

Spring 2019

OneCare

Connections

Tips to Keep
Your Bones
Strong

Colorectal Cancer
Screening

Keep Your Heart Healthy



A Public Agency

OneCare Connect
CalOptima
Better. Together.

Tips to Keep Your Bones STRONG



Osteoporosis is a bone disease that often has no signs. It weakens and thins your bones, making them easy to break. Broken bones often occur in the hips, ribs, spine and wrist.

Due to osteoporosis, **1 in 2 women** and **1 in 4 men** older than 50 will break a bone. People over the age of 50 are at a higher risk.

Ask your doctor about a bone mineral density (BMD) test, also called a DEXA scan. This test will find out your bone mass.

Some ways to keep your bones strong:

- **Take Calcium.** Your body needs calcium to build strong bones. Calcium can be found in calcium-rich foods. Dairy products and green leafy vegetables have calcium.
- **Take Vitamin D.** Vitamin D helps your body soak up calcium into the bones. You can get vitamin D by being out on the sun. **Ten minutes** a day in the sun can help you get a good amount of vitamin D. Foods that have vitamin D include fatty fish such as tuna and salmon, beef liver, cheese and egg yolks. Foods with added vitamin D, like orange juice and cereals can help, too.
- **Exercise.** Exercise makes bones stronger. Walking, jogging, hiking, climbing stairs, dancing, using the treadmill, lifting weights and balance exercises are good choices. Talk to your doctor about the right amount of exercise for you.
- **Certain medicines can lead to bone loss or thinning.** These include thyroid replacement, cortisone (steroids) and long-term use of acid blockers like Prilosec. Others include epilepsy medications, certain drugs to treat cancer or to keep from rejecting transplants. Talk to your doctor if you have a concern.
- **Some illnesses or conditions could lead to bone loss.** These include chronic kidney disease, eating disorders, liver disease and stomach bypass. Others are lack of some hormones, some forms of arthritis such as lupus, smoking or drinking too much alcohol.

Don't wait until you break a bone. Take care of your bone health. Ask your doctor about foods you can eat and what else you can do to keep your bones strong.

No-Cost Colorectal Cancer Screening for People 50 and Older

CalOptima and your doctors care about your health. Getting the health tests you need at the right time is a great way to stay healthy! For example, a colorectal cancer screening is a test that can help find colorectal cancer early when it is small and easier for your doctor to treat. “Colorectal” refers to the colon and rectum, which together make up the large intestine (bowel). Colorectal cancer often starts with a polyp that grows in the colon or rectum, and it shouldn’t be there.

Choices you make every day can help to lower your risk for colorectal cancer. Staying active, keeping a healthy weight, quitting smoking, eating more fruits and vegetables and less red and processed meat are some of the ways you can get healthy and stay healthy.

Colorectal cancer is about as common among women as men. Risk for colorectal cancer increases with age. It is important to know that for some people, colorectal cancer starts with no symptoms at all. For other people, symptoms such as a change in stool, rectal bleeding, stomach pain and unplanned weight loss can be signs of colorectal cancer.

At age 45, it is important to talk with your doctor about getting screened for colorectal cancer. No-cost colorectal cancer screening for people 50 and older is a preventive service covered by OneCare Connect. See your OneCare Connect Member Handbook for details or go to www.caloptima.org/OneCareConnect.

Take an active role in your health care, and talk to your doctor about colorectal cancer. There are several screening choices available to you. Your doctor can work with you to figure out what type of screening is best for you and when you should get tested. Make your health a priority and find it early!

