

Fall 2019

OneCare

Connections

No-Cost
Mammograms

Safe Medicine
Disposal

Vision Care Benefit

Sign up for Our
Member Portal!



OneCare Connect
CalOptima
Better. Together.



BEHAVIORAL Health Services

Call CalOptima Behavioral Health Services toll-free at **1-855-877-3885** for screening and referral. This number is open 24 hours a day, 7 days a week. TDD/TTY users can call toll-free at **1-800-735-2929**.

CalOptima covers behavioral health services for OneCare Connect members, which include:

-  **Assessment**
-  **Individual and group therapy**
-  **Help with medicines for mental health**
-  **Inpatient services for mental health**
-  **Partial hospitalization or intensive outpatient services for mental health**

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**.

New Members Start Here

You need to do these 2 things



As a new OneCare Connect member, you will get a “Welcome to OneCare Connect” package in the mail. Please open it right away and do these 2 things:

- 1. Read and keep your OneCare Connect member handbook**
 Your OneCare Connect member handbook has key information about OneCare Connect’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.
- 2. Schedule your first health exam**
 Schedule the first health exam within 90 days (3 months) of joining OneCare Connect. 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 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.

What Is the Best Way to Handle Medicines?

Medicines must be taken as prescribed by your doctor. Your prescribed medicines must be taken only by you. If you store unused, or expired medicines at home, there is a risk that others can take them by mistake or access and abuse them. This can lead to serious health effects.

Certain pain medicines are known to be very harmful or deadly when taken without a prescription. These medicines include opioids such as hydrocodone (Vicodin, Norco) and oxycodone (Percocet, OxyContin). They should be removed safely from your home as quickly as possible when you no longer need them. The U.S. Food & Drug Administration suggests pain medicines should be promptly flushed down the toilet if none of the options listed below are available:

How To Get Rid of Unused or Expired Medicines

- **DisposeRx packets:** Some local pharmacies offer DisposeRx packets. The packets contain a powder that dissolves and changes opioids into gel form when mixed with water. The gel mix can be tossed in household trash.
- **Permanent sites:** Some retail, hospital, clinic pharmacies and police stations have permanent drop-off boxes. Local pharmacies have drop-off boxes where you can safely dispose medicines at any time of the year. You can drop off prescribed and over-the-counter medicines at no charge even if the medicines were bought somewhere else. Illegal drugs, needles and syringes, inhalers, and liquids are not accepted. Check with your local pharmacies or this website to find a site closest to you: <https://apps2.deadiversion.usdoj.gov/pubdispsearch>
- **National Drug Take Back Days:** The government hosts a Drug Take Back Day twice a year in April and October. There are more than 5,000 sites set up across the country to collect your unused medicines. You can learn more about dates and locations at this website: https://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html

Be sure to review all of your medicines with your doctor on a regular basis and discard medicines as soon as possible when you no longer need them.



Most medicines can be dropped off at medicine take-back events or drop-off boxes as mentioned above. When those options are not available, the medicines may be thrown away in household trash by following these steps:

Remove the medicine from the original container.

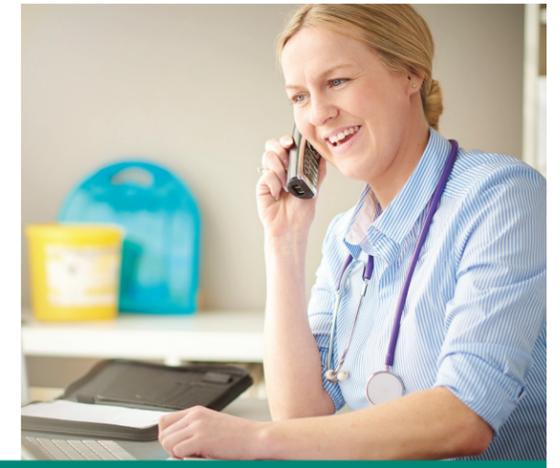
Mix the medicine with a substance that cannot be consumed, such as used coffee grounds or cat litter.

Place the mixture in a sealed bag.

Throw the sealed bag away in the trash.

Scratch out all personal information on the prescription label of the empty container.

