

TOP NEWS INSIDE

Staying Healthy During the COVID-19 Pandemic

CalOptima Health
Rewards Program

Be Aware of Lead
Poisoning



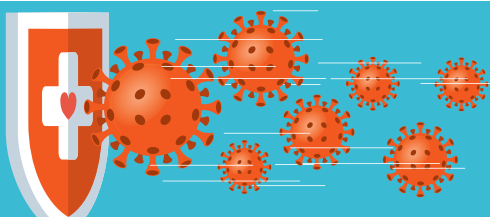
COVID-19 VACCINE MEMBER HEALTH REWARDS

CalOptima is working with the County of Orange to see when you are eligible for your COVID-19 vaccine. You might hear about it before we can tell you. The vaccines will be given to you at no cost.

Getting vaccinated will help protect you and members of your family from COVID-19. The Pfizer and Moderna vaccines require 2 shots, but others being developed may only require 1 shot. All the vaccines are effective and will help to protect you from COVID-19.

Eligible CalOptima members 16 years of age or older can receive a \$25 gift card for each COVID-19 dose received or a \$25 gift card if you get the single dose vaccine. These no cost gift cards will be available for members less than 16 years of age once the vaccine is approved for children 15 years and younger.

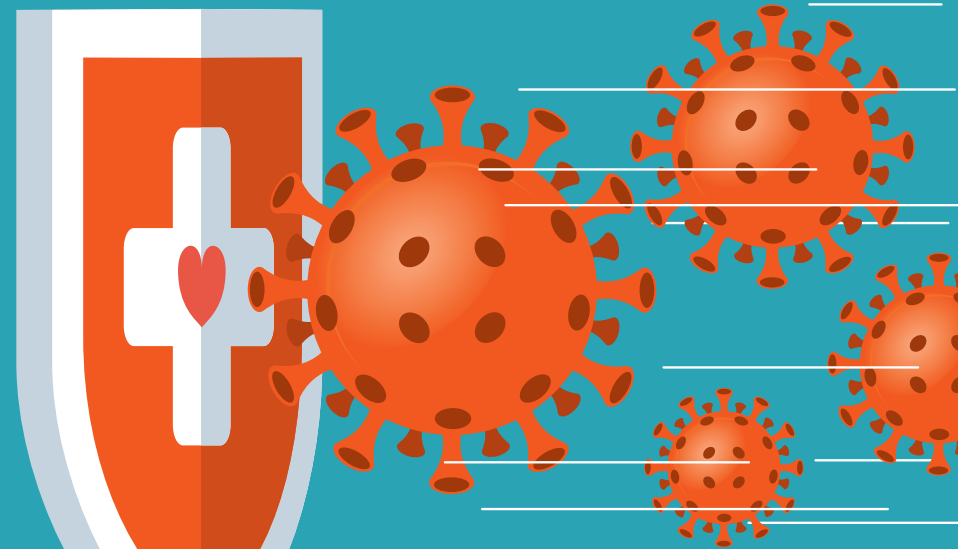
Gift cards will be mailed after CalOptima confirms through the California Immunization Registry that you received your COVID-19 vaccine. For more details on the COVID-19 vaccine and other health rewards programs visit www.caloptima.org/healthrewards.



To schedule a vaccine appointment on the Othena application, register at www.othena.com.

For more details visit covidvaccinefacts.com.

PROTECT YOURSELF FROM COVID-19



Getting vaccinated is
SAFE and **EFFECTIVE**

If you live or work in Orange County you can register at **othena.com** to be notified when you are eligible to sign up for the COVID-19 vaccine.



caloptima.org
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STAYING HEALTHY DURING THE COVID-19 PANDEMIC

With so much attention focused on COVID-19, it is easy to forget about routine health care for you and your family. Stay healthy by scheduling and accessing routine health checks and health care services.

Call your doctor first to seek advice if you are due for an exam or other health care services. Your doctor will let you know if you need to come in for a COVID-19-safe doctor's visit.

