

Stay healthy during flu season

Last year's flu season was really bad. And we don't know how bad it will be this year. Your best defense against the flu? Get a flu shot.

Who needs it?

Everyone 6 months and older should be vaccinated against the flu. It's especially important for people at high risk of complications from the flu. That group includes:

- Kids younger than 5 years old.
- Adults 65 and older.
- Pregnant women.
- People who have chronic health problems, like asthma or heart disease.

Do you know someone on that list? Make the shot a priority. It takes several weeks for the flu vaccine to take effect. So sooner is better.

What else can you do?

You should also take these steps to avoid the virus:

- Wash your hands often with soap and water.
- Use an alcohol-based hand cleaner when soap and water aren't an option.
- Try not to touch your eyes, nose or mouth.
- Stay away from sick people.

It's also important to minimize the spread of germs to others. Cover your nose and mouth with a tissue when you cough or sneeze, and throw the tissue away. If you get sick, stay home until your fever has been gone for 24 hours without taking medicine to reduce it.

Contra Costa Health Plan Flu Shot Clinic Schedule: October and November 2018

Location	Date	Time
Antioch Health Center	● Oct. 4, 11 and 25 ● Nov. 1	● 5:30 to 8:30 p.m. ● 5:30 to 8:30 p.m.
Brentwood Health Center	● Oct. 2, 9, 23 and 30	● 5:30 to 8:30 p.m.
Concord Health Center Building 1	● Oct. 16, 23 and 24	● 6 to 8 p.m.
Martinez Health Center	● Oct. 15, 16 and 17 ● Oct. 18 ● Oct. 19	● 8:30 a.m. to 4:30 p.m. ● 1:30 to 8 p.m. ● 8:30 to 11:30 a.m.
Miller Wellness Center Martinez	● Oct. 16, 19, 23 and 26	● 1 to 4 p.m.
Pittsburg Health Center	● Oct. 10 and 24 ● Oct. 13 and 27	● 6 to 8 p.m. ● 9 to 11 a.m.
West County Health Center	● Oct. 17 and 18 ● Oct. 19 ● Oct. 20	● 5:30 to 8:30 p.m. ● 1 to 4:30 p.m. ● 8:30 a.m. to 4:30 p.m.

Do not wait to get your flu vaccine

How do I get the shot?

See your doctor or call **800-495-8885** for an appointment with the Treatment Nurse. Or visit a Flu Shot Clinic (see schedule). Members age 10 and older can also get their shot at Walgreens and Rite Aid pharmacies, September 1 through April 30.



Source: Centers for Disease Control and Prevention

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A new vaccine for shingles

Almost all adults over the age of 40 carry the chickenpox virus. In most people the virus is dormant and doesn't cause problems. But it can reawaken and cause shingles.

Shingles is painful. It causes a red blistery rash. The rash usually clears up in about 4 weeks. But it can last longer. In fact, about 1 in 5 people with shingles has nerve pain that lasts for months or even years.

According to the Centers for Disease Control and Prevention (CDC), shingles affects about 1 million people in the U.S. every year. And nearly 1 in 3 adults will have shingles in their lifetime.

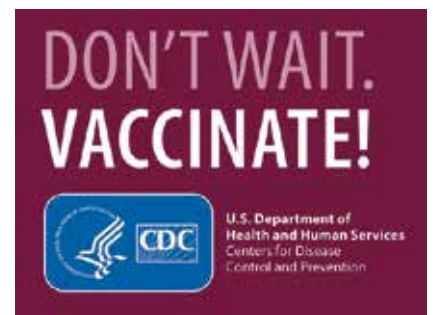
A vaccine for shingles, Zostavax, was approved in 2006. It's a single shot for people 60 and older. And it's about 50% effective.

But there's a new vaccine called Shingrix. It's shown to be more than 90% effective. And people as young as 50 can get it. It's given in doses, 2 to 6 months apart.

CDC recommends that all healthy adults 50 and older should get the new vaccine. That's even if you:

- Had shingles in the past.
- Got Zostavax in the past.
- Are not sure if you had chickenpox.

CCHP has added Shingrix to the formulary for all of our members. Talk with your doctor to see if you should get the vaccine.

