



LIVING HEALTHY

MARCH 2019
Volume 25, Issue 1

A newsletter for the members of Central California Alliance for Health



Clear your head of allergy symptoms

Do you sneeze and sniffle whether or not you feel sick? That could mean you're one of the 50 million Americans with allergies.

Allergies can affect your eyes, nose, mouth, throat and skin. They are a sign that your immune system is overreacting to an allergen. Plant pollen is one of the most common allergens. Others include mold, dust mites and pet dander.

Allergies might come and go with the seasons, or they may be severe and yearlong. They can cause ear and sinus infections or asthma flare-ups.

Your provider can help

You may find relief with over-the-counter remedies. Saline nasal sprays, for instance, can help moisten your nasal passages. Other options include decongestants and antihistamines.

Talk with your health care provider first. Some of these medications have side effects, such as drowsiness, or should be used only for a limited time. And some shouldn't be used at all by people with high blood pressure or heart disease.

What you can do

You can take steps on your own to feel better, such as:

- Yard work can send pollen and mold into the air and up your nose. Ask someone else to mow the grass or rake up leaves.
- Keep an eye on pollen and mold levels.
- Stay indoors and keep windows closed when counts are high.

Go to morehealth.org/allergies for daily pollen and mold counts.

Sources: American Academy of Allergy, Asthma & Immunology; American College of Allergy, Asthma & Immunology; U.S. Food and Drug Administration

Important notice

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

- June 13, 2019 from 12:15 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



Medi-Cal members: New vaccination rewards for 2019!

The Alliance is pleased to announce two new vaccination rewards for 2019!

Adolescent members will be automatically entered into a raffle to receive a \$50 gift card if their vaccinations are up-to-date on their 13th birthday.

In addition, toddlers will be automatically entered into a raffle for a \$100 gift card when they complete their required vaccines by their second birthday.

Contact your doctor to see what vaccines are required and if your child is up-to-date with all vaccines. Ask your doctor for a vaccine schedule to help keep your child on track.









Vaccination updates for summer 2019

Keep your child up-to-date for the new school year

I know what you're thinking—it's not even summer break; how can we be talking about back-to-school?

As California state law requires students to be vaccinated, it is important to make sure your children's vaccinations are completed on time and are up-to-date. As of July 1, 2019, requirements are changing and here's what you need to know!

VACCINE NAME AND NUMBER OF DOSES REQUIRED—JULY 2019

	Polio	DTaP	Hep B	MMR	Varicella	Tdap
K–12						
7th–12th grade						
7th grade advancement						

What's next to make sure your child is up-to-date? Simply call your child's doctor and ask if any vaccinations are due before July. At this time, you may ask that their doctor also update the county immunization registry so that your child's record is available to all of your child's doctors.

By taking these steps now you can save time later when all other parents are updating for school vaccines.

What is an urgent visit, and when should you use it?

An urgent visit is an option when you are sick or have an injury that does not appear to be life-threatening that can't wait until the next day and your primary care provider is not able to see you.

Some of the reasons to see an urgent visit provider include colds or sore throats, fevers, earaches, skin rashes and sprained muscles. Life-threatening emergencies—

such as a heart attack; severe pain; or serious head, neck or back injury—require emergency room services, or you should call 911.

When you are sick or have an injury, you should always call your primary care provider first for an appointment. You can also call the Alliance Nurse Advice Line, which will help you decide what to do next.

Urgent visit providers

Office hours as of January 2019

Merced County

CASTLE FAMILY HEALTH CENTER AT CASTLE

3605 Hospital Road, Atwater
(209) 726-1235

Monday through Friday, 8 a.m. to 8 p.m.
Saturday, 10 a.m. to 6 p.m.
Sunday, noon to 5 p.m.

MEMORIAL HOSPITAL LOS BANOS RURAL HEALTH CLINIC

1253 W. I St., Los Banos
(209) 710-6333

Monday through Saturday, 8 a.m. to 11:59 p.m.
Sunday, closed

APEX ANNEX HEALTH CENTER INC.

