Among other things, your PCP will:

- Guide all of your health care
- Be the one you go to for regular care and when you're sick
- Help prevent health problems
- Refer you to other doctors as needed

Over time, your PCP will get to know your health history and help you make good choices so you can stay well.

We can help you find a doctor

One of the best ways to stay well is to work closely with a doctor. If you don't have one already, we can help.

To find a doctor near you, call Member Services at **1-800-700-3874**.



Or you can use the online Provider Directory on our website at <https://provider.portal.ccah-alliance.org/providerdirectory/>.

This simple step can lead to a healthier you.

Communicating with your PCP

When it comes to health care, patients play a major role. One way to do your part is by practicing good communication with your PCP. Clear and honest communication between you and your PCP can help you both build a safe connection. This means you can talk about your concerns and have the information you need to make good choices about your health care. If you would like an interpreter because your doctor doesn't speak your language, let your PCP's office

know when you call to make an appointment. Tell them what language you need and ask them to call the Alliance's telephone interpreter services when you arrive. This service is free to all Alliance members.

Other tips

- Bring a list of all the medications you are taking.
- Consider asking a friend or family member to go with you.
- If you have any special needs, let them know. This includes special medical needs, such as wheelchair access or interpreting services.
- Give the office notice if you have to cancel. Call them as soon as you know you won't be able to keep your appointment. Don't forget to reschedule.

Correction to "FluMist for the 2018–2019 flu season" in the September newsletter: FluMist is in the list of recommended vaccines

for children two years of age *and older* (adults *through* 49 years of age). Infants and children younger than nine years of age may need

two doses of the vaccine. As a reminder, all persons starting at six months of age should receive an annual flu vaccination.

ALLIANCE MEDI-CAL MEMBERS

Who to call for what

Not sure who to call for what? Here are some tips:

Call the Alliance to:

- Learn more about how your health plan works
- Get help with understanding your health care benefits and how to get care
- Choose or change your Alliance Primary Care Provider
- Let us know if you are not happy with your provider, the care you are receiving or something the Alliance has done
- Ask for a new Alliance ID Card if you lose yours

You can reach the Alliance at **1-800-700-3874**.

Call County Medi-Cal to:

- Apply for or renew your Medi-Cal coverage
- Update your address and/or phone number
- Let them know if you have moved to another county or state

- Tell them if there are changes to your income or family size or if you have had a baby
- Notify them if you get or lose other health care insurance, besides Medi-Cal
- Ask for a new Benefits Identification Card (BIC) if you lose yours

You can reach the County Medi-Cal offices at:

- ▶ Merced County: **209-385-3000**
- ▶ Monterey County: **1-877-410-8823**
- ▶ Santa Cruz County: **1-888-421-8080**

If you have Medi-Cal because you are receiving SSI benefits, call the Social Security Administration office at:

- ▶ Merced County: **1-888-632-7069**
- ▶ Monterey County: **1-877-696-9397**
- ▶ Santa Cruz County: **1-800-780-1106**

If you have Medicare, you can call HICAP (the Health Insurance Counseling and Advocacy Program) to learn about

How satisfied are you?



The answer to this question is important to the Alliance. We want to serve you well. For this reason, the Alliance conducts an annual member satisfaction survey to hear what you think about the care and service you receive. Only a small number of Alliance members are chosen to fill out this survey. Thank you to those of you who filled one out!

We want to share key points of what we heard.

You said that you like your personal doctor and specialist. We're pleased to hear it! We

will share this feedback with our providers.

Although we love hearing what we have done well, we also want to know what we can do better. You shared that:

- It can be hard to get the care you need quickly.
- Communicating with your doctors can be difficult at times.
- You want to work together with your doctor in your care.

We want you to know that we are working hard so you have the best health care experience.

We are working toward finding better ways so you

get the right care, at the right time, in the right place. Remember, it can take up to 10 days to schedule a non-urgent appointment with your doctor. If you have cold or flu-like symptoms, the Nurse Advice Line is a good place to start. You can get expert advice and quick answers to your health questions from a caring, registered nurse. Call the Nurse Advice Line at **1-844-971-8907** (for hearing or speech assistance: TTY dial 7-1-1) anytime, 24 hours a day, 7 days a week.

your Medicare benefits and how to use them. You can reach HICAP at:

- ▶ Merced County: **209-385-7550**
- ▶ Monterey County: **831-655-1334**
- ▶ Santa Cruz County: **831-462-5510**

Other important phone numbers to know:

The services below are covered by the Alliance:

- ▶ Routine vision services (eye exams, glasses): VSP, **1-800-877-7195**
Please note: Glasses are covered only for members under 21, those in skilled or intermediate nursing facilities, and those who are pregnant.
- ▶ Mental health services: Beacon Health Options, **1-855-765-9700**
This service is covered by Medi-Cal, not the Alliance:
- ▶ Dental Services: Denti-Cal, **1-800-322-6384**



Formulary changes

DRUG NAME	USED FOR	ACTION
Xopenex HFA	Asthma and COPD	Added
Spiriva HandiHaler, Spiriva Respimat, Utibron Neohaler, Anoro Ellipta, Breo Ellipta, Dulera, Symbicort, Advair Diskus, Tudorza, Advair HFA, Alvesco, Stiolto Respimat	Asthma and COPD	Removed
Diastat (diazepam rectal gel)	Seizures	Added, with limit of 2 kits per 365 days
Diphenhydramine chew tablets	Allergy	Added
Flonase Sensimist	Allergy	Added for children 2 to 4 years old
Cetirizine capsule, Levocetirizine, Loratadine capsule, Mometasone furoate (Nasonex)	Allergy	Removed
Benzonatate 150mg capsule	Cough	Removed
Brompheniramine/pseudoephedrine/dextromethorphan 1-2.5-5/5 solution	Cold	Added
Prenatal vitamin	Pregnancy	Added; changed PA criteria for non-formulary

Journey to a healthy life



IF YOU ARE INSPIRED
 by Douglas' story and would like to learn more about the Alliance Weight Watchers Support Program, please call the Alliance's Health Education Line at **1-800-700-3874, ext. 5580.**



Meet Douglas. He started his journey to a healthier life when he joined the Alliance Weight Watchers Support Program in January 2016. Before joining, Douglas weighed 361.8 pounds. He was using a glucometer to check his blood sugar levels.

"I always had in the back of my mind that I wanted to lose weight, but would never do anything about it," says Douglas.

He made several lifestyle changes that helped him get healthier. By his second support program meeting he had already lost 13 pounds. He was consistent with the program and lost anywhere from less than an ounce to 8 pounds each week. He tells us that "after 30 years, I have the right mindset. I feel more confident about my food choices." Before he joined the support program, Douglas' meals were often fast food. Now his meals "vary from chicken or hamburger meat with lots of vegetables." He also has a lot more control over his cravings as he is making better choices and loves the Weight Watchers snacks that are low in points.

He also started walking every day for 30 minutes. If it is too cold or raining he will go to Costco and walk for 30 minutes or more. His next goal is to lose his last 40 pounds to hit Weight Watchers' lifetime member status.

Douglas shared some tips to motivate other members in a similar situation:



- Make sure you are actually hungry when you eat. Sometimes you feel that you are hungry but what you are is thirsty.
- Count the points for everything you put in your mouth. Everything counts.
- Have the right mindset and know what you want so you can successfully achieve and maintain your weight-loss goals.

Thanks to his hard work and dedication, as of today, Douglas has lost 135 pounds and does not have to poke his finger to check his blood sugar level or take medicine.

LIVING
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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 1-800-700-3874, 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.

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