

BETTER TOGETHER

OneCare Member Newsletter | Spring 2024



Health Tip:

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



OneCare
CalOptima Health

Tips to Control Diabetes

If you have diabetes, a high blood sugar level over time can lead to serious health problems that damage your feet, eyes, heart and other organs. Here are some tips to control your diabetes:



1. Talk to your doctor about how often you should get these tests. Your doctor's recommendations may vary from these guidelines.

- A1C test every 3 to 6 months (as directed)
- Blood pressure (every office visit)
- Retinal eye exam (yearly)
- Kidney exam (yearly)
- Cholesterol (yearly)
- Foot exam (yearly)



2. Take your medicines the way your doctor prescribed for best results:

- Keep an up-to-date list on hand.
- Use a pill box to stay organized.
- Set an alarm to remind you to take your medicines.
- Ask your doctor or pharmacist about 90-day supplies.
- Avoid running out of medicines. Sign up for automatic refills at your pharmacy.



3. A healthy diet is key:

- Whole grains
- Fruits
- Vegetables
- Protein
- Dairy

Try not to skip any meals and eat small portions. Aim for at least 3 meals per day and try to eat around the same time daily to avoid blood sugar highs and lows.



4. Stay active:

Staying active is another important way to control your diabetes. Your muscles use the sugar in your blood (glucose) for energy when you exercise. This can help lower your blood sugar level. Ask your doctor which type of exercise is right for you.

Complete an Annual Wellness Visit With Your Doctor

An Annual Wellness Visit (AWV) is a check-in with your doctor every 12 months to help you stay healthy. It's not the same as a trip to the doctor when you're sick. As a CalOptima Health member of OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, the AWV is available to you at no cost.

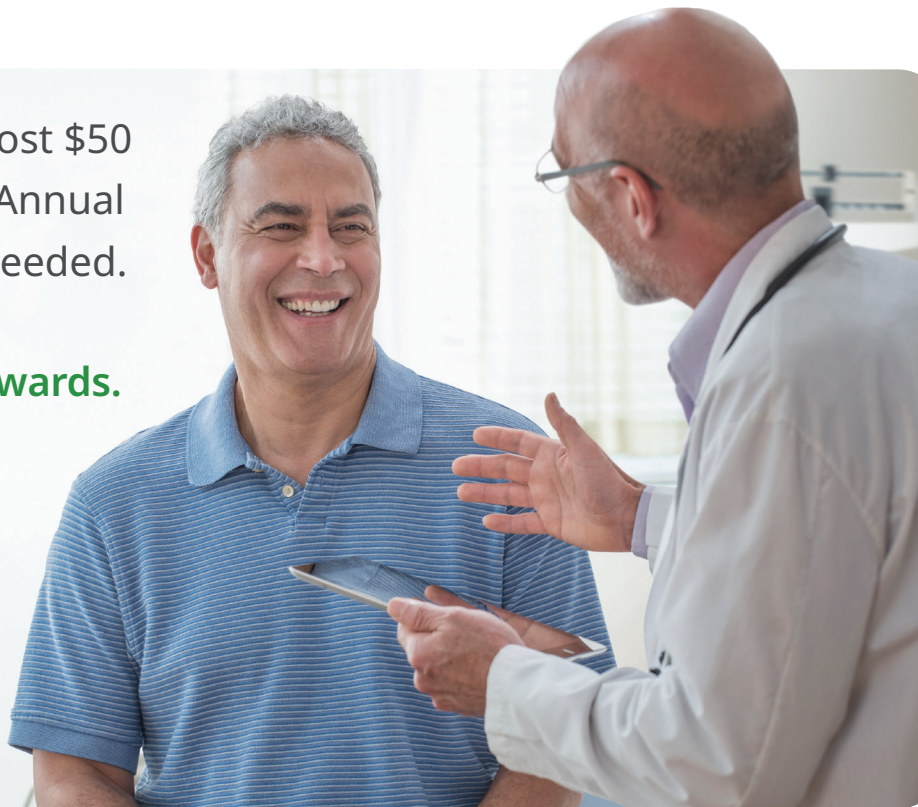
At this visit, your doctor will:

- Check risk factors that may affect your health
- Check health issues early before they turn into big problems
- Review your medical history to help you stay healthy
- Review your medicines to make sure you have everything you need
- Complete age-appropriate screenings on time
- Talk about staying safe and active and avoiding falls
- Suggest things you can do for better health
- Plan for important future health screenings
- Advise you on how to get other services available to you

We hope you will take an active role in staying well! Getting the health care you need at the right time can help you live a healthier life.

To learn more visit: www.caloptima.org/healthandwellness.

You may be eligible for a no-cost \$50 gift card for completing your Annual Wellness Visit! No forms are needed. For more information visit: www.caloptima.org/healthrewards.



Keep Up With Your 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 2 tests 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.



