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OneCare

Connections



A Public Agency

OneCare Connect
CalOptima
Better. Together.

Summer 2020



TELEHEALTH DURING COVID-19

What is Telehealth?

A telehealth visit is when you meet with your doctor or health care team to talk about medical concerns by phone, video app, text or email. A telehealth visit allows you to talk with your doctor by phone or audio and video over the internet. Your doctor can use apps such as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype.

Your doctor will decide if your visit can be by telehealth on the phone or by video chat, or if you must go in person. You may need to have these things ready before a telehealth visit:

- Your height
- Your most recent weight
- Blood pressure
- List of medicines

The people listed below should not delay seeking care:

- Pregnant women for prenatal care
- Children needing immunizations
- Patients in need of treatment or follow-up visits

Please call your doctor's office to see if they offer telehealth visits. Your doctor's office can help you schedule a telehealth visit and will tell you what app to use for that visit.

If you need health advice, call your doctor or your health network first. If you cannot reach your doctor or health network, you can talk with one of our nurses 24 hours a day, 7 days a week.

Call the CalOptima Nurse Advice Phone Line 24 hours a day, 7 days a week. Our nurses can help direct you to get care at the doctor's office, urgent care or the emergency room. Call the Nurse Advice Phone Line toll-free at **1-844-447-8441**. TTY users can call toll-free at **1-844-514-3774**.

Call 911, if you think you are having a medical or psychiatric emergency or go to the nearest hospital.

Contact OneCare Connect Customer Service toll-free at **1-855-705-8823**, 24 hours a day, 7 days a week. We have staff who speak your language. TTY users can call toll-free at **1-800-735-2929**. Visit us at **www.caloptima.org**.



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Know the Signs of Opioid Overdose and What to Do

Do you know that very strong pain medicines — known as opioids — can put you at risk for overdose? Opioids can sometimes affect breathing or even cause death. Examples of prescription opioids include hydrocodone-acetaminophen (Norco, Vicodin), oxycodone-acetaminophen (Percocet), methadone (Dolophine) and fentanyl (Duragesic).

Risk for opioid overdose can be higher when opioids are:

- Used with alcohol
- Taken at high doses
- Taken by people with certain medical conditions, such as liver or lung problems
- Taken by people who are 65 years of age or older
- Used with other medicines that can slow breathing, such as anxiety medicines, like alprazolam (Xanax) and diazepam (Valium), or muscle relaxants, like methocarbamol (Robaxin) and carisoprodol (Soma).

The signs of opioid overdose may include:

- Smaller than normal pupils (The pupil is the dark circle in the center of the eye.)
- Loss of consciousness
- Slow or stopped breathing or heartbeat
- Choking or gurgling sounds
- Pale, cold or blue skin

Naloxone is medicine that can undo an opioid overdose and restore normal breathing. Naloxone can be injected into the muscle or inhaled as a nasal spray. More than one dose may be needed to help the person start breathing again. Please talk to your doctor or pharmacist about naloxone. Create a plan of action and tell people where you keep and how to use naloxone in case of an emergency.

If you see someone overdose:

1. Check to see if the person is awake and breathing
2. If the person is not responding, call 9-1-1 right away
3. Give the person naloxone, if it is available
4. Lay the person on their side to keep them from choking
5. Stay with the person until emergency workers arrive

Talk to your doctor to understand the benefits and risks of prescription opioids to get care that is safe, effective and right for you.

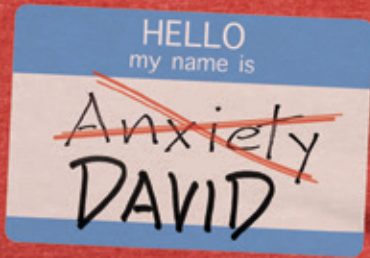


DON'T LET LABELS DEFINE YOU

Mental illness is more common
than you think. Talk to your
doctor about treatment
options.

For a telehealth visit from
home, call your doctor.

Find out more at
caloptima.org



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Leading California
in Medi-Cal Quality

*NCQA's Medicaid Health Insurance Plan
Ratings 2019–2020*

Medicines That Can Increase Your Fall Risk

Certain medicines can increase the risk of falls and should not be taken if you have fallen in the past. They can make you drowsy or dizzy. They can also decrease your mental alertness.

Falls can lead to more hospital visits and may result in high medical costs. Some common medicines that can increase your risk for falls include:

Medicines for Seizures:

- carbamazepine (Tegretol)
- divalproex (Depakote)
- gabapentin (Neurontin)
- lamotrigine (Lamictal)
- levetiracetam (Keppra)
- pregabalin (Lyrica)
- topiramate (Topamax)

Medicines for Depression:

- amitriptyline (Elavil)
- citalopram (Celexa)
- desvenlafaxine (Pristiq)
- duloxetine (Cymbalta)
- escitalopram (Lexapro)
- fluoxetine (Prozac)
- nortriptyline (Pamelor)
- paroxetine (Paxil)
- sertraline (Zoloft)
- venlafaxine (Effexor)

Medicines for Mood:

- aripiprazole (Abilify)
- olanzapine (Zyprexa)
- quetiapine (Seroquel)
- risperidone (Risperdal)

Medicines for Anxiety:

- alprazolam (Xanax)
- clonazepam (Klonopin)
- diazepam (Valium)
- lorazepam (Ativan)

Medicines for Sleep:

- eszopiclone (Lunesta)
- temazepam (Restoril)
- zaleplon (Sonata)
- zolpidem (Ambien)

If you have fallen in the past and are taking one of these medicines, talk with your doctor about what you can do to lower your risk of future falls. If you have any side effects, talk with your doctor about changing your medicine.