400 W. I St., Suite A, Los Banos
(209) 827-9999

Monday through Friday, 9 a.m. to 8 p.m.
Saturday, 9 a.m. to 5 p.m.

DOS PALOS APEX HEALTH CENTER INC.

1549 Golden Gate Ave., Dos Palos
(209) 392-0022

Monday through Friday, 8 a.m. to 7 p.m.
Saturday and Sunday, 8 a.m. to 5 p.m.

Your doctor or the Nurse Advice Line may recommend that you go to one of the Alliance urgent visit providers listed on this page. Most urgent visit providers are open in the evenings and on weekends.

If you are not sure where to go for care, ask your primary care provider or make a quick call to the Alliance Nurse Advice Line at (844) 971-8907 (TTY: 7-7-1).

Monterey County

DOCTORS ON DUTY MEDICAL GROUP

1212 S. Main St., Salinas
(831) 422-7777

Monday through Friday, 8 a.m. to 10 p.m.
Saturday and Sunday, 8 a.m. to 8 p.m.

HARDEN URGENT CARE

1756 N. Main St., Salinas
(831) 443-8200

Monday through Friday, 8 a.m. to 7 p.m.
Saturday and Sunday, closed

SALINAS URGENT CARE

558 Abbott St., Suite A, Salinas
(831) 755-7880

Monday through Friday, 7 a.m. to 6 p.m.
Saturday and Sunday, closed

DOCTORS ON DUTY MEDICAL GROUP

3130 Del Monte Blvd., Marina
(831) 883-3330

Monday through Friday, 8 a.m. to 6 p.m.
Saturday and Sunday, closed

DOCTORS ON DUTY MEDICAL GROUP

1513 Fremont Blvd., Suite E, Seaside
(831) 899-1910

Monday through Friday, 8 a.m. to 7 p.m.
Saturday and Sunday, closed

DOCTORS ON DUTY MEDICAL GROUP

501 Lighthouse Ave., Monterey
(831) 649-0770

Monday through Friday, 8 a.m. to 8 p.m.
Saturday and Sunday, 8 a.m. to 6 p.m.

Santa Cruz County

DOCTORS ON DUTY MEDICAL GROUP

6800 Soquel Drive, Aptos
(831) 662-3611

Monday through Friday, 8 a.m. to 6 p.m.
Saturday and Sunday, closed

DOCTORS ON DUTY MEDICAL GROUP

615 Ocean St., Santa Cruz
(831) 425-7991

Monday through Friday, 7 a.m. to 8 p.m.
Saturday and Sunday, 7 a.m. to 4 p.m.

DOCTORS ON DUTY MEDICAL GROUP

1505 Main St., Watsonville
(831) 722-1444

Monday through Friday, 7 a.m. to 7 p.m.
Saturday and Sunday, 7 a.m. to 4 p.m.

SALUD PARA LA GENTE

204 E. Beach St., Watsonville
(831) 728-0222

Monday through Friday, 8 a.m. to 7:15 p.m.
Saturday, 8 a.m. to 5 p.m.
Sunday, closed

CLINICA DEL VALLE DEL PAJARO

45 Neilson St., Watsonville
(831) 728-0222

Monday through Friday, 8 a.m. to 7:15 p.m.
Saturday, 8 a.m. to 5 p.m.
Sunday, closed

PLAZITA MEDICAL CLINIC

1150 Main St., Suite 3, Watsonville
(831) 728-0551

Monday through Friday, 8 a.m. to 8 p.m.
Saturday, 9 a.m. to 5 p.m.
Sunday, closed



Formulary changes

DRUG NAME	ACTION
Digoxin solution	Added to the formulary for children under 12 years of age
Nitroglycerin patch 0.1mg, 0.2mg, 0.4mg, 0.6mg	Added
Fluoxetine 10mg tablet	Added to the formulary for children 2 to 12 years old
Dextroamphetamine sulfate ER capsule	Added
Methylphenidate solution 10mg/5ml	Added
Methylphenidate LA 50-50 capsule 60mg	Added
Chlordiazepoxide HCL capsule	Added
Modafinil tablet	Added
Desmopressin nasal spray (refrigerated)	Added
Cabergoline oral tablet (limit of 8 tablets per month)	Added
Propafenone ER capsule 225mg, 325mg, 425mg	Removed
Mirtazapine 7.5mg tablet, Mirtazapine orally disintegrating tablet	Removed
Imipramine pamoate capsule, desipramine tablet, clomipramine capsules	Removed
Methamphetamine tablet	Removed
Bupropion XL 450mg tablet	Removed
Bromocriptine oral tablet	Removed
Etidronate oral tablet	Removed
Donnatal, Phenohydro	Removed

