

# BETTER TOGETHER

Member Newsletter | Spring 2024



## Health Tip:

Wellness visits are at no cost to members of all ages. Schedule a visit with your doctor today.



CalOptima Health

# Checklist to Keep Your Child Healthy

Regular well-child visits are a great way to keep track of your child’s health. Use this checklist to make sure your child is getting the preventive health care they need during these visits. Ask your doctor when your child’s next well-child visit should be scheduled.

Primary Care Provider: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Routine Well-Child Visit Screenings and Tests:	Completed? (Check Box)
Get regular well-child visits. Children ages 3–21 years should visit their doctor yearly.	<input type="checkbox"/>
Developmental screenings (behavioral, social, emotional) <ul style="list-style-type: none"> <li>▪ 9 months</li> <li>▪ 18 months</li> <li>▪ 30 months</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Blood lead testing <ul style="list-style-type: none"> <li>▪ 12 months</li> <li>▪ 24 months</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>
Autism spectrum disorder screening <ul style="list-style-type: none"> <li>▪ 18 months</li> <li>▪ 24 months</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>
Talk about important health topics: growth, learning, nutrition, sleep, safety and injury prevention.	<input type="checkbox"/>



Complete These Vaccines By Ages 4–6 Years:	How Many:	Completed? (Check Box)
Diphtheria, tetanus and pertussis (DTaP < 7 years)	5 doses	<input type="checkbox"/>
Polio (IPV)	4 doses	<input type="checkbox"/>
Measles, mumps and rubella (MMR)	2 doses	<input type="checkbox"/>
Hepatitis B (Hep B)	3 doses	<input type="checkbox"/>
Varicella (chickenpox)	2 doses	<input type="checkbox"/>
Haemophilus influenza type B (HiB)	3 or 4 doses	<input type="checkbox"/>
Pneumococcal conjugate (PCV)	4 doses	<input type="checkbox"/>
COVID-19	1 or more doses	<input type="checkbox"/>

Dental Health:	Completed? (Check Box)
Visit a dentist every 6 months	<input type="checkbox"/>
Topical fluoride varnish (twice a year)	<input type="checkbox"/>



# Protect Your Health With These Cancer Screenings

**Early cancer screenings can help find cancer cells before they grow or spread through the body.** Keeping up with your screenings can help with early detection and avoid delays in treatment. Below are a few screenings that should not be delayed:



## Breast Cancer Screening

Anyone can get breast cancer regardless of gender. Talk to your doctor about getting a mammogram. A mammogram takes an X-ray picture of each breast to check for cancer, usually starting at age 40. If there is a concern, you will be called for more testing.



## Cervical Cancer Screening

A Pap smear (or Pap test) is a screening for cervical cancer for people who have a cervix (lower part of the uterus). A Pap smear can find growths in the cervix that are not normal and can turn into cancer. It's important to talk with your provider to find out how often you need to have a Pap smear.



## Colorectal Cancer Screening

At age 45, talk to your doctor about testing for colorectal cancer. Your risk for colorectal cancer increases with age.

*There are many screenings available for colorectal cancer, including:*

- Stool tests (FOBT or FIT)
- Flexible sigmoidoscopy
- Colonoscopy
- CT colonography (virtual colonoscopy)

Talk to your doctor about which test is best for you and how often you should be tested. To help you stay healthy, it's important to find cancer early so that you can get treatment right away.

To learn more, visit: [www.caloptima.org/CancerScreening](http://www.caloptima.org/CancerScreening).

## CalFresh Can Give You Money for Groceries



You don't have to choose between buying healthy groceries and paying your bills, like rent. Apply for CalFresh to get up to **\$973\*** per month for a family of 4 or up to **\$291\*** per month for an individual. The program issues benefits on a debit-type card that can be used at grocery stores, farmers markets and online. Apply now at [GetCalFresh.org](http://GetCalFresh.org) or call CalOptima Health Customer Service at **1-888-587-8088 (TTY 711)**.

*\*CalFresh is not a Medi-Cal program, and it will not change your Medi-Cal benefits. There is no guarantee you will qualify if you apply, and the benefit amounts vary.*



# CalOptima Health Is a Top Medi-Cal Plan in California

CalOptima Health is a top-rated Medi-Cal plan in California, earning 4 stars out of 5 stars in the National Committee for Quality Assurance's (NCQA) Medicaid Health Plan Ratings 2023. In California, Medicaid is known as Medi-Cal. This is the 9th year in a row that CalOptima Health is among the top health plans in the state and no other Medi-Cal plan in the state earned a higher rating. CalOptima Health provides health insurance to nearly 1 in 3 Orange County residents.

