

Better TOGETHER

Better. Together. CalOptima's Medi-Cal Newsletter



Medi-Cal
CalOptima
Better. Together.

Summer 2020



TELEHEALTH VISITS DURING COVID-19

What is Telehealth?

A telehealth visit is when you meet with your doctor or health care team to talk about medical concerns by phone, video app, text or email. A telehealth visit allows you to talk with your doctor by phone or audio and video over the internet. Your doctor can use apps such as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype.

Your doctor will decide if your visit can be by telehealth on the phone or by video chat, or if you must go in person. You may need to have these things ready before a telehealth visit:

- Your height
- Your most recent weight
- Blood pressure
- List of medicines

The people listed below should not delay seeking care:

- Pregnant women for prenatal care
- Children needing immunizations
- Patients in need of treatment or follow-up visits

Please call your doctor's office to see if they offer telehealth visits. Your doctor's office can help you schedule a telehealth visit and will tell you what app to use for that visit.

If you need health advice, call your doctor or your health network first. If you cannot reach your doctor or health network, you can talk with one of our nurses 24 hours a day, 7 days a week.

Call the CalOptima Nurse Advice Phone Line 24 hours a day, 7 days a week. Our nurses can help direct you to get care at the doctor's office, urgent care or the emergency room. Call the Nurse Advice Phone Line toll-free at **1-844-447-8441**. TTY users can call toll-free at **1-844-514-3774**.

Call 911, if you think you are having a medical or psychiatric emergency or go to the nearest hospital.

Contact CalOptima Customer Service toll-free at **1-888-587-8088**, Monday through Friday from 8 a.m. to 5:30 p.m. We have staff who speak your language. TTY users can call toll-free at **1-800-735-2929**. Visit us at **www.caloptima.org**.



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Know the Signs of Opioid Overdose and What to Do

Do you know that very strong pain medicines — known as opioids — can put you at risk for overdose? Opioids can sometimes affect breathing or even cause death. Examples of prescription opioids include hydrocodone-acetaminophen (Norco, Vicodin), oxycodone-acetaminophen (Percocet), methadone (Dolophine) and fentanyl (Duragesic).

Risk for opioid overdose can be higher when opioids are:

- Used with alcohol
- Taken at high doses
- Taken by people with certain medical conditions, such as liver or lung problems
- Taken by people who are 65 years of age or older
- Used with other medicines that can slow breathing, such as anxiety medicines, like alprazolam (Xanax) and diazepam (Valium), or muscle relaxants, like methocarbamol (Robaxin) and carisoprodol (Soma).

The signs of opioid overdose may include:

- Smaller than normal pupils (The pupil is the dark circle in the center of the eye.)
- Loss of consciousness
- Slow or stopped breathing or heartbeat
- Choking or gurgling sounds
- Pale, cold or blue skin

Naloxone is medicine that can undo an opioid overdose and restore normal breathing. Naloxone can be injected into the muscle or inhaled as a nasal spray. More than one dose may be needed to help the person start breathing again. Please talk to your doctor or pharmacist about naloxone. Create a plan of action and tell people where you keep and how to use naloxone in case of an emergency.

If you see someone overdose:

1. Check to see if the person is awake and breathing
2. If the person is not responding, call 9-1-1 right away
3. Give the person naloxone, if it is available
4. Lay the person on their side to keep them from choking
5. Stay with the person until emergency workers arrive

Talk to your doctor to understand the benefits and risks of prescription opioids to get care that is safe, effective and right for you.





Take Care of Your Baby by Taking Care of Yourself

Being a new parent is fun and also hard work. As your baby grows and develops, there are many things you can do to help nurture, protect and guide your child.

Healthy Bodies Take Care of Your Baby

- **Breast Milk Fights Diseases:** Generally, breastfed babies have lower risk of many diseases like asthma, obesity, ear infections, sudden infant death syndrome (SIDS), type 2 diabetes and more! Moms who breastfeed also have lower risk of type 2 diabetes and certain cancers. Also, breastfeeding burns calories.
- **Baby's Nutrition:** Breast milk meets all your baby's needs for the first 6 months of life. Between 6 and 12 months of age, your baby will learn about new tastes and textures of healthy soft food. But breast milk should still be an important source of nutrition.
- **Baby Bonding:** Close physical contact is important to newborns. It helps them feel more secure. Moms also benefit from this closeness because it boosts mom's oxytocin levels. However, breastfeeding does not necessarily reduce your chances for postpartum depression. Keep reading to learn more.

