

health sense



Spring 2020

Contra Costa's Online Patient Portal is now

MyChart
Contra Costa Health Services

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**.

f CCHP IS NOW ON FACEBOOK!
Come and join our community.
Find us at: [facebook.com/
ContraCostaHealthPlan](https://www.facebook.com/ContraCostaHealthPlan)

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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

KNOW YOUR FATS

MONOUNSATURATED

HEALTHY 👍

Examples: Avocado, canola oil, nuts, olive oil and peanut butter.



Enjoy in moderation.

POLYUNSATURATED

HEALTHY 👍

Examples: Corn oil, sesame oil, sunflower seeds and fatty fish like salmon and trout.

Enjoy in moderation.



SATURATED

UNHEALTHY 👎

Examples: Coconut oil, fatty meats, and whole or 2% dairy foods.

Limit.



TRANS FATS

UNHEALTHY 👎

Examples: Shortening, stick margarine and some fried foods.

Avoid.



THE BOTTOM LINE:

Replace unhealthy fats with healthier options.

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.

BMI	Normal weight						Overweight					Obese									
	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
HEIGHT	WEIGHT IN POUNDS																				
5'	97	102	107	112	118	123	128	133	138	143	148	153	158	163	168	174	179	184	189	194	199
5'1"	100	106	111	116	122	127	132	137	143	148	153	158	164	169	174	180	185	190	195	201	206
5'2"	104	109	115	120	126	131	136	142	147	153	158	164	169	175	180	186	191	196	202	207	213
5'3"	107	113	118	124	130	135	141	146	152	158	163	169	175	180	186	191	197	203	208	214	220
5'4"	110	116	122	128	134	140	145	151	157	163	169	174	180	186	192	197	204	209	215	221	227
5'5"	114	120	126	132	138	144	150	156	162	168	174	180	186	192	198	204	210	216	222	228	234
5'6"	118	124	130	136	142	148	155	161	167	173	179	186	192	198	204	210	216	223	229	235	241
5'7"	121	127	134	140	146	153	159	166	172	178	185	191	198	204	211	217	223	230	236	242	249
5'8"	125	131	138	144	151	158	164	171	177	184	190	197	203	210	216	223	230	236	243	249	256
5'9"	128	135	142	149	155	162	169	176	182	189	196	203	209	216	223	230	236	243	250	257	263
5'10"	132	139	146	153	160	167	174	181	188	195	202	209	216	222	229	236	243	250	257	264	271
5'11"	136	143	150	157	165	172	179	186	193	200	208	215	222	229	236	243	250	257	265	272	279
6'	140	147	154	162	169	177	184	191	199	206	213	221	228	235	242	250	258	265	272	279	287
6'1"	144	151	159	166	174	182	189	197	204	212	219	227	235	242	250	257	265	272	280	288	295
6'2"	148	155	163	171	179	186	194	202	210	218	225	233	241	249	256	264	272	280	287	295	303
6'3"	152	160	168	176	184	192	200	208	216	224	232	240	248	256	264	272	279	287	295	303	311
6'4"	156	164	172	180	189	197	205	213	221	230	238	246	254	263	271	279	287	295	304	312	320

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.

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**.

- 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

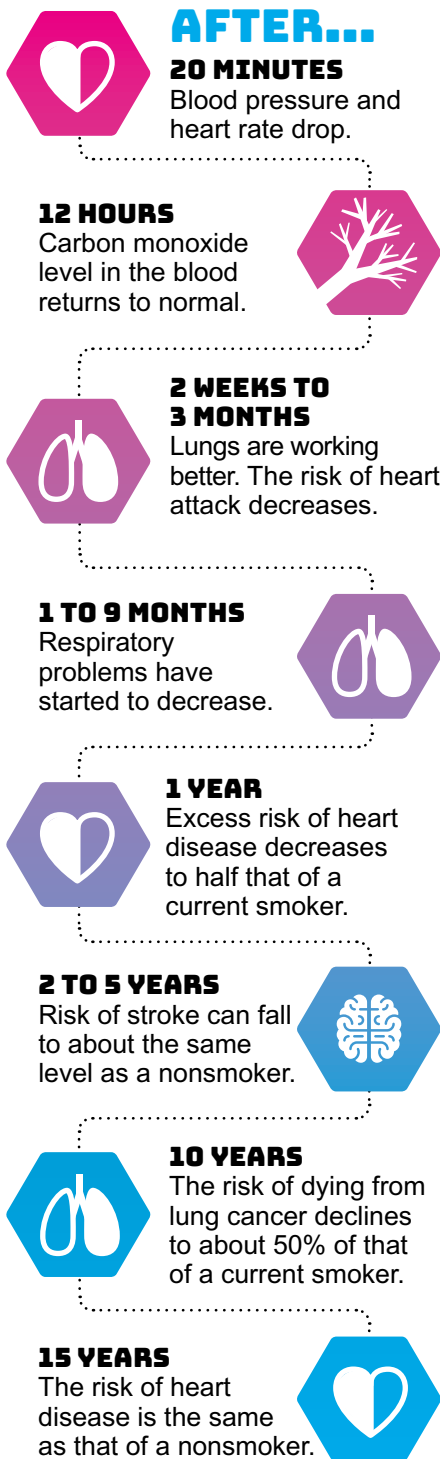
Do you know when to plan your visits with your child's doctor? The visits should be scheduled:

- 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.



BENEFITS of QUITTING

WHEN YOU GIVE UP SMOKING, THE PERKS ADD UP OVER TIME



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

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.



DO YOU HAVE A PCP? If not, that is your first step. Do you want to choose a different doctor? If you do, call **877-661-6230** and follow the prompts to reach Member Services.

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 **1-800-735-2929**.

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

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>



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)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-661-6230 "2"** (TTY: 1-800-735-2929).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-661-6230** (TTY: **1-800-735-2929**).

Tagalog (Tagalog– Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-661-6230 (TTY: 1-800-735-2929).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-661-6230 (TTY: 1-800-735-2929)번으로 전화해 주십시오.

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 ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-877-661-6230 (TTY (հեռատիպ)՝ 1-800-735-2929):

Русский (Russian)

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

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما 1-877-661-6230 (فارسی (Farsi) 1-877-661-6230 فراهم می باشد. (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)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-661-6230 (TTY: 1-800-735-2929).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-877-661-6230 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।

عربي (Arabic)

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

हिंदी (Hindi)

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

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-877-661-6230 (TTY: 1-800-735-2929).

ខ្មែរ (Cambodian)

ប្រសិនបើ ប្រើសិទ្ធិអ្នកនិយាយ ភាសាខ្មែរ, បសវាជំនួយខ្លួនកភាសា បោយមិនគ្រឹក ល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-877-661-6230 (TTY: 1-800-735-2929)

ພາສາລາວ (Lao)

ໄປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການຮ່ວມມືການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 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.

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.

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**.

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HEALTH SENSE is published for the members of CONTRA COSTA HEALTH PLAN, 595 Center Ave., Suite 100, Martinez, CA 94553, telephone 925-313-6000, website contracostahealthplan.org.

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

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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)**.