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OneCare

Connections



OneCare Connect
CalOptima
Better. Together.

Spring 2020

Get Your Lab Tests Done!

Lab tests — also known as blood tests or blood work — are a major part of your health care. You need to get your blood work done often if you take medicines for diabetes, your heart or blood pressure. Lab tests can show your health care team how well your body is working. They also let your doctor see how the medicines are helping to manage your health.

Key Lab Tests for People with Diabetes:

- **Hemoglobin A1C:** Also known as the A1C test, if you have diabetes, you need this blood test at least every 6 months. It will show your doctor how your diabetes is controlled.
- **Cholesterol:** This blood test needs to be done at least every year. Make sure to look at your low-density lipoprotein (LDL) levels. LDL is also known as “bad” cholesterol. Ask your doctor what your goal should be.
- **Kidney Function Test:** This is either a urine or blood test and it should be done at least every year. Results will help show how well your kidneys are working.

Key Lab Tests If You Take Heart or Blood Pressure Medicines:

If you take any of the medicines listed below, you need to get a blood test to measure the levels of potassium and creatinine in your body. This will show your health care team how well your kidneys are working.

- **Angiotensin-Converting Enzyme (ACE) Inhibitors:** such as lisinopril (Zestril, Prinivil), enalapril (Vasotec) and benazepril (Lotensin).
- **Angiotensin II Receptor Blockers (ARBs):** such as losartan (Cozaar), valsartan (Diovan), telmisartan (Micardis) and irbesartan (Avapro)
- **Diuretics:** such as furosemide (Lasix), hydrochlorothiazide (Microzide) and spironolactone (Aldactone).

It is very important to get your lab tests done so that you can improve your health. It is good for you to know what your levels mean. **Always** ask your health care team to explain the numbers on your results.



Diabetes and Heart Disease

People who have diabetes are at risk of developing other health problems, such as heart disease.

The A1C test reflects your average blood sugar over the past 3 months. The higher your A1C level, the less your blood sugar is under control. A higher A1C level puts you at risk for diabetes-related health problems. Schedule your next A1C test so your doctor can see how your blood sugar levels have been over the past few months.

If you have diabetes, you may also have high levels of “bad” cholesterol in your body. Over time, high levels of “bad” cholesterol can cause heart disease. Heart disease can increase your risk of a heart attack or stroke.

A statin is a type of medicine that can prevent heart attacks or strokes by decreasing the “bad” cholesterol in your body. Some examples of statin medicines include:

- Atorvastatin (Lipitor)
- Lovastatin (Mevacor)
- Pravastatin (Pravachol)
- Rosuvastatin (Crestor)
- Simvastatin (Zocor)

If you have diabetes or heart disease, ask your doctor if adding a statin to your treatment is right for you.

Statin medicines may interact with certain foods and other medicines. Talk to your doctor about possible side effects and interactions. Let your doctor know if you have taken a statin before and if you had any side effects. Your doctor may be able to change your medicine to a different statin. Make sure to keep a current list of your medicines with you.

How to Protect Yourself from Serious Illnesses

Get Adult Immunizations

As an adult, you may be busy with family, work and many other responsibilities. It is important to take care of yourself and stay healthy too! Immunizations — or vaccines — can help you stay healthy and protect you against serious illnesses, like flu and pneumonia. Getting the vaccines your doctor recommends at the right time will give you the most protection.

Be sure to talk with your doctor about these vaccines:

- Seasonal Influenza (flu)
- Shingles (zoster)
- Pneumococcal (pneumonia)
- Whooping Cough (pertussis)
- Tetanus and diphtheria (Td)
- Hepatitis A
- Human Papillomavirus (HPV)

You may have received some of these vaccines as a child. Benefits from these vaccines may wear off over time, so it is important to talk with your doctor about what vaccines you need as an adult. You may also need the same vaccines more than one time during your life. Following your doctor's advice can help you stay healthy for many years to come!

If you have any questions, please call CalOptima's Health Management department at **1-714-246-8895**. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. TTY users can call toll-free at **1-800-735-2929**. We have staff who speak your language. Visit our website at www.caloptima.org/healtheducation.



Understand Asthma Inhalers

When your asthma is well-controlled you can live a healthier and more active life!



