BY WILL HARPER

At Contra Costa Health Plan, we want our members to know about changes to the way in which you receive care and services. We used surveys to ask members who are assigned to Contra Costa Regional Medical Center (CCRMC) what matters most to them. They told us that they wanted to communicate and make appointments online with more doctors—not just their primary care physician (PCP).

We listened

In October, CCRMC and the Health Centers renamed the online patient portal from myccLink to MyChart. We added new features to meet your needs.

New features

With MyChart, CCRMC and Health Centers patients can:

• Make next-day appointments with doctors other than their PCPs.
• Email more doctors, including specialists.
• Schedule mammograms.

The new portal is online at mychart.cchealth.org. Or you can download the MyChart app. It is available for iPhones and Android devices.

To sign up for MyChart, call customer support at 844-622-5465.
Make a move for your heart’s sake

Do you want to do your heart a big favor? Try this: Move more and sit less.

Your heart is a muscle. And just like your biceps, the more you work your heart, the stronger it gets. Being active also helps control your blood pressure, cholesterol and weight—all of which reduce your risk of heart disease.

If you already have heart disease, exercise can help your heart work better. In fact, it can help prevent a second heart attack if you’ve already had one.

So how much exercise do you need to protect your heart? Most adults need at least 150 minutes of heart-pumping exercise every week done at a moderate intensity. Moderate means you’ll breathe harder than normal. But you’ll still be able to talk.

Anything that gets you moving counts, whether it’s brisk walking, biking or water aerobics. Things that don’t even seem like exercise—such as gardening or cleaning the house—count too.

Getting started

If you’re a bit of a couch potato, these tips can help you make the switch to a more active life:

● **Play it safe.** Get an OK from your doctor if you have a chronic health problem (like heart disease) or are at serious risk for one.

● **Start slowly.** Gradually work up to 30 minutes of exercise on most days of the week.

● **Stick to a schedule.** Exercising at the same time every day helps it become a habit.

● **Buddy up.** If a friend is joining you on a morning walk, it’s harder to skip.

● **Squeeze in exercise.** Any exercise is better than none. So on busy days, look for chances to be active. Head for stairs—not escalators. Choose a faraway parking space—not a close one. Get off one stop early on your next bus ride and walk the rest of the way. Your heart will thank you.

Sources: American Heart Association; Office of Disease Prevention and Health Promotion

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Sources: Academy of Nutrition and Dietetics; American Heart Association
Where do you stand? Keep an eye on your BMI

Directions: Find your height, and then read across until you find your weight. Then scan up to see the number at the top of that column. That number is your body mass index (BMI). It’s an estimate of body fat.

<table>
<thead>
<tr>
<th>BMI</th>
<th>Normal weight</th>
<th>Overweight</th>
<th>Obese</th>
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</thead>
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<td>205 213 221 230 238</td>
<td>246 254 263 271 279 287 295 304 312 320</td>
</tr>
</tbody>
</table>

Make an appointment with your doctor to discuss your results and how to plan for better health. If you do not have a doctor, call 877-661-6230 and follow the prompts to reach Member Services and they will help you find one.

Source: National Institutes of Health

Do you know that you can file a complaint or make an appeal with your health plan?

BY BELKYS TEUTLE

Contra Costa Health Plan (CCHP) wants our members to receive the best services and care at your appointments. If you ever have any concerns or feel that you did not have an excellent experience, you have the right to voice your concerns or disagreement regarding a denial of service.

We want you to know that when you become a member of CCHP, you receive a booklet that is called a Member Handbook that contains information about what services the health plan covers. This is called the Evidence of Coverage (EOC). The handbook also tells you how to file a Grievance and Appeal. This information is on page 73. We try to make the process of filing a complaint easy for you by providing options. You can:

1. Call Member Services at 877-661-6230 Monday to Friday, 8 a.m. to 5 p.m.
2. Send a fax to 925-313-6955.
3. Email member.services@cchealth.org.
4. Send your form by mail to:
   595 Center Ave., Suite 100, Martinez, CA 94553.
5. Complete the form at your doctor’s office.
6. Complete the form online at cchealth.org/healthplan.

Grievance and Appeal forms are also available online and at your doctor’s office. We want you to know that we do not discriminate against a member when he or she files a complaint or grievance. This information can also be found in your Member Handbook.
Preventive care for children and adolescents

BY AMEERAH THOMAS

Contra Costa Health Plan wants our members to be healthy, which includes preventive care. We want to let you know that scheduling routine checkups with the doctor is important for you and your child. Routine checkups for children, also known as well-child visits, are a good chance to talk to the doctor about questions or concerns you may have about your child's health.

