

Better TOGETHER

Better. Together. CalOptima's Medi-Cal Newsletter

**Don't Forget
to Vaccinate**

**Safe Medicine
Disposal**

Vision Benefit

Sign Up for Our
Member Portal



A Public Agency

Medi-Cal
CalOptima
Better. Together.

CalOptima Behavioral Health

1-855-877-3885

This number is open 24 hours a day, 7 days a week. TDD/TTY users can call 1-800-735-2929.

Did you know?

CalOptima covers behavioral health services including:

Assessment

Individual and group therapy

Help with medicines for mental health

Members can learn more by calling CalOptima Behavioral Health at **1-855-877-3885**.



Medi-Cal
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New Members Start Here

You need to do these 4 things



As a new CalOptima member, you will get a “Welcome to CalOptima” package in the mail. Please open it right away and do these 4 things:

1. Choose a primary care provider (PCP) and a health network

The package will have a large book called the Health Network and Provider Directory. Choose a PCP and health network from the directory. You must choose a PCP who belongs to the health network you choose.

2. Fill out the health network selection form

The health network selection form is in your new member packet. You must list your choice of health network and PCP, sign the form, and return it to CalOptima as soon as you can.

3. Read and keep your CalOptima member handbook

Your CalOptima member handbook has key information about CalOptima’s programs and services. Refer to your handbook to find out what we cover, how to change your health network, how to change your PCP and many other details.

4. Schedule your first health exam

Schedule the first health exam within 90 days (3 months) of joining CalOptima. We believe preventive care is the best way to keep you and your family health. That means seeing your doctor for the first time, even if you do not feel sick. Your doctor can find health issues early, before they turn into big problems.

Pregnant?

What to do if you are planning on getting pregnant

Family planning services are covered by your health network or CalOptima. These include counseling, pregnancy testing, and birth control methods. Call the CalOptima Customer Service department.

What to do if you are pregnant

You need to see your doctor as soon as you think you are pregnant to begin prenatal care. Ask your doctor about Perinatal Support Services. This is a program that gives you more information while you are pregnant and for two months after your baby is born.

What Is the Best Way to Handle Medicines?

Medicines must be taken as prescribed by your doctor. Your prescribed medicines must be taken only by you. If you store unused, or expired medicines at home, there is a risk that others can take them by mistake or access and abuse them. This can lead to serious health effects.

Certain pain medicines are known to be very harmful or deadly when taken without a prescription. These medicines include opioids such as hydrocodone (Vicodin, Norco) and oxycodone (Percocet, OxyContin). They should be removed safely from your home as quickly as possible when you no longer need them. The U.S. Food & Drug Administration suggests pain medicines should be promptly flushed down the toilet if none of the options listed below are available:

How To Get Rid of Unused or Expired Medicines

- **DisposeRx packets:** Some local pharmacies offer DisposeRx packets. The packets contain a powder that dissolves and changes opioids into gel form when mixed with water. The gel mix can be tossed in household trash.
- **Permanent sites:** Some retail, hospital, clinic pharmacies and police stations have permanent drop-off boxes. Local pharmacies have drop-off boxes where you can safely dispose medicines at any time of the year. You can drop off prescribed and over-the-counter medicines at no charge even if the medicines were bought somewhere else. Illegal drugs, needles and syringes, inhalers, and liquids are not accepted. Check with your local pharmacies or this website to find a site closest to you: <https://apps2.deadiversion.usdoj.gov/pubdispsearch>
- **National Drug Take Back Days:** The government hosts a Drug Take Back Day twice a year in April and October. There are more than 5,000 sites set up across the country to collect your unused medicines. You can learn more about dates and locations at this website: https://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html

Be sure to review all of your medicines with your doctor on a regular basis and discard medicines as soon as possible when you no longer need them.



