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## Prevent the Flu During the COVID-19 Pandemic



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## DURING THE COVID-19 PANDEMIC IS IT SAFE FOR WELL-CARE VISITS?

It is important to see your primary care provider (PCP) for all your recommended well-care visits. You can safely receive health care at your PCPs office during the COVID-19 pandemic, since their offices:

- ▷ Check office staff and members for symptoms and exposure to COVID-19
- ▷ Clean surfaces throughout the day
- ▷ Better scheduling to allow physical distancing between members
- ▷ Require face coverings

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### Health Tip:

Getting the health care you need at the right time can improve your chances of living a healthier life.



# Need Help to Buy Food or Receive Cash Aid?

## What is CalFresh?

CalFresh (formerly known as food stamps) is a federal nutrition assistance program that helps eligible individuals and families purchase nutritious food. Eligible households will receive an electronic benefit transfer (EBT) card, similar to an ATM card, to purchase food at grocery stores and farmers markets that accept EBT cards.

## What is CalWORKs?

The California Work Opportunity and Responsibility to Kids (CalWORKs) is a public assistance program that provides cash aid and services to eligible families with a child or children at home. CalWORKs can help pay for housing, food and other costs.

## How to Apply for CalFresh and CalWORKs:

To help prevent the spread of COVID-19 and avoid long in-person wait times, please apply online, by phone or fax. You can find out if you are eligible and apply through the County of Orange Social Services Agency (SSA).

- Online: [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org) or [www.GetCalFresh.org](http://www.GetCalFresh.org) (for CalFresh only)
- Phone: SSA Call Center at 1-800-281-9799
- Fax: 1-714-645-3489 (for CalFresh only)
- Apply in-person at an SSA Regional Office; to find locations go to [www.ssa.ocgov.com/about/locations/office\\_location\\_list](http://www.ssa.ocgov.com/about/locations/office_location_list)

*Did you know that CalOptima Medi-Cal members may also be eligible for CalFresh, CalWORKs or WIC? Find out which program may help you and your family, and how to apply.*

## What is WIC?

Women, Infants & Children (WIC) program offers nutrition education, breastfeeding support, benefits for healthy foods, and referrals to health care and other community services. Eligibility and income guidelines must be met to qualify for WIC.

## How to Apply for WIC

WIC has offices all over Orange County. Call to make an appointment at an office near you.

- Call: 1-888-WIC-WORKS or 1-888-942-9675
- Online: <https://myfamily.wic.ca.gov>



# TIPS TO PREVENT THE FLU DURING THE COVID-19 PANDEMIC

## Don't wait, vaccinate!

Influenza — also known as the flu — is a serious illness. Some of the symptoms of the flu and COVID-19 are similar, making it hard to tell the difference between them based on symptoms alone. CalOptima members can get the flu shot at no cost. Ask your doctor any questions you may have about getting the flu and COVID-19 vaccines.

Today, the flu shot remains more important than ever to reduce the risk for you, your family and your community. People with chronic conditions are at a higher risk of having serious health problems from the flu. Getting the flu shot may prevent you from becoming severely ill. The flu shot cannot give someone the flu and it is considered safe. Getting the flu and COVID-19 vaccines has shown to lower the chances of hospital admissions.

**You should not get a COVID-19 vaccine and a flu vaccine at the same time**, according to the Centers for Disease Control and Prevention (CDC). COVID-19 vaccines should be given alone with at least 14 days before or after you get any other vaccines, like the flu vaccine.

**Current guidelines state that everyone 6 months and older should get a flu shot. Your doctor can guide you and talk about your concerns.**

Don't wait, vaccinate! You can help slow the spread of the flu and COVID-19. Flu shots are available at doctor offices or local pharmacies.

## Here are tips for healthy habits to help prevent the spread of flu and COVID-19:

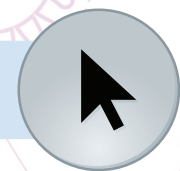
- ▷ Continue to practice physical distancing, wear a mask and avoid contact with people who are sick even after you get the COVID-19 vaccine.
- ▷ If you are sick, limit contact with others as much as possible to keep from infecting them.
- ▷ Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer.
- ▷ Cover your mouth and nose with tissue when you cough or sneeze. Throw the tissue in the trash after you use it and wash your hands.
- ▷ Clean and disinfect surfaces and objects that are touched often such as doorknobs, counter tops, and electronic devices.
- ▷ Report any new or worsening symptoms right away to your doctor such as: fever, sore throat, cough, body aches, headache, nausea, vomiting, chills and fatigue.

## TO LEARN MORE VISIT

[www.caloptima.org/vaccine](http://www.caloptima.org/vaccine)



**CalOptima**  
Better. Together.







### 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](http://www.caloptima.org).

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# DURING THE COVID-19 PANDEMIC IS IT SAFE FOR WELL-CARE VISITS

Talk to your PCP to help choose if an appointment in-person, through video or by phone is right for the care you need. Use the chart below as a guide.