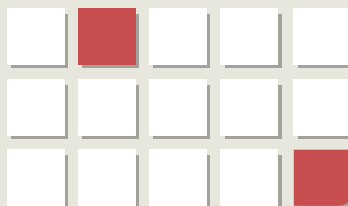


FLU SEASON ALERT

Influenza can be **MISERABLE & DEADLY**. Nearly **EVERYONE** 6 months or older should get a yearly flu vaccine.

- ✓ **Vaccinate!**
- ✓ **Don't wait.**
- ✓ **Don't hesitate.**

It takes **2 WEEKS** for the flu vaccine to be fully effective.



*Get it **NOW** so you're protected when you need it.*

Flu viruses **CHANGE** from year to year. To stay protected, you need a flu vaccine **EVERY YEAR**.



SHINGRIX

HERPES ZOSTER VACCINE (NON-LIVE RECOMBINANT, AS01, ADJUVANTED)

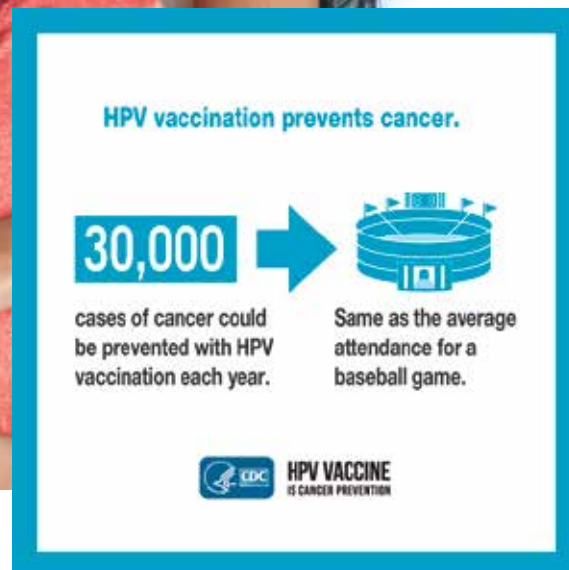
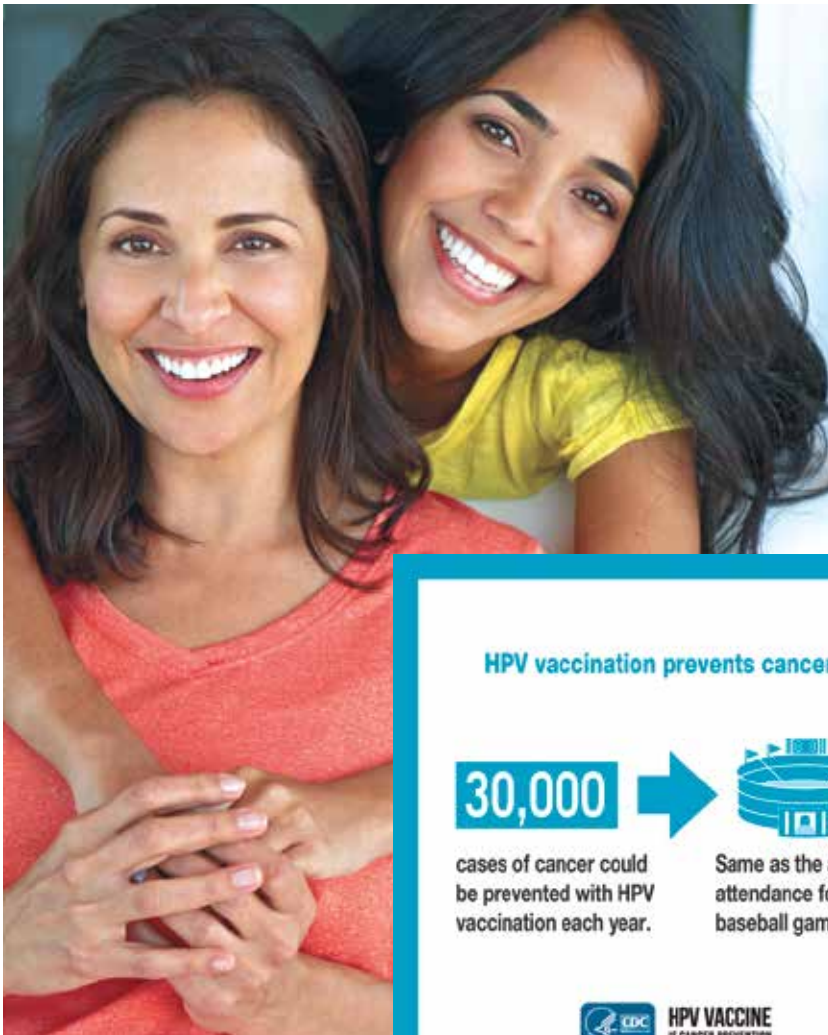


BUST THAT MYTH!