Most medicines can be dropped off at medicine take-back events or drop-off boxes as mentioned above. When those options are not available, the medicines may be thrown away in household trash by following these steps:

- Remove** the medicine from the original container.
- Mix** the medicine with a substance that cannot be consumed, such as used coffee grounds or cat litter.
- Place** the mixture in a sealed bag.
- Throw** the sealed bag away in the trash.
- Scratch** out all personal information on the prescription label of the empty container.

HEALTH PROGRAMS FOR YOU AT NO COST

Prevention is the key to good health. Good health starts early.



Have a Healthy Pregnancy and Baby

- Give your baby the best start by joining Bright Steps as soon as you find out you are pregnant. Bright Steps is a no-cost program that provides eligible CalOptima members:
- Support during and after your pregnancy
 - Nutrition and healthy habits advice for you and your family
 - Community referrals that support a healthy pregnancy and baby
 - Information on how to obtain a breast pump

Eligible members may receive a no-cost \$25 gift card if a postpartum checkup is done within 3–8 weeks after the baby is born. Call us today to find out how!

Concerned About Your Child’s Weight?

Your child can learn how to live healthy. CalOptima is offering eligible members ages 5–18 and their families the opportunity to attend Shape Your Life health education classes at no cost.

- Shape Your Life is a no-cost program that provides eligible CalOptima members:
- 6 group classes
 - Healthy eating information
 - Fun games and activities to get everyone moving
- Eligible members can receive a one-time no-cost \$50 gift card for attending 6 Shape Your Life group classes and having a follow-up visit with their primary care doctor.

To learn about Shape Your Life, Bright Steps and other CalOptima health and wellness services call **1-714-246-8895**. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. Or call CalOptima Customer Service toll-free at **1-888-587-8088** and ask for health and wellness services. TDD/TTY users can call toll-free at **1-800-735-2929**. We have staff who speak your language. Visit our website at www.caloptima.org/healtheducation.

Diabetes: Meal Planning Using the Plate Method

Whether you have diabetes or not, the plate method is a simple way to control your portion sizes. This will help you plan how much to eat, by learning the amount of each food group you should eat. You don't need to count calories. This method works best for lunch and dinner.

Let's get started with these steps:

- 1 Use a 9-inch plate for your all your meals.
- 2 Fill half your plate with **non-starchy vegetables**.
- 3 On the other-side of the plate, fill a quarter of it with your **protein**.
- 4 Fill the other quarter with a **grain or starchy vegetable**.

Add a small piece of **fruit** (½ cup) or a serving of **dairy** (8 oz.) such as milk, on the side.

Fruits

Apples, blueberries, melons, grapefruit, strawberries, pears or plums

Fruits

Grains and Starchy Vegetables

- Brown rice, wild rice, whole wheat pasta, quinoa, popcorn (air popped) and other whole grains such as bulgur (cracked wheat), whole wheat flour, whole rye, buckwheat, oats (rolled or steel cut), or whole grain bread
- Green peas, sweet potato, pumpkin, parsnip acorn or butternut squash
- Dried beans (black, lima or pinto), lentils or fat-free refried beans

Non-Starchy Vegetables

Artichoke, bean sprouts, Brussels sprouts, broccoli, cabbage, carrots, cauliflower, eggplant, greens like kale, green beans, jicama, mushrooms, onions, peppers, salad greens (lettuce, romaine, or spinach), squash or tomato






Protein

- Chicken or turkey without skin
- Lean beef or pork
- Fish and seafood such as tuna, trout, salmon, tilapia, crab, shrimp, oysters or lobster
- Tofu, reduced-fat cheese, cottage cheese or egg whites

Dairy

- Fat-free or low-fat milk (1%)
- Plain soy milk
- Plain, non-fat yogurt or light yogurt

Use your hands as a guide for food portions.

Size	 1 fist = 1cup	 1 thumb = 1 ounce	 1 handful = 1 ounce of snack food	 1 palm = 3 ounces	 1 thumb tip = 1 teaspoon
Try	1 serving of fruit and vegetables	1 tablespoon of peanut butter	A handful of nuts	A cooked serving of meat	A serving of butter

Your 9-inch plate should be:

- ½ covered with vegetables.
- ¼ covered by 3 ounces of protein.
- ¼ covered with grains or starchy foods.