	Under 18 years old	18 years and older	Pregnant Women
Why are well-care visits important?	Well-care visits help children to stay healthy as they grow. Screenings and exams include: <ul style="list-style-type: none"><li>• Vaccines</li><li>• Physical exams</li><li>• Hearing and vision</li><li>• Lead testing</li><li>• Blood pressure check</li><li>• Labs</li></ul>	Well-care visits depends on health and personal risk factors. PCPs may screen for: <ul style="list-style-type: none"><li>• Blood pressure</li><li>• Cervical cancer</li><li>• Breast cancer</li><li>• Colon cancer</li><li>• Cholesterol</li><li>• Vaccines</li></ul>	Prenatal and postpartum care visits are important for a healthy pregnancy and delivery. OB/GYNs check: <ul style="list-style-type: none"><li>• Mom’s weight</li><li>• Mom’s blood pressure</li><li>• Gestational diabetes</li><li>• Baby’s heart rate</li><li>• Baby’s growth</li></ul>
Who should you call?	Call the child’s PCP.	Call a PCP.	Call an OB/GYN.
Should you get the flu shot?	Yes, the flu shot is recommended for children 6 months of age and older.	Yes, adults should get the flu shot.	Yes, the flu shot is recommended for pregnant women.

Talk to your PCP if you have any questions or concerns about the flu shot. These screenings and exams can prevent illness and detect disease early. You can take charge of your health by staying current on well-care visits, screenings and vaccines.

If you have questions, please call CalOptima Customer Service at 1-714-246-8500 or toll-free at 1-888-587-8088, Monday through Friday, from 8 a.m. to 5:30 p.m. TTY users can call 711. We have staff who speak your language. You can also visit our website at [www.caloptima.org](http://www.caloptima.org).

# STAYING HEALTHY WITH DIABETES DURING THE COVID-19 PANDEMIC

COVID-19 is a virus that can cause respiratory illness. It spreads from person to person. If you have diabetes, you may have a higher chance of developing a serious illness from COVID-19.

During the pandemic, it is important to keep a healthy lifestyle to control your blood sugar and lower your chance of getting COVID-19.

1

**Diabetes care tips:**

- ▷ Exercise daily. Take a walk with a mask on or use online workout videos.
- ▷ Check your blood sugar levels.
- ▷ Get your A1C labs and diabetic eye exam.
- ▷ Take your insulin or diabetes medicines.
- ▷ Get support if you are feeling stress, anxiety and depression.
- ▷ Keep a healthy diet with whole grains, fruits and vegetables. Eat small portions at the same time each day to avoid blood sugar highs and lows.

2

**To help lower your risk of COVID-19:**

- ▷ Wear a mask and keep at least 6 feet of physical distance between others. Wash your hands and disinfect surfaces that are touched often.
- ▷ Since you have diabetes, talk to your provider first about getting the COVID-19 vaccine. Schedule your appointment at [www.othena.com](http://www.othena.com).

3

**COVID-19 symptoms to watch for:**

- ▷ Fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.
  - ▷ Call your provider for any other symptoms that concern you.

4

**Call 911 if you have:**

- ▷ Trouble breathing, persistent pain or pressure in the chest, new confusion, inability to wake or stay awake, bluish lips or face.

!

Talk to your provider about any changes to your diabetes care.



## UNDERSTANDING DEPRESSION

### What Are the Symptoms of Depression?

- ▷ Feeling sad, down or empty most of the day, almost every day, for 2 weeks or longer
- ▷ Loss of interest or pleasure in work, school and activities
- ▷ Weight loss or weight gain
- ▷ Trouble sleeping at night and staying awake during the day
- ▷ Lack of energy and no motivation
- ▷ Feeling irritable or agitated most of the time
- ▷ Difficulty thinking or making decisions
- ▷ Feeling hopeless, worthless or helpless
- ▷ Thoughts or talk of not wanting to live

### What Can you Do?

If you believe you have signs of depression, ask your doctor about depression screening. Your doctor will ask questions about the way you feel and evaluate your symptoms. Depression is very common and a highly treatable condition. There are many treatment options and resources available. Some of the common treatment options include:

- Medicines (Antidepressant drug treatment)
- Talk Therapy (Individual or group counseling)

With the right treatment, you can recover from depression with time. Getting treatment can help you begin to take control of your symptoms and start to feel better. If you have been prescribed antidepressants, give your current medicines more time to work. Be patient. Treatment takes time and commitment. Never stop treatment or medicines without first talking to your doctor. Doing this could cause the depression to return. Stopping medicines suddenly could also cause other symptoms.

The sooner you get help, the sooner you can begin to feel better.

To learn more about behavioral health services, call CalOptima Behavioral Health toll-free at **1-855-877-3885 (TTY 711)** or visit us at **[www.caloptima.org](http://www.caloptima.org)**.

## WHAT YOU NEED TO KNOW ABOUT YOUR MEDICINES

The more you know about why you take your medicines, the easier it is to prevent problems. Here are some tips to help you:

- ▷ Ask your doctor if you are not sure how to take your medicines.
- ▷ Ask your doctor how long you need to take them and if you need to take them with food.
- ▷ Learn why you are taking each of your medicines.
- ▷ Know if you need to take them at the same time each day.
- ▷ Know the possible side effects of each medicine.
- ▷ Know how you should store them.
- ▷ Make a list of your prescribed and over-the-counter medicines.
- ▷ Write down how much to take at a time and when to take them each day.