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) — This is a home test using a kit you get from your doctor to collect a stool sample
- **Flexible sigmoidoscopy** — This procedure uses a flexible tube to see the lower part of your colon and rectum with a small camera to check for any problems, polyps or early signs of cancer
- **Colonoscopy** — This procedure is like a sigmoidoscopy, except the doctor can see the entire colon to check for polyps and some cancers
- **CT colonography** (virtual colonoscopy) — This screening uses X-rays to get images of the entire colon for the doctor to review

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

To learn more, visit: 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 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.*

Don't Miss Out on Your Gift Cards!

Here Are CalOptima Health's 2024 Member Health Rewards

CalOptima Health offers health rewards to eligible OneCare members for taking an active role in their well-being. For more information and health reward forms, visit www.caloptima.org/healthrewards.



OneCare Reward	No-Cost Reward	Eligibility Criteria
Annual Wellness Visit	\$50 gift card	Members who complete an Annual Wellness Visit in 2024 (no health reward form needed)
Breast Cancer Screening	\$25 gift card	Members who complete a breast cancer screening mammogram in 2024
Colorectal Cancer Screening	\$50 gift card	Members who complete a colonoscopy in 2024
Diabetes A1C Test	\$25 gift card	Members with a diagnosis of diabetes who complete an A1C test in 2024
Diabetes Eye Exam	\$25 gift card	Members with a diagnosis of diabetes who complete a dilated or retinal eye exam in 2024
Osteoporosis Screening	\$25 gift card	Members who received a bone mineral density test in 2024

You must meet all health reward eligibility requirements to qualify for the gift card. It takes at least 8 weeks after we receive the completed form to process your gift card. Each reward offer requires a completed health reward form except the Annual Wellness Visit. 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.



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 OneCare Customer Service toll-free at **1-877-412-2734** (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**.
-  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** or call SSA at **1-800-281-9799**. Take action to keep your Medi-Cal!



OneCare Member Handbook

The most current OneCare Member Handbook is available on our website at **www.caloptima.org/OneCare** and upon request. To get it mailed to you, please call OneCare Customer Service.



Materials in Other Languages or Formats

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

Understanding Your Medi-Cal Rx Drug Coverage

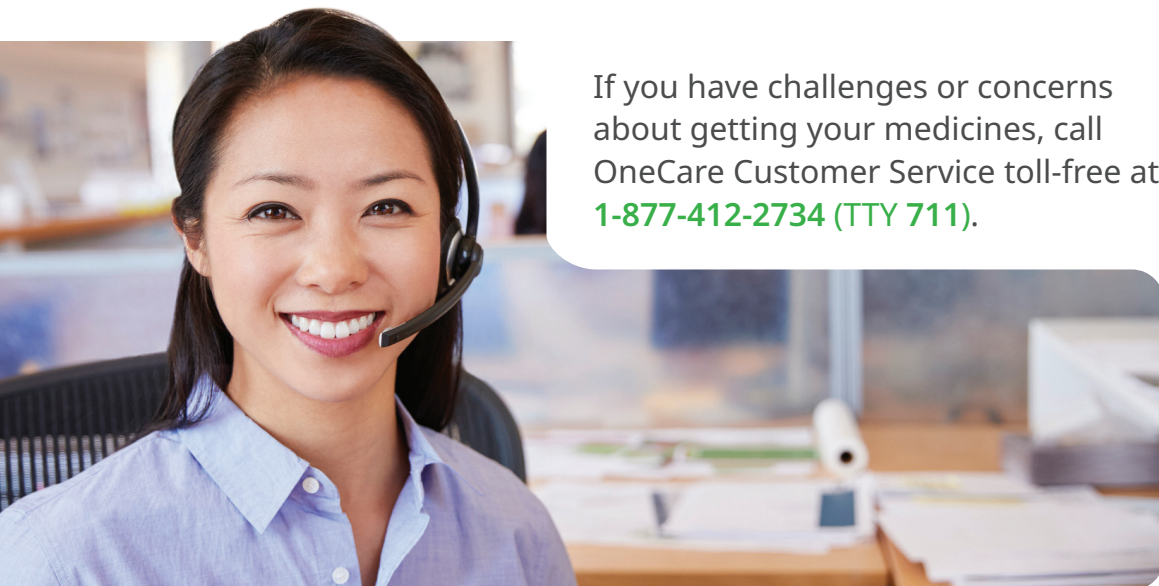
As a CalOptima Health OneCare member, your medicines are covered under a few benefits: Medicare Part D, over-the-counter (OTC) allowance and Medi-Cal Rx. OneCare is the provider for your Medicare Part D pharmacy plan and your OTC benefit. Medi-Cal Rx (Medi-Cal pharmacy benefit) is covered by the state of California. Prescription medicines cannot be covered by both Medicare Part D and Medi-Cal Rx.

Your OneCare Medicare Part D pharmacy plan covers most of your prescription medicines. Some prescription medicines that are **not** covered by your Part D plan are covered by Medi-Cal Rx. Some of these medicines are also available under your OneCare OTC benefit.

Examples of medicines covered by Medi-Cal Rx are:

- OTC medicines
- Vitamins and minerals
- Cough and cold medicines
- Medicines used for weight loss

If your pharmacy tells you that a prescription medicine is not covered, ask if Medi-Cal Rx will cover it.