Make sure your whooping cough vaccination is up-to-date

We often think of protecting ourselves and our families from germs during the winter months when we see more people coughing or staying home. Although the stormy and ice-cold weather will be leaving us soon, it's never a bad time to protect yourself and your family from the germ pertussis. Pertussis, also known as whooping cough, could be very dangerous to infants who have not been protected by the vaccine. Ask your doctor if you are due for a whooping cough vaccine, which some doctors call the pertussis vaccine or the Tdap vaccine.

Check your yellow immunization card to see if you have received the vaccine. If you do not remember where the card is, contact your doctor's office. Depending on your age, you may need another one, even if you received it as a child. The Centers for Disease Control and Prevention recommends the whooping cough vaccination for everyone, but it is important to always discuss this with your doctor. Certain health conditions may require you to wait or not get the vaccine. It is never too late for protecting you and your family's health!





Healthier Living Program

THE ALLIANCE
INVITES you to join a Healthier Living Program workshop. Call the Alliance's Health Education Line at **(800) 700-3874, ext. 5580** to sign up for a workshop near you.



The Alliance offers free Healthier Living Program workshops near you! These 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.

Many Alliance members have joined the Healthier Living Program and made healthy changes in their daily lives. Some members make a great effort to attend every session because of the support they get from their peers.

What our members are saying about

Healthier Living Program workshops:

“I met more people that have the same problems as I do; now I know I’m not alone.”

“They opened my mind to start taking care of my health before I get sick.”

“I listen to my body now, and my daily habits have improved.”

The Alliance's American Sign Language Interpretation Services

Did you know the Alliance offers FREE American Sign Language (ASL) services for Alliance members who are deaf or hard of hearing? We work hard to ensure that all Alliance members can talk to their primary care provider about their health care needs. To learn more about the Alliance ASL interpretation services, please call the Health Education Line at **(800) 700-3874, ext. 5580**. You can also use the California Relay Service's (CRS) FREE TTY line at **(800) 735-2929**.



Update to Weight Watchers Support Program

Weight Watchers has changed their name to Wellness that Works®. The Alliance is also changing our program name to align with the company's new title: Wellness that Works Support Program.

If you have questions about the Wellness that Works Support Program, please contact the Alliance Health Education line at **(800) 700-3874, ext. 5580**.

TYPE 2 DIABETES

Know the symptoms, know your risk



To find out more about these programs, you can call the Health Education Line at (800) 700-3874, ext. 5580.

One of the most important facts to know about type 2 diabetes—a disease of high blood sugar—is this: You could have it and not know it.

Symptoms of type 2 diabetes often develop slowly and can be subtle. And many people with the disease have no symptoms. That's why it's important to know your risk factors for the disease. It's also why your doctor may test you for it if you're at risk, even if you don't have symptoms.

The earlier type 2 diabetes is diagnosed and treated, the better the chances of avoiding serious health problems.

What is it and who is at risk?

Type 2 diabetes is the most common form of diabetes. It usually starts when the body has trouble using insulin, a hormone that helps glucose (also called blood sugar) enter the body's cells. When glucose can't move into cells, it builds up in the bloodstream instead.

Over time, a high glucose level in the blood can damage the body, increasing the chances for complications such as heart, eye and kidney disease, and nerve damage.

Some people are more at risk for developing type 2 diabetes than others. Higher-risk people include those who:

- Are 45 years or older
- Are overweight or obese
- Are sedentary
- Have a family history of diabetes
- Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian or Pacific Islander
- Have a history of gestational diabetes or of giving birth to a baby weighing 9 pounds or more

What are the symptoms?