What happens during a well-child visit?

Once you schedule a visit with the doctor for your child, you probably want to know what to expect during the visit. We want you to know that during this visit, your child's doctor will:

- Ask you questions about your child's health history.
- Perform a complete physical exam.
- Perform vision and hearing screenings.
- Check how your child is growing, eating and sleeping.
- Talk about social or learning problems.
- Give your child any needed shots (immunizations or vaccinations).
- Do a blood or urine test, if needed.
- Talk to you and your child about how to stay safe and healthy.

When should I start coming in for well-child visits?

Well-child visits do not just begin after your baby is born. The health of parents is just as important. Prenatal visits are routine checkups for expecting moms in preparation for a healthy pregnancy and birth. Parents can talk with the doctor about:

- Newborn screening tests.
- Tests for mothers and fathers.
- Healthy practices for you and your baby.
- Other conditions that may affect your baby.

Prenatal visits are also opportunities to work with your doctor to plan your birth and schedule follow-up visits for you and your baby.

Visit schedule

Do you know when to plan your visits with your child's doctor? The visits should be scheduled:

- Before your baby is born (prenatal[s]).
- When your baby is a newborn.
- At 1 week.
- At 1 month.
- At 2 months.
- At 4 months.
- At 6 months.
- At 9 months.
- At 12 months.
- At 15 months.
- At 2 years of age.
- Once a year through the teen years.

FOR MORE INFORMATION about developmental screenings and vaccinations, visit brightfutures.aap.org. Learn more about what is recommended for preventive care for all ages by visiting our website, cchealth.org/healthplan/clinical-guidelines.php.
BENEFITS of QUITTING
WHEN YOU GIVE UP SMOKING, THE PERKS ADD UP OVER TIME

**AFTER...**

**20 MINUTES**
Blood pressure and heart rate drop.

**12 HOURS**
Carbon monoxide level in the blood returns to normal.

**2 WEEKS TO 3 MONTHS**
Lungs are working better. The risk of heart attack decreases.

**1 TO 9 MONTHS**
Respiratory problems have started to decrease.

**1 YEAR**
Excess risk of heart disease decreases to half that of a current smoker.

**2 TO 5 YEARS**
Risk of stroke can fall to about the same level as a nonsmoker.

**10 YEARS**
The risk of dying from lung cancer declines to about 50% of that of a current smoker.

**15 YEARS**
The risk of heart disease is the same as that of a nonsmoker.

Sources: American Cancer Society; American Heart Association; American Lung Association

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**Initial Health Assessment**

Are you a new member? Then you need to complete an Initial Health Assessment (IHA). We recommend that you make an appointment to see your provider within 120 days to address any conditions you may have and to make sure your preventive services are up-to-date.

Your primary care provider (PCP) will conduct the assessment. It’s a lot like a regular doctor visit. Your PCP 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.

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**What is the CCHP Utilization Management (UM) Unit’s role?**

UM’s role is to review your doctor’s medical requests so that we make sure the requested services match your benefits and assure that appropriate medical care is received. These include requests such as the need to see a specialist or approval getting a wheelchair or hospital bed.

We make decisions based on what care is needed to best support your health and what is covered through your insurance plan. Clinical guidelines are used to make these decisions and are available to you. Our doctors and staff are **not** rewarded or given incentives to deny or to cover any of these requests.

If you have questions, call **877-661-6230** during business hours, 8 a.m. to 5 p.m., and follow the prompts to reach Member Services.

If you call after work hours or on weekends or holidays, stay on the line to be directed to the Advice Nurse Unit.
Discrimination is against the law

Contra Costa Health Plan (CCHP) follows federal civil rights laws. CCHP does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

CCHP provides:

Free aids and services to people with disabilities to help them communicate better, such as: Qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats); free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages. If you need these services, contact CCHP between 8 a.m. and 5 p.m. by calling 1-877-661-6230. Or, if you cannot hear or speak well, please call TTY/ TDD 1-800-735-2929.

In writing: Fill out a complaint form or write a letter and send it to: CCHP Member Appeals/Grievance Resolution Unit, 595 Center Avenue, Suite 100, Martinez, CA 94553 or fax it to 1-925-313-6047.

In person: Visit your doctor’s office or CCHP and say you want to file a grievance.

Electronically: Visit CCHP’s website at http://contracostahealthplan.org (go to: Member Services; click on Grievance Form).

Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by phone, in writing, or electronically:

By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.