**COLORECTAL
CANCER
SCREENING**

50+

No-Cost

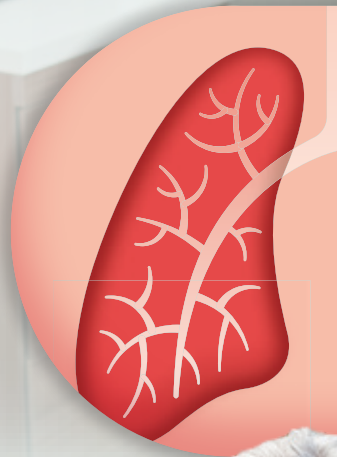


Well-Care Visits

Well-care visits are an important part of staying healthy. Even if you feel fine, it is important for you to have a well-care visit with your doctor each year to see how you are doing. Talk with your doctor about the tests and screenings you need at your next well-care visit.

Flu

The flu is a virus that can cause mild to severe illnesses. People ages 65 and older are at a greater risk of serious health problems if they get the flu. Even healthy people can get sick from the flu too. Protect yourself each year by getting the flu shot.



Shingles

Shingles is a painful skin rash, often with blisters. Anyone who has recovered from chickenpox may get shingles. Adults 60 years and older are at greatest risk for shingles, and the complications at that age are worse. Be sure to talk to your doctor about the shingles vaccine at your next visit. You should receive the shot once every 5 years or as recommended by your doctor.





Pneumococcal (Pneumonia)

Pneumonia is an infection in your lungs. It is caused by a bacteria, fungi or sometimes a virus that can be spread from person to person. It can cause mild to severe illness, and at times, can lead to death. Most people need only one shot to protect them for life. You can get this shot during any time of the year, and you can get it the same time as the flu shot.

Call your doctor to find out where you can get the **flu**, **pneumonia** and **shingles** shot(s). If your doctor does not have these vaccines, you can ask your pharmacy or call CalOptima Customer Service.

The CBAS Program Helps the Whole Person

CalOptima members who meet eligibility criteria can access Community-Based Adult Services (CBAS). The CBAS program offers daytime care and health and social services to frail seniors and disabled adults. These important services enable participants to remain living at home instead of a nursing facility.

The CBAS program helps the whole person with a range of services that support participants socially and physically. This program offers a safe and friendly environment for social interaction with supervised activities and nutritious meals. At the same time, skilled CBAS staff also act as health care liaisons, ensuring that participants have access to appropriate medical treatments, medications and therapies.

CBAS Center Services

CalOptima works with qualified CBAS centers that meet important standards for quality and safety. Our contracted CBAS centers offer day services that may include:

- Personal Care
- Social Services
- Recreational Activities
- Meal Service
- Nursing Services
- Medication Management
- Health Care Service Coordination
- Physical Therapy
- Speech Therapy
- Occupational Therapy
- Mental Health Services
- Transportation To and From Center

Who Can Receive CBAS?

To receive CBAS, participants must be:

- Eligible for Medi-Cal and assigned to CalOptima
- 18 years or older
- Diagnosed with a physical, behavioral or memory problem
- At risk for institutionalization in a nursing facility if they do not receive CBAS

Getting Started with CBAS

Anyone can inquire about CBAS for potentially eligible CalOptima members by making a phone call to our Customer Service team at **1-888-587-8088**. TDD/TTY users can call toll-free at **1-800-735-2929**. An inquiry can be made by the member, the member's family or advocate, or the member's physician. If you know a CalOptima member who may benefit from receiving CBAS, contact us to begin the assessment process.



Assess Your Health With Our New Online Tool!

CalOptima has a new online health assessment tool that can help you understand how you can improve your health and quality of life. After you submit your responses, you will receive an individualized health score of low, moderate or high. It will include areas to improve, as well as resources to help guide you to make healthier choices.

To take the digital health assessment, please visit our Health and Wellness webpage at www.caloptima.org/HealthEducation. Click on “Take Our Quiz To Find Out.”