NURSE CASE MANAGERS: HELPING YOU GET CARE



Did you know a CalOptima case manager is a registered nurse who can help arrange care with your health care providers? When you need help with medical concerns, they are advocates for you and your family. Our experienced nurse case managers can help you learn about chronic, serious medical conditions. They can also cut through red tape, and work with other medical providers for you.

Case management is offered by CalOptima at no cost to you. It can provide extra support to help you reach your health care goals.

You can get case management if:

- Your doctor refers you
- We contact you to fill out a health survey
- You call Customer Service and ask for case management

When you are referred, your nurse case manager will call you. They will let you know about the types of help they can give you.

Our nurse case managers can:

- Answer your health care questions
- Be a health coach
- Review your medicines
- Connect you to mental health or other services
- Give you a list of resources for housing, food assistance and more

During the first phone call, you will be asked many questions. Your answers will let us know the areas you could use help. You will also be asked what is important to your health. This will give us a way to learn more about you, your needs and your goals!

After the call, you will be asked to work with your case manager to create a plan for reaching your health goals. Your nurse case manager will talk to you often, and work with you on the plan. If things change, your plan will be updated.

Call today to see if CalOptima nurse case managers can help you reach your health care goals!

Diabetes: Meal Planning Using the Plate Method

Whether you have diabetes or not, the plate method is a simple way to control your portion sizes.

This will help you plan how much to eat, by learning the amount of each food group you should eat. You don't need to count calories. This method works best for lunch and dinner.

Let's get started with these steps:

- 1 Use a 9-inch plate for your all your meals.
- 2 Fill half your plate with **non-starchy vegetables**.
- 3 On the other-side of the plate, fill a quarter of it with your **protein**.
- 4 Fill the other quarter with a **grain or starchy vegetable**.

Add a small piece of **fruit** (½ cup) or a serving of **dairy** (8 oz.) such as milk, on the side.

Fruits

Apples, blueberries, melons, grapefruit, strawberries, pears or plums

Fruits

Grains and Starchy Vegetables

- Brown rice, wild rice, whole wheat pasta, quinoa, popcorn (air popped) and other whole grains such as bulgur (cracked wheat), whole wheat flour, whole rye, buckwheat, oats (rolled or steel cut), or whole grain bread
- Green peas, sweet potato, pumpkin, parsnip acorn or butternut squash
- Dried beans (black, lima or pinto), lentils or fat-free refried beans

Dairy

Dairy

- Fat-free or low-fat milk (1%)
- Plain soy milk
- Plain, non-fat yogurt or light yogurt

Non-Starchy Vegetables

Artichoke, bean sprouts, Brussels sprouts, broccoli, cabbage, carrots, cauliflower, eggplant, greens like kale, green beans, jicama, mushrooms, onions, peppers, salad greens (lettuce, romaine, or spinach), squash or tomato

Non-Starchy Vegetables

Grains & Starchy Vegetables

Protein

Protein

- Chicken or turkey without skin
- Lean beef or pork
- Fish and seafood such as tuna, trout, salmon, tilapia, crab, shrimp, oysters or lobster
- Tofu, reduced-fat cheese, cottage cheese or egg whites

Use your hands as a guide for food portions.

Size	 1 fist = 1cup	 1 thumb = 1 ounce	 1 handful = 1 ounce of snack food	 1 palm = 3 ounces	 1 thumb tip = 1 teaspoon
Try	1 serving of fruit and vegetables	1 tablespoon of peanut butter	A handful of nuts	A cooked serving of meat	A serving of butter

Your 9-inch plate should be:

- ½ covered with vegetables.
- ¼ covered by 3 ounces of protein.
- ¼ covered with grains or starchy foods.

Talk to your doctor to see if the plate method would work for you. To learn more about the plate method and diabetes meal planning, please call CalOptima's Health Management department at **1-714-246-8895**.

Source: National Institute of Diabetes and Digestive and Kidney Diseases; U.S. Department of Health and Human Services; National Institutes of Health.

Diabetes and Yearly Eye Exams



If you have diabetes, it is very important to get a dilated eye exam every 12 months. This is because you are at risk of getting diabetic retinopathy, a disease that harms the small blood vessels in the eye. It

can lead to loss of sight and blindness mainly in people 20 to 74 years old. An eye exam can help you get timely care. OneCare Connect covers the dilated eye exam every 12 months through the Vision Service Plan (VSP).