Work with your doctor to create an Asthma Action Plan so you know how to take your medicines. Most people take more than 1 medicine to control asthma. There are 2 main types of medicines for asthma. Each type works differently.

1. Long-acting controller medicines (inhaled corticosteroids)

- Keeps the airways in the lungs from swelling and becoming inflamed.
- Must be taken every day to prevent asthma symptoms and flare-ups.
- It is important to rinse your mouth after each use to prevent infections.
- These medicines work slowly. It may take up to 2 weeks to start working.
- Take even when the symptoms are gone, so that asthma can stay under control.
- The doctor will tell you when the desired level of asthma control has been reached.

2. Short-acting medicines (rescue inhalers)

- They open the airways fast when you have asthma symptoms or an asthma attack.
- Use only if you are wheezing, having trouble breathing or feeling tightness in the chest.
- These medicines do not reduce swelling or mucus.
- These medicines should not be used every day.
- If you need to use your rescue inhaler more than 2 days a week, your asthma may not be well controlled. Ask your doctor to review your need for a controller medicine.

Talk with your doctor today if you have any questions about your asthma care.

To learn more, visit us at www.caloptima.org/healtheducation.

REMEMBER:

Use your controller medicine every day:

1. Take it at the same time every day. Set an alarm!
2. Leave yourself a note on the bathroom mirror.
3. Keep your inhaler in a place where you will see it every day!

Refill your inhaler:

1. Write “refill inhaler” on your calendar a week before it runs out.
2. Make sure you have enough refills to last you until your next doctor’s visit.
3. Ask your pharmacy to send you reminders to refill your medicines.



CALOPTIMA HEALTH REWARDS

Regular health checkups with your doctor are an important part of staying healthy!

Even if you feel well, it is important to go to your doctor for a yearly checkup. A yearly checkup may help prevent health problems before they start.

We hope that you will take an active role in maintaining your health! By getting the care you need at the right time, you improve your chances of living a healthier life. Schedule your yearly checkup with your doctor.

It is important to talk with your doctor about when and how often you should complete your health screenings. Every person is different and talking with your doctor can help you get tests and screenings that are right for you!

Be sure to discuss these topics with your doctor:

- Blood pressure and cholesterol
- Weight and body mass index
- Depression and anxiety
- Fall prevention
- Diabetes and blood sugar
- Eye and vision health
- Flu and pneumonia vaccines
- Exercise and staying active
- Medications and vitamins
- Bone health

To learn more, call CalOptima's Health Management department at **1-714-246-8895**. We are here to help you Monday through Friday from 8 a.m. to 5 p.m. We have staff who speak your language.



PROGRAMS

Get a gift card for
getting your health
screenings!

CalOptima offers health rewards to eligible OneCare Connect and OneCare members for taking an active role in their health! Visit www.caloptima.org/healthrewards to view or print current incentive forms.

Adult Health Rewards Program	No-Cost Reward	Eligibility Criteria
Breast Cancer Screening	\$25 gift card	Members ages 50–74 who are due for and complete a breast cancer screening mammogram
Colorectal Cancer Screening	\$50 gift card	Members ages 50–75 who complete a colonoscopy or sigmoidoscopy

Please note that Kaiser members are not eligible for health rewards. The member must meet all incentive eligibility requirements to qualify for the no-cost reward. Incentives must be submitted to CalOptima as defined on each individual form. It may take 6 to 8 weeks after the completed form is received for the member to receive their no-cost reward. The no-cost rewards are available while supplies last. The gift card cannot be used to purchase alcohol, tobacco or firearms. The card has no cash value, and CalOptima is not responsible if it is lost or stolen. The member may only receive 1 reward per incentive program per calendar year or qualifying event.

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.

Treatment for Depression Is Available

Talk to Your Doctor

Feeling sad at times is a normal part of life. But when feelings of sadness last for more than a few weeks and daily activities become hard for you to do, you may have depression. Depression is common and can affect your thoughts, mood, health and day-to-day activities.