If you would like to speak to a health coach at CalOptima, please call our Health Management Team at **1-714-246-8895**, we can:

- Mail a print version of the health assessment to you
- Help you fill it out over the phone
- Talk to you about your results

At CalOptima, we believe in the importance of providing services in a way that our members can easily understand. The health assessment is available in other languages or in other formats, such as braille or large print. Please call CalOptima Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088**. TTD/TTY users can call toll-free at **1-800-735-2929**. We have staff who speak your language. This survey is intended for CalOptima members ages 18 and older.

Keep Your Heart Healthy After a Heart Attack

A heart attack happens when blood flow that brings oxygen to the heart becomes blocked. Making changes in your life and taking medicine for the heart can help prevent, lower your risk of, or recover from a heart attack. It can also reduce your risk of death from heart disease.

What changes can you make?

- **Quit smoking if you smoke.** Make a plan to quit, get help through counseling, and ask your doctor about products that can help you quit smoking such as nicotine patches, gum, lozenges or nasal sprays.
- **Exercise.** Do at least 40 minutes of exercise such as walking, jogging or swimming at least 3 to 4 days per week. Using weights or resistance bands can help make your muscles stronger.
- **Improve your diet.** Eat healthy, low-fat meals with less salt and less added sugars. Eating fruits, vegetables and food with fiber can help prevent heart disease and strokes.
- **Maintain a healthy weight.** Being overweight causes your heart to work harder. Eating smaller portions or fewer calories can help you maintain a healthy weight. Some other tips for a healthy weight include drinking more water, getting good sleep and managing stress.



Which medicine might you need to take?

- **To prevent another heart attack:** Medicines called beta blockers help slow the heart down, lower blood pressure, and reduce the workload of the heart. Beta blockers include metoprolol and atenolol.
- **To lower blood pressure:** High blood pressure harms the blood vessel walls. Some people may need to take more than one medicine to help lower their blood pressure. These types of medicines include hydrochlorothiazide, lisinopril and amlodipine.
- **To prevent blood clots:** Common medicine to prevent blood clots include aspirin or clopidogrel.
- **Statins:** Statins prevent fatty build-up from forming, growing or breaking open to block blood vessels. Types of statins include atorvastatin and rosuvastatin.

Making changes in your life and choosing healthy foods are key to help prevent a heart attack. Talk to your doctor about your diet, exercise plan and medicine that may be best for you to help keep your heart healthy.

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



See Your Doctor to Stay Healthy

Are you new to OneCare Connect? Call your doctor today to schedule your first visit within 90 days (3 months) of becoming a OneCare Connect member. We believe preventive care is the best way to keep you and your family healthy. That means seeing your doctor for the first time, even if you do not feel sick. Your doctor can find health problems early before they become too serious.

The first time you see your new doctor as a OneCare Connect member, the doctor will ask questions about your health, family history and may also do an exam. You will find out which health screenings you need and when to go back for checkups. This is a good time to ask questions and to talk about the medicines you take.

If you have not seen your doctor, call now to make an appointment. Talk with your doctor about what care is right for you.

What Is a Patient Portal?

A patient portal is a secure online website for doctors to give you 24-hour access to your health information from anywhere with an internet connection. By having a secure username and password, you can view health information such as:

- Recent doctor visits
- Discharge summaries
- Medications
- Immunizations
- Allergies
- Lab results

How to get started:

Ask your doctor if they use a patient portal. If he or she does, get the web address and information on how to sign up to access the portal. After you have signed up, log into your doctor's patient portal to see what information your doctor can provide about your health. See if you can communicate with your doctor through the patient portal. This is a safe way to get answers to your questions.