The flu shot can't give you the flu. It has no infectious germs.*

*Mild side effects from the shot may occur, but serious reactions are very rare.

Source: Centers for Disease Control and Prevention



A vaccine that prevents cancer?

About 14 million Americans get human papillomavirus (HPV) each year. And about 8 out of 10 people in the U.S. will get it at some point.

HPV can cause genital warts. It also causes many types of cancer. Those include cervical, penile, vaginal and anal cancers. But there's more:

- Over 70% of **mouth** and **throat** cancers are caused by HPV.
- Oral cancers have more than **tripled** over the past 20 years. They're now more common than cervical cancer.

There are many strains of HPV. A few are most likely to cause cancer. And there's a vaccine for those strains. It's safe and effective.

All boys and girls ages 11 to 12 should get the vaccine. And it can be given to teens and adults through age 26.

Ask your doctor today about the HPV vaccine. **Together we can prevent cancer!**

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention

Mental health: Key to your well-being

Wellness is a lot more than not being sick. Yes, your body's health is important. But so is the health of your mind. Mental health is how your thoughts and feelings affect your life. People with good mental health tend to make decisions that they are happy with. They deal more easily with life's hurdles.

How's your mental health? Some signs can point to a problem that could get better with medical help. Examples of these signs are:

- Finding little joy in life or feeling worthless or guilty.
- Crying without knowing why.
- Intense worries or fears.
- Low energy or anger flare-ups.
- Mood swings—feeling very high, then very low.
- Seeing or hearing things that aren't there.

If you have symptoms like these, let your provider know. He or she will help you get care that can help you feel better. That might include talking with a mental health expert and taking medicine.

Some people think they should be able to handle these types of issues on their own—and that it's a sign of weakness if they don't. But thinking that way only makes it harder to get healthy. The sooner you get help, the sooner your outlook will improve.

We are here to help you. Contra Costa Health Plan Medi-Cal members should call the Mental Health Access Line at **888-678-7277**. Contra Costa Health Plan Commercial Plan members should call **877-661-6230** (choose **option 4**).

Sometimes people need emergency help. If you or someone you are with feels the need to do harm to anyone, including him- or herself, call 911.

Sources: American Psychological Association; Mental Health America



lots of options

CCHP has three provider networks:

- Contra Costa Regional Medical Center Hospital, plus 11 neighborhood Health Centers.
- A community provider network that includes private practices, specialists and clinics, like Lifelong and La Clinica.
- Kaiser, intended for former Kaiser members entering Medi-Cal.

Contra Costa Health Plan celebrates 45 years

In 1973, our health plan was called the Key Plan. It had 2,000 members. This July, the plan you know as Contra Costa Health Plan (CCHP) is turning 45!

Living out our mission

Our goal has always been the same: Quality health care for those who need it. We do that through:

- The safety-net community of managed care health insurance.
- Partnering with county providers.
- Offering an affordable price for diverse populations.

We strive for a patient-centered medical home model that puts patients first.

Bright past, bright future

In the past 45 years, our membership has grown close to 200,000. We are proud to have been a part of the Affordable Care Act. It doubled our membership of Medi-Cal members in 2 years. So more people got the care they needed.

A few other ways we can help:

- Our multilingual Advice Nurses offer 24/7 answers to health questions.

They can also help make urgent appointments.

- We offer case management with both social workers and registered nurses.
- Need a ride? Our case managers can help arrange it.

>> Fast facts

CCHP was the first HMO in the U.S. to be:

- Federally qualified.
- State licensed.
- County sponsored.

Get affordable Internet service

Get the Internet for as little as \$10 per month. Sound too good to be true? Read on to see if you qualify.

Contra Costa Health Plan has partnered with the California Emerging Technology Fund (CETF). They help people get affordable Internet access.

