

Kids ages 5 to 11 can now get a COVID-19 vaccine

Kids ages 5 to 11 are now eligible to get a COVID-19 vaccine! Protect your child, your family and your community. The vaccine is safe, effective and free.

Does it work?

Yes. The Pfizer vaccine is nearly 91% effective in preventing COVID-19 in young children. This is like adult vaccines.

Is the dose different?

Yes. It is 1/3 the adult dose. (By the way, providers also use smaller needles to give this vaccine.)

How many shots do kids need?

Kids need 2 doses (3 weeks apart) for full protection.

Is the vaccine safe?

It is. The Pfizer vaccine was studied in more than 3,000 children and found to be safe. The benefits of the vaccine outweigh the known and potential risks.

Are there any side effects?

Some kids have no side effects. Others may have mild side effects that last 1 or 2 days. The most common ones include a sore arm, tiredness or a headache. This is normal. Serious side effects (such as severe allergic reactions)



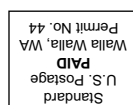
are rare with COVID-19 vaccines. No children ages 5 to 11 in the vaccine trial had a serious side effect.

Why should kids get the vaccine?

There are several reasons to vaccinate your child:

- It helps keep them in school and social activities that have been disrupted by the pandemic. These activities are important to children's education and emotional well-being.
- It protects their health. Although

—Continued on back page



Two programs to help you live well

The California Department of Health Care Services wants Medi-Cal members to live healthier lives. Starting in January 2022, 2 new programs will help. The programs are called Enhanced Care Management (ECM) and Community Supports (CS).

ECM is a new benefit for members with highly complex needs. It provides extra services to make sure you stay healthy.

Each eligible member will have an ECM care coordinator. This person will talk to them and their providers. They make sure you get the care you need.

ECM care coordinators can help members:

- Find doctors and get an appointment.
- Better understand your medications.
- Set up a ride to get to your doctor visits.
- Find and apply for other services, like help with housing or food.

- Get follow-up care after you leave the hospital.

Who is eligible for ECM?

- Children or youth with complex health needs.
- People who are homeless or at risk for it.
- People with frequent hospital stays.
- People with frequent short-term skilled nursing facility stays.
- People with frequent emergency visits.
- People who have serious mental illness.
- Children with serious emotional disturbance.
- People with substance use disorder who also have chronic health conditions.

CS provides additions to covered services for those who are eligible. This can be things like:

- Housing transition or navigation.
- Housing or tenancy support services.
- Medical respite.
- Short-term housing after a hospital stay.
- Healthy meals.
- Removing asthma triggers from your home.

These services can help decrease hospital visits.

If you qualify, we may talk to you about these services. You can also talk to your health care provider. They can find out if you qualify. They can also tell you when and how you can receive these services. Or you can call CCHP Member Services. CCHP Member Services is available Monday through Friday, 8 a.m. to 5 p.m. Just call **877-661-6230** (option 2), TTY: **711**.

Please note: Members have the right to decline or stop ECM or CS at any time.





CCHP health education webpage!

Did you know that we have health education resources available for you?

Check out our newly updated page at cchealth.org/healthplan/health-ed.php.

You can download and print our Health Education Resource Guide.

Feel free to use our tools on many health topics, like:

- Nutrition, healthy recipes and smoothies.
- Physical activity, Pilates videos, yoga and salsa dancing.

- Asthma, diabetes, heart health and hypertension.
- Children's health, prenatal care and nursing.
- Videos on many health topics.
- Health education classes near you or online.
- Quizzes and fun tools.
- Our latest newsletter and more.

Go to cchealth.org and choose "Health Plan." Then go to "For Members" and click on "Health Education."

Or go to cchealth.org/healthplan/health-ed.php.

New! Access your CCHP ID card on your smartphone. Sign up for MyChart!

MyChart lets you download and print a copy of your CCHP card any time.

Just go to mychart.cchealth.org to sign up and log in. If you use the county clinics or hospital, you may already have a MyChart account. Log in to the same account and look under the Insurance section to access your CCHP card.

It is important to show your CCHP card any time you access covered services to avoid getting billed.

Remember, if you have Medi-Cal, as of January 1, 2022, you get covered prescriptions from the pharmacy through Medi-Cal Rx instead of CCHP. This means you will need to show your state Medi-Cal Benefits Identification Card at the pharmacy. But continue to show your CCHP card when you get medical services.



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 staff 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, Member Services can help. 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.





Spring allergies: 4 ways to find relief

The warmer weather you've been waiting for is finally here! But spring can also bring something you don't want: seasonal allergies.

As plants release tiny grains of pollen into the air, your body may react with:

- A runny or stuffy nose.
- Persistent sneezing.
- Red, watery or swollen eyes.

What can you do?

Simple steps like these may help you feel better:

1. Watch the pollen count.

Weather reports often mention this during allergy season. On days when the pollen count is high, try to stay inside more.

2. Keep windows closed.

Open windows can let pollen drift in and settle on carpets and furniture.

3. Dress for defense. When you're outside, wear a hat and sunglasses to help keep pollen out of your hair and eyes.

4. Wash pollen away. Take a shower, wash your hair and change your clothes if you've been playing or working outside.

Check in with your doctor

If tips like these don't help, talk with your doctor about your options. There are medicines that can help you manage symptoms. Or you might want to try allergy shots. They can make you less sensitive to pollen.