Talk to your doctor to see if the plate method would work for you. To learn more about the plate method and diabetes meal planning, please call CalOptima's Health Management department at **1-714-246-8895**.

Source: National Institute of Diabetes and Digestive and Kidney Diseases; U.S. Department of Health and Human Services; National Institutes of Health.

Diabetes and Yearly Eye Exams



If you have diabetes, it is very important to get a dilated eye exam every 12 months. This is because you are at risk of getting diabetic retinopathy, a disease that harms the small blood vessels in the eye. It can lead to loss of sight and blindness mainly in people 20 to 74 years old. An eye exam can help you get timely care. CalOptima covers the dilated eye exam every 12 months through the Vision Service Plan (VSP).

- Signs of diabetic retinopathy may include but are not limited to:
- Blurred sight and slow vision loss over time
 - Floaters
 - Shadows or missing areas of vision
 - Trouble seeing at night

What else?
Many people with retinopathy do not see any signs, until the damage is severe or before bleeding occurs in the eye. Keep a healthy range of blood sugar, blood pressure and cholesterol to prevent diabetic retinopathy. Follow your eye doctor’s advice on how to protect your sight.

Can CalOptima pay for the eye exam?
Yes, CalOptima pays for the dilated eye exam every 12 months through VSP. The eye doctor will let you know how often you should get your eyes checked. Call CalOptima’s Customer Service department to see if you are eligible for vision care!

Health Management Programs

CalOptima offers health management services at NO COST to our members. We add eligible members to selected programs based on their health records or a doctor referral. Eligible members can also choose to sign up. When enrolled into a program, members may receive information in the mail from CalOptima or get a call from one of our staff. We are here to help you improve your health.

If you no longer want to be part of a health management program and prefer to stop* getting mailings or calls about your condition, please call us at **1-714-246-8895**. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. TDD/TTY users can call toll-free at **1-800-735-2929**. We look forward to helping you improve your health!

** The request to stop getting information from us, will only apply to Health Management mailings. You will still get materials that CalOptima is required to mail you.*

Program Name
Child Asthma Health Program
Adult Asthma Health Program
Diabetes Health Program
Bright Steps Maternity Health Program
Shape Your Life Childhood Obesity Program

DON'T FORGET TO VACCINATE GET SHOTS AT NO COST

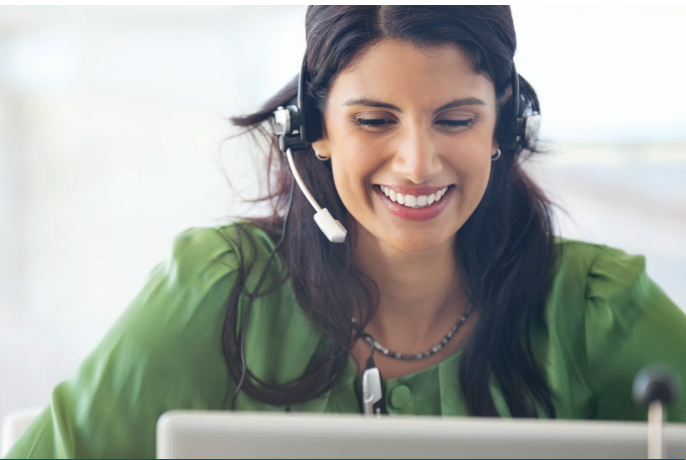


Measles?
Measles — a dangerous disease that was wiped out in the United States in 2000 — has returned! This is a very harmful, highly contagious virus that may start with a fever, sore throat, cough, runny nose and red watery eyes. It can be easily spread from person to person. Measles can cause blindness, severe diarrhea, ear infections, pneumonia, brain swelling and death. Sadly, there has been an increase in measles cases in recent years due to low vaccination rates. From January 1 to August 1, 2019 alone, there has been 1,172 cases of measles reported in the United States. Vaccines protect you and your child from getting measles. CalOptima pays for all member shots, so you can get them at no-cost. Make sure that all your family shot records are up-to-date.