You may qualify for these low rates if you or your family receives:

- Free or reduced school lunch.
- CalFresh Food Stamps.
- SSI.
- HUD housing vouchers.

There is no contract or deposit required. Installation is free. Services vary based on provider:



TO LEARN MORE, call CETF at 844-841-INFO (4636).

AT&T	COMCAST	MOBILE CITIZEN
Cost <ul style="list-style-type: none"> ● \$10/month at higher speed. ● \$5/month at lower speed. 	Cost <ul style="list-style-type: none"> ● \$9.95/month. 	Cost <ul style="list-style-type: none"> ● \$15/month. ● \$99.99 one-time charge for mobile hotspot device.
Speed <ul style="list-style-type: none"> ● 3 to 10 MBps, depending on location and availability. 	Speed <ul style="list-style-type: none"> ● 15 MBps, depending on location and availability. 	Speed <ul style="list-style-type: none"> ● 8 to 18 MBps, depending on location and availability.
Data cap <ul style="list-style-type: none"> ● 250 GB or 150 GB, depending on type/speed of service. ● \$10 for 50 GB of additional data. 	Data cap <ul style="list-style-type: none"> ● No data cap. 	Data cap <ul style="list-style-type: none"> ● No data cap.
Information <ul style="list-style-type: none"> ● Credit check is required for ID only, not for eligibility. ● Rate ends 2020. 	Information <ul style="list-style-type: none"> ● Eligible if one child qualifies in National School Lunch Program. ● Price is valid through high school. 	Information <ul style="list-style-type: none"> ● Eligible through most government assistance programs. ● Hotspot connects with up to 10 devices at no extra cost. ● The more devices connected to hotspot, the slower the Internet speed. ● Various payment options, including auto pay. ● No paper bills.

Want to improve your health?

We're here to help you be healthier. To do that, we need to know you. And telling us about your health is as easy as filling out an online assessment. You can do it on paper too. Or over the phone.

My Health Discovery™ is our health assessment and improvement tool for our Adult Medi-Cal members. It's personalized for you based on information you provide. And it's free!

The assessment is simple. Just answer a few questions about yourself and your lifestyle. Visit cchealth.org/healthplan/health-ed.php to get started. Or call 925-313-6019.



Member rights and responsibilities

You're a Contra Costa Health Plan (CCHP) member. That means you have rights and responsibilities.

YOUR RIGHTS INCLUDE:

- To choose a primary care provider within our network.
- To have a translator if English is not your first language.
- To make your own health care decisions. That includes the right to refuse treatment.
- To voice grievances. They can be about either the care you receive or about CCHP. And they can be verbal or in writing.

YOUR RESPONSIBILITIES INCLUDE:

- To provide complete and accurate medical information.
- To understand your health issues.
- To participate in treatment goals as much as possible.
- To ask questions if you don't understand.
- To keep appointments. If that's not possible, cancel at least 24 hours ahead of time.

LEARN MORE

See the full list of rights and responsibilities on our website: cchealth.org/healthplan/pdf/provider-member-rights-medi-cal.pdf.

Initial health assessment

Are you a new member? Then you need to complete an initial health assessment (IHA). You have 120 calendar days from when you enrolled.

Your primary care provider (PCP) will perform the assessment. It's a lot like a regular doctor visit. The provider will:

- Take your medical history.
- Examine you.
- Give you any vaccines you need.
- Do any preventive screenings you need.
- Discuss any concerns you have.
- Help you make a plan to address chronic diseases or other problems.



DO YOU HAVE A PCP? If not, that's your first step. Call Member Services at 877-661-6230 (option 2).

Protect yourself and your family from germs at home

Flu season is coming. You may know two ways to avoid getting sick: Remind your family to wash their hands, and make sure they get their flu shots. But remember, you can cut down on germs at home by cleaning and disinfecting surfaces regularly. This good habit doesn't just help protect your family during flu season—it also helps prevent illnesses caused by germs all year.

A room-by-room guide

Here are some reminders for getting rid of germs around the home:

In the bathroom

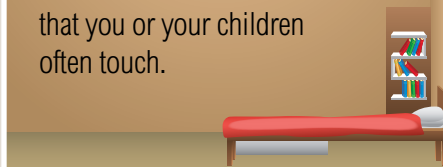
Spend a few minutes cleaning the toilet, sink and other surfaces with hot, soapy water. For extra protection, use a bleach solution or other disinfectant to disinfect these places. Disinfecting kills germs—cleaning with soap and water merely removes them. Pay special attention to the toilet lever and faucet handles.