### Tips: How to Manage Your Medicines

- **Fill your medicines on time so you don't run out of them.**
- Talk to your pharmacist about signing up for automatic refills.
- Ask your doctor or pharmacist about getting a 90-day supply of your medicines.
- Take your medicines as prescribed by your doctor.
- Don't stop, skip or cut your medicines without talking to your doctor first.
- Discard expired or unused medicines. Visit [takebackday.dea.gov](http://takebackday.dea.gov)
- Use one pharmacy to have a complete record of your medicine list on file.

Your doctor or pharmacist should review your medicines with you at least once a year. In some cases, medicines may need to be reviewed more frequently.

We have staff who speak your language. If you have any questions, contact CalOptima Customer Service toll-free at **1-888-587-8088 (TTY 711)**, 24 hours a day, 7 days a week.

### TO LEARN MORE VISIT

**[www.caloptima.org](http://www.caloptima.org)**





# Let's Get Back Together in Person Safely!

## Back-To-School To Do List

- Catch up on vaccinations ✓
- Schedule well-care physical exams ✓
- Buy school supplies ✓
- Get measured for school shoes ✓
- Stock up on healthy snacks ✓
- Update emergency contacts ✓



All well-care visits and vaccinations are no cost for  
CalOptima Medi-Cal members

Doctor offices are taking extra steps to make sure your family's  
visit is safe during the COVID-19 pandemic

Learn more at:  
[caloptima.org](https://caloptima.org)  
1-714-246-8895 (TTY 711)



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## DO YOU KNOW THE BENEFITS OF FAMILY MEALS?

Busy schedules can make it challenging for families to slow down, gather and focus on each other's health. Family mealtimes can help to reconnect and spend time together.

Here are some great reasons to share family meals:

- ▷ **Improve brain power!** Studies show that children who eat breakfast focus and do better in school. Talking during meals can also help children learn new words and improve future conversation skills.
- ▷ **Practice healthy eating habits to support and motivate each other.** Children and parents are more likely to eat more fruit and veggies — and less fried foods or soda — when eating together than if each person eats on their own.
- ▷ **Explore new foods and flavors together.** Talk about the new taste, texture and share ideas with a plan to serve it again. Always serve a new food with a food your family already enjoys. It may take some time, but it is more fun to try new foods together.
- ▷ **Destress and talk about concerns.** When parents are calm and engaged during a meal, children are more likely to share about their day. Parents can ask children to share something funny that happened to them or what they look forward to tomorrow.

How to make the most of family mealtime:

- ▷ Find a time that works for your family to sit down and eat together.
- ▷ Eat at the same time each day.
- ▷ If possible, plan what will be served each week.
- ▷ No TV, cell phones or other devices during meals to avoid distractions.

Try using these ideas during family mealtimes. For more tips, visit [familydinnerproject.org](https://familydinnerproject.org).





## 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](http://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

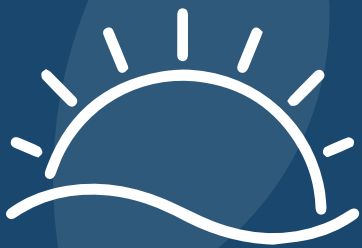
For help with dental benefits  
Toll-free: **1-800-322-6384**  
TTY: **1-800-735-2922**

### 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.*





## Be A.W.A.R.E in the Sun!

It is important to protect  
your skin from sun  
damage all year long.



A

Avoid direct sun  
exposure. UV rays  
are strongest from  
10 a.m.–4 p.m.

W

Wear sun protective  
clothing: long sleeve  
shirt, wide brim hat  
and sunglasses.



A

Apply sunscreen with  
SPF 30 or higher.



R

Routinely check  
your skin for new  
suspicious spots.

E

Educate your family,  
friends and community.

STAY CONNECTED

**CalOptima.org**



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

## COVID-19 Vaccine Member Health Rewards

CalOptima members 12 years of age or older are eligible to receive a \$25 gift card for each COVID-19 vaccine dose received or a \$25 gift card if you get the single-dose vaccine. Members younger than 12 years of age can participate once the vaccine is approved for children 11 years and younger. Please note that you must be eligible on the date of service to receive the gift card(s). **Members in long-term care (LTC), the PACE program or those in Kaiser are not eligible for the COVID-19 vaccine member health reward program.**

**Members do not need to submit anything to CalOptima. Gift cards will be sent after CalOptima confirms through the California Immunization Registry that you received your COVID-19 vaccine.**

We will send your gift card to the mailing address that CalOptima has on file for you. To make sure we have the correct address on file, please login to the CalOptima Member Portal or create an account. You can also call Customer Service to update your mailing address.

If you received your COVID-19 vaccine, please be patient as there may be delays in confirming your vaccination and mailing your gift card(s) for the COVID-19 Vaccine Member Health Rewards program. If you received a vaccine that requires 2 doses, you may receive your gift card for the 1st and 2nd doses at different times. Thank you for your patience.