If you have challenges or concerns about getting your medicines, call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**.

How to Order Over-the-Counter Products at No Cost

OneCare members have an over-the-counter (OTC) benefit allowance. Let's talk about getting these complimentary items sent to your doorstep!

What is my OTC benefit?

This health care benefit gives you the ability to order nonprescription health and wellness items at no extra cost to you.

Here's what you need to know about your OTC benefit:

- You have \$100 to use for OTC products every quarter.
- Use all your allowance within each quarter or it will expire.
- Your allowance will refresh at the start of every quarter as follows: January 1, April 1, July 1, October 1.

How do I use my OTC benefit?

Open the catalog that was sent to you or visit www.caloptima.org/OneCareOTC to browse eligible products.

1. Products are sorted by category to help you find what you need faster.
2. While online you can filter products by price and what fits in your OTC benefit balance.

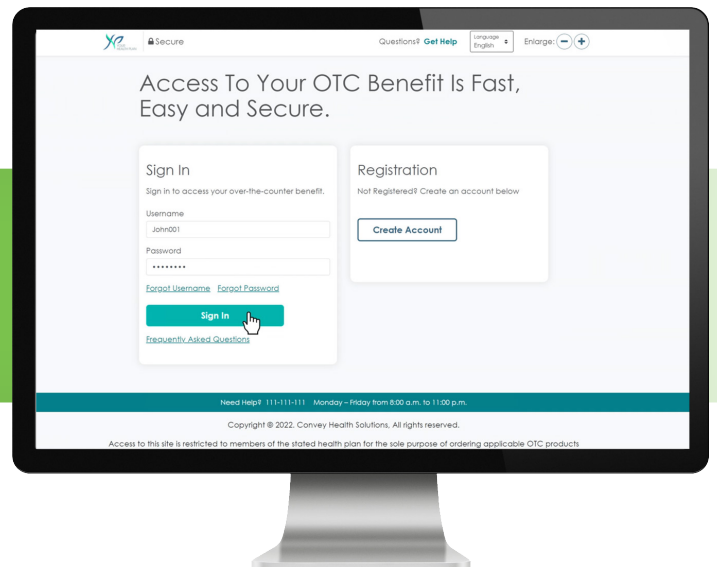
Order the way that's best for you:

- Online or on the OTC-Anywhere mobile app
- Phone: **1-855-299-5410**
- Mail: fill out the order form attached to your catalog or that was in your last shipment

It can take up to 7 business days to deliver your order. For more information, visit us at www.caloptima.org/OneCareOTC.



For an overview video of the website, scan this QR code with your smartphone.



Let's Talk About the Future

If you become sick or injured and can't speak for yourself, do you know what type of care you would want? Advance care planning (ACP) is a great way to start thinking about your future medical care. ACP also lets you choose a person you trust who can make sure you get the care you want.

We know ACP can be hard, so here are 5 tips to get you started:

- 1. Think about what you value the most.** For example, do you want to be free from pain? Do you want to stay at home with your family?
- 2. Ask your doctor questions.** The more you know about your choices, the easier it will be to make decisions.
- 3. Choose a person you trust to make medical care choices for you if you can't in the future.**
- 4. Share your wishes with your loved ones.** If it helps, you can practice having a conversation with a friend or writing down your wishes on paper. **It's OK to take a break if you need to.** You can continue your conversation another day.
- 5. Ask your doctor or call OneCare Customer Service at 1-877-412-2734 (TTY 711) to get an advance directive form.** You can also find ACP resources at www.caloptima.org/healthandwellness. Use the form to document your wishes, and give a copy to your doctor and your loved ones.

ACP keeps you in control of your medical care in the future and makes it easier for your loved ones to make decisions for you.



New Members Start Here

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

- A Summary of Benefits
- Information on how to access your Member Handbook
- OneCare Member ID card
- Other important information

Please open the packet right away and do this first:



1. Read the OneCare Member Handbook

The Member Handbook has information about OneCare’s programs and services. Look in the handbook to find out what we cover, how to change your health network or your primary care provider (PCP) and other details. To see the Member Handbook online, visit www.caloptima.org/ForMembers/OneCare/MemberDocuments. If you would like a handbook mailed to you, call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week.



2. Schedule your first health exam

Call your PCP to schedule your first health exam within 90 days (3 months) of joining OneCare. We believe preventive care is the best way to keep you and your family healthy. Your PCP can find health issues early before they turn into big problems. After that, remember to schedule your Annual Wellness Visit every 12 months at no cost to you. Your PCP will talk with you about your health, how to reach your health goals and needed health screenings.



3. 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.

OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with a Medicare contract. Enrollment in OneCare depends on contract renewal. OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. Visit us at www.caloptima.org/OneCare.

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.

OneCare Customer Service

24 hours a day, 7 days a week.

Toll-free: **1-877-412-2734** | 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.

24 hours a day, 7 days a week.

Toll-Free: **1-877-412-2734** | 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**

Silver&Fit

For help with no-cost access to a wide network of fitness facilities or exercise centers.

www.SilverandFit.com

Toll-free: **1-877-427-4788** | TTY: **711**