In the playroom and bedrooms

Some surfaces that should routinely be wiped down in these rooms include:

- Doorknobs—clean the knobs on every door in the home.
- Toys and toy boxes.
- Tables and other surfaces that you or your children often touch.



In the kitchen

After making meals, don't forget to clean kitchen counters with water and soap. You can also disinfect them with a bleach solution, disinfectant or sanitizing wipes. Do not forget, germs in food, such as raw meat, can get on surfaces and cause food poisoning, which could make you very ill.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention; Environmental Protection Agency



Think handwashing is a no-brainer?

Washing your hands frequently is one of the best ways to avoid getting sick. But you have to do it right to get the most benefit.

Here's a refresher on the right technique:

- 1 Wet your hands with running water and turn off the tap.
- 2 Apply soap and rub your hands together to make a lather.
- 3 Scrub for at least 20 seconds. Be sure to wash the backs of your hands, between your fingers and under your fingernails.
- 4 Rinse your hands well.
- 5 Use a clean towel or air-dry your hands.

KNOW WHEN TO WASH

Wash your hands often, and especially at times like these:

- Before handling food or eating.
- After blowing your nose, coughing or sneezing.
- Before and after caring for someone who is sick.
- After touching any surface that might have germs.

Source: Centers for Disease Control and Prevention

All-American apple pies

Ingredients:

- 2 medium red apples or 4 very small red apples
- ¼ cup apple cider
- 4 tablespoons water
- 1 tablespoon all-purpose flour
- 2 teaspoons sugar
- ¼ teaspoon apple pie spice
- 1 egg, lightly beaten
- ⅛ teaspoon coarse sugar (optional)
- Nonstick cooking spray

Pastry: (See option below)*

- 1⅓ cups all-purpose flour
- ¼ teaspoon salt
- ¼ cup vegetable oil
- ¼ cup milk



Directions:

1. Preheat oven to 400°. Cut 2 apples in half crosswise (or cut top third off 4 very small apples). Use a melon baller or small spoon to scoop out the flesh of each apple half, leaving an ⅛-inch-thick shell. Remove and discard seeds and core. Chop apple flesh into small pieces, including tops if using small apples. In a small saucepan combine chopped apple, cider, 3 tablespoons water, 1 tablespoon flour, 2 teaspoons sugar and apple pie spice. Cook and stir over medium heat until apples are softened and liquid is thickened and bubbly, 3 to 5 minutes. Return filling to apple shells.

2. Prepare pastry: In a medium bowl stir together flour and salt. Add oil and milk; stir lightly with a fork until combined (dough will appear crumbly). Gather the mixture into a ball, kneading gently until it holds together. Flatten into a disk, then roll out into a large circle, about 10 inches

in diameter. Using a 3½-inch cookie cutter, cut 4 circles from the pastry. (Discard trimmings or save for another use.) Cut pastry circles into ¼-inch-thick strips.

3. Lay pastry strips in a lattice pattern over the top of the apples. (Or place full pastry circles over the tops of the apples and crimp edges.) In a bowl whisk together the egg and remaining 1 tablespoon water. Brush egg mixture over pastry and, if desired, sprinkle with coarse sugar.

4. Line a 15x10-inch baking pan with foil; coat foil with cooking spray. Place pies on prepared baking sheet. If using very small apples, place apple tops on foil next to pies.

5. Bake 20 to 25 minutes or until apples are soft, filling is bubbly, and crust is golden. Serve immediately.

*You can substitute 1 rolled refrigerated pie crust (half of a 15-ounce package) for the pastry.

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HEALTH SENSE

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HEALTH SENSE contains educational health information of general interest. It is not intended to be medical advice and cannot be relied upon as medical advice.

HEALTH SENSE may also contain general information about plan benefits. Plan benefits vary, and for information about your

Editor in Chief Elisa L. Hernandez, MPH
Medical Director Jose Yosul, MD
Managing Director Kevin Drury, MBA, CPHQ

particular benefit plan, please see your Evidence of Coverage booklet or call Member Services at 877-661-6230.

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Si desea este folleto en español, llame al 877-661-6230 (oprima 2).