In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

Electronically: Visit the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

How to file a grievance

If you believe that CCHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with CCHP. You can file a grievance by phone, in writing, in person, or electronically:

By phone: Contact CCHP between 8 a.m. and 5 p.m. by calling 1-877-661-6230. Or, if you cannot
Language Assistance/ Asistencia Lingüística

English
ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-877-661-6230 (TTY: 1-800-735-2929).

Español (Spanish)

Tiếng Việt (Vietnamese)

Tagalog (Tagalog – Filipino)

한국어 (Korean)

繁體中文 (Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-661-6230 (TTY: 1-800-735-2929)。

Հայերեն (Armenian)
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա կարող եք ստանալ ապահովություն ազատականության ծրագրերում: Զանգահարեք 1-877-661-6230 (TTY (հեռախոսում) 1-800-735-2929):

 Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-661-6230 (теленайт: 1-800-735-2929).

فارسی (Farsi)
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی به صورت رایگان برای شما فراهم می‌شود. 1-877-661-6230 (TTY: 1-800-735-2929).

日本語 (Japanese)
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-661-6230 (TTY: 1-800-735-2929)まで、お電話にてご連絡ください。

Hmoob (Hmong)

ਪੰਜਾਬੀ (Punjabi)
ਵਿਚਾਰਵਾਦੀ: ਨੇ ਜੁਧੀ ਭਾਗੀ ਸ੍ਰੇਣੀ ਦੇ, ਉੱਤਰ ਅਫ਼ਰੀਕਾ ਵਿਚ ਮਿਲਵਾਇਆ ਮੀਸੂਰੀ ਕੁਹਾਣੇ ਸਾਹਿਤ ਦੀ ਇਤਿਹਾਸਕਾਰੀ ਹੈ। 1-877-661-6230 (TTY: 1-800-735-2929) ਦੇ ਬਾਹਰ ਬਾਹਰ।

اتصاص (Arabic)
ملحوظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجاني. اتصل برقم 6230-877-661-1 (رقم هاتف الصم والبك: 2929-800-735-1).

हिंदी (Hindi)
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-661-6230 (TTY: 1-800-735-2929) पर कॉल करें।

ภาษาไทย (Thai)

 KHmer (Cambodian)
ប្រការ: ប្រការជារៀបចំនូវប្រសិនបើ សព្ទដែលប្រឈមជាមិនព្យាភានក្នុងសំណង់ និងពេញណាមួយ មិនប្រការប្រការ 1-877-661-6230 (TTY: 1-800-735-2929)

ລາວ (Lao)
โปรดทราบ: ถ้าคุณพูดภาษาลาว โปรด ดูบันทึกความหมายที่ดีที่สุด 1-877-661-6230 (TTY: 1-800-735-2929)
Advice Nurses and urgent care

If you are sick or hurt, you may need urgent care. That means you need quick care, but it’s not an emergency. Not sure what kind of care you need? **Call the Advice Nurse line.**

We’re here to help Contra Costa Health Plan (CCHP) members. We are open 24 hours a day, 7 days a week, including holidays. Just call **877-661-6230**.

Once your call is answered, follow the instructions given on the phone. In order to decrease the time that you wait on the phone, we offer you the choice to either leave a message so the nurse can call you back or to have our phone system hold your place in line, and your call will be returned when a nurse is available to answer your questions.

When calling about your child, please make sure your child is with you at the time of your call. The Advice Nurse must be able to obtain the most up-to-date description of your child’s symptoms to be able to safely refer your child to the appropriate level of care.

Depending on your symptoms, you may be eligible for the following:

- An urgent care visit.
- A telephone call with a CCHP doctor.
- An order for meds.

Nurses can also give you advice on:

- Questions on health care and meds.
- Infectious disease exposure.
- Caring for yourself or a family member.
- If a visit to the emergency room is required.
- Current vaccine info for you or your child.
- Health resources in your community.
- Contacting your doctor.

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Do you need an interpreter who speaks your language?

When you’re sick, it’s easier to talk to a doctor who speaks your language. Our Member Services can help you choose one who does. We have a lot of doctors who speak more than one language. But their location may not always work for you.

A second option is interpreter services. We have trained interpreters who can help you by phone and sometimes in person. They speak many languages, including sign language. Interpreters make sure that you and your doctor know what each other is saying. With their help, you can get all your questions answered.

This service is free and easy to use. If you think you need an interpreter at your next doctor visit, ask for one. If you have any problems getting an interpreter, call **877-661-6230** and follow the prompts to reach Member Services. Member Services is open Monday to Friday from 8 a.m. to 5 p.m.

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**WE’RE HERE TO HELP** Contra Costa Health Plan members. We are open 24 hours a day, 7 days a week, including holidays. Just call **877-661-6230**.