Contact OneCare Connect Customer Service toll-free at **1-855-705-8823**, 24 hours a day, 7 days a week. We have staff who speak your language. TTY users can call toll-free at **1-800-735-2929**. Visit us at **www.caloptima.org**.





PROTECT YOURSELF FROM COVID-19

Wear a mask
in public

For more details and a list of the Orange County COVID-19 Testing Network of clinics, go to <https://occcovid19.ochealthinfo.com>. If you do not have a PCP or health network, please call CalOptima at the numbers below to choose a PCP and a health network.

Do you have to pay to get screened, tested and receive treatment related to COVID-19?

CalOptima has waived all costs for our members to get screened, tested and receive medically necessary treatment for COVID-19. If you are asked to pay, please call us at:

- OneCare Connect: **1-855-705-8823**
- TTY: **1-800-735-2929**

Are there drugs to treat COVID-19?

Many drugs are being studied, and the situation is quickly changing. On May 1, 2020, the U.S. Food and Drug Administration (FDA) issued an emergency use authorization for Remdesivir. It is an investigational antiviral drug for the treatment of suspected or laboratory-confirmed COVID-19 in adults and children hospitalized with severe disease.

More facts can be found at:

CDC website:

www.cdc.gov/coronavirus/2019-ncov

Orange County Health Care Agency website:

www.ochealthinfo.com/novelcoronavirus

CalOptima website: www.caloptima.org.



Find out more at caloptima.org



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California Launches ACEs Aware Screening

Adverse Childhood Experiences (ACEs) are stressful or traumatic events that occur before the age of 18. ACEs can include seeing violence in the home or community, growing up in a home with substance misuse or an instable home due to parental separation.

To reduce the impacts of ACEs, California's Surgeon General along with the California Department of Health Care Services (DHCS), have launched a statewide effort to screen for ACEs. This will help identify those people who may benefit from trauma informed care and services.

ACEs are more common than you think. In California, about 3 in 5 people have gone through at least 1 ACE event in their childhood. Almost 1 in 5 people have gone through 4 or more ACEs. ACEs can have lasting, negative effects on your health and well-being. ACEs are linked to health problems, mental illness and substance misuse in adulthood. ACEs can also have a negative impact on education and job opportunities.

"Trauma informed care" is a framework that recognizes and responds to the signs, symptoms and risks of trauma to better support the health needs of patients who have gone through ACEs and toxic stress. Trauma informed care can improve a patient's health, better support the patient's and their family's overall well-being and reduce health care costs.



Treatments for patients who have gone through ACEs may include ways to manage their stress response, like:

- Safe and supportive relationships
- Regular exercise
- High-quality sleep
- Healthy nutrition
- Mindfulness practices
- Mental health treatment

To learn more about the ACEs Awareness Screening talk with your doctor or visit the DHCS at www.dhcs.ca.gov.

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 OneCare Connect. These include counseling, pregnancy testing, and birth control methods. Call the OneCare Connect 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: 1-800-735-2922
VSP (Vision Service Plan)	Call OneCare Connect 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

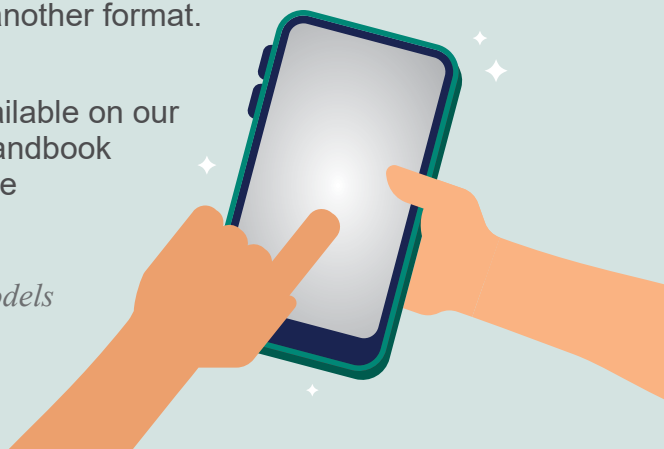
Get Information in Other Languages or Formats

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.*



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.

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!

2020 CalOptima Health Rewards Programs



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.

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.

Colorectal Cancer Screening
\$50 gift card

Members ages 50–75 who complete a colonoscopy or sigmoidoscopy

Breast Cancer Screening
\$25 gift card

Members ages 50–74 who are due for and complete a breast cancer screening mammogram

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.

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.



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

Stay Connected with CalOptima

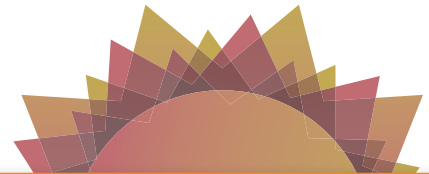
Web: caloptima.org

LinkedIn: CalOptima

Facebook: CalOptima

Twitter: @caloptima

Instagram: @caloptima



Kids often spend time with their grandparents during the summer



Practice water safety

- Always supervise children when in or near water. An adult should always watch young children.
- Install a fence around home pools and hot tubs.



Keep cool in extreme heat.

- Stay hydrated by drinking plenty of water.
- Never leave infants, children, or pets in a parked car, even if the windows are cracked open.

Wear sunscreen and insect repellent.

- If you use both sunscreen and insect repellent, apply sunscreen first.
- Always apply sunscreen with at least SPF 15 when you are outside.
- Use insect repellent and wear long-sleeved shirts and long pants to prevent insect and mosquito bites.



Prevent injuries.

- Make sure kids and teens wear the right protective gear for their sport or when they are riding a bike, skateboard or roller blades.
- Check to make sure the playground surfaces are not too hot, and the equipment is safe and well-maintained.