Some signs and symptoms of type 2 diabetes include:

- Urinating a lot
- Feeling very thirsty, tired or hungry (even though you're eating)
- Having blurred vision
- Having slow-healing cuts or bruises
- Having numbness, pain, or tingling in your feet or hands

If you have symptoms like these, tell your doctor. He or she will most likely check your blood to see if you have diabetes.

Take it seriously

If you are diagnosed with type 2 diabetes, you will need to follow the advice of your doctor to keep the disease under control, which can help lower your risk of complications. You can do that by eating well, exercising regularly and taking medications, if needed.

The Alliance covers diabetes education classes for all ages. You can learn tools to keep diabetes under control. You will learn how to eat the right foods, be more active and lower stress. You will also learn how to test your blood sugar and use medicine, if needed. Education can be provided through individual and group settings. Members with other health coverage must use all benefits provided through their primary insurer before using Alliance benefits. Members with diabetes under the age of 21 years will be referred to a California Children's Services (CCS) approved Special Care Center (SCC) for coordination of diabetes care by a CCS paneled provider, as appropriate.

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

what's the difference ?

Medi-Cal and the Alliance are not the same.

Medi-Cal is a State and Federal program. If you qualify, you can get health care services. Central California Alliance for Health (the Alliance) is the health plan for most people who have Medi-Cal in Santa Cruz, Monterey and Merced counties.

Medi-Cal. Your county Medi-Cal office determines if you are eligible. If you get Supplemental Security Income (SSI) through Social Security, your eligibility for Medi-Cal is through Social Security.

If you qualify, you will get a Benefits Identification Card (BIC) in the mail. For the first one to two months, you will have “fee-for-service” or “State” Medi-Cal. You can see any doctor that takes Medi-Cal. The doctor will bill the state.

Call your county Medi-Cal or Social Security office to:

- Ask about your eligibility
- Ask about renewing your Medi-Cal
- Update your address and phone number
- Report you are moving or have moved to transfer your Medi-Cal
- Report a change in income or family size
- Ask for a new BIC
- Report you have other health insurance or used to have it, but don't anymore

The Alliance. You will be automatically enrolled in the Alliance one to two months after you get on Medi-Cal. We will send you an Alliance ID card and a new member packet. The packet has important information on how our plan works and what doctors you can see. You need to pick a primary care doctor or clinic. We can help you do that. If you don't, we will assign you to one.

The Alliance covers most Medi-Cal services but not all. Dental services are covered by the Denti-Cal Program. Their phone number is **(800) 322-6384**.

Call the Alliance to:

- Learn how your health plan works and what services are covered
- Choose or change your doctor
- Ask for a new Alliance ID card

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

Stay covered—don't forget to renew your Medi-Cal. Medi-Cal is renewed once a year. The date depends on when you become eligible. Renewals are done by the county Medi-Cal office, not the Alliance.

If the Medi-Cal office needs information from you to renew your benefits, they will send you a notice. If you moved since you enrolled, call the Medi-Cal office and give them your address. If you get a renewal notice, it will tell you what you need to do and by when. It is important to provide any information by the due date. If you don't, your Medi-Cal benefits will end.

If you lose your Medi-Cal, you will not be an Alliance member any more. You may reapply for Medi-Cal, but you may have a break in coverage.

If you have Medi-Cal through Social Security because you get SSI, you have a different process. Social Security will let you know if they need any information from you to stay eligible.



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, if you are sick, you should be able to get an urgent visit 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 below 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 have a longer wait.

IF YOU FEEL you are not getting care when you need it, call Member Services at (800) 700-3874.




TYPE OF CARE YOU NEED	TIME TO GET AN APPOINTMENT
Urgent visit that does not require prior authorization	48 hours
Urgent visit that requires prior authorization	96 hours
Non-urgent primary care appointments	10 business days
Non-urgent specialist	15 business days
Non-urgent mental health provider (non-physician)	10 business days
Non-urgent visit 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
Telephone triage (Alliance Nurse Advice Line)	24/7 services—No more than 30 minutes



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.

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