Take Care of Yourself

- **Mom's Well-Being:** Your physical, mental and emotional health are important! This time in your life should be exciting and happy, but some women may have feelings of sadness or depression. You are not alone. This is very common among moms, and symptoms can last about 2 weeks. If your symptoms last longer than 2 weeks or get worse, please talk with your doctor.
- **Need Help Now?** Call CalOptima's Behavioral Health department toll-free at **1-855-877-3885** to learn more about postpartum depression. You can call CalOptima Customer Service toll-free at **1-888-587-8088**, 24 hours a day, 7 days a week. We have staff who speak your language. TTY users can call toll-free at **1-800-735-2929**.
 - » You can also call Postpartum Support International at 1-800-944-4773 or text 1-503-894-9453 to find local resources.

Tips for Keeping Children's Teeth and Gums Healthy

Healthy teeth and gums are an important part of everyone's overall health. Cavities (also known as tooth decay) are one of the most common chronic diseases of childhood in the United States. Untreated cavities can cause pain and infections that may lead to problems with eating, speaking, playing and learning. The good news is that cavities are preventable.

What Parents and Caregivers Can Do:	
Babies	Children
<ul style="list-style-type: none">• Wipe gums 2 times a day with a soft, clean cloth.• When teeth come in, start using a baby's toothbrush with water 2 times a day.• Check teeth regularly for spots or stains.• Visit the dentist by your baby's 1st birthday.• Avoid putting your baby to bed with a bottle.• Bacteria can be passed to babies through saliva by sharing utensils and cups.	<ul style="list-style-type: none">• At age 2, start using a pea-sized amount of fluoride toothpaste.• Brush teeth 2 times a day (children under age 6 still need help brushing).• Schedule dental checkups at least every 6 months.• Talk to the dentist about fluoride varnish and sealants to protect teeth against cavities.• Provide healthy foods.• Limit sweet snacks and drinks.

Medi-Cal Dental Program

Medi-Cal provides dental benefits with many covered services to keep teeth healthy. Yearly no-cost dental care services are provided to eligible children.

How to Find a Dental Provider

You can choose a Medi-Cal dental provider by calling 1-800-322-6384 or TTY 1-800-735-2922, or online at <http://smilecalifornia.org/fnd-a-dentist/>.

To Learn More

For dental covered services and other benefits visit www.smilecalifornia.org or www.denti-cal.ca.gov.



DENTIST CHECK-UP REQUIRED BEFORE KINDERGARTEN

Before your child can start kindergarten, you must show proof that they visited the dentist. Check with your child's school to learn more about the required oral health exam. To find a Denti-Cal dentist, call 1-800-322-6384 or visit www.denti-cal.ca.gov.



CORONAVIRUS DISEASE 2019

Frequently Asked Questions

Who can you call for health advice?

If you need health advice, first call your **doctor or your health network**. If you cannot reach your doctor, you can talk to a nurse by phone to answer your COVID-19 questions. Call the CalOptima Nurse Advice Phone Line toll-free at **1-844 447-8441** to help you. TTY users can call toll-free at **1-844-514-3774**. The Nurse Advice Phone Line is open 24 hours a day, 7 days a week at no cost to CalOptima members.

Can you talk to your doctor by phone or telehealth visit?

If you are sick, please call your doctor to see if they offer telehealth visits by phone, video app, text or email. Instead of going to your doctor's office, a telehealth visit allows you to talk with your doctor by phone or audio and video over the internet. Your doctor can use apps such as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype.

Are you feeling down and alone during this time? Are mental health services available?

At CalOptima we understand that this may be a difficult time for you and your family. We are here to help you. For information on depression or to access mental health services, call the CalOptima Behavioral Health line at **1-855-877-3885**. It is available 24 hours a day, 7 days a week. TTY users can call **1-800-735-2929**. Mental health resources are also available online from Be Well OC: www.bewelloc.org.

Do you have enough medications for other conditions?

CalOptima changed our rules so you can easily get medication(s) for your chronic conditions. **You can request an early refill and a 90-day supply of medication.** Contact your doctor to get a new prescription.

How do you get tested for COVID-19?

COVID-19 testing may be restricted at times to high-priority groups, as defined by the California Department of Public Health or Orange County Public Health.