Source: U.S. Department of Health and Human Services' (HHS) Office of the National Coordinator for Health Information Technology (ONC), HealthIT.gov. Retrieved from <https://www.healthit.gov/providers-professionals/faqs/what-patient-portal> on June 26, 2017

Customer Service Phone Numbers

OneCare Connect

Customer Service department , 24 hours a day, 7 days a week.	Toll-free: 1-855-705-8823 TDD/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 TDD/TTY: 1-800-735-2929
Health Management department for help with health and wellness materials to help you stay healthy	Toll-free: 1-714-246-8895 TDD/TTY: 1-855-705-8823 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 TDD/TTY: 1-844-514-3774

Denti-Cal

For help with dental benefits	Toll-free: 1-800-322-6384 TDD/TTY: 1-800-735-2929
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VSP (Vision Service Plan)

For help with the OneCare Connect vision program	Toll-free: 1-800-877-7195 TDD/TTY: 1-800-428-4833
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Silver & Fit

For help with no-cost access to a wide network of fitness facilities or exercise centers at www.SilverandFit.com	Toll-free: 1-877-427-4788 TDD/TTY: 1-877-710-2746
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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.

OneCare Connect Member Handbook

The most current OneCare Connect member handbook is available on our website at www.caloptima.org and upon request. To get a handbook mailed to you, please call OneCare Connect Customer Service department.

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. OneCare Connect complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Please call our Customer Service number at 1-855-705-8823, 24 hours a day, 7 days a week. TDD/TTY users can call 1-800-735-2929. This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the OneCare Connect Member Handbook.

HOW TO WORK WITH YOUR PCP

To help your PCP:

- Call your PCP when you are sick.
- Make a list of questions to ask your PCP before your visit.
- Show your CalOptima ID card(s) at all health care visits.
- Be helpful and talk about your health care needs and problems with your PCP.
- Ask your PCP to explain if you do not understand.
- Take your medicine the way your PCP tells you.
- Cancel your appointment at least 24 hours before your visit if you cannot keep it.

Your PCP will:

- Provide general health care services, medical advice and treatment options.
- Help you get preventive care, shots and well-care services.
- Give prescriptions for medicines.
- Refer you to specialists.

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.

Are You New to OneCare Connect?

As a OneCare Connect member, here are some things you should do:

1. Choose a Primary Care Provider (PCP)

A PCP is a medical doctor who gives you routine health care. OneCare Connect's PCPs are affiliated with many health networks. When you choose your PCP, you also need to choose one of his or her health networks. This means that your PCP will be referring you to specialists and services that are also affiliated with his or her health network.

If there is a particular specialist or hospital that you want to use, it is important to check if they are affiliated with your PCP's health network. You can look in the OneCare Connect Provider and Pharmacy Directory. Or call OneCare Connect Customer Service to check if the PCP you want makes referrals to that specialist or uses that hospital.

2. Choose a Health Network

Health networks are contracted with OneCare Connect to provide covered services to our members. CalOptima's PCPs are affiliated with health networks. Don't forget that when you choose your PCP, you also need to choose an affiliated health network.

3. Read and Keep Your OneCare Connect Member Handbook

Your OneCare Connect Member Handbook has important information about OneCare Connect's program and services. Refer to your handbook to find out what benefits are covered, how to change your health network, how to change your PCP and other information about your health care services.

4. Schedule Your First Exam

Your first health exam should be scheduled within 90 days (3 months) of becoming a OneCare Connect member. Call your PCP today to schedule your first visit!

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

Asthma, Diabetes and Congestive Heart Failure Health Programs

CalOptima offers extra services at NO COST for our OneCare Connect members with asthma, diabetes and congestive heart failure. There is no need to sign up. CalOptima will add eligible members to the program by using health records or by getting a doctor referral. You may be mailed information from CalOptima or receive a call from one of our staff. We are a team working with you to take steps to better health.

Check to see if you qualify:

Program Name	Eligible Members
Adult Asthma Health Program	Ages 19 and older with asthma
Diabetes Health Program	Ages 18 and older with type 2 diabetes

From time to time you may receive mail from us about health management services available for you. If you no longer want to be part of a health program and want to stop receiving mailings or calls about your condition, you can call CalOptima Health Management at **1-714-246-8895**. TDD/TTY users can call toll-free at **1-800-735-2929**. We look forward to helping you improve your health!