Some of the tests and checkups that your doctor may not want you to wait on are:



Well-Care Visits and Checkups for Adults and Children

- Blood pressure screening
- Physical exam
- Prenatal exam
- Postpartum check
- Post-surgical checkup



Cancer Screenings

- Breast cancer screening: mammogram
- Cervical cancer screening: Pap test
- Colorectal cancer screening: colonoscopy



Labs and Exams

- A1C test
- Diabetic eye exam
- Cholesterol Checkup



Medicine Refills with 90-day prescriptions for:

- Blood pressure medicines
- Cholesterol medicines
- Asthma controller medicines



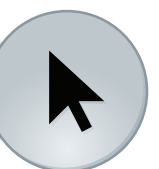
Vaccinations

- Flu vaccine
- Pneumonia vaccine
- COVID-19 vaccine (if eligible)

We hope that you will take an active role in staying healthy! Getting the health care you need at the right time can improve your chances of living a healthier life.

TO LEARN MORE VISIT

www.caloptima.org/en/HealthAndWellness.aspx





2021 CALOPTIMA HEALTH REWARDS PROGRAM

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.

Important: Kaiser members are excluded from all CalOptima health reward and incentive offers. Health rewards can be discontinued at any time.

TO LEARN MORE VISIT

www.caloptima.org/healthrewards



Adult and Pediatric Health Reward Program



Breast Cancer Screening

No-Cost Reward
\$25 gift card

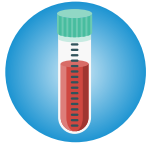
Eligibility Criteria
Members ages 50–74 who are due for and complete a breast cancer screening mammogram



Cervical Cancer Screening

No-Cost Reward
\$25 gift card

Eligibility Criteria
Members ages 21–64 who are due for and complete a cervical cancer screening



Diabetes A1C Test

No-Cost Reward
\$25 gift card

Eligibility Criteria
Members ages 18–64 with a diagnosis of diabetes who complete an A1C test



Diabetes Eye Exam

No-Cost Reward
\$25 gift card

Eligibility Criteria
Members ages 18–64 with a diagnosis of diabetes who are due for and complete a diabetes eye exam



Postpartum Checkup

No-Cost Reward
\$50 gift card

Eligibility Criteria
Members who have a postpartum checkup between 1–12 weeks after delivery.



Shape Your Life (SYL)

No-Cost Reward
\$50 gift card

Eligibility Criteria
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

Disclaimer: You must meet **all** health reward eligibility requirements to qualify for the gift card. Kaiser members are excluded. It takes at least 8 weeks after we receive the completed form to process your gift card. The gift card cannot be used to purchase alcohol, tobacco or firearms. Gift card has no cash value, and CalOptima is not responsible if it is lost or stolen. You may only receive 1 gift card per calendar year for this health reward. Gift cards are available while supplies last. This health reward may be discontinued at any time without notice.

BE AWARE OF LEAD POISONING

Why Worry About Lead Poisoning?

- Lead can harm a child's brain, growth, hearing or speech.
- The symptoms are not always clear but build up over time.

Who Must Be Screened for Lead Poisoning?