## Follow Up With Your Doctor After Emergency Room Visit or Hospital Stay

After you leave the emergency room or when you go home after a hospital stay, it may take a while for the hospital to send your medical records to your doctor. To make sure you get the best care, it's important to schedule a follow-up visit with your doctor within 7 days.

At a follow-up visit, your doctor will review any new medicines that may have been prescribed, and check the reasons why you needed emergency care or a hospital stay. A follow-up visit can prevent another hospital stay or other problems. Follow-up visits can be in person or by telehealth.

If you have any questions or need help with a follow-up visit with your doctor, call CalOptima Health Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088 (TTY 711)**.



# Medi-Cal Renewal — Take Action to Keep Your Medi-Cal

Now that the pandemic is over, the County of Orange Social Services Agency (SSA) has restarted the annual Medi-Cal renewal process. Don't have a gap in your coverage. Make sure you have reported any changes to your name, mailing address, email address and phone number, so SSA can contact you.

You will either get a letter saying you were renewed automatically or a renewal form in a yellow envelope. If you receive a renewal form, submit your information within 60 days online, by phone, in person or by mail. Your renewal will be sent based on the month you first enrolled in Medi-Cal.

## Take these actions:

-  1. Update your contact information with SSA.
-  2. Create or check your online account at [BenefitsCal.com](https://www.benefitscal.com).
-  3. Check your mail for a renewal form in a yellow envelope.
-  4. Complete your renewal form if you get one.



Go to your Medi-Cal account at [BenefitsCal.com](https://www.benefitscal.com) or call SSA at 1-800-281-9799. Take action to keep your Medi-Cal!



## CalOptima Health Member Handbook

The most current Member Handbook is available on our website at [www.caloptima.org](https://www.caloptima.org) and upon request. To get it mailed to you, please call Customer Service.



## Materials in Other Languages or Formats

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

# Plan Your Annual Wellness Visit



A visit to your primary care provider is the best way to detect changes in your health earlier. Use this checklist to ask your doctor if these tests and screenings should be ordered for you.

If You Have Diabetes, Ask Your Doctor About These Tests:	Completed? (Check Box)	When do I need this? (Date)
Hemoglobin A1C (HbA1C)	<input type="checkbox"/>	
Retinal eye (to detect diabetes-related issues)	<input type="checkbox"/>	
Urine (for protein)	<input type="checkbox"/>	
Foot (to detect diabetes-related issues)	<input type="checkbox"/>	

Screenings to Help Your Doctor Track Your Health:	Completed? (Check Box)	When do I need this? (Date)
Cervical cancer (Pap smear) for adults ages 21 to 65 with a cervix	<input type="checkbox"/>	
Breast cancer (mammogram) for adults ages 40 and up (Adults under 40: talk to your doctor.)	<input type="checkbox"/>	
Colon cancer for adults ages 45 to 75	<input type="checkbox"/>	
Lung cancer for adults ages 50 to 80 with a history of heavy smoking	<input type="checkbox"/>	
Cholesterol, fasting blood sugar	<input type="checkbox"/>	
Osteoporosis (dexa)	<input type="checkbox"/>	
Hearing and vision	<input type="checkbox"/>	
Hepatitis C virus infection screening for adults born between 1945–1965	<input type="checkbox"/>	

*Disclosure: The information in this newsletter is for educational purposes only and does not take the place of professional medical advice. If you have questions, please contact your doctor.*



# Give Your Baby the Best Start

It's important to take care of your health during and after pregnancy. Below is a checklist of recommended care. This is **not** a complete list, and your doctor may recommend other health care services.