Each person is unique and can have different symptoms, which may include:

- Feeling sad
- Loss of interest in activities
- Weight loss or weight gain
- Sleeping too much or too little
- Loss of energy or low energy
- Feeling sick with no other health reasons
- Trouble thinking or making choices
- Feeling worthless
- Thoughts of not wanting to live

You can get treatment for depression. The first step is for you to talk with your doctor and/or a behavioral health professional. Treatment can include medication and talk therapy. If you use medications, it is important to follow your doctor's instructions about how, when and how much to take. Continue taking your medicine unless your doctor tells you to stop. Depression is treatable, and you can get better if you meet with your doctor and/or a behavioral health professional often and talk about your plan of care.

Behavioral health services are available to CalOptima members. CalOptima members can call the CalOptima Behavioral Health phone line, toll-free, at **1-855-877-3885** to access behavioral health services. TTY users can call toll-free at **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.

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 room for a true medical emergency.

CalOptima	Customer Service department, 24 hours a day, 7 days a week.	Toll-free: 1-855-705-8823 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 TTY: 1-800-735-2929
	Health Education department for help with health and wellness materials to help you stay healthy	Local: 1-714-246-8895 Toll-free: 1-888-587-8088 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 TTY: 1-844-514-3774
Denti-Cal	For help with dental benefits	Toll-free: 1-800-322-6384 TTY: 1-800-735-2929
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: 1-800-877-7195 TTY: 1-800-428-4833
Silver & Fit	For help with no-cost access to a wide network of fitness facilities or exercise centers at www.SilverandFit.com	Toll-free: 1-877-427-4788 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.

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.

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



CORONAVIRUS DISEASE 2019

Frequently Asked Questions

1. Who can I call for health advice?

If you need health advice, first call your doctor or your health network. If you cannot reach your doctor, you can talk to a nurse by phone to answer your COVID-19 questions. Call the CalOptima Nurse Advice Phone Line toll-free at **1-844-447-8441** to help you. TTY users can call toll-free at **1-844-514-3774**. The Nurse Advice Phone Line is open 24 hours a day, 7 days a week at no cost to CalOptima members.

2. Can I talk to my doctor by phone or telehealth visit?

If you are sick, please call your doctor to see if they offer phone or telehealth visits. Instead of going to your doctor's office, a telehealth visit allows you to talk with your doctor through audio and video over the internet. To provide telehealth, your doctor can use applications that allow for video chats, such as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype.

3. How can I get my medications?

CalOptima changed our rule so you can more easily get medication for a chronic condition. You can now request an early refill and a 90-day supply of medication. Contact your doctor to get a new prescription.

4. How can I contact CalOptima?

CalOptima Customer Service remains ready to respond to your needs. Please call Customer Service from the safety of your home. Call OneCare Connect toll-free: **1-855-705-8823**, 24 hours a day, 7 days a week. TTY users can call toll-free at **1-800-735-2929**. We have staff who speak your language.

5. Can I visit CalOptima's office?

We are continuing to serve our members through our Customer Service phone lines, as we adhere to guidelines to reduce the possibility of transmission.

Our buildings are **closed to visitors**:

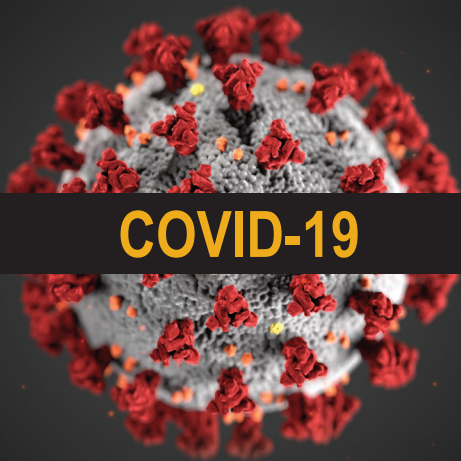
- CalOptima
505 City Parkway West
Orange, CA 92868
- County Community Service Center
15496 Magnolia St., Suite 111
Westminster, CA 92683

6. Where can I get more details on COVID-19?

For CalOptima-specific updates on COVID-19, please visit us at **www.caloptima.org**.

To learn more about COVID-19, please visit the Centers for Disease Control and Prevention website at **www.coronavirus.gov** and the Orange County Health Care Agency website at **www.ocalthinfo.com/novelcoronavirus**.





COVID-19

As we continue to monitor the fast-changing situation around the Coronavirus Disease 2019 (COVID-19), CalOptima remains ready to respond to our members' needs.

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

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.



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.