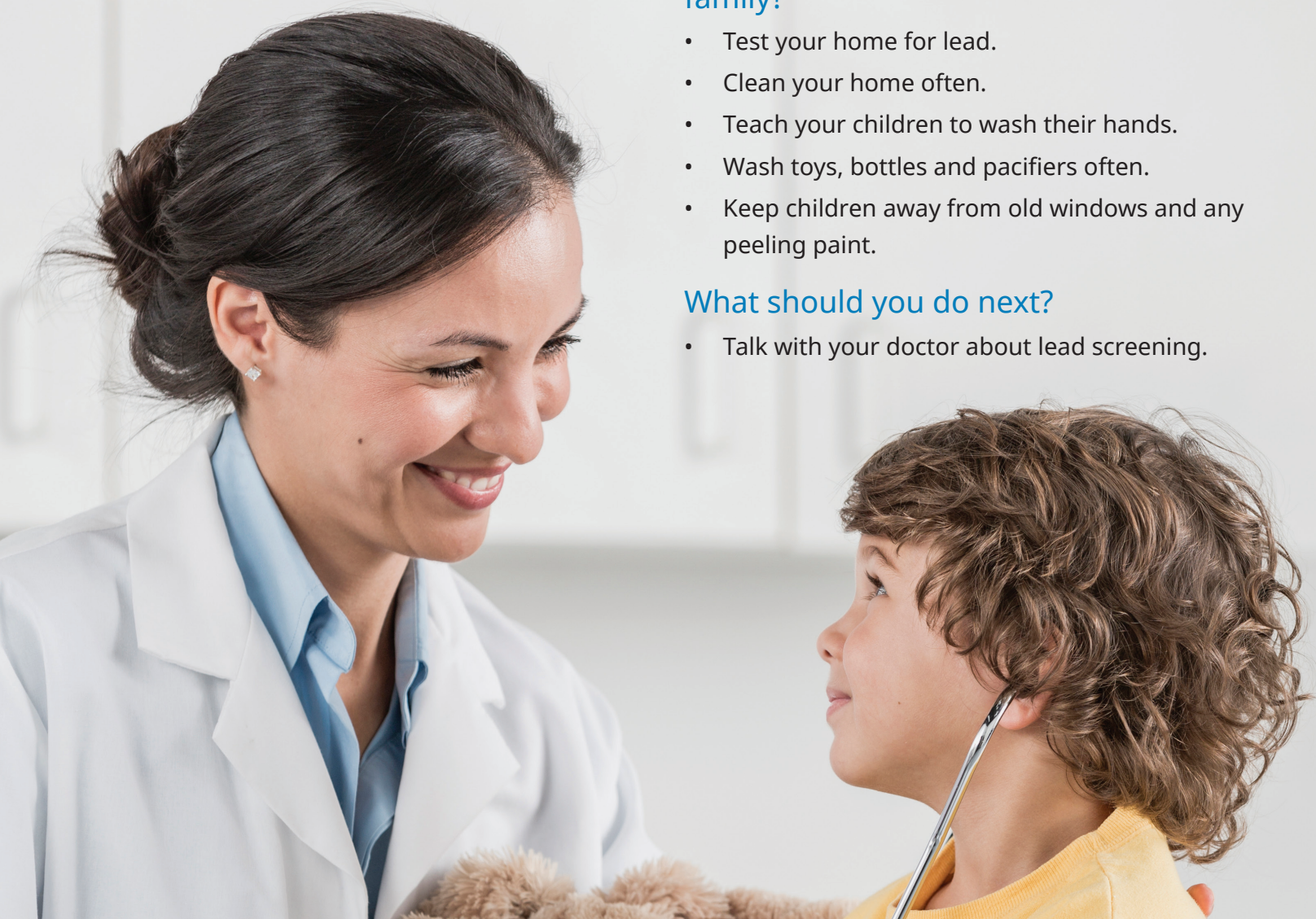
- Children under the age of 6 years old
- Pregnant women

What can you do to protect your family?

- Test your home for lead.
- Clean your home often.
- Teach your children to wash their hands.
- Wash toys, bottles and pacifiers often.
- Keep children away from old windows and any peeling paint.

What should you do next?

- Talk with your doctor about lead screening.



Learn more at www.cdc.gov/lead or call CalOptima's Health Management department at **1-714-246-8895 (TTY 711)**.



CalOptima's *Bright Steps* Maternity Program

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 \$50 gift card if a postpartum checkup is done within 1-12 weeks after the baby is born. Call us today to find out how!

TO LEARN MORE, CALL

1-714-246-8895

Or call CalOptima Customer Service toll-free at **1-888-587-8088** and ask for the Health Management department. TTY users call toll-free at **711**. We have staff who speak your language. We are here to help you Monday through Friday, from 8 a.m. to 5 p.m. You can also visit our website at www.caloptima.org/brightsteps.



DIABETES AND HEART DISEASE

People who have diabetes are at risk of developing other health problems, such as heart disease.



The A1C test reflects your average blood sugar over the past 3 months. The higher your A1C level, the less your blood sugar is under control. A higher A1c level puts you at risk for diabetes-related health problems. Schedule your next A1c test so your doctor can see how your blood sugar levels have been over the past few months.