During Pregnancy:	Completed? (Check Box)
Schedule timely prenatal care visits. Your first visit should be on or before 13 weeks of pregnancy.	<input type="checkbox"/>
Get your prenatal screenings. These are important to find out if you or your baby have any health conditions and to prevent your baby from being sick after birth. Ask your doctor which screenings are right for you.	<input type="checkbox"/>
Get screened for maternal mental health conditions at least once during pregnancy.	<input type="checkbox"/>
Discuss ways to eat healthy, which prenatal vitamins to take and the best physical activity for you.	<input type="checkbox"/>
Get vaccines: <ul style="list-style-type: none"> <li>▪ Tdap (whooping cough)</li> <li>▪ Flu</li> <li>▪ RSV (respiratory syncytial virus)</li> <li>▪ COVID-19</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
After Pregnancy:	Completed? (Check Box)
Postpartum checkup: complete between 1 to 12 weeks after pregnancy.	<input type="checkbox"/>
Get screened for maternal mental health conditions at least once after pregnancy.	<input type="checkbox"/>
Talk with your doctor about family planning and birth control options.	<input type="checkbox"/>
Begin well-child visits for your newborn: <ul style="list-style-type: none"> <li>▪ 8 well-child visits are recommended by age 15 months</li> </ul>	<input type="checkbox"/>

**Are you pregnant or did you just deliver a baby?** CalOptima Health's Bright Steps program can help you throughout your pregnancy and after your baby is born. All services are provided at no cost to CalOptima Health members. Visit [www.caloptima.org/en/Features/Pregnancy.aspx](http://www.caloptima.org/en/Features/Pregnancy.aspx) for more information.

# Don't Miss Out on Your Gift Cards!

## Here Are CalOptima Health's 2024 Member Health Rewards

CalOptima Health offers health rewards to eligible members for taking an active role in their health. For more information and health reward forms, visit [www.caloptima.org/healthrewards](http://www.caloptima.org/healthrewards).



Medi-Cal Health Reward	No-Cost Reward	Eligibility Criteria
Annual Wellness Visit	\$50 gift card	Members ages 45 and older who complete an Annual Wellness Visit in 2024 (no health reward form needed)
Breast Cancer Screening	\$25 gift card	Members ages 50–74 who complete a breast cancer screening mammogram in 2024
Cervical Cancer Screening	\$25 gift card	Members ages 21–64 who complete a cervical cancer screening in 2024
Colorectal Cancer Screening	\$50 gift card	Members ages 45–75 who complete a colonoscopy in 2024
Diabetes A1C Test	\$25 gift card	Members ages 18–75 with a diagnosis of diabetes who complete an A1C test in 2024
Diabetes Eye Exam	\$25 gift card	Members ages 18–75 with a diagnosis of diabetes who are due for and complete a diabetes dilated or retinal eye exam in 2024
Postpartum Checkup	\$50 gift card	Members who have a postpartum checkup between 1 and 12 weeks after delivery
Blood Lead Test at 12 Months of Age	\$25 gift card	Members between 12–23 months of age who complete a blood lead test in 2024
Blood Lead Test at 24 Months of Age	\$25 gift card	Members between 24–35 months of age who complete a blood lead test in 2024

*Each reward offer requires a completed health reward form except the Annual Wellness Visit. 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 cards have no cash value, and CalOptima Health is not responsible if they are lost or stolen. You may only receive 1 gift card per calendar year for each health reward. Gift cards are available while supplies last. These programs may end at any time without notice.*

# Antibiotics: Use Them Wisely

Antibiotics are life-saving medicines that are used to treat infections caused by bacteria. Not taking antibiotics correctly as prescribed or using them when they are not needed can lead to antibiotic resistance. Antibiotic resistance means these infections can become harder to treat because the antibiotic is no longer able to kill the bacteria that is causing the infection.

*Talk to your doctor about when and how to use antibiotics properly.*



## Know the facts

Antibiotics **ONLY** treat certain infections caused by bacteria, such as strep throat (pharyngitis), whooping cough and urinary tract infection (UTI). Antibiotics are commonly misused for respiratory conditions such as bronchitis, which is caused by a virus.

Antibiotics **DO NOT** treat illnesses that are caused by viruses or those that usually get better on their own such as:

- Most sore throats (except in cases where strep throat is confirmed)
- Most cases of bronchitis or bronchiolitis
- Flu or colds

## Follow these helpful tips

- Take antibiotics only when needed.
- Take all medicines, including antibiotics, exactly as directed by your doctor.
- Never save your antibiotics for later use.
- Never share antibiotics or other medicines with your friends or family.
- Ask your doctor for tips on how you can feel better without using antibiotics.