Source: Allergy and Asthma Foundation of America

Nondiscrimination notice

Discrimination is against the law. Contra Costa Health Plan (CCHP) follows State and Federal civil rights laws. CCHP does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

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.
 - ✓ Information written in other languages.

If you need these services, contact CCHP between 8 a.m. and 5 p.m. by calling **877-661-6230**. If you cannot hear or speak well, please call TTY: **711**. Upon request, this document can be made available to you in braille, large print, audiocassette or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Contra Costa Health Plan
595 Center Ave., Suite 100
Martinez, CA 94553
877-661-6230 (TTY: 711)

HOW TO FILE A GRIEVANCE

If you believe that CCHP has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with CCHP's Civil Rights Coordinator. 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 **877-661-6230**. Or, if you cannot hear or speak well, please call TTY/TDD: **711**.
- In writing: Fill out a complaint form or write a letter and send it to: CCHP Civil Rights Coordinator, Member Grievance Unit, 595 Center Ave., Suite 100, Martinez, CA 94553 or fax it to **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 **www.contracostahealthplan.org**.

OFFICE OF CIVIL RIGHTS—CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

If you have Medi-Cal, you can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights, by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call TTY/TDD: **711** (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:
Deputy Director, Office of Civil Rights
Department of Health Care Services, Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Complaint forms are available at **http://www.dhcs.ca.gov/Pages/Language_Access.aspx**.
- Electronically: Send an email to **CivilRights@dhcs.ca.gov**.

OFFICE FOR CIVIL RIGHTS—U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, 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 **800-368-1019**. If you cannot speak or hear well, please call TTY/TDD: **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 Ave., 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>**.

TAGLINES

English

ATTENTION: If you need help in your language call 1-877-661-6230 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-661-6230 (TTY: 711). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ (TTY: 711) 1-877-661-6230. تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ (TTY: 711) 1-877-661-6230. هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-661-6230 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-877-661-6230 (TTY: 711): Այդ ծառայություններն անվճար են:

ហ្លួសម្ពុលជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-877-661-6230 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-661-6230 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-877-661-6230 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-877-661-6230 (TTY: 711)。这些服务都是免费的。

(Farsi) مطلب به زبان فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با (TTY: 711) 1-877-661-6230 تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-877-661-6230 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-661-6230 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-661-6230 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-661-6230 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-661-6230 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-877-661-6230 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-877-661-6230 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-661-6230 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-661-6230 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນມີການ ເຊັນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕເລິມໃຫຍ່ 1-877-661-6230 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-661-6230 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-661-6230 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-661-6230 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-661-6230 (линия TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-661-6230 (линия TTY: 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-661-6230 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-661-6230 (TTY: 711). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-661-6230 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-661-6230 (TTY: 711). Libre ang mga serbisyon ng ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-661-6230 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-661-6230 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-661-6230 (TTY: 711). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-661-6230 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-661-6230 (TTY: 711). Các dịch vụ này đều miễn phí.

Booster shots are here!

Now is the time to get your booster dose if you are eligible. A booster dose is like a recharge for the immune system to make protection against COVID-19 even stronger.

Q Who is eligible for the booster?

Everyone age 18 and older is eligible if

it has been at least 5 months since their second dose of the Pfizer or Moderna vaccine or 2 months after their initial shot if they received the Johnson & Johnson vaccine.

Q Can I mix and match vaccines?

Yes. Your booster does not have to be the same as the vaccine you originally received.

Q When and where can I get the booster shot?

To schedule an appointment, call us at **833-829-2626** or go online to covidvaccinecchp.cchealth.org/CCHPVaccine.



Get involved as a member through the Managed Care Commission

CCHP has meetings to talk about what is working well and how we can improve. They happen every quarter. One of the groups is called the Managed Care Commission (MCC). Members are invited to attend. Come to a meeting!

The MCC is made up of members and providers. You can join this group if you would like. The group talks about how to improve policies. It is responsible for:

- Addressing health care concerns for people served by the county.
- Making sure everyone is involved in decision-making.
- Doing long-range planning and policy formulation.
- Making recommendations to the Board of Supervisors, County Health Services Director and Chief Executive Officer of CCHP.

If you would like to attend one of these meetings or be a part of this group, call CCHP Administration at **925-313-6004** for more information.



Kids ages 5 to 11 can now get a COVID-19 vaccine

—Continued from front page

COVID-19 is often more serious in adults than in children, kids can get very sick. Between the start of the pandemic and Oct. 10, 2021, about 1.9 million kids between ages 5 and 11 were infected, the American Academy of Pediatrics reports. Of these, more than 8,300 were hospitalized, and 94 died.

When and where can kids get the shot?

To schedule an appointment, call us at **833-829-2626** or go online to covidvaccinecchp.cchealth.org/CCHPVaccine.

How can I learn more?

Talk with your child's health care provider if you have questions or concerns about the vaccine.

health
sense

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

Editor in Chief
Medical Director
Managing Director

Nicole Branning
Dennis Hsieh, MD
Tammy Fisher

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

2022 © Coffey Communications, Inc. All rights reserved.

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