If you have diabetes, you may also have high levels of “bad” cholesterol in your body. Over time, high levels of “bad” cholesterol can cause heart disease. Heart disease can increase your risk of a heart attack or stroke.

A statin is a type of medicine that can prevent heart attacks or strokes by decreasing the “bad” cholesterol in your body. Some examples of statin medicines include:

- ▷ Atorvastatin (Lipitor)
- ▷ Lovastatin (Mevacor)
- ▷ Pravastatin (Pravachol)
- ▷ Rosuvastatin (Crestor)
- ▷ Simvastatin (Zocor)

If you have diabetes or heart disease, ask your doctor if adding a statin to your treatment is right for you.

Statin medicines may interact with certain foods and other medicines. Talk to your doctor about possible side effects and interactions. Let your doctor know if you have taken a statin before and if you had any side effects. Your doctor may be able to change your medicine to a different statin. Make sure to keep a current list of your medicines with you.

UNDERSTAND ASTHMA INHALERS

When your asthma is well controlled, you can live a healthier and more active life!

Work with your doctor to create an Asthma Action Plan so that you know how to take your medicines. The 2 main types of asthma medicines are:

1. Long-acting controller medicines (inhaled corticosteroids)

- ▷ Keeps the airways in the lungs from swelling
- ▷ Used daily to prevent asthma symptoms
- ▷ Rinse your mouth after each use to prevent infections.
- ▷ These medicines work slowly. It may take up to 2 weeks to start working.
- ▷ Take even when the symptoms are gone.

2. Short-acting medicines (rescue inhalers)

- ▷ Opens the airways fast when you have asthma symptoms or an asthma attack
- ▷ Use only if you are wheezing, having trouble breathing or feeling tightness in the chest.
- ▷ These medicines do not reduce swelling or mucus.
- ▷ These medicines should not be used daily.
- ▷ If you need to use your rescue inhaler more than 2 days a week, ask your doctor if you need a controller medicine.

Call your doctor if you have questions about your asthma care.

Remember to use your controller medicine every day:

1. Take it at the same time every day. Set an alarm.
2. Leave yourself a note on the bathroom mirror.
3. Keep your inhaler in a place where you will see it every day.

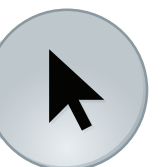
Remember to refill your inhaler:

1. Write “refill inhaler” on your calendar 2 weeks before it runs out.
2. Get refills to last you until your next doctor’s visit.
3. Ask your pharmacy to send you reminders to refill your medicines.



TO LEARN MORE VISIT

www.caloptima.org/en/HealthAndWellness.aspx





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.

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.



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 rooms for a true emergency.

CalOptima Customer Service

24 hours a day, 7 days a week.
Toll-free: **1-888-587-8088** | TTY: **711**

Behavioral Health

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: **711**

Health Education

For help with health and wellness materials to help you stay healthy
Local: **1-714-246-8895**
Toll-Free: **1-888-587-8088** | TTY: **711**

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**

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

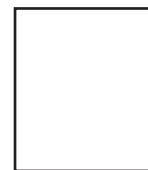


CalOptima

A Public Agency

Better. Together.

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



E-Cigarettes Pose Many Risks

- 1 e-cigarette pod can have as much nicotine as a pack of cigarettes.
- Aerosol from e-cigarettes has harmful chemicals.
- Aerosol from e-cigarettes is NOT harmless "water vapor."
- It is as bad as secondhand smoke.
- Vaping liquids have caused poisoning in children and adults.

Help to Quit Smoking

Call CalOptima's Health Management department for Tobacco Cessation Services at
1-714-246-8895.

STAY CONNECTED

CalOptima.org



@caloptima

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Talk to Your Doctor About COVID-19 Testing

If you have been in contact with someone diagnosed with COVID-19, it is important to keep your distance from others. Call your doctor right away if you have any signs or symptoms and he or she will decide if you should get tested.

If your doctor does not offer testing, call your health network. You can also get tested through the Orange County COVID-19 Testing Network or the Testing Super Sites. To learn more, visit <https://occovid19.ochealthinfo.com/covid-19-testing>.

Talk with your doctor about getting the vaccine.