Well-care visits
Set up a well-care visit with your child’s doctor especially before they start or go back to school. Children going to school must show proof that they got all of their shots. Your child can get needed shots at a well-care visit. The doctor makes sure that your child has all the shots they need. Many studies have proven that shots are safe and prevent illnesses. It is safe for your child to get more than 1 shot at their doctor visit. If your child misses a shot, just go back to your child’s doctor to catch up. They will not make you restart all the shots.

California law requires kids to have these shots:		
	Shots	How Many
Before Starting Kindergarten	Poliomyelitis (Polio)	4 doses
	Diphtheria, Tetanus, and Pertussis (DTaP)	5 doses
	Measles, Mumps, Rubella (MMR)	2 doses
	Hepatitis B (Hep B)	3 doses
	Varicella (Chickenpox)	2 doses
	Shots	How Many
Before Starting 7th Grade	Tetanus, reduced Diphtheria, and acellular Pertussis (Tdap)	1 dose
	Varicella (Chickenpox)	2 doses
Talk to your doctor to make sure that your child is up-to-date with all needed shots.		

Important Phone Numbers



After-Hours Advice	If you need after-hours medical advice, call your PCP’s office or the phone number on the back of your health network or medical group card.
Medical Emergency	Dial 9-1-1 or go to the nearest emergency room for a true medical emergency.

CalOptima	Customer Service department, 24 hours a day, 7 days a week.	Toll-free: 1-888-587-8088 TDD/TTY: 1-800-735-2929
	Behavioral Health department for help with outpatient mental health services for mild to moderate impairments due to a mental health condition	Toll-free: 1-855-877-3885 TDD/TTY: 1-800-735-2929
	Health Education department for help with health and wellness materials to help you stay healthy	Local: 1-714-246-8895 Toll-free: 1-888-587-8088 TDD/TTY: 1-800-735-2929
Denti-Cal	For help with dental benefits	Toll-free: 1-800-322-6384 TDD/TTY: 1-800-735-2922
VSP (Vision Service Plan)	Call CalOptima’s Customer Service department to see if you are eligible for vision care services. These numbers are for VSP.	Toll-free: 1-800-438-4560 TDD/TTY: 1-800-428-4833

Get Information in Other Languages or Formats

Information and materials are available in large-size print and other formats and languages. Please call our Customer Service department and tell us your preferred spoken and written language, and if you need information or materials in another format.

CalOptima Member Handbook

The most current member handbook is available on our website at www.caloptima.org and upon request. To get it mailed to you, please call our Customer Service department

**The people in the photographs that appear in this document are models and used for illustrative purposes only.*

GIVE THEM THE BEST SHOT

Immunizations can keep your child healthy. Call your doctor today to schedule an appointment.

Find out more at caloptima.org

P.O. Box 11063
Orange, CA 92856-8163

Nurse Advice Phone Line

24 hours a day, 7 days a week.

For help to find out if you need care at the doctor's office, urgent care or emergency room.

Toll-free: **1-844-447-8441**
TDD/TTY: **1-844-514-3774**



CalOptima's website gets a new look, and a self-service member portal

Sign Up Today for Our Member Portal! Your Online Access to CalOptima.

CalOptima recently launched our new member portal. The member portal is a secure online website that gives you 24-hour access to your health information.

You can access CalOptima's new member portal on a computer, tablet or smart phone device. Other languages will begin rolling out in fall 2019.

Take an active role in your health care. Register <https://member.caloptima.org> today!

To make changes online go to the member portal at www.caloptima.org.

The new self-service options make it easier and faster for you to:

- Update your personal information
- Request a new ID card
- Print a copy of your ID card
- Change your health network or primary care provider (PCP)
- Ask CalOptima Customer Service a question
- View the history and status of your prescriptions and referrals (coming in mid-2020)
- Complete your annual Health Assessment Survey