



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, option 1**.

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.

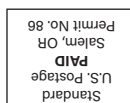
Depending on your symptoms, you may be eligible for the following:

- An urgent care visit.
- A telephone call with a CCHP provider.
- An order for meds.
- Home care advice.



Nurses can also advise you on:

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



Thank you for choosing Contra Costa Health Plan!

Where do you get information on your CCHP member benefits?

You can find information online through our member materials at cchealth.org/cchpmaterials.

Check your Member Handbook for information on:

- Benefits covered.
- Using services.
- Rights and responsibilities.
- How to file a complaint.

Use the CCHP Provider Directory to find:

- Lists of the providers, clinics, hospitals or labs you can go to.
- Our online search tool.

Want a printed copy? Order one online or by phone.

How do you get medical care?

- Call or make an appointment with your primary care provider (PCP).

- If you need urgent care and your PCP is not available, go to an urgent care clinic when outside the area. Or call the CCHP Advice Nurse. The Advice Nurse hotline is available 24/7 every day. Call **877-661-6230, option 1** (TTY: 711).

- In an emergency, call 911 or go to the closest emergency room.
- Need sensitive services or OB-GYN services? You can go to any Medi-Cal provider able to perform those services. You don't need CCHP approval. Sensitive services include sexual health services and mental health care for minors.

What providers can you go to?

If you only have CCHP and no other health insurance:

- Use providers, clinics and hospitals in the CCHP provider network. Check cchealth.org/findaprovider.

- If you have other primary insurance:
- You can see the providers under your other primary insurance.
 - You don't need approval from CCHP for services covered under your other primary insurance.

How do you change your PCP?

- Go to cchealth.org/changepcp.
- Call CCHP Member Services at **877-661-6230, option 2** (TTY: 711).

How do you get mental or behavioral health care?

- Call **877-661-6230, option 4** (TTY: 711) to find a behavioral health provider.
- Ask your PCP for a referral.
- Search the CCHP Provider Directory at cchealth.org/cchpmaterials.



How do you get pharmacy services?

Medi-Cal Rx covers the medicine Medi-Cal members get from a pharmacy. For more information:

- Go to medi-calrx.dhcs.ca.gov.
- Call **800-977-2273** for pharmacies or for more information.

Other members can learn about co-pays and coverage:

- In their Evidence of Coverage (EOC).
- By calling **877-661-6230**.

How do you get dental services?

Denti-Cal covers Medi-Cal members' dental services. For more information:

- Go to smilecalifornia.org.
- Call **800-322-6384**.

Other members can learn about co-pays and coverage:

- In their EOC.
- By calling **877-661-6230**.

How do you get help or more information?

Call Member Services at **877-661-6230, option 2** (TTY: 711).

You can:

- Learn about plan benefits.
- Learn how to get the care you need.
- Change your PCP.
- Get transportation.
- Get interpreter services.
- File a complaint.



Don't lose your Medi-Cal: Renew it!

If you get a yellow envelope in the mail from Medi-Cal, you need to take action to keep your Medi-Cal.

You can renew:

- 📄 Online at benefitscal.com.
- ✉ By filling out and returning the forms from the yellow envelope.
- ☎ By calling **866-663-3225** (TTY: 711).

Beware of scams! Contra Costa County and the state of California will **never** ask you to pay to apply for or to renew Medi-Cal.

Don't miss any important notices from Medi-Cal. Make sure the

county Medi-Cal office has your up-to-date contact information. Check online at benefitscal.com or call **866-663-3225** (TTY: 711).

MEDI-CAL BENEFICIARIES

Take action to keep your Medi-Cal!

Watch for an important renewal letter coming soon.





Dental checkups for kids

We all want our kids to have a bright and healthy smile! Did you know that cavities are one of the most common chronic childhood diseases in the U.S.? Cavities can cause problems with eating, speaking and learning. One secret weapon in the fight against cavities is topical fluoride varnish.

Fluoride varnish is gently painted onto the top and sides of teeth. It can make teeth stronger and protects them from the germs that cause cavities. Fluoride varnish can stop small problems before they become big ones. Applying the fluoride

varnish does not hurt. Your child will barely notice it's there! The American Dental Association recommends that your child gets 2 fluoride treatments every year.

Dental health is an important part of your child's overall health. Please visit smilecalifornia.com to find a Medi-Cal dentist near you. Your child should see their dentist regularly, even if they do not have aches and pains. It's much easier to prevent cavities than to treat them later. You can also ask your child's provider about fluoride varnish at their next well-child visit.

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)

Sign up for MyChart!

ACCESS YOUR CCHP ID CARD ON YOUR SMARTPHONE

MyChart is available on your smartphone or web browser. It gives you access to important information about your health plan benefits. On MyChart you can:

- See your Contra Costa Health Plan (CCHP) ID card.
- See your primary care provider and care team.
- Access health plan letters.

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.

Just go to mychart.cchealth.org to sign up and log in.

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 provider's office or CCHP and say you want to file a grievance.
- Electronically: Visit CCHP's website at **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:

ហ្លួសម្នាល់ជាភាសាខ្មែរ (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 hlou 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 serbisyong 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.

Care management services

Contra Costa Health Plan (CCHP) helps members manage their complex medical and social needs. Our goal is to promote good health. We help you get the care you need. We also refer you to community resources. Care management is free. It is an added benefit for CCHP members.

Who is a care manager?

Care managers specialize in social services. They may be:

- Nurses.
- Clinical social workers.
- Other staff.

Our team works with you, your family and your providers. They help you achieve the best possible health outcomes. They can teach you about your health condition. And they can offer reminders and advice.

Care managers can help if you have problems with:

- Keeping medical appointments.
- Taking medications as prescribed.
- Eating well.
- Frequent emergency room visits.
- Frequent hospital admissions or readmissions.
- Transportation.
- Housing.
- Memory, mood, personality or behavior changes.
- Managing medical conditions.
- Caring for yourself.
- Caring for a family member.



A care manager might help you:

- Navigate the health care system.
- Make appointments.
- Manage your health conditions at home with reminders, education and guidance to help keep you out of the hospital.
- Talk with your health care providers.
- Make sense of your medications.
- Get medication refills.
- Connect with services.
- Access housing.
- Find financial resources.
- Get food delivery services.
- Access local food pantries.

- Get rides to your provider or dentist.
- Pick up prescriptions.
- Find mental health care.
- Find substance use services.
- Connect with help in your community.

How do I request a care manager?

If you are interested in care management services, please call **877-661-6230 (option 2)**.

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