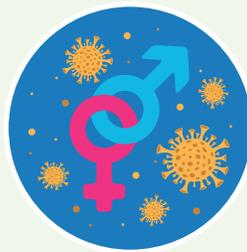
Common Respiratory Infections	Are Antibiotics Needed?
Common cold/runny nose	No
Sore throat	No
COVID-19	No
Bronchitis (chest cold)	No
Flu	No
Strep throat	Yes
Whooping cough	Yes

# Take Charge of Your Reproductive Health

It's important to be aware of health problems that can affect your reproductive well-being. Sexually transmitted infections (STIs) are very common health problems that pass from 1 person to another through sexual contact. Human papillomavirus (HPV) is an STI that can cause cervical cancer. It's important to get preventive care, including screenings for STIs and cancer.

Talk to your doctor about the recommended care for your reproductive health needs and cancer prevention.

Recommended Steps to Care for Your Health:	Completed? (Check Box)	
<p>Get tested for STIs if you are sexually active. STIs include:</p> <ul style="list-style-type: none"> <li>▪ Chlamydia</li> <li>▪ Gonorrhea</li> <li>▪ Genital herpes</li> <li>▪ HPV</li> <li>▪ Syphilis</li> <li>▪ AIDS/HIV</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<p><b>HPV vaccines</b> can be taken starting at age 11 through 26. Early protection works best.</p>		
<p><b>Cervical cancer screening (Pap smear)</b> is a test to screen for cervical cancer.</p>		
<p><b>Pelvic exam</b> looks at reproductive organs.</p>		
<p><b>Breast cancer screening (mammogram)</b> is an X-ray picture of each breast to check for cancer.</p>		
<p><b>Family planning services</b> support decisions about when and if you would like to have children. Services include birth control options.</p>		<input type="checkbox"/>



Reproductive health services such as testing for STIs and HPV vaccines are a few examples of covered benefits for CalOptima Health members.

For more information, visit us at [www.caloptima.org/healthandwellness](http://www.caloptima.org/healthandwellness).

# New Members Start Here

As a new CalOptima Health member, you will get a “Welcome to CalOptima Health” packet in the mail. It has:

- A Summary of Benefits
- Information on how to access your Member Handbook
- CalOptima Health Member ID card
- Health network selection form and selection form guide
- Other important information

*Please open the packet right away and do this first:*



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

The packet has instructions on how to access the Health Network Provider Directory on the CalOptima Health website at [www.caloptima.org](http://www.caloptima.org). Please choose a PCP (a provider who helps you get the care you need) who is contracted with your chosen health network. If you don't choose one within 45 days of joining CalOptima Health, we will choose a PCP for you.



## 2. Fill out the health network selection form

List your choice of health network and PCP, sign the form and return it to CalOptima Health as soon as you can. You can also make your selections on the Member Portal at [www.caloptima.org](http://www.caloptima.org).



## 3. Read your CalOptima Health Member Handbook

Your handbook has information about CalOptima Health's programs and services. Look in your handbook to find out what we cover, how to change your health network or PCP and other details. The Member Handbook is found online at [www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments](http://www.caloptima.org/ForMembers/Medi-Cal/MemberDocuments). If you would like a handbook mailed to you, call Customer Service.



## 4. Schedule your first visit within 3 months

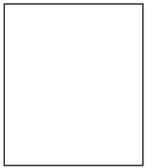
Visit your PCP within the first 3 months of joining CalOptima Health. The first visit helps you stay healthy by working with your doctor right away.



## 5. Learn about the Member Health Rewards Program

CalOptima Health offers no-cost Member Health Rewards to eligible members for taking an active role in their well-being! Learn more at [www.caloptima.org/healthrewards](http://www.caloptima.org/healthrewards).

If you need help, call CalOptima Health Customer Service toll-free at **1-888-587-8088 (TTY 711)**, Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language.



# 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 **911** or go to the nearest emergency room for a true emergency.

## CalOptima Health Customer Service

Monday–Friday, from 8 a.m. to 5:30 p.m.  
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.

24 hours a day, 7 days a week.

Toll-free: **1-855-877-3885** | TTY: **711**

## Health Education

For health and wellness materials to help you stay healthy.

Monday–Friday, from 8 a.m. to 5 p.m.

Toll-Free: **1-888-587-8088** | TTY: **711**

## Nurse Advice Line

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

24 hours a day, 7 days a week.

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

## Medi-Cal Dental Program

For help with dental benefits.

Toll-free: **1-800-322-6384** | TTY: **1-800-735-2922**

## VSP (Vision Service Plan)

Call CalOptima Health Customer Service to see if you are eligible for vision care services. These numbers are for VSP.

Toll-free: **1-800-877-7195** | TTY: **1-800-428-4833**