You need to follow these steps, in the order below. **Walk-ins will not be accepted.**

1. Call your PCP to schedule a visit by phone or telehealth. **Your PCP will decide if you meet the current testing criteria.**
2. If you meet the criteria and your PCP offers testing at their office, you need to schedule an appointment for you to be tested there.
3. If you meet the criteria and your PCP does **not** offer testing, then you need to call your health network to make an appointment at your health network's testing site.
4. If **both** your PCP and health network do **not** offer testing, then call the Orange County COVID-19 Testing Network of clinics to make an appointment. You **MUST** make an appointment for testing with one of the clinics to ensure eligibility and availability of the testing.

PROTECT YOURSELF FROM COVID-19

Wear a mask in public

For more details and a list of the Orange County COVID-19 Testing Network of clinics, go to <https://occcovid19.ochealthinfo.com>. If you do not have a PCP or health network, please call CalOptima at the numbers below to choose a PCP and a health network.

Do you have to pay to get screened, tested and receive treatment related to COVID-19?

CalOptima has waived all costs for our members to get screened, tested and receive medically necessary treatment for COVID-19. If you are asked to pay, please call us at:

- Medi-Cal: **1-888-587-8088**
- TTY: **1-800-735-2929**

Are there drugs to treat COVID-19?

Many drugs are being studied, and the situation is quickly changing. On May 1, 2020, the U.S. Food and Drug Administration (FDA) issued an emergency use authorization for Remdesivir. It is an investigational antiviral drug for the treatment of suspected or laboratory-confirmed COVID-19 in adults and children hospitalized with severe disease.

More facts can be found at:

CDC website:

www.cdc.gov/coronavirus/2019-ncov

Orange County Health Care Agency website:

www.ochealthinfo.com/novelcoronavirus

CalOptima website: www.caloptima.org.



Find out more at **caloptima.org**



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California Launches ACEs Aware Screening

Adverse Childhood Experiences (ACEs) are stressful or traumatic events that occur before the age of 18. ACEs can include seeing violence in the home or community, growing up in a home with substance misuse or an instable home due to parental separation.

To reduce the impacts of ACEs, California's Surgeon General along with the California Department of Health Care Services (DHCS), have launched a statewide effort to screen for ACEs. This will help identify those people who may benefit from trauma informed care and services.

ACEs are more common than you think. In California, about 3 in 5 people have gone through at least 1 ACE event in their childhood. Almost 1 in 5 people have gone through 4 or more ACEs. ACEs can have lasting, negative effects on your health and well-being. ACEs are linked to health problems, mental illness and substance misuse in adulthood. ACEs can also have a negative impact on education and job opportunities.



"Trauma informed care" is a framework that recognizes and responds to the signs, symptoms and risks of trauma to better support the health needs of patients who have gone through ACEs and toxic stress. Trauma informed care can improve a patient's health, better support the patient's and their family's overall well-being and reduce health care costs.

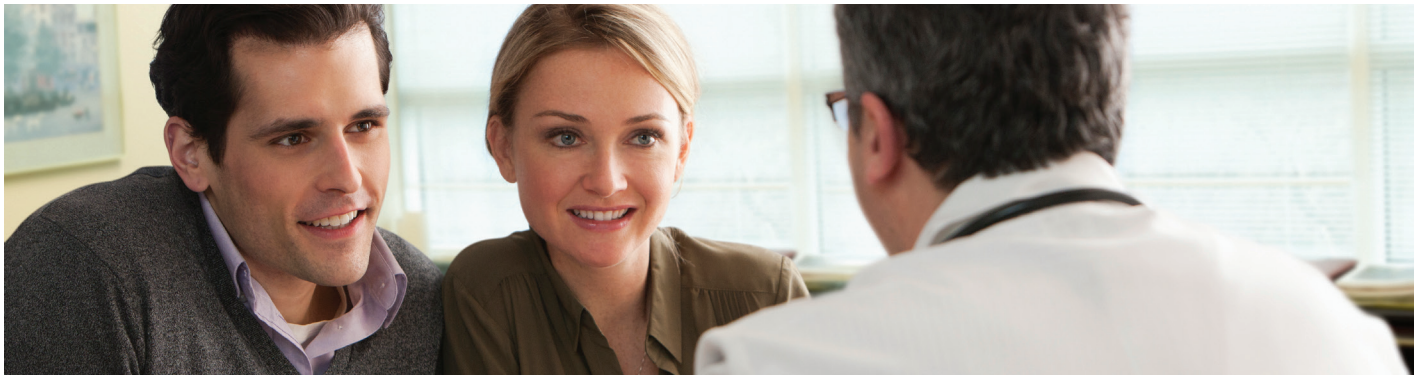
Treatments for patients who have gone through ACEs may include ways to manage their stress response, like:

- Safe and supportive relationships
- Regular exercise
- High-quality sleep
- Healthy nutrition
- Mindfulness practices
- Mental health treatment

To learn more about the ACEs Awareness Screening talk with your doctor or visit the DHCS at www.dhcs.ca.gov.