Signs of diabetic retinopathy may include but are not limited to:

- Blurred sight and slow vision loss over time
- Floaters
- Shadows or missing areas of vision
- Trouble seeing at night

What else?

Many people with retinopathy do not see any signs, until the damage is severe or before bleeding occurs in the eye. Keep a healthy range of blood sugar, blood pressure and cholesterol to prevent diabetic retinopathy. Follow your eye doctor’s advice on how to protect your sight.

Can OneCare Connect pay for the eye exam?

Yes, OneCare Connect pays for the dilated eye exam every 12 months through VSP. The eye doctor will let you know how often you should get your eyes checked. Call OneCare Connect Customer Service department to learn more about your VSP benefits.

Health Management Programs

CalOptima offers health management services at NO COST to our OneCare Connect members. We add eligible members to selected programs based on their health records or a doctor referral. Eligible members can also choose to sign up. When enrolled into a program, members may receive information in the mail from CalOptima or get a call from one of our staff. We are here to help you improve your health.

If you no longer want to be part of a health management program and prefer to stop* getting mailings or calls about your condition, please call us at **1-714-246-8895**. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. TDD/TTY users can call toll-free at **1-800-735-2929**. We look forward to helping you improve your health!

**The request to stop getting information from us, will only apply to Health Management mailings. You will still get materials that CalOptima is required to mail you.*

Program Name
Adult Asthma Health Program
Congestive Heart Failure Health Program
Diabetes Health Program
Bright Steps Maternity Health Program

NO-COST MAMMOGRAMS

Breast Cancer Screening for Women Age 40 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! This includes getting a mammogram, which is a test that can help find breast cancer early when it may be easier to treat.

What to do:

Breast cancer is one of the most common cancers found in women living in the United States. Choices you make every day can help to lower your risk for breast cancer. Staying active, keeping a healthy weight, quitting smoking, limiting or not drinking alcohol, and eating more fruits and vegetables are good choices you can make to get and stay healthy.

Breast exams:

It is important for women to know how their breasts normally look and feel. When doing your monthly self-exams, changes to your breasts can be found early. Breast cancer symptoms — such as a lump in

the breast — should be shared with your doctor right away. For some women, breast cancer starts with no symptoms at all. That is why getting a mammogram is so important.

For most women, starting at age 40, it is important to talk with your doctor about getting a mammogram to screen you for breast cancer. No-cost mammograms are a preventive care service covered by OneCare Connect. See your OneCare Connect Member Handbook for details or go to www.caloptima.org/onecareconnect.

Work with your doctor:

Take an active role in your health and talk to your doctor about breast cancer screening. Your doctor can work with you to figure out when you should get a mammogram, and how often you should get tested. Make your health a priority and find it early!

Customer Service 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 room for a true medical emergency.	
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
	Toll-free:	1-855-705-8823
	TDD/TTY:	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
VSP (Vision Service Plan)		
For help with the OneCare Connect vision program	Toll-free:	1-800-877-7195
	TDD/TTY:	1-800-428-4833
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

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.

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

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.

EARLY SCREENINGS CAN SAVE LIVES

1 in 8 women is diagnosed with breast cancer in her lifetime. Call your doctor today to schedule a screening.



Find out more at caloptima.org



Top-Rated Medi-Cal Plan in California

NCQA's Medicaid Health Insurance Plan Ratings 2018-2019

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



CalOptima's website gets a new look, and a self-service member portal

Sign Up Today for Our Member Portal! Your Online Access to CalOptima.

CalOptima recently launched our new member portal. The member portal is a secure online website that gives you 24-hour access to your health information.

You can access CalOptima's new member portal on a computer, tablet or smart phone device. Other languages will begin rolling out in fall 2019.

Take an active role in your health care. Register <https://member.caloptima.org> today!

To make changes online go to the member portal at www.caloptima.org.

The new self-service options make it easier and faster for you to:

- Update your personal information
- Request a new ID card
- Print a copy of your ID card
- Change your health network or primary care provider (PCP)
- Ask CalOptima Customer Service a question
- View the history and status of your prescriptions and referrals (coming in mid-2020)
- Complete your annual Health Assessment Survey