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 instructions on how to access the Health Network and Provider Directory. Please choose a PCP and health network from the directory. You must also 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 your CalOptima member handbook

The package will have instructions on how to access your CalOptima member handbook. Your 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 your 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.

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 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 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 TTY: 1-800-735-2929
	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 TTY: 1-844-514-3774
Denti-Cal	For help with dental benefits	Toll-free: 1-800-322-6384 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 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.*

2020 CALOPTIMA HEALTH REWARDS PROGRAMS

CalOptima offers health rewards to eligible Medi-Cal members for taking an active role in their health! Visit www.caloptima.org/healthrewards to view or print current incentive forms.

To learn more, call CalOptima's Health Management department at **1-714-246-8895**. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. We have staff who speak your language.

Adult Health Reward Program	No-Cost Reward	Eligibility Criteria
Breast Cancer Screening	\$25 gift card	Members ages 50–74 who are due for and complete a breast cancer screening mammogram
Cervical Cancer Screening	\$25 gift card	Members ages 21–64 who are due for and complete a cervical cancer screening
Diabetes A1C Test	\$25 gift card	Members ages 18–64 with a diagnosis of diabetes who complete an A1c test
Diabetes Eye Exam	\$25 gift card	Members ages 18–64 with a diagnosis of diabetes who are due for and complete a diabetes eye exam
Postpartum Checkup	\$50 gift card	Members who have a postpartum checkup between 1–12 weeks after delivery
Tobacco Cessation	\$50 gift card	Members must participate in CalOptima approved tobacco cessation program and remain quit for at least 4 consecutive weeks

Pediatric Health Reward Program	No-Cost Reward	Eligibility Criteria
1st, 2nd and 3rd Well-Child Visits	\$50 gift card	Members who complete at least 3 well-child visits by child's 6th month birthday
4th, 5th and 6th Well-Child Visits	\$50 gift card	Members who complete at least 6 well-child visits before child's 15th month birthday
Annual Well-Care Visits For Ages 12–17	3 Movie Tickets or \$25 gift card	Members ages 12–17 who receive an annual well-care visit
Shape Your Life (SYL)	\$50 gift card	Members ages 5–18 with a BMI at 85% or higher who participate in a minimum of 6 SYL classes and complete a follow-up doctor appointment

Please note that: Kaiser members are not eligible for health rewards. The member must meet all incentive eligibility requirements to qualify for the no-cost reward. Incentives must be submitted to CalOptima as defined on each individual form. It may take 6 to 8 weeks after the completed form is received for the member to receive their no-cost reward. The no-cost rewards are available while supplies last. The gift card cannot be used to purchase alcohol, tobacco or firearms. The card has no cash value, and CalOptima is not responsible if it is lost or stolen. The member may only receive 1 reward per incentive program per calendar year or qualifying event.



Sign Up Today for Our Member Portal!

Take an active role in your health care.

Register today at:
<https://member.caloptima.org>

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



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P.O. Box 11063
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Stay Connected with CalOptima

Web: caloptima.org

LinkedIn: [CalOptima](https://www.linkedin.com/company/caloptima)

Facebook: [CalOptima](https://www.facebook.com/caloptima)

Twitter: [@caloptima](https://twitter.com/caloptima)

Instagram: [@caloptima](https://www.instagram.com/caloptima)



Tips to Stay Safe this Summer



Practice water safety

- Always supervise children when in or near water. An adult should always watch young children.
- Install a fence around home pools and hot tubs.



Keep cool in extreme heat.

- Stay hydrated by drinking plenty of water.
- Never leave infants, children, or pets in a parked car, even if the windows are cracked open.

Wear sunscreen and insect repellent.

- If you use both sunscreen and insect repellent, apply sunscreen first.
- Always apply sunscreen with at least SPF 15 when you are outside.
- Use insect repellent and wear long-sleeved shirts and long pants to prevent insect and mosquito bites.



Prevent injuries.

- Make sure kids and teens wear the right protective gear for their sport or when they are riding a bike, skateboard or roller blades.
- Check to make sure the playground surfaces are not too hot, and the equipment is safe and well-maintained.

